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Rival Hospitality Management, LLC. has a different view of Group business than some of our colleagues in the industry. It is the belief of our team that offering a Group Block to our hotel's clients is a service that is a benefit to the client and its guests. By allowing the client to set aside a number of rooms for their guests/attendees, we are both limiting the number of rooms we can offer to other guests and limiting the hotel's ability to make the most revenue through proper Revenue Management. It is for that purpose that Rival Hospitality Management, LLC. advises and expects its hotels to adhere to the following practices when working with Group Blocks:

-Rates: There is NO need to offer a discount to a person requesting a group block, unless:

1. The client is both guaranteeing and paying for all the rooms blocked
2. The block is needed in less than 30 days
3. The client is requesting a discount due to a rate they have identified online (on an OTA) that is less than the BAR Rate

-Cut-off/Group Block Release: 30 Days is the required cut-off for all Rival Hospitality Management hotels, unless:

1. The client is both guaranteeing and paying for all the rooms blocked
2. The block is needed in less than 30 days

-Amount of Rooms Given: Rival Hospitality Management, LLC's policy is to offer no more than 10 rooms and if the group fills, more rooms (5 at a time) can be added, unless:

1. The client is both guaranteeing and paying for all the rooms blocked

-Outside Policy: Even though this policy is in place, we know there are special circumstances. When those situations happen, the Manager of the hotel will need to gain approval from a representative with Rival Hospitality Management. An example:

1. A potential group has requested to take the entire hotel for 3 months and would like a discount outside of the typical discounts

-Agreement: It is the policy of Rival Hospitality Management, LLC's that there is no need for an agreement to be constructed or executed for any group block, unless:

1. There is a special situation where the client is looking to give an amount of business that is against other aspects of the Rival Hospitality Management, LLC's policies

As stated, there are many outside the box situations within our industry, so if you have any questions, do not hesitate to reach out to your supervisor. Additionally, at no point are you expected to lose a piece of business for your hotel if an instant decision on your part needs to be made. If needed, always make the decision that is the best business decision for your hotel and expect that this decision will be questioned and discussed as a part of the learning process.