

PA Dutch CVB Reservation Center Policies & Procedures for Member Hotels / Motels

Updated: June 28, 2010

Our goal is to provide our Lancaster County visitor with a convenient way to book their overnight stay and to introduce them to fun and unique things to do while they are here. In order to accomplish this we need the help of our many lodging partners. Below are our expectations of service from our lodging partners:

Rates and Availability

1. Lodging Partners will be expected to maintain rates and availability in our booking system, Vizergy. Partners may update rates and availability at www.vizergy.com.
2. Lodging partners must enter rates and availability for the following year by November 1st.
3. When rates are changed, lodging partners must honor all rates for reservations made prior to the change.
4. Partner agrees that the rate on the reservation sent by the PA Dutch CVB Reservation Center and returned by the partner with a confirmation number, is the rate the guest will be charged.
5. Partner agrees to honor all reservations made through the PA Dutch CVB Reservation Center. If a partner is unable to fulfill the reservation, that partner is responsible for finding alternative accommodations at a comparable property and to pay for one nights lodging and tax for the guest.
6. For partners who post their rates online or in print, the posted rates should be equal to or greater than rates offered through the Reservation Center. Rates allocated to the Reservation Center should be your best available rate.

Confirmations & Cancellations

1. All partners will receive reservations via fax or email at the time they are booked. When a lodging property receives a reservation from the Reservation Center they will receive a faxed report the next business day to confirm the property had received the booking. Please verify the guest is confirmed and only respond to the fax if there have been any changes or you did not receive the booking.
2. Partners will also receive an arrivals report for each day they have arrivals booked through the Reservation Center. **Please review this list and if there are changes (cancellations, length of stay, rate), please inform the Reservation Center immediately (same day) so that your commission charges may be adjusted.**

3. If a partner does not honor a reservation, they will be suspended from receiving future reservations for a period of 30 days. Subsequent occurrences will result in longer suspensions or removal from the system.
4. If a partner receives a cancellation directly from the guest, please inform the Reservation Center via fax or email the day cancellation is received to prevent commission billing errors.

NOTE: PA Dutch CVB will not honor any changes reported later than 15 days after invoice date.

This includes adjustments for AAA, AARP or any other adjustment to the rate.

Commission Payments

1. Partners agree to pay the Reservation Center a 10% commission on actualized room revenue for all rooms booked through the Reservation Center.
2. Commission Invoices will be sent monthly and must be paid upon receipt. Outstanding balances over 30 days will be assessed **a \$25 late fee plus finance charge of 1.5% per month.** Balances carried for more than 45 day will result in suspension from the Reservation Center until payment is received.

Customer Service/Complaints

1. If the Reservation Center receives a complaint from a guest regarding a lodging partner, the hotel representative will be notified. The hotel representative must respond to the guest in a timely manner (48 hours) and notify the Reservation Center in writing as to how the complaint was resolved.

Failure to comply with any of the above policies will result in suspension or termination from the Reservation Center.

Please contact Sandy Solbrig at ssolbrig@padutchcountry.com or 717-735-1653 with any questions regarding the above policies.

I hereby certify that I have read and understand the above policies and procedures and I am authorized to sign binding agreements for:

Name of property: _____

Signature of authorized representative: _____

Printed name: _____

Date: _____

Title: _____