



PROCEDURES FOR HOTEL RESERVATIONS

1. The International Monetary Fund and World Bank Group have reserved an inventory of rooms for delegations at the official hotels for the upcoming 2026 Annual Meetings in Bangkok, Thailand. The following procedures apply to reservations made through the IMF/WBG’s centralized reservation process.
2. **Connections Housing** is the hotel accommodation vendor overseeing the reservation process for AM26 official hotels. For assistance or additional information on these procedures, please contact Connections Housing Customer Service at +1 (404) 991-5185, Monday – Friday 9am to 6pm ET. You may also email AM26Hotels@connectionshousing.com.

APPROACH

3. The hotel reservation procedure is a two-step process. First, delegations will submit their **room block** requests. In the second step, **individual reservations** are made within a confirmed room block (by providing the necessary details identified in paragraph 7 to confirm the reservation by the **reservation due date**). Connections Housing will deploy the room block process in phases to ensure that delegations are provided with the best options possible.
4. To ensure that blocks are managed efficiently and allocated fairly, delegations will only be allocated blocks aligning with their historical usage. Requested blocks larger than previous usage/pickup will only be considered on case-by-case basis. Room Block requests will be processed on a **first-come, first-served basis**.
5. Delegation block requests will only be accepted from ED staff designated as IMF/WBG housing coordinators with an imf.org or worldbank.org email address. Submissions from any other email address will not be accepted.
6. A **Room Block** must have completed **Individual Reservations** by the **Reservation Due Date**.

EARLY BLOCK PHASE: For block requests made between February 3 – May 28	Reservations must be made within 60 days of receiving the block confirmation
FINAL BLOCK PHASE: For block requests made after May 29	Reservations must be made within 7 days of receiving the block confirmation

The following information should be provided by the reservation due date:

- a. Guest Name
 - b. Arrival/Departure Dates
 - c. Valid Credit card number
7. If requesters are unable to provide the above information required by the Reservation Due Date, rooms will be **released** to accommodate other delegation requests.

TIMETABLE

Important Dates	Activity
January 27 & January 28	Briefing on the blocking process for OED/EDS Housing Coordinators (representatives from Connections Housing will be available to answer any questions).
February 3	<p>Early block phase commences. Delegations may start requesting room blocks using the SmartBlock Site.</p> <p>Important: Confirmed blocks during this early phase must make individual reservations against their room block within their reservation due date (within 60 days after receiving their block confirmation). Any rooms within the block with no individual reservations by the reservation due date will be released.</p> <p><i>(Example: If the delegation receives their block confirmation on February 9, individual reservations should be made by April 10. Unreserved rooms by this date will be released and made available for others to book.)</i></p>
March 6	Delegations will receive their room block confirmations on a first-come, first-served basis, every Friday beginning March 6. <i>Please allow a minimum of 5 days from submission date.</i>
May 29	Final block phase commences. Delegation block requests from this date onward must have active individual reservations within 7 days after receiving their block confirmation. After 7 days, any rooms within the block with no individual reservations will be released.
September 9	All unreserved rooms will be released to hotels. Last day to cancel a reservation before the 3-night non-refundable penalty is charged.
September 10-18	Changes requested during this time will be put on hold while reservation information is being reconciled with hotel systems.
September 19–October 1	Connections Housing will assist in changes to reservations, based on hotel availability.
October 2	Any changes to reservations from this point onward should be coordinated directly with the hotel.

RESERVING A ROOM BLOCK

8. To reserve a block of rooms for delegations at one of the official Meetings hotels, please visit <https://connectionshousing.app/IMFWBG26> and submit the Delegation Block Request Form online. Room Block Requests will be held and released according to the timetable above.
9. **THREE (3) hotel choices must be selected.** Every effort will be made to accommodate the delegation's first preference. If preferred hotels are not available, Connections Housing will contact the requester to discuss other options to fulfill the request, and/or place the delegation on a pending list for one or more of their choices. Please also note that there is limited room inventory at each hotel. If the delegations can be split amongst multiple hotels, please state this in the comments section of the request form.
10. Block requests received will be referenced against previous usage in overseas meetings. Requests for blocks larger than historical pickup will be considered on a case-by-case basis. Please indicate the reasons in the comments field.

