

Housing/Hotel Pirate Warning

rev. 4.30.24

As the **Midwest Arts XPO 2024** approaches, exhibitors and attendees often receive unauthorized solicitations from hotels or third-party housing agencies which are not affiliated with MAX.

It has come to MAX's show operation's attention this week that "hotel housing pirates" have begun their unethical targeting of MAX 2024 taking place in Indianapolis, IN over the dates of September 16-19, 2024 encouraging our attendees and exhibitors to book hotel rooms through them for the Annual Meeting.

Unfortunately, this practice can be quite prevalent in the group hotel market, especially given the rise in internet bookings in the past 15 years. The agencies carry out these practices are very difficult to locate or contact in the event of any issues relating to the hotel reservations they book. Many times, guests show up at their hotel but with no reservation confirmed at their hotel of choice, even after paying an advanced deposit.

The WARNING Signs:

- Receiving an email or phone call that is NOT from MAX show management encouraging you to book your hotel reservation.
 - In many cases, the pirates **will have a (702)** Las Vegas area code.
 - **Note that any communications from @midwestartsexpo.org or @hybridgroupevents.com ARE BOTH legitimate managers of MAX.**
- Offering the same or lower rate than MAX negotiated room rates. In most cases, the lower rates represent a lower quality hotel room and are typically offered at far less favorable terms than what MAX has negotiated with its hosted hotels.
- Requests from a pirating housing service to obtain your credit card for deposit for your hotel room and/or asking your authorization to charge your card to accommodate a hotel balance.
- An extensive, harsh or unforgiving cancellation policy.
- Little to no contact information on their website and a failure to respond when you attempt to contact them.
- The most recent targeting has come from an organization operating under the domain of @triple-room.com Interesting enough, there is no live website tied to this domain. Please be aware. If you are contacted by any organization OTHER than Midwest Arts Expo or the Hybrid Group Events team, please do not give them any personal information and contact MAX show management immediately at info@midwestartsexpo.org

How to Protect Yourself and MAX from Housing Pirates (3 easy steps!)

1. BE AWARE. Be aware of marketing emails, websites, phone calls or direct mail that are not official MAX communications. The best way to verify an official MAX communication is by making sure MAX's website domain (or its show management partner, Hybrid Group Events) are the predominant web domains referenced on any materials, emails, websites, etc.
2. Always book your hotel reservations via MAX's official housing reservation link [Hotel - Midwest Arts Xpo](#) or by contacting the Hyatt Regency Indianapolis or the Hyatt Place/House Indianapolis reservation desk directly and referring to the MAX 2024 room block.
3. Never respond to an email, phone call or direct mailing requesting you make a hotel reservation UNLESS the request comes directly from @midwestartsexpo.org or @hybridgroupevents.com

These warning signs and steps are illustrated to protect both your personal information and MAX and arm you with the tools to have a pleasant and successful attendance at MAX 2024. We thank you for your vigilance to protect MAX and its community of attendees. Thank you!