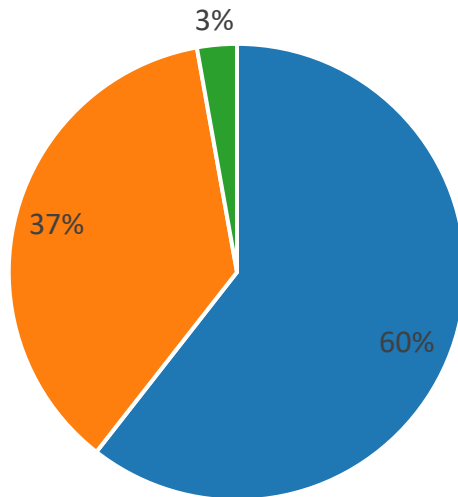




# **Preferred Hotels & Resorts 2021 RFP Season** **Questionnaire**

Preferred Hotels & Resorts Global Sales Team surveyed more than 450 Corporate Travel Buyers in June 2020 for feedback on the 2021 RFP Season. This report includes results from over 70 respondents.

**Does your company currently have a travel restriction or ban in place?  
If so, how extensive is the ban (domestic, international, essential travel only)?**



■ Essential Travel   ■ Ban on Domestic and International Travel   ■ No Response



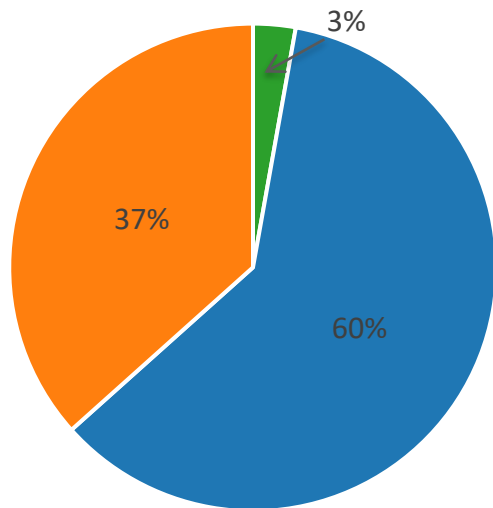
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## **Do you currently have an anticipated timeline for resuming business travel? If so, can you please confirm?**

Most responders either had no timeframe at all, or provided tentative plans such as:

- Expect travel to resume in Q4 2020
- Expect travel to resume 6+ months or greater
- Phased approach based on school openings and return to work safely guidelines
- Based on employee's comfort level to travel
- Pending review of which destinations business travel will resume first

## Do you anticipate any new cities or regions where you need to add hotels to your program?



■ Yes ■ No ■ To be determined



**If yes to previous question, which new cities or regions will you add to your hotel program?**

Only 1 account, New York Life, reported new markets for 2020/21: These are ***Philadelphia, Pittsburg, Phoenix, Glendale, Plano, Overland***



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## What are your top 3 goals for the 2021 RFP season? – *Key Responses*

1. Determine which Hotels are running and can participate in the RFP2021
  2. Negotiate "reasonable" rates for 2021
  3. Correct GDS rate loading in the 1st attempt
- 
1. Maintain 2020 pricing and amenities (i.e cancellation policy). New blackout dates can and will be submitted separately
  2. Rightsizing markets where hotels will not maintain pricing
  3. Adding any new markets where we currently do not have any preferred properties
- 
1. Ensuring we are fit for purpose in the number of hotels promoted as preferred properties for ConocoPhillips in these unprecedented times. I will continue to leverage hotel spend by moving market share
  2. Cancellation Policies - 6PM is preferred but shying away from those that are greater than 24hrs
  3. Removing blackout dates, seasonality and room-category restrictions. LRA must apply to 100% of inventory
- 
1. To avoid hearing our travelers say - " I found a lower rate online", because our 2020 rates are too high compared to a 2021 Covid soften market demand
  2. Safety/Security Protocols
  3. Considering long term relationships, and not making short sighted program changes for 2021

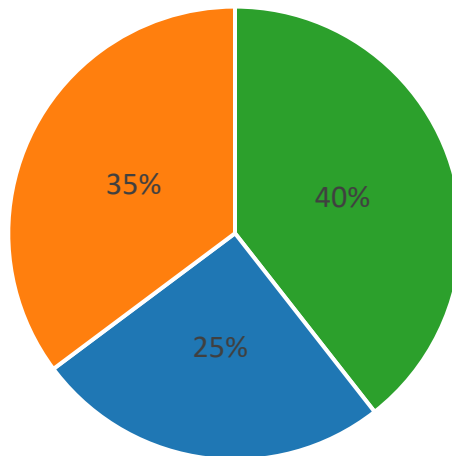


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## What are your top 3 goals for the 2021 RFP season? *Key Responses Continued*

