



The CVB Housing Service offers a professional, full-time staff with more than 12 years of experience managing convention housing. In addition, our well-established relationship with Spokane area hotels aids meeting planners in providing a smooth and positive housing experience for attendees.

We offer state-of-the-art housing services utilizing MeetingMax, a fully automated and customizable online housing system. Besides offering a streamlined, user friendly method for convention delegates to secure accommodations, MeetingMax simplifies the process of managing blocks of hotel rooms and accepting hotel reservations before and after the meeting cut-off date.

BENEFITS FOR THE MEETING PLANNER

When you choose SRCVB Housing Services to manage your convention housing, you'll benefit before, during and after your event.

Before your event our housing staff will:

- Provide assistance with contracting an appropriate room block based on your past room pick-up and any changes in your event program.
- Help develop easy-to-follow housing procedures for your delegates.
- Act as a conduit between the meeting planner and hotels, establishing a uniform time line and cut-off date.
- Provide attendees with access to real-time room inventory, along with detailed information and photos of hotel and room choices.
- Offer meeting planners real-time access to room block and pick-up reports – any hour, any day - with the ability to adjust room blocks and address potential problems before they occur.
- Proactively manage room blocks to avoid attrition penalties.
- Easily implement meeting-specific policies that result in bonafide reservations and discourage cancellations.
- Generate detailed delegate reports that can be sorted in a wide variety of ways to suit your needs.
- Assign and track room blocks for unlimited attendee types, including staff, exhibitors and VIPs.
- Provide cancellation and modification reports.

After your event you will:

- Receive accurate room pick-up reports and obtain full credit for all the rooms your event fills.
- Gain greater negotiating power with hotels for your next event.
- Obtain access to your event history, providing valuable continuity when you book your next event in Spokane or any other city.

BENEFITS FOR ATTENDEES

Our system allows your attendees to reserve a room by Internet, fax, mail or phone.

Internet Reservations

Attendees can reserve housing online, typically by following a link from your event registration page. While your attendees may also book rooms by fax, phone or mail, we encourage you to promote the benefits of Internet reservations:

- View properties and rooms online.
- Access detailed descriptions of hotel amenities.
- Locate properties and convention centers on maps.
- Receive instant verification that a reservation request was successfully submitted.
- Obtain email confirmation from the appropriate hotel within 48 hours.

We understand that not every attendee will choose to reserve online. Attendees who prefer to use phone, fax or mail to make their reservations may do so. Here's how:

- Reservations are entered into the centralized database along with the Internet reservations for your event.
- Confirmations are mailed or faxed to attendees who don't have email access.
- Rooms booked by phone are pulled from the live inventory.
- Reservation data is always current, accurate and available in one central location.
- Reports showing all reservations - regardless of how they were made - can be created anytime.

The cost of this program

The CVB charges \$4 per room night for this service.