

Gartner Symposium/ITxpo Registration and Hotel Accommodations

How do I register for the event?

Registering for Symposium/ITxpo is easy! You can either go online to our dedicated [registration page](#) or call the team directly at +91 80 2222 2079.

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

I'm registered! When can I make my hotel reservation?

Executive Programs attendees have a priority booking window that begins on **June 7 at 12:00 IST**. General Attendee reservations will open **June 14 at 12:00 IST**.

How do I make a reservation?

First, you must be registered for the event in order to make a reservation. You can then log back into your event registration in your [gartner.com](#) account and select "Make Hotel Reservation." For more detailed instructions on how to make a reservation please visit our [Booking Guide](#). Alternatively, you can call the Gartner Housing Team directly at +91 80 2222 2079.

Can I call the hotel directly to make my hotel reservation?

No, unfortunately reservations cannot be made directly with any of the official hotels and inquiries will be redirected to the Gartner Housing Team to facilitate.

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

That's ok, you can still book your accommodation by yourself – you will need to login to your [gartner.com](#) account and select "**Make Hotel Reservation**" and from there you will be able to enter your dates and choose from a list of available hotels. For more detailed instructions on how to make a reservation please visit our [Booking Guide](#).

Help! I'm having trouble logging into the registration system, what can I do?

Please follow the links and instructions on the log in page for assistance. Resetting your credentials can be done simply [online](#).

Will there be special rates offered by hotels in Goa?

Yes! The official Gartner Symposium/ITxpo 2017 hotels offer special discounted rates for registered attendees. Additional charges such as taxes, multiple occupancy fees, and additional fees vary by hotel and are not included in the room rates.

Can I make more than one hotel reservation?

No, only one hotel reservation per registered attendee is permitted. In order to provide the best booking process for our registered clients "Place Holder" reservations will not be allowed.

Do you require a minimum night stay at certain hotels?

Yes, there is a mandatory 3-night minimum stay at all hotels.

What if I need to change my hotel reservation?

You can edit your hotel reservation by going back into your event registration in your gartner.com account and select "Edit Reservation." You can also call the Gartner Housing Team at +91 80 2222 2079. Please note that all changes must be completed prior to 17:00 IST on **October 23** to avoid being charged for the minimum night stay by the hotel.

What is the hotel cancellation policy?

Between June 7 and October 23, you are able to cancel your hotel reservation without penalty. After close of business (17:00 IST) on Monday 23 October 2017, your credit card will be charged for the full reservation with no refund in the event of cancellation or partial reduction of stay. Any cancellation made after 17:00 IST on October 23, will NOT receive a refund.

If you cancel your registration for Gartner Symposium/ITxpo 2017 you will need to cancel your hotel room separately and it will be subject to the cancellation policies stated above.

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 GPJ (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 is a scam. Case in point: many of our exhibitors and delegates have been contacted by an organization claiming to be affiliated with Gartner called Exhibitors Housing Management. This is a scam as Gartner is not in any way affiliated with EHM. If you have a contract to exhibit at or attend a Gartner Event and you receive an email from a third party provider claiming to be contacting you on behalf of Gartner, please contact your Gartner Account Representative before responding.

How do I get to the event if I am at one of the offsite properties?

We offer complimentary transportation to/from the official Gartner Symposium/ITxpo hotels. Shuttles will run 2 trips in the morning & 2 trips in the evening at an interval of 30mins.

Gartner[®]

SYMPOSIUM | ITXPO[®]

13 – 16 November 2017 / Goa, India

The World's Most Important
Gathering of CIOs and
Senior IT Executives

I still have questions. Who do I contact?

We have tried to cover all possible enquiries above, and we thank you in advance for using the above email links to contact us, should you require assistance. Should your query not be listed on these documents, please contact us by phone or by email:

Tel. +91 80 2222 2079

Email GartnerGlobalEvents@gartner.com