



AMO Communications
<communicate@amo.on.ca>
10/12/2013 05:30 PM

To "gtreftlin@fort-frances.com" <gtreftlin@fort-frances.com>
cc
bcc
Subject AMO Conference Hotels Guest Room Booking Policy

THE IMMEDIATE ATTENTION OF THOSE ATTENDING THE 2014 AMO ANNUAL CONFERENCE IN LONDON, ONTARIO

Please find attached a memo regarding hotel accommodations for the 2014 AMO Annual Conference. The policies outlined in this memo are effective immediately and apply to several hotels in London.

Please read and distribute the attached memo, as it includes time sensitive information. You may also access this information including details on hotels that are not affected by this policy by visiting <http://bit.ly/1bTN1rL>

Attached is one (1) AMO memo, as below:

- 2014BookingPolicy .PDF

If you have problems opening the attachment(s) please call Nav Dhaliwal at AMO at (416) 971-9856 ext. 330

PLEASE NOTE

AMO communications will be broadcast to the municipality's administrator and clerk. Recipients of the AMO broadcasts are free to redistribute the AMO broadcasts to other municipal staff and elected officials as required. We have decided to not add other staff to these broadcast lists in order to ensure accuracy and efficiency in the management of our various broadcast lists.

DISCLAIMER

These are final versions of AMO documents. AMO assumes no responsibility for any discrepancies that may have been transmitted



with the electronic version. The printed versions of the documents stand as the official record. 2014BookingPolicy.pdf

2014 AGM/Conference

August 17 – 20, 2014

NON-REFUNDABLE CANCELLATION FEE FOR GUEST ROOMS AT: Hilton London, Delta London Armouries, Holiday Inn Express, Residence Inn by Marriott, Hotel Metro, Station Park Inn, Best Western Lamplighter Inn, Four Points by Sheraton & London Hotel & Suites

The 2014 AMO AGM/Conference will be held in London at the London Convention Centre. London has a large number of hotels; however none of them individually have the number of guest rooms required for a conference of our size. So, in order to address the delegate guest room requirements, we have AMO guest room blocks in nine hotels, as shown below:

Hotel	Location	AMO Room Rate (starting at)
Hilton London	King Street West	\$ 149/night
Delta London Armouries	Dundas Street West	\$ 149/night
Holiday Inn Express	Dundas Street West	\$ 100/night
Residence Inn by Marriott	Colborne Street	\$ 189/night
Hotel Metro	Covent Market Lane	\$ 149/night
Station Park Inn	Pall Mall Street	\$ 140/night
Best Western Lamplighter Inn	Wellington Street	\$ 149/night
Four Points by Sheraton	Wellington Street	\$ 149/night
London Hotel & Suites	Wellington Street	\$ 109/night

As in previous years, the nine AMO room blocks will not be released for booking until **Tuesday, January 14th, 2014 at 10:00 a.m.** Also, a non-refundable cancellation fee is once again being implemented at the nine main conference hotels for conference room reservations in order to deter the practice of overbooking guest rooms.

Historically, when the August conference guest room block is made available, municipalities frequently book multiple guest rooms under one name and often an excessive number of rooms. These rooms are subsequently firmed up and the rooms not required are cancelled, often as late as forty-eight hours prior to check in, with no financial penalty, resulting in unused rooms at the time of the conference. Delegates, who in the lead up to the conference are not successful in obtaining a room at the conference hotel, have no choice but to book rooms in overflow hotels, many of which are several kilometres from the conference.

Implementing a non-refundable cancellation fee will enable us to:

- Maximize the number of guest rooms available to all conference delegates at the main conference hotels.

- Mitigate the contractual financial penalty levied against AMO when a block becomes undersold due to the cancellation of overbooked rooms.

The Booking Process

The 2014 block of guest rooms at the main conference hotels will be released for booking on January 14th, 2014 at 10:00 a.m. Municipalities will be given the opportunity to make individual bookings at this time. All guest rooms must be booked using a credit card and must be assigned individual names, any multiple bookings under one guest name will not be allowed. We are therefore requesting your co-operation with the 2014 booking process:

- All reservations may be made either online through the AMO Group Link that will be available on **January 14, 2014 starting at 10:00 a.m.** on the AMO website (www.amo.on.ca), or by phone:
 - Hilton London: 1-800-210-9336
 - Delta Armouries: 1-800-668-9999
 - Holiday Inn Express: 1-877-660-8550
 - Residence Inn by Marriott: 1-877-477-8483
 - Hotel Metro: 1-866-626-3876
 - Station Park Inn: 1-800-561-4574
 - Best Western Lamplighter Inn: 1-888-232-6747
 - Four Points by Sheraton: 1-519-681-0600
 - London Hotel & Suites: 1-519-668-7900
- At time of booking the hotel will charge a three night deposit to all reservations, securing rooms over the peak conference dates of August 17-20, 2014. For room rates and types please visit the AMO website at www.amo.on.ca
- Should you cancel your reservation between the date of booking your reservation and July 15, 2014 you will be charged a one night non-refundable cancellation fee and have the remainder of the deposit credited back to your credit card.
- After July 15, 2014, if you cancel the guest room reservation or reduce the number of nights you plan on staying at the hotel then **none** of the deposit will be refunded.
- You may change names on the reservation without penalty at any time.

We hope that this process will encourage municipalities to book only those guest rooms that are actually needed so that more delegates will have the opportunity to stay at the official conference hotel. **Of course guest rooms will still be available at overflow hotels and for those bookings, deposits will be refunded for cancellations up to 72 hours prior to arrival.**

Please visit www.amo.on.ca for a list of London hotels that are not in the room block.

If you have any questions about the cancellation policy, please contact Navneet Dhaliwal at 416-971-9856 ext. 330, toll free 1-877-426-6527 or by email at ndhaliwal@amo.on.ca.