

American Cancer Society Hotel Partners Program: PATIENT GUIDELINES



ELIGIBILITY

To be eligible to receive lodging through the Hotel Partners Program, you must:

- Be traveling for a cancer-related medical appointment
- Be in need of lodging near your treatment center
- Have a permanent residence
- Be able to care for your personal needs or travel with a companion who can assist you

Caregivers are encouraged to accompany patients. The number of people accompanying the patient must not exceed the number of sleeping spaces in the available room.

Children younger than 18 years of age must be supervised by a responsible adult at all times.



PROGRAM DETAILS

1. The program is available Sunday through Thursday nights. Exceptions for other nights may be made if there is a medical necessity and there is space available at a participating hotel.
2. Rooms are complimentary when and if available.
3. Requests for smoking rooms are not accepted.
4. Requests for hotels allowing pets are accepted and depend on hotel availability.
5. Hotels participating in the program are commercial establishments and use standard cleaning procedures. No medical assistance or special sterilizing procedures will be provided.
6. Check-in and checkout times are designated by the hotel.





RESERVATION PROCESS

1. All arrangements for lodging must be made through the American Cancer Society and not with the hotel.
2. Room requests must be made in advance of the date that lodging is needed. Contact the American Cancer Society for the advance notice requirement in your area.
3. Rooms are provided only if space is available. You are strongly encouraged to make back-up lodging arrangements until receiving a confirmation number from the Society.
4. If there are any changes to your lodging schedule or needs, you must contact the American Cancer Society immediately. If you need to cancel a room, you must call the American Cancer Society at 1-888-227-6333 **and** the hotel before 4 p.m. on the day of arrival of the first night's stay. Failure to contact the Society and the hotel to cancel by the 4 p.m. deadline will result in your ineligibility for future use of the lodging program.

PATIENT RESPONSIBILITIES

1. You are responsible for any hotel-related charges, including meals, phone calls, laundry services, etc. You or someone in your party will be asked to provide a credit card or debit card at check-in to cover these incidental expenses.
2. If you are reported as smoking in a nonsmoking room, you are responsible for any damages/cleaning charges related to smoking or using tobacco products and may be asked to leave the hotel. If reported, you will no longer be eligible to receive future lodging services from the American Cancer Society.
3. You are responsible for any damages and cleaning charges related to pets. Patients who disregard pet policies may be asked to leave the hotel.
4. Disruptive and/or abusive behavior to Society or hotel staff and/or hotel guests will result in termination of services provided by the Society and/or the hotel.
5. You are responsible for reimbursing the hotel for any unusual damage that should occur due to negligence on your part or by any member of your party.
6. The American Cancer Society is not responsible for any injury or damage to you or anyone in your party, your property, or your possessions while on hotel premises.

Your acceptance of reservations through the Hotel Partners Program constitutes your agreement to follow these program guidelines and hotel policies. Failure to abide by these guidelines or hotel policies may result in you being asked to leave the hotel and ineligibility for the program in the future.



cancer.org | 1.800.227.2345
1.866.228.4327 TTY