

Gen Con 2026 – Housing Registration Terms of Service

These Terms of Service describe the full scope of commitments between the convention operators, Gen Con LLC and its housing registration agent Q-rooms LLC (collectively referred to herein as “Management”) and the convention registrants (each a “Registrant”) booking hotel room assignments through the convention housing program. Please read the Terms of Service carefully.

By requesting or managing a hotel room assignment through the Gen Con Housing Registration Program, you (the Registrant) acknowledge that you have read and agree to these Terms of Service, authorize your selected hotel(s) to enforce convention housing policies as described hereunder, and consent to the processing of your personal information in accordance with the [Q-rooms Services Privacy Policy](#).

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1. Housing Registration Dates. Housing registration start dates vary according to the Registrant’s **group** designation (Attendee, Exhibitor, etc.) assigned by Management. Housing registration closes for all groups at **11:59 pm Eastern time, Monday July 13, 2026.**

2. Housing Eligibility. Eligibility to book room assignments within the convention housing program is governed by the registration policies applicable to the Registrant’s **group** designation.

3. Booking Method. These Terms of Service apply to all room assignments regardless of method by which the assignment request is originally submitted and subsequently modified or cancelled (i.e. online, telephone, email).

4. Minimum Guest Age Check-in Requirements. Most convention hotels now require guests to be 21 years of age or older to check-in, obtain key cards, and accept responsibility for underage room guests. Registrants are individually responsible for reviewing hotel policies, including minimum guest age restrictions, prior to selecting room assignments. Registrants must be able to verify identity and age by presenting photo-ID to hotel agents during the hotel check-in process. Failure to meet minimum guest age check-in requirements may result in refusal of accommodations and assessment of fees in connection with cancelled reservations.

5. Nightly Minimum Stay Restrictions. Nightly minimum stay (“NMS”) restrictions apply to all downtown Indianapolis hotels and selected suburban properties. Guests must book stays meeting or exceeding each hotel’s stated NMS requirement—typically four consecutive nights (Wednesday through Saturday). Individual hotels may require longer stays, as shown under hotel policies in the booking summary. The housing portal automatically enforces NMS rules during booking and modification. If a requested change would violate an NMS restriction, the modification will be prevented. Hotels are further authorized to enforce NMS rules after July 13 2026 by refusing shortened stays, cancelling non-compliant reservations, or charging early-departure fees as described in Article 12. Early Departure Fees.

6. Credit Card Requirement. At the time of booking, room assignments must be secured with a valid credit card having an expiration date later than the convention end-date. The Registrant warrants he/she/they is either the credit card account holder or an authorized user of the credit card, and the **Registrant authorizes the assessment of applicable cancellation fees and hotel deposits to the credit card on file.**

7. Modification Policy. Room assignments may be modified free of charge until housing registration closes at **11:59 pm Eastern Time on July 13 2026**, provided the modification does not cancel the assignment in its entirety (see Article 8. Cancellation Policy). Permitted changes include hotel, room type, stay dates, guest information, special requests such as ADA-accessible rooms, and payment details. All modifications must be completed through the online housing website before registration closes.

8. Cancellation Policy. Upon booking confirmation, all room assignments are subject to cancellation fees. Room assignments cancelled **before 11:59 pm Eastern time, Tuesday May 26, 2026** are subject to a cancellation fee in the amount of **\$50.00 USD** per room. Room assignments cancelled **after May 26, 2026** are subject to a cancellation fee in an amount equal to the **nightly room rate without tax** (i.e. the cost of one night stay, non-taxable) per room cancelled. **Q-rooms LLC** will be listed as the merchant originating the cancellation charge on the cardholder’s account statement. **Cancellation fees are non-negotiable and non-refundable.**

9. Chargeback Policy. Initiating a chargeback with the credit card issuer to avoid or refuse payment of cancellation fees will result in immediate cancellation of all active room assignments associated with the Registrant’s account and forfeiture of future housing services. Registrants wishing to reinstate their housing privileges after initiating chargeback in error will be responsible for paying **the full amount of cancellation fees owed plus \$50.00 processing fee per chargeback.** Management reserves the right to refuse reinstatement of housing privileges at its sole discretion, a measure typically reserved for repeat or dishonest offenders.

10. Hotel Deposit Policy. After housing registration closes on **July 13, 2026** the hotel(s) will charge a non-refundable deposit per room assigned in the amount described under the Hotel Deposit policy disclosed at the time of booking and within the booking acknowledgement. **The non-refundable deposit also serves as the cancellation fee per room if a guest modifies or cancels their reservation after housing registration closes July 13, 2026.** If the credit card securing a booking is declined during deposit capture, the hotel is authorized to cancel the room assignment(s) immediately, without advance notice nor guest recourse.

