

FICP Canadian Chapter, August 2009

Breakout Session Notes

Budget and Cost Savings

- Will not eliminate quality....
- Bottom line is crucial
- Not wanting to play the relationship cards
- Altering the distribution channel to accommodate the lesser budget
- How low is too low? Never too low, always pressed
- Buyer's market
- Start to see sacrificing meeting quality
- Bad exposure if paired with a substandard partner
- Working with small budgets
- Short term booking window
- Saving time...more properties need to be sourced because of short time line
- Educating internal client
- Maintaining relationships with suppliers when you feel like you are asking for too much, pushing rate, food budget etc.
- Overworked, meetings reduced however short turn around time.
- The proposal to signed contract is much more intense. Now every detail, clause is scrutinized.
- Sometimes due to budget and short window of time you now are using hotels that you are not familiar with and where you don't have relationships.
- Feels that some internal customers are taking advantage of hotels/destinations because of the media.
- Donations to Food Banks, take money for dessert and donate
- Cooperation/Conversation/Creativity
- Change product lines to less expensive lines
- Move meeting room rental
- Shorten the length of the meeting
- Provide comparison, re day pattern and relative cost savings
- Arrival Sunday night. Save \$\$\$. Travel stay over.
- Mutli program deals
- Refresh foods for breaks
- Whole fruits versus prepared
- Use seasonal fruits and vegetables
- Amenities, refresh don't replace used little bottles daily.

New Ideas and Trends

- Recognition instead of incentive. Motivational experiences.
- Work closely with media so they broadcast in a more positive way.
- Corporations should step up and defend their reasons for having their meetings.....be proactive.
- Do a sales mission with support staff so they see how hard it is to be on the road and stop the perception of it being a fun vacation
- When reporting on the industry always try and be a positive as possible
- Unique gifts, SIGG Bottles, Seasonal gifts re Thanksgiving, bbq themes. Personalize gift , specific to event and activity. Regional
- Environmental, plants, grown your own, mugs
- Social media, Twitter, 3rd party private can't use
- Survey, Survey Monkey, build your own, on site ARS
- Unique gifts. Disposable cameras (logo'd). Personalized M&M's. Ceramic "to go" mugs. Customized digital photo frame. Donation to charity on someone's behalf. Items given out but then collected for donation. "Volun-Tourism....working in community where event is hosted to give back. Bring shoes,extra clothes to another country and then leave them behind.
- How do you get your surveys in—e-surveys, while in session use blackberry, invite to a reception right after you get them to complete the survey.
- IncentiveTrends, Voluntourism, Get Green, Give Back, No name badges, no signage
- H1N1 passengers get checked for flu like symptoms before they board and can be denied.

Contracts

- Supplier include sample contract in RFP so only hotels willing to respond will
- Design hotel standards based on hotel sales rep reading client
- Cancellation
- 25% non-refundable
- 75% to book again
- Rebooking clause in contract
- Insurer clauses as amendments re attrition, cancellation, force majeure and indemnification. NB to clarify dates and dollar amounts. Be specific.
- During process highlight changes. Initial and date each page
- Should H1N1 be included as a standard clause
- Signature on bottom of each page
- Understand both sides re concessions being requested
- WHO determines health risks, not hotel or client
- Know who is your company has the authorization to sign contracts
- Cancellation penalties should be paid and generally not fair to hotel to credit for a future meeting
- Force majeure—should still give compensation to the hotel

- Negotiations – Planners need to be savvy and make sure contracts allow them to have the say as to where they acquire AV—in house versus their own suppliers
- Build relationships with your suppliers so you have negotiating leverage
- Negotiate service fees 15% up to 18%--you can't buy you can ask for a discount on other fees like room rental.
- Company needs to have a standardized contract for the hotel they use so no matter what division or section of the company is doing business with that hotel they have a contract approved and in place. Not re-negotiating every time.
- Happy medium is key!
- DMC rep said they weren't charging cancellation fees but allowing rebooking.
- Cancellation/attrition handled case by case for charging or rebooking.
- Hotels need to enforce contractual obligation of client when cancelling
- Demands of client to not charge based on who they are and on relationships is challenging. Client needs to be aware of affect on hotel, may or may not be only cancellation the hotel receives.
- Hotel sales people need to understand their contracts, walk clients through them.
- Each page be initialed and gone through in detail
- Flexibility based on number of rooms per night, meeting requirements and f&b
- Pandemic clause, can this be added to force majeure clause?
- Re booking clause, how long for re-booking? Within 12, 18, 24 months?
- FICP/MPI talking to IATA re relaxing rules re cancellation fees
- Once contract is issued, stick to date for sign back. Have a signing bonus?
- Open discussion re the process to sign back ie all levels agree on date back
- Currency conversion clause. Place for signatur on each page