11. Room Block Assignments will be sent via email to the designated contact(s) in the respective offices by **5:00 pm ET, according to the timetable.**

MAKING AN INDIVIDUAL RESERVATION WITHIN A ROOM BLOCK

12. Each **individual reservation** within delegation room blocks must be made online via the AM 2026 Hotels Website indicated in your “Block Assignment” email. **The deadline to make individual reservations from the delegation block is listed in the timetable and will be confirmed in the “Block Assignment” email.** After the reservation due date, any unreserved rooms in the block that have not been provided with an individual’s name, arrival/departure dates, and credit card information will be released to fulfill other requests or new reservations.
13. ALL individual reservations must be made by **September 9, 2026, at 5pm ET**, which is also the last day to modify or cancel a reservation before the 3-night cancellation fee applies. Guests should be registered as a participant of the 2026 Annual Meetings. Reservations for guests who are registered for the 2026 Annual Meetings may be cancelled.
14. All reservations will be made on a guaranteed arrival basis and only for the exact dates requested. Any changes requested to Connections Housing **after September 9, 2026**, will be subject to room availability. Room rates may also vary. Changes to reservations made after this period will take some time to be confirmed.
15. Connections Housing will provide an acknowledgement email for individual reservations. Name changes to individual reservations are accepted until September 30, 2026.

CREDIT CARDS

16. All participants will be required to provide credit card information to guarantee hotel reservations. **Important: Any credit card expiring before November 2026 must be updated before September 8, 2026, or reservation(s) may be cancelled.** All charges levied by hotels for no-shows, date changes and/or late cancellations **will be charged to the credit card used to guarantee the reservation.** Please note that submitting an invalid credit card may cause reservation(s) to be cancelled by the hotel.

CANCELLATION POLICY / PENALTIES

17. To avoid penalty charges, all cancellations and/or changes to reservations should be made online **by September 9, 2026, at 5pm Eastern Time.** Penalties will apply to the participant’s credit card for any of the following:
 - Cancellations received **after September 9, 2026, at 5pm ET** will result in a 3 nights room and tax penalty charge charged to the credit card on file.
 - Failure to check-in to the hotel on the scheduled arrival date (**no-show**) will result in a 3 nights room and tax penalty charged to the credit card on file and **a forfeiture of the reservation.**
 - A **reinstated no-show** (if participant checked into hotel on later date) will result in a 1-night room and tax penalty charge. Hotels are not required to reinstate the reservation.
 - Reservations require a 3-night minimum stay (nights must be consecutive). If a stay does not meet the 3-night minimum, the guest will be charged for 3 nights. Once a guest checks in, early departure or reduction of room nights is not permitted. The full stay will be charged.

CHECK-IN / CHECK-OUT

18. Participants are advised to **reconfirm departure date and check-out time** with the front desk upon arriving at

the hotel to avoid any additional charges or penalties.

- **Check-in time for most hotels is 3:00 PM.** Participants who expect to arrive before this time and who wish to have immediate access to their rooms must make their reservations effective *from the night before their date of arrival with a notation of expected arrival time*. **For arrivals before 3:00 PM, the hotel may charge an additional fee for early check-in.**
- **Check-out time for hotels start at 10:00 AM and may vary. Please confirm with the front desk at least one night prior to the day of departure.** To request a guaranteed late check-out, participants must indicate their departure *as the day after their anticipated check-out date*. Any departures after the official check-out time of the hotel may be subject to **an additional fee for late check-out according to each hotel's policy**. Participants should verify this information with the hotel front desk at the time of their check-in or during their stay.

19. **Additional occupants.** Any taxes or fees for additional occupants will be collected at the hotel.