



GLOSSARY OF TERMS

Advanced Deposit

Requirement by some hotels to receive full or partial payment in advance of the event.

Attrition

The negative difference between the contracted block of guest rooms and the number of rooms consumed. Also, the attrition clause in a contract outlines the financial obligation for performance per the contract terms.

Banquet Event Order (BEO)

An important document outlining every detail of your event captured per agreed specifications. This includes menu, room configuration, staff-on-hand and more.

Catering

From simple water or coffee service for your group to full meals, your hotel can handle these needs.

Cut-off Date

A date where any remaining guest rooms in a group block are given back to the house for general sale.

Group Rate

Varies by hotel but is a special, reduced, per-night guest room rate dependent on booking a certain quantity of rooms.

Guarantee

The minimum number of meals to be paid for by the client, even if some are not consumed. Typically, guarantees are required 48 hours in advance of the function.

Guest List Manager

Allows you to view, download or print a guest list to keep track of the rooms booked for your event, plus review attendees and their reservation status.

Guest Room

An overnight sleeping room for one or more guests.

Liquidated Damages

The amount of money the party agrees to pay for not meeting all contractual obligations. This amount is pre-agreed upon at the contract signing.

Meeting Room

Varies by hotel, ranging from a conference/board room capable of holding up to 25 people to a banquet hall that could hold hundreds.

Private Online Group Page (POG)

Provided by Hilton Worldwide, a complimentary, personalized, private group webpage so your guests can have one-click access for booking rooms via a personal email you send to them.

Request for Proposal/Pricing Request

Also referred to as RFPs. An electronic request submitted to one or many hotels for information on meeting-space accommodations. Hotels typically respond to RFPs within 24 hours or the next business day.

Reservation

A meeting and/or overnight guest room that has been confirmed with a credit card.

Room Block

A block of rooms reserved for a group at an agreed-upon rate.

Social Space

Varies by hotel and ranges from a meeting room to reserved lobby space.