American Cancer Society’s Extended Stay America (ESA) Lodging Program Guest Guide

Making a Reservation

Click on the URLs (links) in the email guidelines sent from the American Cancer Society to reserve a discounted room via the ESA website.

At the top of the page, enter the city where lodging is needed. Enter the check-in and check-out dates. Then select “Search.” A list of hotels will populate—some of which will have 45% off rate and others with different rates. Please note that ESA room availability and locations are not guaranteed.
Guests should select the 45% off ACS rate, as those are the rooms that are a part of the ESA program. ACS is not responsible for any charges incurred if the appropriate reduced rate rooms are not booked.

Select the hotel with the 45% off rate that best matches the lodging needs by clicking on “View Rates.”

When viewing the rates, “ACS Discount Rate” should appear on the right side of the page. Click on “Book Room.”
Verify that the itinerary information is correct. Several fields will need to be filled out to complete the booking, such as contact and credit card information. Please verify that you are booking an ACS Discounted Rate of 45% off. ACS is not responsible for any charges incurred for accidental bookings outside of our program rates.

An automatic reservation confirmation email will be sent to the email address listed in the Guest Details section. Read this email closely, as it will contain all important reservation details.
Changing a Reservation

In the reservation confirmation email from Extended Stay America, select “view / change reservation.”

Thank you for choosing Extended Stay America! Please use your confirmation number to reference your reservation.

Extended Stay America Phoenix - Airport
3421 E. Elwood St., Phoenix, AZ 85040
1-602-438-2900
check-in: 5/8/2023 3:00 PM
check-out: 5/9/2023 11:00 AM
room type: studio suite/1 queen bed
preference: Non-Smoking
rate type: ACS Discount Rate

view / change reservation

Enter the last name and the reservation number where prompted. The reservation number can be located at the top of the confirmation email in large, bold font. After entering this information, click on the FIND MY RESERVATION button.
The reservation details will appear. On the right-hand side of the screen, click the MODIFY button:

![My Reservations](image)

Modify the check-in and check-out date and then click the MODIFY button to view search results:

![Rooms & Rates](image)

Search for another room with an ACS Discount Rate and click the BOOK ROOM button:

PLEASE NOTE: All changes are subject to availability and cannot be guaranteed. If there are no search results for rooms with the ACS Discount Rate, the change cannot be accommodated.
On the final booking window, verify that the modified details are correct, including the ACS Discount Rate. ACS is not responsible for any charges incurred for accidental bookings outside of our program rates. Re-enter the Billing Details.

Click COMPLETE YOUR RESERVATION. Guests will receive a confirmation email with the updated reservation details.
Cancelling a Reservation:

Cancellations can be managed by calling the hotel where lodging was booked OR through the ESA website by entering the reservation number and following the steps to cancel the reservation. In the reservation confirmation email from Extended Stay America, select “view / change reservation.”

Enter the last name and the reservation number where prompted. The reservation number can be located at the top of the confirmation email in large, bold font. After entering this information, click on the FIND MY RESERVATION button.
The reservation details will appear. On the right-hand side of the screen, click the small “Cancel” button:

When prompted to confirm your cancellation, select “YES” and your reservation will be cancelled. You will receive an email confirming your cancellation.

For Further Assistance:
Please call the American Cancer Society. Our toll-free number is 888-227-6333.