

Helpful Information for Communicating with Hotels

When making your hotel arrangements, there are several key things to know. We are hopeful that the information below will help you through this process.

Hotel Terms

Occupancy: The number of guests in each room.

- Single occupancy will include a single bedded room
- Double occupancy will include either a single bedded room (couples) or a room with two beds
- Triple occupancy will include two beds, or one bed and a pull-out sofa or roll-away bed
- Quad occupancy rooms will include two beds or one bed and a queen/or king pull-out sofa or roll-away (or two single roll-away beds)
- 5-6 person occupancy rooms will include two beds and a queen/or king pull-out sofa or roll-away (or two single roll away beds)

Total Room Nights:

- Total room nights are the number of rooms utilized each night, multiplied by the number of nights.
Example: 34 rooms x 3 nights = 102 room nights

Room Rate:

- Room rate is the rate you will be responsible for paying each night for each room you have booked.
- Room rates do not include tax, which is currently 16.75%

++:

- Whenever you see ++ after a dollar amount, this indicates that the price quoted does not include tax or gratuities. ++ is typically found when dealing with food and beverage costs. Gratuity is typically between 18-21% and local food & beverage taxes are in addition unless you apply for and receive exempt status in the state that is hosting the conference.

Housing Process

Hotel Representative:

- Once your reservation has been confirmed through Progress In Planning, you will be given the name and contact information of a hotel representative who will be your contact for making specific arrangements, including sleeping rooms and banquet needs, if required.
- The group leader(s) is responsible for submitting rooming lists to the hotel (usually six weeks in advance). Rooming lists should be submitted in an easy to read format and include the name of every person sharing each room.
- Communication is Key. Communicate often with your hotel representative to insure all of your needs are clearly understood.

Housing Process (continued)

- Please note that hotel representatives may change often, so be sure to keep a good record of your communications (e-mail is probably the best) so that if there is hotel turn-over, there is a trail.
- It is a good idea to contact your hotel representative at least once a month to keep the lines of communications open.
- Be sure to clarify with your representative any additional needs such as:
 - Roll-away beds – in some cases, roll away beds will incur an additional charge. It is best to clarify that charge as early as possible.
 - Banquet facilities – a minimum food and beverage charge is typically required to off set any charges for your banquet room.
 - In many cases, the hotel will not allow you to bring in your own food & beverage. Be sure to clarify your requirements as soon as possible so there are no surprises along the way.
 - Meeting facilities for morning and evening prayer. Check with your hotel representative as soon as possible about availability.
 - Registration requirements – if you require a registration desk on your main day of arrival, be sure to arrange for this well in advance so that the hotel can arrange space, if possible.
 - Quad occupancy rooms may require additional towels, shampoos, etc. Be sure to ask your hotel representative what is typical and make additional arrangements if necessary.

Deposit & Billing:

- A deposit equal to one night's stay is required to hold each room reserved. Deposit is the responsibility of group leader(s). Such deposit shall serve to confirm the reservation for the date(s) indicated, and upon check-in, shall be applied to the first night of the reserved stay. Hotel will be responsible for providing the group leader with an invoice with the amount and date the deposit is due to Hotel. Be sure that you request this from your hotel representative.
- Each diocesan group leader is responsible for his/her group's charges. In the event that your group(s) will need to make an application for direct billing, a credit application must be received by the hotel 90 days prior to arrival. Be sure to request this application, if hotel deems necessary.

Changes in Room Block:

- Once your hotel has been assigned, you take full responsibility of all rooms committed in your block. Any and **ALL** increase or decrease to your room block must go through Progress In Planning and NOT the hotel.
- If Progress in Planning is unable to assign your un-needed rooms to another group, you may be fully responsible for payment of cancelled or un-used rooms.

Miscellaneous Hotel Information

- *In-Room Movies and Games*: Hotel will block access to in-room movies and games. Such services may only be unblocked at the request of group leaders on site and only if services are paid for in advance. In the event that Hotel fails to block in-room movies and games or fails to require advance payment, no charges will be applied to the group's or guest's account.
- *In-Room Mini Bars and Honor Bars*: Hotel will remove mini bars and/or honor bars, or their contents, from all guest rooms within the NFCYM block. This includes bottled water available for purchase in rooms. In the event that Hotel fails to remove the contents of mini/honor bars and/or bottled water is not removed, neither group nor guest is responsible for the charges. However, if alcohol is missing the group leader must be informed immediately regardless of the age of the occupant(s).
- *Room Service*: If available, all room service must be paid in cash unless group leader(s) makes other arrangements.
- *Telephone Service*: All telephone service for which there is a charge should be disabled in youth rooms. Group leaders will instruct Hotel as to which rooms' services should be restored. In the event Hotel fails to block phone service for which there is a fee neither group nor guest is NOT responsible for the charges.
- *Room Keys*: All group rooms will be pre-keyed for group leader pick up. If rooms are not available at hotels daily check-in time, hotel will provide secured luggage storage for the group until group is able to check into hotel.
- *Luggage Storage*: Hotel will store luggage for early arrival and those not departing before noon on date of check out.
- *Security*: Hotel is expected to employ generally accepted security procedures, including, but not limited to, having staff on duty that are trained on when and how to evacuate the facility, contact appropriate emergency personnel, and identify and handle the presence of suspicious individuals or packages.

Site Visit

- We encourage you to take a site tour of the hotel and surrounding area 2-3 months prior to NCYC, especially if you have a larger group.

Hotel Tour Rating Form

Hotel: _____ Contact: _____

Cost per room w/tax: _____

Doubles available: _____

Number of cots on hand: _____

Number of floors: _____

Avr. double rooms per floor: _____

Room size (sink set up) _____

Room amenities _____

Number of elevators: _____

Stairways opening at each floor? _____

Exit to first floor? _____

Pool/Hot Tub/Lifeguard : _____

Meeting facility (largest capacity) _____

Number of breakout rooms _____

Location (1/low -5 /high) _____ 1 2 3 4 5

Distance to Convention Center _____

Bus parking: _____

Food venues close by: _____

Courtesy vans available _____

Layout (1/low -5 /high) _____ 1 2 3 4 5

Staff/Responsiveness _____ 1 2 3 4 5

OVERALL RATING _____

Hotel Tour Rating Form

Hotel: _____ Contact: _____

Cost per room w/tax: _____

Doubles available: _____

Number of cots on hand: _____

Number of floors: _____

Avr. double rooms per floor: _____

Room size (sink set up) _____

Room amenities _____

Number of elevators: _____

Stairways opening at each floor? _____

Exit to first floor? _____

Pool/Hot Tub/Lifeguard : _____

Meeting facility (largest capacity) _____

Number of breakout rooms _____

Location (1/low -5 /high) _____ 1 2 3 4 5

Distance to Convention Center _____

Bus parking: _____

Food venues close by: _____

Courtesy vans available _____

Layout (1/low -5 /high) _____ 1 2 3 4 5

Staff/Responsiveness _____ 1 2 3 4 5

OVERALL RATING _____