

Housing FAQs

How do I modify or cancel my hotel reservation?

You can modify or cancel your reservation as follows:

1. Online: Using the housing link <https://book.passkey.com/go/2023vizientsummit> click “Manage Existing Reservation” at the top of the page and enter your confirmation number
2. Phone: 775-372-7901
3. Email: Vizient@connectionshousing.com

Agents available 6:00 AM – 3:00 PM (PST), Monday-Friday

How do I contact Vizient’s Housing Bureau - Connections Housing?

Phone: 775-372-7901

Email: Vizient@connectionshousing.com

Do I have to use a credit card to book a reservation?

Yes, a one-night room and tax guarantee is required to secure each room reservation. Your credit card will be charged by the hotel after August 28.

I called the hotel and they have no record of my reservation.

Up until August 28, all hotel reservations are made through and confirmed by Vizient’s housing bureau, Connections Housing. All changes and cancellations to hotel reservations must be made directly with Connections Housing through August 28. After this date, changes and cancellations can be made directly with the Wynn/Encore; however, please do not reach out to the hotel directly until August 31.

What if I want to reserve a group of 10 rooms or more?

Contact our Group Reservation Department for any group of 10 or more rooms by filling out the group request form at <https://connectionshousing.app/Vizient2023> or contact Danyel Sheely at Vizient@connectionshousing.com.

Is there a waiting list if the hotels sell out?

No. If the hotel is sold out, you will not be able to make a reservation or place your name on a waiting list. Connections Housing will offer a secondary reservation system after August 28. You will still be able to make reservations for the event, however rates and hotel options may vary from those contracted for the event.

Will I get the same rates, service, and availability on the internet as I would if I booked my room through Vizient Housing?

Connections Housing takes the hassle out of searching for a room by providing the lowest price available at the Wynn and Encore over the Vizient Summit dates.

Why is it important for me to stay in Vizient’s conference block at the Wynn/Encore hotel?

Vizient financially guarantees the room block for our conference attendees and works to get the best rates over the dates of the conference. Staying in the official block during the Vizient Summit helps Vizient negotiate reduced rates for meeting attendees and many other services/fees you or your organization would pay if you were not associated with the Summit block.

I have not yet received my reservation confirmation e-mail. What should I do?

If you do not receive a reservation confirmation from Connections Housing after booking, first check your spam, then let us know at vizient@connectionshousing.com. Please do not call the hotel directly until after August 31 as they will not have record of your reservation.

What happens if I forget to change or cancel my reservation before the check-in date?

Please take time to read the cancellation policy for the Wynn/Encore. If you do not make the necessary changes to the date of arrival or forget to cancel your reservation; your credit card will be charged a one night's room and tax “no show” fee by the hotel. The Hotel also reserves the right to charge an early departure fee if you depart before your confirmed departure date without letting the hotel know prior to check in.

May I request the exact location of my room (i.e. high floor, away from elevator, etc.)?

You can enter your preferences under the “Additional Requests” option while making your reservation. The hotel staff will do their best (depending on the level of hotel occupancy at the check in date) to meet your needs but not guaranteed.

What is the cancellation policy?

Cancellations must be received at least 72 hours prior to arrival date to avoid a one night's room and tax penalty per reservation.

How do I get a receipt for my hotel reservation?

After you have made your booking, Connections Housing will send you a room confirmation email. Upon check-out, you will receive a receipt from the hotel detailing all charges you incurred throughout your stay. If they do not offer, ask for it.

I have general questions about the Summit, who should I contact?

Vizient registration and Vizient housing are separate. For registration changes or cancellations or general conference questions, please contact the Vizient events team through this link - <https://app.smartsheet.com/b/form/4210976126924b709612615a775a9797>.