

Tips for Cancelling Hotels and Flights

(March 10, 2020)

To cancel your hotel reservation

1. If you made a reservation at the Hilton Minneapolis or Double Tree Suites via ECKANKAR's housing website, please **do not call the hotel** to cancel your hotel reservation.
 - Refer to your *Hotel Acknowledgment* email from the Housing Bureau for the **link to their website** and **confirmation number** needed to cancel your reservation.
 - Or you can email the Housing Bureau at housing@minneapolis.org.
2. If you made a reservation at another hotel, **please contact the hotel** directly.

Tips for changes to your airline reservation

Many airline websites state they are offering to rebook or cancel flights with no penalty depending on booking and/or travel dates.

Suggestions:

- If your flight was booked through a third party (like Expedia, Kayak, etc.), contact them first. If that doesn't work, try the airline.
- Whomever you call, be sure to let them know that our international event was cancelled due to COVID-19 virus. If needed, you can give them a link to Eckankar's cancellation notice and press release at www.ECKSeminars.org.
- If you have plans for a future seminar or other travel, you can try rebooking rather than cancelling your flight.
- Airline policies are changing daily. If you are being told you will be charged a cancellation or change fee, you can try back at a later date to see if the response is different. The COVID-19 situation is rapidly evolving, and airline responses may change.