



Lancaster County Reservation Center

PASSKEY EVENTS POLICIES & PROCEDURES

Effective 2/01/09

- The sales staff of the PA Dutch CVB will obtain and share all details and requirements for secured events with LCRC staff. The LCRC staff will, in turn, pass along all relevant info in the process of soliciting lodging properties for rooms and rates.
- LCRC will send an event booking form to the Group Sales Contact as well as the General Managers **ONLY** for lodging properties to complete with all information for the lodging property about the event as well as information for LCRC (see attached example)
- Once LCRC receives event booking forms from the lodging properties, LCRC will enter lodging information as well as event information into the Passkey system.
- Once the information is entered into Passkey, LCRC will start to book reservations at the participating lodging properties.
- At this point, participating lodging properties will be able to run reports to see how their pickup is and to run rooming lists. It is not the responsibility of LCRC to provide the lodging properties with updates.
- LCRC will email any pertinent questions, changes, requests etc. to the General Managers/Innkeepers only.
- On the day following the cut-off date, LCRC will send a reminder to drop all remaining rooms that have not been picked up.
- When the event is over, LCRC will send a comment form to the General Managers/Innkeepers to assess how the event went from their perspective and to solicit any comments addressing how we may better assist the event and lodging properties as we move forward.
- LCRC will send a separate invoice to the lodging properties for commission payment.
- Please contact LCRC staff at any time with your questions and ideas:

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