

## Bad Clauses Come from Bad Experiences

Renovation Competitors Confidentiality Staffing Facilities

# LET'S DISCUSS YOUR EXPERIENCES AND HOW YOU ADDRESSED

# Negotiation Strategy:

#### Group:

We have clauses that are very important to us. Here is why we want them. We can negotiate!

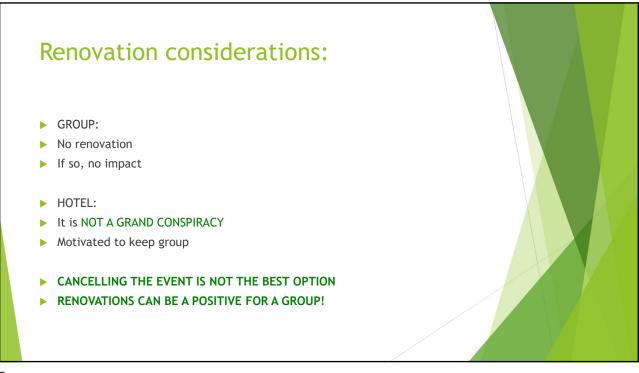
#### Hotel:

Tell me why you want this clause? Did you have an experience related to this in the past? How did it work out? What would have made it better?

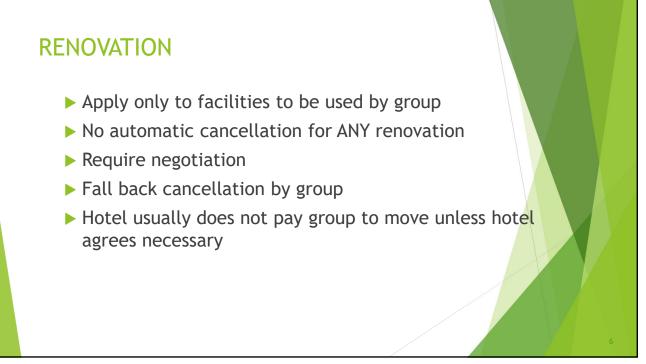
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### Renovation: the ultimate conundrum

- Groups want hotel to be top notch
- Regular renovation required to maintain standards
- Nobody wants renovations on their watch!
- Hotels are ALWAYS planning (dreaming?) of renovations.
- Can take years!
- ▶ Plan  $\neq$  know when it is going to happen
- MY NEW RECOMMENTATION: USE "SCHEDULED" OR "CONTRACTED" INSTEAD OF "PLANNED"







### Competitors

### ▶ WHAT ARE YOU TRYING TO PREVENT?

- Competitor taking your attendees?
- Competitor hearing/seeing something? Confidentiality?
- Is this a site selection issue?
  - Remote hotel
  - Buyout of hotel
- ► Group can't have right to approve/disapprove other groups/affiliates, etc.
- Must have list BY NAME of prohibited competitors
- Type of Industry is too broad
- Define carefully dates—move-in/move out, etc.
- Timing: consider notification 90/60/30 days out of non-booking

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