



BOOKING LINK TIPS:

1. Be sure to modify your arrival/departure date PRIOR to searching availability. If you don't - it might show no availability.
2. If they will be paying with city checks.... When making the reservation - it does require a credit card. We will not charge that card (unless they don't come arrive and neglect to cancel the reservation ahead of time) it's just required to make a reservation.
3. Tax Exempt Letter- some may already have these on file with us if they have stayed before - if not, they can email a copy of their tax letter to mackenzie.danaher@aimhosp.com - make sure to give the confirmation numbers the letter applies to...they can also include this if they send payment ahead of time.
4. Sending Payment - they can send payment for their rooms ahead of time - just make sure confirmation numbers and names are that the payment needs to be applied to are on there or included. Mail to: Accounting Department
2200 Refuge Blvd.
Flowood, MS 39232
5. Multiple reservations - if one person reserves several rooms under their name but plans to add names later - totally fine! If they would email the confirmation number the need to have names added to that room prior to check-in, it will make check-in a lot easier. They can email those to sheratonflowoodsales@aimhosp.com
6. If they choose to call in - they need to press "0" - not "1" for reservations - that line goes directly to Marriott Central Reservations - it's the automated call that keeps them on hold. "0" will take them to the front desk here at the Sheraton. Absolute best choice right now is to use that booking link if at all possible - but remember to adjust the arrival/departure dates PRIOR to searching!

