

LONDON ACCOMMODATION CHARTER GUIDELINES

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LONDON™
& PARTNERS

This document has been created by London & Partners, the official Convention Bureau, to explain their service and process involved in securing blocks of accommodation across London for citywide events.

London & Partners are acting as an intermediary between major hotels groups and individual hotels and clients/PCO's in view of obtaining a consolidated number of rooms and rates for any bids in excess of 1,000 rooms (peak night volume).

It is to be noted that contracting and further negotiations surrounding legal terms and conditions will need to be conducted between the Hotel and Client/PCO/Agent directly. All points highlighted below are to support all parties involved in working towards standardised terms and a successful outcome only.



Key Terms

RATES

- All rates quoted are per room, per night for single occupancy and include English breakfast* and VAT *budget hotels breakfast offering may vary.
 - VAT is currently charged at 20% as at Jan 2013 but is subject to change should this be altered by the Government.
 - A supplement for double/triple occupancy will apply.
 - Rates quoted will be valid for the specific event dates only.
 - In the case of a request for rates more than 18 months in advance, and if the Hotel is unable to quote that far out, then the rates can be submitted for the comparable dates in the following year with an annual applicable CPI inflation rate. The percentage increase of such CPI will need to be negotiated at the RFP stage between the Hotel and Client/PCO/Agent directly.
 - On completion of the London & Partners RFP, all rates and blocks have been negotiated on your behalf and will be held on a mutually agreed option date. Until such time as the event decision is made.
- The Hotel will do its utmost to protect the contracted accommodation rates which are relevant to the event dates within all respective booking channels taking into consideration any agreements in place with Client/PCO/Agent and based on the materialisation of room blocks.

COMMISSION

- All rates are inclusive of commission at 8% + VAT on the VAT exclusive accommodation rate ** unless specified otherwise at the time of quotation.** some budget hotels offer different or no commission levels.
- The Hotel will pay commission to those nominated agencies or PCOs (Professional Conference Organiser) after due diligence is carried out by the hotel to facilitate payment of such commission.
- If two or more agencies/PCOs are involved in the enquiry and booking process, commission will only be paid to the agency/PCO selected by the Client at the time of confirmation and notified to the hotel in writing.

- Commission is payable on consumed accommodation only as per the commission percentage stated above.

PRE CONTRACTING ALLOCATION REDUCTION SCHEDULE (ATTRITION)

The terms of attrition will be negotiated with the hotels directly during the contracting stage. The hotels are aware of the normal congress type allocation policy whereby rooms can be released without penalty up to 90 days/3 months in advance. This however will vary however based on the number of rooms being held against the total room stock.

GROUP AND INDIVIDUAL BOOKINGS

At the time of contracting the Client/PCO/Agent must advise the Hotel the % of rooms that will be allocated to groups or individuals.

For any client wishing to confirm and guarantee a specific group booking, i.e. for a headquarters hotel, the relevant Hotel's terms and conditions will apply and a separate Addendum to contract will be issued if necessary.

At the time of confirmation, some hotels might require a credit card 'guarantee' to secure the booking. Please ensure the card expiry date is valid for the arrival date corresponding to the event dates. In all cases, guests will

be required to provide a credit card on check in).

NO SHOWS

Any rooms guaranteed for arrival that fail to arrive will be charged according to agreed contractual terms with the Hotel. Hotels will make best endeavours to resell the rooms although full recompense will depend on the rates achieved and relevant booking channel fees.

EARLY DEPARTURES

Charges for early departures will be at the discretion of the relevant Hotel.

COMPLIMENTARY ROOMS (BED STOCK)

Requirement for complimentary rooms should be provided to the Hotel at the time of the RFP. These rooms shall be negotiated with the hotel independently at the RFP stage, depending on the client's requirements.

CHECK-IN/CHECK-OUT

Check-in time is 2pm and check-out time is midday.

THE CHARTER PROCESS

On receipt of the brief from the client (see Background document example attached), L&P will send out the

overview of the congress, including history, delegate numbers, and any other relevant information to the Head of Revenue for the hotel groups. This will be done via a reference number system rather than the congress name in order to retain confidentiality and for the official agency to be able to secure rooms on a priority basis, before the announcement of the event coming to London.

The RFP example for the housing request is also attached and all hotels will confirm their proposal by fax or scanned document which will include the number of rooms, the rate, and other relevant information. It should be signed to commit to the offer and be returned to **stallarico@londonandpartners.com**

The rooms will be held by the Hotels for L&P according to agreed option date. Once the event is confirmed, L&P will then communicate this to the relevant Hotels and pass over the block of rooms held to the designated housing agency or association. The Client/PCO/Agent will then deal directly with the Hotels in order to firm up all contractual requirements.

To find out more about the London Accommodation Charter please contact Serena Tallarico, at **associations@londonandpartners.com**