



HOTEL FAQ

Please note: As NACDA will now be managing hotel bookings via its own platform, the hotel will not have access to directly assist with any reservations until Friday, May 8, 2026.

Any questions related to hotel reservations should be directed to REGISTRATION@CSCCOMMUNICATORS.COM.

- What are the room rates?

	<u>Mandalay Bay</u>	<u>W Las Vegas</u> (formerly Delano)
Thursday, June 4	\$118	\$141
Friday, June 5	\$191	\$208
Saturday, June 6	\$215	\$234
Sunday, June 7	\$215	\$234
Monday, June 8	\$215	\$234
Tuesday, June 9	\$215	\$234
Wednesday, June 10	\$118	\$141
Thursday, June 11	\$118	\$141

**Hotel room rates are subject to the applicable Clark County room tax (currently 13.38%) and is not included in the rates listed above*

**A reduced daily resort fee of \$23 + tax will be automatically added to all reservations and is not included in the rates listed above*

- Can an attendee reserve more than one (1) room at a time?
 - o No. The system is set up to only allow one (1) room to be reserved at a time via the reservation link. If more than one (1) room is needed, the reservations process will have to be repeated to secure an additional reservation.
- What will I be charged for the deposit and what is the process?
 - o There is a **non-refundable deposit** for any reservation made. For guests making a reservation for one (1) night only, a **non-refundable deposit of one (1) night room and tax** will be charged at the time of booking. For guests making a reservation for two (2) or more nights, a **non-refundable deposit of two (2) nights room and tax** will be charged at the time of booking.
 - o When making a reservation, guests will be required to provide contact information and credit card details and will need to agree to the terms and conditions of the non-refundable deposit before confirming the reservation.



- The hotel properties will process the corresponding deposit beginning the week of May 11, 2026. A reservation confirmation email will be sent immediately after booking, and a separate email with the receipt for the deposit will be emailed once processed. Any reservation adjustments or cancellations made prior to May 1, 2026, will not be subject to the non-refundable deposit policy.
- If you do not receive an email receipt for the deposit as outlined above, please check your spam/junk folder before contacting the hotel property directly.
- My institution requires me to pay with a Credit Card Authorization Form. How do I do that?
 - The hotel property will provide a unique link for the designated reservation and payment will need to be provided 30 days prior to check-in or the card on file will be charged. The reservation acknowledgement number(s) will need to be provided to complete this process. Please email REGISTRATION@CSCCOMMUNICATORS.COM for assistance with this process. All requests for credit card authorization will need to be handled at least one (1) week prior to arrival.
- What happens if a credit card gets declined during deposit processing?
 - The hotel will contact the guest and let them know their card was declined for the deposit. The guest will be required to provide a new method of payment within 24 hours. If they cannot do so, the reservation will be automatically cancelled.
- Can I use a different credit card at check-in than I used for the non-refundable deposit?
 - Yes, a different credit or debit card may be presented at check-in than what you used for the deposit. However, the deposit will remain on the card used at the time of processing and cannot be adjusted.
- Can I cancel or make changes to my hotel reservation?
 - Yes. Reservations can be canceled up to 72 hours prior to the arrival date, **but the deposit will be forfeited.**
 - To modify a reservation, click on “Manage Existing Reservation” from the primary booking link on the CSC convention home page. Please note, additional nights cannot be added to the reservation if the group block is sold out on those nights.
 - Please be advised that modifications may be made using the “Manage Existing Reservation” from the primary booking link on the CSC website. Please note, additional insights cannot be added to the reservation if the group block is sold out on those nights.
 -



- Please be advised that modifications may be made using the “Manage Existing Reservation” link up until Monday, June 1, 2026. After this date, modifications will need to be made either by calling the hotel directly at (702) 632-7777 or emailing REGISTRATION@CSCCOMMUNICATORS.COM for further assistance.
- I can no longer attend. Can I transfer my reservation to someone else?
 - Yes. The original reservation name and confirmation number will need to be provided as the reservation will remain and the name on the reservation will be changed to the new guest. The new guest will need to provide a credit card for the reservation and that card will be immediately charged for the corresponding non-refundable deposit per NACDA and CSC’s policy. The card used to confirm the original reservation will be refunded the non-refundable deposit only after the new card has been charged. Please be advised, credit issued may take up to 7-10 business days to be reflected on the card.
 - Please note, additional nights cannot be added to the reservation if the group block is sold out on those nights. **All reservation name changes will need to be handled prior to the new guest’s arrival – reservation name changes cannot be handled at check-in once on-site.** Contact REGISTRATION@CSCCOMMUNICATORS.COM to assist with this process.
- What is the incidental deposit?
 - The hotel will place an authorization of \$100/night upon check-in against the guest’s account to cover an incidental amount per day. This will allow guests access to room charging privileges and may result in additional authorizations should the charges exceed the originally approved amount.
 - If the guest is using a debit card, those funds will be withdrawn automatically at the time of check-in and then credited back upon check-out. If a guest uses a credit card, the amount is simply just held as an authorization and then removed upon check-out. Please be advised, credit issued may take up to 7-10 business days to be reflected on the card.
- Can I make a reservation over the phone?
 - No. Phone calls will not be accepted to make a hotel reservation.
- Do I need to be 21 years old to check into the hotel?
 - Yes, all guests checking into Mandalay Bay and the W Las Vegas must be at least 21 years old. Any guest under 21 years of age must be accompanied by an adult.



- Is parking available at the hotels?
 - Yes. Please [CLICK HERE](#) for more information on parking at MGM Resorts.
- Will airport transportation be provided?
 - There will not be CSC- or NACDA-designated shuttles operating between Harry Reid International Airport and contracted hotel properties. However, the airport is a quick 5-10 minute taxi/Uber ride to both contracted hotel properties.
- Can I walk from the W Las Vegas to Mandalay Bay?
 - Yes. The W Las Vegas and Mandalay Bay hotels are part of the same building and are connected indoors on the ground level. The walking distance to the meeting rooms at the Mandalay Bay Convention Center is comparable from both hotel properties.

Updated 2.4.2026

###