

**GROUP BOOKING POLICIES AND PROCEDURES**

Function Name \_\_\_\_\_

Function Date \_\_\_\_\_

**GROUP BOOKING POLICIES and PROCEDURES**

1. **ROOM RATES:** All rates quoted are based upon the customer's sleeping room requirements as outlined in the rooms contract. At the Hotel's discretion, the original room rates may be re-negotiated if a negative variance of more than 20% from the rooms originally booked is indicated in the final rooming list or is actually utilized.
2. **DEPOSIT / ROOMING LIST / PAYMENT:** The specific deposit and payment terms are outlined in the contract, it is understood that all payments must be made in U.S. dollars. If any portion of the Hotel charges are to be billed, prior credit approval must be obtained from the Hotel.
3. Each group member prior to departure from the Hotel must pay all incidental charges.
4. **CANCELLATION POLICY:** Should cancellation of the rooms become necessary, the Hotel must receive cancellation notification in writing prior to the cancellation date indicated on the Rooms Contract. If a cancellation occurs after that date, the refunding of any deposit or moneys received as prepayment will be made at the discretion of the Hotel.
5. **PORTAGE:** Baggage handling is subject to the rates and conditions outlined on this contract. Additional charges may be added if baggage must be stored or re-handled.
6. **HOTEL ARRIVALS and DEPARTURES:** Group rooms during periods of high occupancy may not be available upon arrival for group check-in, but will be made available as soon as possible.
7. **EXTRA PERSONS / CRIBS:** There is no charge for children 12 years of age or younger, providing they share the same room with their parent(s) with existing bedding. There is an extra charge per person in suite. Cribs are provided at no extra charge.
8. **ALTERNATIVE ACCOMMODATIONS:** The Hotel reserves the right to accommodate the group or party thereof, in another Embassy Suites or some other Hotel of equivalent or better standing as determined in the reasonable judgment of the Hotel for the duration of the group's stay or any part thereof at no extra charge to the agent, regardless of the price of alternative accommodations.
9. Where appropriate, the term Hotel refers to Embassy Suites Inc., its Officers, Directors, Agents, Employees and independent Contractors and is not necessarily intended to refer to the particular hotel building wherein the function is held unless required by the context.
10. The Hotel shall not be liable for non-performance of this contract when such non-performance is attributed to labor troubles, disputes or strikes, accidents, government (Federal, State or Municipal) portation, non-availability of food, beverage, or supplies, riots, national emergencies, acts of God and other causes whether enumerated herein or not which are beyond the reasonable control of the Hotel preventing or interfering with the Hotel's performance.
11. Notwithstanding any other provisions of this agreement, Embassy Suite, Inc., shall be relieved from all requirements hereof, and this agreement shall terminate if Embassy Suites, Inc. shall sell transfer or otherwise convey its interest in this Embassy Suites Hotel, provided Embassy Suites, Inc. has given at least 50 days notice of the transfer of its interest in the Hotel and termination of the agreement. In the event of any such termination, Embassy Suites, Inc. shall return all advance payments or deposits whereupon the parties shall have no further obligations to each other provided that if the Hotel shall be continued in operation as a hotel after such transfer by Embassy Suites, Inc. shall be relieved of all obligations and responsibilities under this agreement upon transfer of all advance payments and deposits received by Embassy Suites, Inc. to the new Owner.

\_\_\_\_\_  
Sales Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Date