

Hotel Group & Event Contract Policy

- Hotels will usually require that a contract is signed when you are requesting 10 or more sleeping rooms, any meeting or banquet space or catering. The contract is a legal document that obligates Caltech to pay the rates, penalties and fees specified in the contract. **All contracts or agreements must be reviewed, approved and signed by a representative in Purchasing Services.**
- The contract is the final word. Do not accept, or expect the hotel to accept, verbal amendments to the contract. Put all change requests in writing or email, and have them confirmed. A representative in Purchasing Services should amend any contract with a hotel.
- The contract will spell out any cancellation fees or penalties that will apply if the group cancels or is reduced significantly.
- Make note of booking and cancellation deadlines specified in the contract. Ensure that you are able to meet them before having a representative in Purchasing Services sign the contract.
- It is recommended that you schedule a walk-through before Caltech signs the contract so that you may be sure that the accommodations will meet your needs. It may be necessary to schedule a subsequent walk-through if any changes are made, such as group size or format changes.
- The Caltech Travel Lead is available (626-395-6273) to review group/event contracts or answer general questions about contracts with hotels and coordinate the approval of the contract with Purchasing Services.
- Under no circumstances should anyone who is not a representative of Purchasing Services sign a contract with a hotel.

Before contacting a hotel about your event, have the following information available:

- The dates of your event/group, including alternate dates if applicable
- The number of attendees expected. (Figures for both sleeping rooms and meetings/banquets-you may have many local attendees who will not require sleeping accommodations)
- An idea of what format will best suit your needs. (For instance, if you are hosting a meeting, will you want the room set up as a theater or a classroom?)
- An idea of the catering needs for your event. (Will you want beverage service, snacks, or meals provided?)
- An idea of parking requirements. (Particularly important if there will be many local attendees)