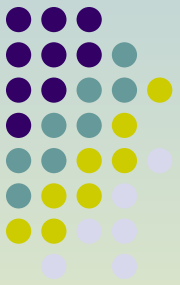


Contracts and Attrition in one hour...LOL!!!

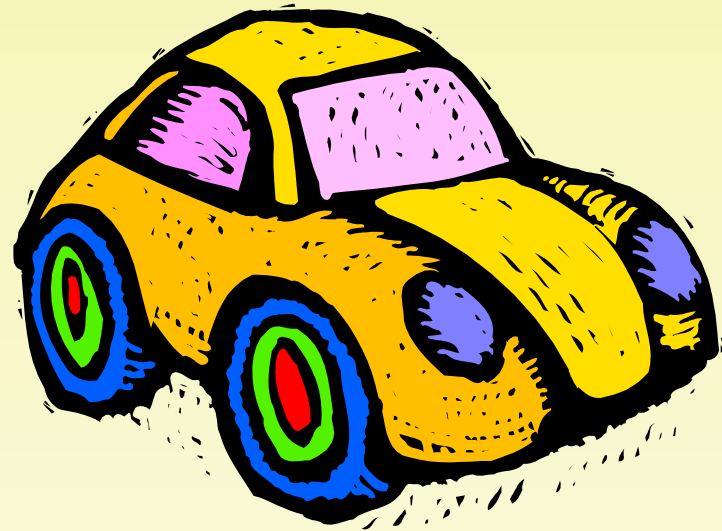
SGMP Presentation
October 12, 2011

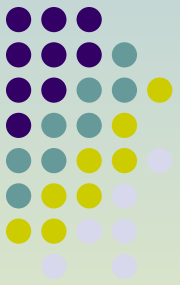
Expectations



What do you want to learn, share
or discuss?

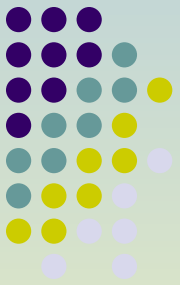
Parking lot ...



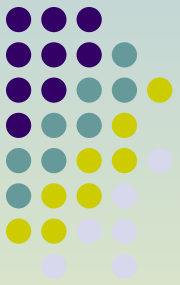


Agenda

- **Contracts**
 - General
 - Sleeping rooms
 - Complimentary/concessions
 - Function space
 - Food and beverage
 - AV
 - Cancellation
 - Americans with Disabilities Act

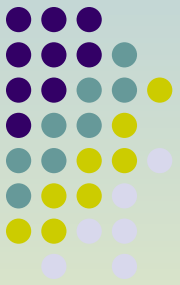


- Attrition
 - Performance clauses
 - Calculations
 - Mitigation
 - Steps to minimize
- Miscellaneous
- Questions



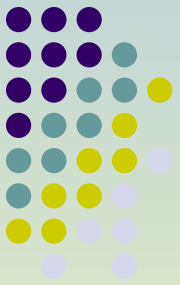
General

- Date
- Legal names, addresses, contact information
- Dates of meeting...NOT room block
- Timelines for signatures



Sleeping Room Block

- Number/type of rooms
- Exact dates and number of rooms on each date
- Rates, commissionable or not
- Reservations
- Payment
- Reports
- Management and pickup



Meeting Space

- Number of sessions
- Square footage
- Room setup style
- Number of people
- Start/stop times
- When to finalize and send program

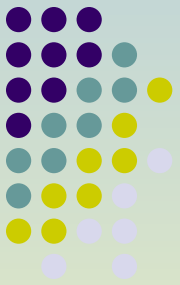
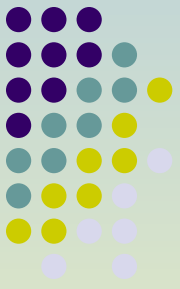


Exhibit Space

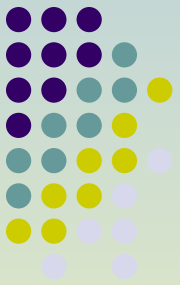
- Exact dates
- Layout
- Security
- Shipping, receiving freight
- Indemnification



Food and Beverage

- How many and type of meal functions, related functions
- Menu prices
- Guarantees
- Taxes and gratuities
- Alcohol service policy
- F&B cancellation or reduction

