
Contract Lodging Guidelines

How to strengthen the buy/sell relationship, beyond our *Preferred Lodging Program* checklist!

- A. **Pre-Negotiation Information Gathering** (Research for Travel Managers, Financial Officers and Travel Agents)
1. Sleeping and Meeting Room Usage and Rates Paid in Each Area, and for Entire Program, by Day of Week, Seasonal Pattern, Total Year
 2. Determining Number and Types of Properties in Each Area, and for Entire Travel Program; FEMA listing numbers and ADA compliance
 3. Services/Product to be provided:
 - Run of House/Last Room Availability; Overflow Plan; Frequency of Overflow
 - Airport and Client Location Radius Shuttles/Operating Times
 - Food & Beverage, Other Amenities
 - Fitness Facilities, etc.
 - Direct Bill (avoid sales tax) vs. Type of Charge Card (local requirements vary)
- B. **Professional Hotel Inspection** (Do these areas satisfy your needs?)
1. Sleeping Rooms
 2. Lobby, Registration, Restaurant/Lounge, Meeting Rooms, Parking, Fitness and Amenity Areas
- C. **Negotiations** (Topics to be Discussed)
1. Room Block Request—For How Long; Cut-Off Dates; Last Room Available; ROH; Check-in/Out Times
 2. Commissionable and Net Rates by Volume of Performance (sliding scale); Payment Frequency
 3. Procedure for Reconciling No-Shows, Non-Performance, Other Audit Issues; Attrition and Cancellation Policies
 4. Incentives for Sunday Night and Extended Stays; Other Arrival/Departure Changes
 5. Frequent Stay Credits/How Used
 6. Multiple Meeting Package Discounts
 7. Lodging Firm/Travel Agent Ability to Track Room Night Usage
 8. Rate/Other Adjustment Procedure As Per Diems/Other Market Forces Change
 9. Performance Review Process and Frequency—who at hotel is contract compliance contact? Supplier Feedback to Agency.
 10. Who Signs for Each Party?

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