11. Guest No-Show Policy. In the event none of the guests listed under a room assignment check-in on the reservation check-in date (i.e. a “no show” scenario), the assigned hotel is authorized to cancel the reservation without advance notice nor deposit refund in accordance with standard policies. Guests unable to physically check-in at their hotel on the appointed date should notify their hotel and/or perform remote check-in procedures (i.e. place a phone call to the hotel front desk or check-in via mobile application), subject to the Hotel policies, terms, and conditions. Registrants are individually responsible for obtaining

and utilizing hotel phone numbers and/or mobile applications to prevent reservations cancellation arising from late arrivals and no-shows.

12. Early Departure Fees. If all guests depart a hotel before the reservation check-out date, the hotel may charge an early-departure fee equal to one or more remaining nights plus applicable taxes. Each hotel must disclose its early-departure policy at check-in. Guests wishing to avoid such fees must modify stay dates before housing registration closes or request date changes directly from their assigned hotel prior to check-in. Downtown hotels subject to nightly minimum stay restrictions (see article 6. Nightly Minimum Stay Restrictions) may refuse to modify check-out dates to enforce NMS policies.

13. Room Assignment Beneficiary. Each convention room assignment is personal to the Registrant who created it and cannot be transferred, traded, or reassigned to another Registrant or account. The Registrant retains exclusive control of each room assignment and is solely responsible for any related cancellation fees. Room assignments may include other guests' names for hotel-check-in purposes, but custody and responsibility remain with the originating account until the assignment is cancelled or housing registration closes.

14. Multiple Room Assignments. When booking multiple room assignments, the Registrant is responsible for differentiating assignments by assigning unique "primary guest" names for each assignment. In cases where two primary guests share first and last names, the Registrant should assign different middle initials, suffixes (e.g. Sr. and Jr.) or nicknames (e.g. Robert and Bob). Effective **July 7, 2026** onward, Management reserves the right to review and cancel, without advance notice, any room assignments that appear, in Management's sole and absolute discretion, to be duplicate bookings within the registration system.

15. Communicable Disease Liability Waiver. By booking room assignments for the Gen Con 2026 convention through Management services (i.e. the registration website and booking support services) you acknowledge that exposure to COVID-19 and other communicable diseases is an inherent risk at any location where people are present, including the convention venue(s), hotel facilities, and local business establishments. You also acknowledge that Management and individual hotels have implemented various public health and safety protocols, and you agree to review and comply with applicable policies during your stay. You also accept sole responsibility for any health and financial consequences arising from your hotel occupancy and guestroom sharing choices, including the possibility of demonstrating proof of vaccination, quarantining in place, and/or obtaining supplemental lodging for guest separation should any room occupant become exposed and/or infected during the convention. Additionally, **you release Management of liability for any harm, injury, loss of life, and/or financial damages sustained in connection with choosing to book and occupy the independently operated hotel guestrooms through our Services.**

16. Miscellaneous Restrictions, Limitations, & No Warranty. NO WARRANTY OF CONVENTION ROOM ASSIGNMENTS AND HOTEL GUEST ROOM RESERVATIONS IS EXPRESSED OR IMPLIED. Registering for the convention does not guarantee a room assignment, and obtaining a room assignment does not guarantee a hotel reservation. When housing registration closes, Management transfers active room assignments to participating hotels for deposit capture and reservation issuance. Once transferred, hotels assume full control over guest accommodations and related services, including but not limited to reservation fulfillment, check-in procedures, housekeeping, maintenance, room conditions, amenities, parking rates, and billing accuracy. Management is not responsible for these matters and cannot intercede in disputes between guests and hotels. Management's financial liability is limited to fees collected directly by Q-rooms in accordance with these Terms of Service. Access to the housing registration website is permitted solely for personal, non-commercial use by convention Registrants. Unauthorized automation, resale, or data scraping of the website or its contents is strictly prohibited and may result in cancellation of housing privileges.

17. Contact Information. Gen Con housing Registrants may contact Q-rooms LLC about these Terms of Service or other booking-related matters through the following channels: **Gen Con Housing Help Center:** www.q-rooms.com/gencon, **Email:** gchousing@q-rooms.com, and **US Mail/Courier:** Q-rooms LLC, Attn. Gen Con Housing, 10624 S. Eastern Ave., Suite A-742, Henderson, NV 89052, USA.