

## Check Payment Guidelines - Hilton Cleveland Downtown – OCSEA 36<sup>th</sup> Biennial Convention

For Hilton Hotel guests looking to pay with business (Chapter) checks, please follow the instructions below:



1. Make the hotel reservation(s) in the group block online [HERE](#) or by calling 216-413-5000, ext. 1.
2. Wait for the official confirmation email with the inclusive total for the full stay reservation(s) and official Hilton confirmation number. *Make sure to confirm that the dates and all associated information are correct.*
3. Between 14-18 days prior to arrival, write a business (Chapter) check payable to the “Hilton Cleveland Downtown” for the full inclusive amount(s) listed in the confirmation email(s).
  - a. In the notes section, please note the name(s) on the reservation(s) and the confirmation(s) # to which the check is to be applied.
  - b. *Please note: Checks need to be received by NO LATER than 10 days prior to arrival. **CHECKS MUST BE RECEIVED BY August 12, 2025.** Checks received after this date cannot be processed.*
5. Mail check(s) to: Hilton Cleveland Downtown, ATTN: Accounts Receivables, 100 Lakeside Ave. East, Cleveland, OH 44114.
  - a. Once received and applied to the reservations, any credit card deposit(s) will be refunded, if applicable.
  - b. *Please note, the checks will be applied as an advanced deposit on the room(s) and will cover the room(s) and tax. If the stay dates are shortened after the check is deposited, the overage will be applied to any incidental charges on the room reservation(s). If the stay dates are extended, the individual(s) will be responsible for the extra night(s) via the credit card provided at check in for incidentals.*