1. To reduce portfolio of hotels
  2. To improve deals
  3. To work with hotels that have security and hygiene measures in place
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1. Ensure hotels have taken steps to implement cleaning and safety protocols as outlines by the CDC and agreed to by the AHLA and its advisory participants
  2. Ensure we have the right hotels in the program
  3. Benchmark current rates to ensure they are fair and can be extended for 2021
- 
1. Adding more health/safety questions to understand what each hotel as part of their COVID prevention practices
  2. Ensuring we maintain appropriate coverage of preferred hotels as we know that some hotels might not reopen or be further delayed in opening
  3. Ensuring that our rates are not competing with BAR/Discounted rates, we want to ensure that our corporate rates are the lowest booked so that the hotels can recognize and look after our travelers accordingly and see our full volume contribution. Its more about ensuring our corporate rate is booked and not about capitalizing on the lower overall demand. It has us thinking about fixed vs dynamic or a full RFP vs just an extension of the program.

## Will you launch a 2021 RFP or request existing partners to extend 2020 rates?



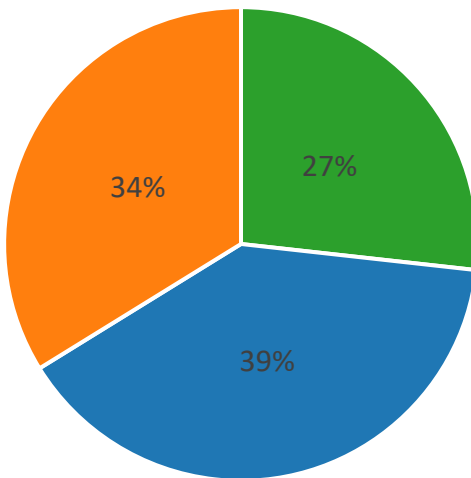
■ Launch 2021 RFP

■ Request to extend 2020 rates

■ To be determined



**If your company does not already use dynamic rates in the hotel program, is this something you are considering to change to post-Covid-19 for the 2021/22 RFP season?**



■ Yes   ■ No   ■ Already use dynamic rates in program



## **How important will a hotel's safety and sanitation policy be when reviewing preferred hotels in your program? Will hotels be added or removed based on the information provided? - *Key Responses***

- Extremely important and yes, we will need to make security and safety decisions based on hotel protocol
- Most important thing right now. Yes, we will adjust hotels based on cleanliness
- It will be the #1 priority and be a key deciding factor
- This will be important and hotels without detailed health & safety guidelines will be removed
- This will be critical we are currently creating custom questions to incorporate into our FY21 RFP. Should their be concerns with how a hotel answered then they will be given one opportunity either via rebid or email request. If not addressed appropriately, hotels will likely be removed.
- Very important. Hotels will not be removed based on information provided but rather the execution of their safety measures and protocols.



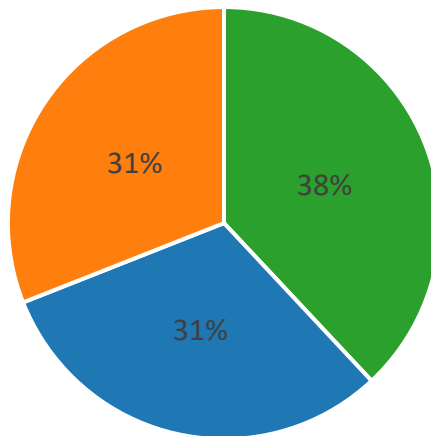
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## What criteria are you looking for as it relates to sanitation procedures?

