

Chicago Hotel Program Frequently Asked Questions

How do I make a Chicago Hotel Reservation using my ADA membership?

To receive the ADA rate at any of the participating Chicago hotels, reservations must be made through the ADA at:

www.ada.org/goto/chicagohotels

You will need your ADA member number and password. To obtain your password, contact the ADA member center at 312.440.2500x3553.

Are discounted hotel rates in Chicago available year round?

Discounted hotel rates are contracted for 2010 and based on availability. Blackout dates may exist due to city-wide conventions in Chicago.

Is there a limit to the number of reservations that can be made over the same dates?

There is a limit of 3 rooms over the same arrival and departure dates that can be reserved per member.

What does Minimum Night Stays refer to on the reservation screen?

Some hotels have minimum night stays over certain dates. If you attempt to book a reservation that is below the minimum night stay, the hotel will not confirm the reservation. Minimum night requirements are indicated by minimum night stay – 2 or 3 nights next to the room type in Step 2 of the reservation process.

When will I receive my confirmation number?

Confirmations are sent from the hotel via email within 2-3 business days. Occasionally email spam filters may not recognize the hotel's email address and redirect or block the confirmation. If you do not receive your confirmation number after the 3rd business day, please contact the ADA at 312.440.ROOM (7666).

When I called the hotel to confirm/make changes to my reservation, it was unable to be located.

There is a 2-3 day processing time for reservations to be confirmed by the hotel. Please allow 3 business days before contacting the hotel directly to make any adjustments to your reservations.

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Can reservations be made for friends, family or staff?

As a member of the ADA, you can extend this benefit to your friends, family and staff. The reservation should be made under the name of the person who will be utilizing the accommodations.

I am reserving a room for my friend/staff and would like all room and tax charges to be applied to my credit card.

The credit card provided at the time of booking is to guarantee the reservation only. In order for your credit card to be utilized for someone else's stay, you will have to contact the hotel to complete a credit card authorization form once the reservation has been confirmed.

How far in advance should I book my reservations?

Hotel reservations should be made as soon as possible due to reservations taking up to 3 days to be processed.

Can reservations be made for last minute trips/same day arrival?

Should you need accommodations arriving in less than 1 business day, contact the ADA at 312.440.ROOM(7666). Accommodations can be made based upon availability.

Can I be put on a waiting list if my preferred hotel is sold out for the dates I am requesting?

No, the ADA does not maintain a waitlist.

Will I be charged a fee if I need to cancel my reservation?

No, as long as you cancel at least 24 hours prior to your arrival date, you will not be charged. You must call the hotel directly to cancel your reservation, not the ADA.

Questions? Contact the ADA at 312.440.ROOM(7666)
(Monday – Friday 8:30am – 5:00pm Central Standard Time)