

Contract with Confidence 2026/2027 – FAQs

Q: Can hotels only opt into some of the terms and concessions listed?

A: No – hotels must agree to all terms or concessions, although they can choose to yield or turn down the offer in line with their need periods.

Q: When do hotels need to opt in by?

A: The opt-in deadline for this offer is October 30th

Q: Can hotels in all regions participate?

A: Yes, hotels in any region can opt into this program.

Q: How will the promotion be marketed?

A: Distribution includes 15,000+ meeting planners via targeted newsletters, email signatures, social media promotion, and global group sales team outreach.

Q: Will there be additional opt-in rounds?

A: No, we are running this as one promotion tied to the specified dates.

Q: Are cancellation terms standardized?

A: No – cancellation terms can be defined by each hotel.

Q: Is there a required cancellation deadline?

A: No – timing is flexible and set during contracting.

Q: Can deposit structures be customized?

A: Yes – deposit timing and amounts are set in the contract and not dictated by the terms of the offer.

Q: What is the allowable attrition?

A: 15–25% - hotels must offer 15% at minimum in order to participate.

Q: How does the 50% rebooking credit work?

A: Up to 50% of forfeited deposit must be able to be applied to a future booking.

Q: Can hotels apply a time limit for the 50% rebooking credit?

A: Yes, hotels can apply a time limit to this rebooking credit – but we would ask for hotels to allow reasonable time in line with the flexibility promised by the program.

Q: Do existing contract terms still apply?

A: Yes – hotels can maintain their standard terms within the framework of the offer.

Q: Can hotels use blackout dates?

A: Yes – hotels can apply blackout dates based on their need and peak periods.

Q: Who pays for the additional I Prefer Planner points?

A: PHR pays for the additional I Prefer Planner points, provided that the bookings are made at participating hotels through the Preferred Hotels Global Sales Office.

Q: Can the double I Prefer Planner points be awarded to events booked directly with participating hotels?

A: No – bookings must be made through the Preferred Hotels Global Sales Office in order to qualify for this brand promotion.

Q: Do attendees receive points for these bookings?

A: No – Double I Prefer Points are rewarded to meeting planners, not to event attendees.

Q: Can double I Prefer planner points be split between multiple planners?

A: Yes – with Preferred funding double I Prefer Planner Points, you can compensate both third parties and end users at no cost to your hotel.