### – *Key Responses*

- Still to be confirmed in collaboration with our Health & Safety teams which are most focused right now on return to office but feel similar practices as we would expect within our own offices in many cases.
- Touchless check-in/check-out
- Rooms must be disinfected and sealed afterwards (given process must be provided in the RFP)
- A document that addresses: Hotel Staff Requirements (Face Mask, Temperature checks, etc.), Guest Requirements (Face Masks, Temperature Checks), Mobile Check In/Out Available, Divider at Front Desk, Room Cleaning Preferences at Check-In for travel to opt-in to (daily service, no service etc.), No contact delivery of requested items (ie. towels), Deep cleaning of rooms after every stay, Grab and Go Breakfast Option, Rooms held for a certain time after check-out if prior traveler was sick and/or quarantined at hotel
- A standardized, industry recognized program.
- We are looking for compliance with industry-wide initiatives focused on hotel cleaning practices to meet the new challenges presented by COVID-19. We want to ensure that the hotel is taking the necessary steps to ensure both hotel guests and employees are confident in the cleanliness and safety of hotels once travel resumes. We will be sending out a list of about 30 questions related to all aspects of the hotel's sanitation procedures that are consistent with guidelines set forth by WHO/CDC and American Hotel and Lodging Association/World Travel Tourism Council, etc.

**If you are not participating in one of our PH&R Rate Chain Agreements, are you open to considering chain wide agreements to supplement savings in key cities that might not generate as much room night volume?**



■ Yes ■ No ■ Already participate in PH&R Chain Agreement



**Do you anticipate your company's overall spend on travel to increase, decrease, or stay the same? Based on your answer, how will that affect rate negotiations in the RFP?**

\*Most responders said that they foresee 2021 spend to sharply ***decrease***, with some stating that it is also unknown at this time. Only a few responders said that they expect future spend to be about the same (**Uber and Broadcom** said it would remain the same if travel is cleared in time)



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## **For hotels currently in your program, what is your advice to them?**

### *– Top Responses*

- Agree to the extension. Our program already allows for rate reductions up to 5 times a year. We will look at changing our program for 2022 to allow more pricing options.
- Be thorough, offer your best rate first
- Competitive dynamic pricing and optimum sanitation procedures
- Sanitize!!!
- Think about providing better chainwide/dynamic discounts (if existing) and look at building a robust business case revolving around price and distance to office
- Stakeholders in APAC will expect decreases in rates and most likely will not accept a roll-over of rates, Europe will be dependent upon the city. N. America is thinking they will accept a roll-over of rates, but would like dual rate loading so that if BAR is below negotiated, a discount percentage would apply ensuring they are not eroding their program and travelers find the best price whilst staying in-channel to book. Most important: Travelers need to assured they are obtaining the best price and following policy to book in-channel.
- Ensure that you meet the industry-wide guidelines on cleanliness. Be ready to submit your rates by August. Be realistic with the rate offers as compared with the market and avoid multiple rounds of negotiations. Pay particular attention to ensuring that amenities are provided. Participate in the virtual Hotel Bidder's Conference, date TBD.

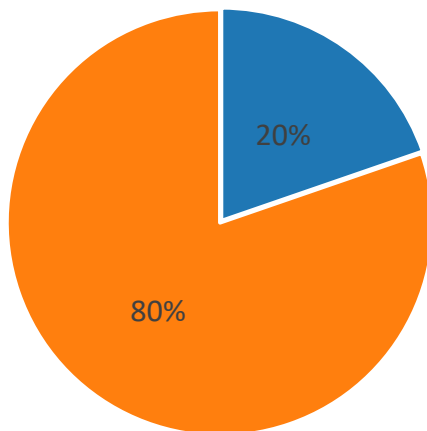


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## What can PH&R Global Sales Directors do to assist you for a seamless RFP process? – *Key Responses*

- Have a discussion on the current 2020 rates. Give us an idea of what % off BAR you will provide to us so we can determine to add BAR rates now
- Be flexible
- Guide hotels on corporate requirements regarding realistic expectations and post Covid operating programs. Be a bridge between the hotels and buyers and ensure their hotel contacts network is strong.
- Provide prompt responses and when we ask for something to be mandatory include it without having to go back 3-4 times and waste everyone's time
- Have a clear outline what mandatory cleanliness standards will be in place at ALL PH&R properties. Provide last and final rates up front to expedite the process as I'm sure most hotels will have reduced staff so let's make the process efficient.
- They should understand what each properties rate loading capabilities are. (i.e. dual rate, float down, etc.) Also there should be a central point of reference for ALL your hotels Covid protocols to be listed in a standard format.
- Please communicate if you are having issues/delays. Share best practices for safe stays based on what you are seeing/learning.
- Stay well, stay strong. Be prepared with health and safety guidelines.
- Don't relax when it comes to customer service - it becomes very easy to sit behind a glass wall and use the distance to become complacent, but travelers still need to feel welcome and important. Be creative!

**Due to COVID-19, do you anticipate an increased demand for long term stay or residential properties?**



■ Yes ■ No