

Quality Inn & Suites - Seattle Center

Group Booking Policies & Procedures

1. **ROOM RATES:** All rates quotes are based upon the customer's estimated minimum sleeping room usages as outlined in the rooming contract. A group room block does not guarantee that the rooms will be on the same floors or next to each other, based on room type requested. The hotel will do its best to accommodate your requests and when ever possible keep the group as close together as possible.

A room block means we are taking rooms out of our inventory and guaranteeing that we hold the specified number you requested for your group. If your group does not utilize all the requested rooms by the cut off date, the remaining rooms will be released for general sale and the special discounted rate will not be available. Rates quoted on the room block are only honored if reservations are made directly to the hotel. It should be to your advantage to advise your guests.

At the hotel's discretion, the original room rates may be 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.

Please be sure your guests ask for their group rate when making reservations to help ensure accuracy.

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 portions of the hotel charges are to be billed, prior credit card approval must be originated from the hotel.

All reservations need to be held and guaranteed to a credit card unless Group has paid by check or advance deposit.

3. All incidental charges must be paid by each group member prior to the departure from the hotel.
4. **CANCELLATION POLICY:** There is a 24-hour cancellation requirement. If cancellation is not made within 24 hours prior to check in, then one night's room and tax will be charged to the individual's credit card or the master account whichever applies. Should cancellation of the rooms become necessary, the hotel must receive cancellation notification in writing prior to the cancellation date indicated on the room's 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. The customer may also be liable for the payment of additional penalties if the hotels opportunity to resell the sleeping rooms is impaired because of a late cancellation.
5. **PORTERAGE:** Baggage handling is subject to the rates and conditions outlined in the contract. If baggage must be stored or remanded, an additional charge may be added. Hotel must be notified prior to arrival for baggage handling.
6. **HOTEL ARRIVALS AND DEPARTURES:** During periods of high occupancy, group rooms may not be available for check in upon arrival. Rooms will be made available for group check-in as soon as possible.
7. **EXTRA PERSONS, ROLLAWAYS, and CRIBS:** There is no charge for children 17 years of age or under. Providing they share the same room with their parent(s) with existing bedding. There is an extra charge per person for more than double occupancy in a room. Rollaway bed charges are net per night and taxable. Cribs are provided at no extra charge.
8. The hotel shall not be liable for non-performance of this contract when such non-performance is attributable to labor troubles, deposes, or strikes, accidents, government (federal, state and municipal) regulations of or restrictions upon travel or transportation, 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.
9. THESE POLICIES & PROCEDURES ARE **NOT NEGOTIABLE.**

GUEST SIGNATURE

DATE
