

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. If you are a Gartner Executive Programs member, please contact your service delivery associate to register you for the event.

When can I make my hotel reservation?

Hotel reservations will open January 16 at 12:00 p.m. EDT, 9:00 a.m. PDT. **Please note, you must be a registered attendee in order to book a hotel reservation.**

Can I call the hotel directly to book my hotel?

No, reservations cannot be made with the hotel directly. Any calls to the hotel will be redirected to the Gartner Events team.

If you didn't select hotel accommodation during registration, you can log back into your account and make a reservation at any time.

I was registered by someone else, how do I make a hotel reservation?

If you are already registered for the event you will need to log into your [gartner.com](#) account and select "**Book My Hotel Reservation**" then you will be able to select your dates and will be shown a listing of available hotels.

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. A block of government rated rooms is also available at the Manchester Grand Hyatt San Diego.

We encourage you to book your hotel reservation as soon as possible because availability at the discounted Gartner rate is limited and cannot be guaranteed after **April 16, 2018 at 5:00p.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?

You can edit your hotel reservation online by going back into your [gartner.com](#) account and selecting "**Edit Reservation**" in the Hotels section. Changes or cancellations can also be made by contacting the Gartner Global Events Team at **1-866-405-2511**. All hotel changes must be completed prior to **5:00p.m. EDT on April 16, 2018.**

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

Please note that if you cancel your event registration you will need to cancel your hotel reservation separately by contacting the Gartner events team at 1-866-405-2511 or making the change in your gartner.com account.

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 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 at the Manchester Grand Hyatt San Diego. Government rate rooms are only for U.S. government officials and military travelers that require the federal per diem lodging rate. A valid government or military ID will be required at check-in for the hotel to reconfirm your eligibility to receive the per diem rate. Government rate rooms will not be charged until you check in and are subject to the same cancellation policies outlined above.

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 events team at gartnerglobalevents@gartner.com with details of the registered attendees and hotel preference. These blocks will 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.