
NEWS

Travel Planners Offers a Guaranteed Hotel Confirmation Number For Every Guest - In Advance

It sounds logical enough: Make sure you have a real hotel confirmation number for every exhibitor and attendee before check-in day rolls around. "The alternative is what we call The Planner's Nightmare," claims Ray Vastola, President of Travel Planners.

He refers, of course, to the front-desk scene when a guest discovers that a long-reserved room just isn't there. Any "walk" from an official hotel is one walk too many. But Murphy's Law being what it is, you can count on the displaced person to be an exhibitor with a handcart full of brochures and samples. Not the way you want to wind up a year's worth of hard preparation for an event.

The Travel Planners solution is ResAssure, and this service deliv-

ers just as its name suggests. Every attendee is assured a hotel confirmation number in advance of the event. "It's not just assured," adds Vastola. "Confirmation numbers are guaranteed."

In fact, Travel Planners is the only housing provider with a dedicated staff assigned to acquire and track hotel confirmations. First, the company's

DirectConnect tool electronically trades reservation information with most hotels, eliminating data entry errors and collecting confirmation numbers. Then the staff takes over, managing confirmations and staying in touch with hotels to be sure that every reservation will be honored at check-in.

If a hotel can't or won't generate a confirma-

tion number, the team proactively works to re-book the guest. Finally, Travel Planners' GroupsWizard allows block managers to access the numbers in advance so that guests can step up to the front desk with a hotel confirmation number in hand. It's a smooth mix of technological prowess and human attention to detail, aimed at 100 percent satisfaction.

"Check-in shouldn't require an army of trouble-shooters to be cruising hotel lobbies," says Vastola. "If you do the job right - make sure everybody is confirmed in advance - the problems just don't happen." Preventing housing issues before they happen is a Travel Planners claim to fame. ResAssure is guaranteeing the company holds on to that reputation.



Ray Vastola