

Gartner Digital Marketing Conference

15 – 17 May 2018 | San Diego, CA

How do I register for the event?

Please visit our Gartner Digital Marketing Conference [registration page](#) or call our Gartner Global Events Team at 1.866.405.2511.

How can I make my hotel reservation?

After **April 16, 2018 at 5:00 p.m. EDT** you will need to contact the hotel directly to make a new reservation or change/cancel an existing reservation.

Where is Gartner providing hotel accommodations and how can I contact them?

Manchester Grand Hyatt San Diego
Reservations: 1.888.421.1442

Is there shuttle service to/from the offsite hotels?

Shuttle services will not be provided for this event.

What do I do if I am having trouble logging into the registration system?

Attendees who are having trouble logging in to their gartner.com account should follow the links and instructions on the log in page for assistance. [Resetting credentials](#) can be done online.

Will there be special rates offered by the hotel?

Yes, Gartner has reserved a limited block of hotel rooms for attendees of the conference. Rooms at the Manchester Grand Hyatt San Diego are being offered at the discounted rate of \$279/night plus applicable taxes.

Please note that the Gartner discounted rates cannot be guaranteed for rooms booked after **April 16, 2018 5:00 p.m. EDT**

Do you require a minimum night stay at the hotel?

Yes, there is a mandatory 2 night minimum stay.

What if I need to change or cancel my hotel reservation?

After April 16, you will need to contact the hotels directly to change or cancel an existing reservation.

Please be aware of that cancellations are allowed up to **April 16, 2018 at 5:00 p.m. EDT** without penalty. After **5:00 p.m. EDT on April 16, 2018** the hotel will charge a non-refundable deposit of the minimum night stay.

All hotel changes must be completed prior **5:00 p.m. EDT on April 16, 2018**. Any change or cancellation made to your stay after this time will need to be done directly with the hotel.

Failure to check-in on your scheduled arrival date will result in a cancellation of your entire reservation and will be subject to the cancellation penalty.

Please note that if you cancel your event registration you will need to cancel your hotel reservation separately.

I received a phone call from someone saying they can offer me a room at a lower rate or at a different hotel. Is this a scam?

Gartner as a rule will always contact attendees directly about administration of their Event experience. Gartner Events always provide notice to Attendees and Sponsors when we will be using a third party provider like George P. Johnson as part of the Event administration. As such, it is good practice to assume that any third party provider that contacts you about a Gartner event may be a scam. Case in point: many of our exhibitors and delegates have been contacted by an organization claiming to be affiliated with Gartner, Exhibitors Housing Management. This is a scam as Gartner is not in any way affiliated with EHS. If you have registered as an attendee or exhibitor for Gartner Digital Marketing Conference and you receive an email from a third party provider claiming to be contacting you on behalf of Gartner Events, please contact the Gartner Global Events team at gartnerglobalevents@gartner.com before responding.

Are rooms available at a government rate for Public Sector attendees?

We have secured a number of rooms that are available at the current GSA per diem rate and are subject to availability. Government Rooms are subject to the same cancellation terms and conditions as standard rooms.

Can I book more than 1 reservation?

Only registered attendees will be able to make a reservation. In order to provide an enhanced hotel reservation process for our registered client's provisional reservations are not permitted. However, if you are part of a registered team looking to stay together, please email the Gartner Global Events Team at gartnerglobalevents@gartner.com with details of the registered attendees and hotel preference. These blocks will be available on a first-come, first-served basis.

Who do I contact if I have a question?

For assistance with hotel reservations please contact the Gartner Global Events Team at gartnerglobalevents@gartner.com or 1.866.405.2511.