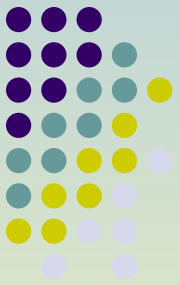




Concessions

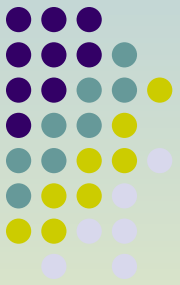
- One comp room for every X number paid
- Upgrades to suites
- Reduced rates for staff
- Comped meeting space
- VIP amenities
- Parking
- A refreshment break, or welcome refreshments





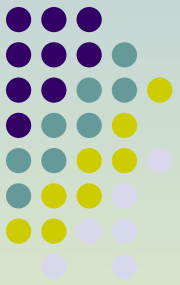
More possibilities

- AV equipment discount or a microphone in each meeting room
- Food and beverage discount
- Late checkout for VIPs and staff
- Airport transportation
- Internet or wireless connection, or buy-out package pricing



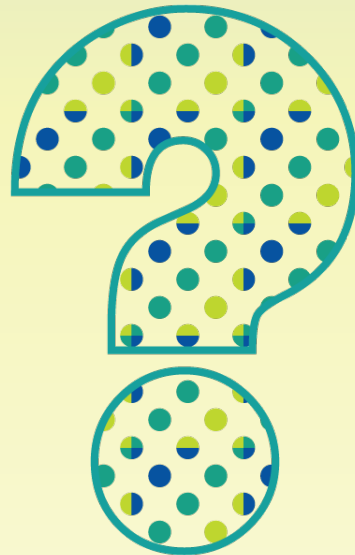
Miscellaneous

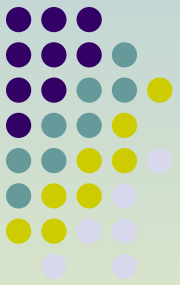
- Special Needs
- AV/High tech needs
- Dispute resolution
- Indemnification
- Insurance



Contracts/Negotiations

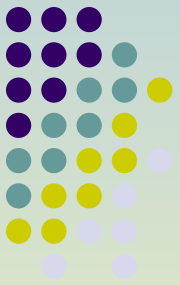
- What are the most important terms of a contract?





Takeaways

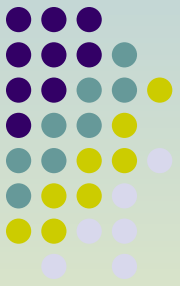
- Make sure everything your organization needs from the facility or vendor and vice versa is included in the contract.
- Attrition can be applied to both guestrooms and food and beverage. Make sure all sliding scales use a formula for calculating attrition damages.



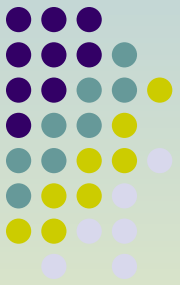
More ...

- Always sign contracts as an agent on behalf of your organization. Otherwise, you are personally liable.
- Penalties are not enforceable in contract law. The correct term is damages, which means lost profit and/or out-of-pocket expenses incurred.

More ...

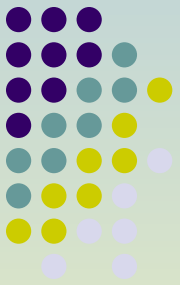


- Have your attorney review before signing.



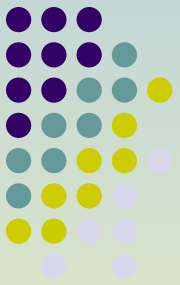
The MOST important

- Build positive relationships all along the way
 - It's fun to celebrate a grand success with your provider partners.
 - You may receive more willing assistance and considerations when things go awry.



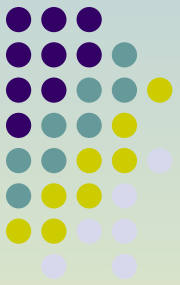
Resources

- Your professional association
- Convention Industry Council
- APEX (Accepted Practices Exchange)
- Trade publications
 - Ask The Experts (A column in *MeetingNews*)
- Books
- Colleagues and associates



More resources

- Magazines
- Websites
 - sgmp.org
 - mpoint.com – a meeting planner discussion forum
 - mim.com – meetings industry mall
 - pcma.org
 - mpiweb.org
 - conventionindustry.org



Reviewing and Understanding Contracts

SGMP Program, October 12, 2011

Presented by

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