



PRINCIPLE BEHIND THE EBU'S POLICY ON VENUE HOTELS

- a) The majority of the accommodation arrangements for EBU are handled by Arena Travel, however in a few instances the EBU liaises directly with the venue hotel to arrange the availability of rooms. At present these are the events which take place in London and Stratford-upon-Avon.
- b) We agree our advertised rates with the hotels with which we negotiate directly well in advance – often more than a year prior to the event.
- c) There are two significant disincentives for the hotels to offer these rooms to us:
- They set aside a number of rooms for our members to book until shortly before the event. This means if, for any reason, they are particularly busy one weekend they may have to turn away non-EBU members. The EBU members may then eventually not take all the allocated rooms and the hotel loses revenue.
 - We take rooms in the ratio of about 3 singles to every double. Unless the rate for a single room (per person per night) is twice that for a double (which it generally isn't) the hotel loses revenue.
- d) In general we do manage to secure competitive **long-term** rates with these hotels, however the rooms are only guaranteed to be available for a limited time, and rates may change close to the event once the 'guaranteed period' has expired.
- e) Members should therefore note that if they wish to secure a room at a specific rate they should do as soon as possible as no guarantee can be made that the rooms will be available nearer the time of the event. Likewise, if a player can secure a better rate at any stage then that is up to them and they are free to do this.
- f) It should be noted that, for example, hotels and agencies will heavily discount un-booked rooms as a date approaches, but likewise high levels of demand can create short supply and lead to unforeseen loss of availability or changes in price. It is the member's choice when they choose to make the booking.
- g) The EBU is an organisation that arranges Bridge competitions and we do not have the resources, either voluntary or paid, to spend too much time sourcing venues and negotiating rates. We do the best we can, and a recent online survey suggests that people are reasonably happy with the service we provide, however we recognise that the service is unlikely to be flawless. It is for this reason that we use Arena Travel to handle the majority of the accommodation requirements for our events.
- h) In the event of any problems please remember that your contract is with the hotel and we do not have the resources at the EBU to manage individual issues on behalf of members.
- i) We try to ensure the hotel provides both good playing conditions and good accommodation. We would hope never to accept an unsuitable venue but sometimes we have to compromise slightly to secure a venue in the right place and with reasonable room rates.
- j) We **do** take account of member's views about venues, particularly from the event questionnaire and the host report. If we get significant adverse comment then we will try to find an alternative venue for the event.
- k) Please remember, however, that it is often difficult to find venues that want us at the prices we are prepared to pay. It is much more lucrative for a hotel to hold a party or dance on a Saturday night than a bridge event.