

Frequently Asked Questions

I am not familiar with the city. Could you provide me some accommodation proposals according to my needs?

Our team can help you! We have been servicing most of the congress and exhibition leaders in Europe. Do not hesitate to write us an email to infobcn@b-network.com providing the following information: number of rooms, dates, budget, hotel category and preferred location.

My hotel preference is no longer available and I would like to be placed on the waiting list, is it possible?

Due to high demand for the event dates, we do not offer the possibility of a waiting list since availability is changing constantly. However, we invite you to visit our website to find a satisfactory alternative or you can also contact us at any time for any further assistance.

Am I required to make a payment to secure my booking?

Yes. All hotels require a deposit payment and no reservation will be confirmed without deposit receipt. Please refer to the terms and conditions for more information.

How far is my hotel from the venue?

In the hotel description received together with your booking confirmation, you can find the indications of how to reach the event venue from your hotel and the estimated time needed by taxi and public transportation (if any).

What is included in the rate?

All rates include the breakfast and the VAT.

Local tax (if any) shall be paid directly at the hotel.

What is the difference between a single room, a double room and a twin room?

A single room has one large bed for single use.

A double room has one large bed for double use.

A twin room has 2 single beds for double use. If you would like to have separate beds you will need to make your reservation under twin category.

I require an early check-in. Is it possible?

An early check-in can be requested to the hotel but cannot be guaranteed.

In case you wish to make sure that you can get an early check-in, you will need to book and pay the previous night.

How do I know my reservation is confirmed?

You will receive an email with the hotel confirmation which includes: guest details, dates, deposit paid and remaining balance left to pay (if any). You can also access your confirmation and modify your reservation online by clicking on My Account button.

Can I transfer my reservation to someone else within my company?

Yes. Name changes are without restrictions at any time.

I need to cancel my booking, is it possible?

Yes, you can cancel your booking anytime, cancellation fees may apply. For further details on cancellation fees/administrative fees please refer to the cancellation policy.

I contacted the hotel and they do not have my reservation. How can I make sure it is confirmed?

Please note the hotel does not have access to the rooming list until a few days prior to the event. Hotels have a general room block made under b network who acts as the official accommodation provider for the event. If you have received a hotel confirmation from b network, your reservation is confirmed.

I need an invoice for my reservation. How can I get it?

Please note that final invoices will be issued by the hotel upon check-out. If required, we can provide you with a deposit receipt.

When and where can I register to the congress?

As the official accommodation agency for the event, we are in charge of accommodation and we do not manage the registration for the event. For further registration details, we kindly suggest you to visit the official event's website.

For any further queries do not hesitate to contact us at: infobcn@b-network.com