

THS CONTRACT TERMS AND OTHER BENEFITS TO TEAMS:

Teams that have always booked their rooms through THS are used to getting their user-friendly contract terms, helpful timing of going to contract and the many other benefits they do not get by dealing directly with a hotel. With the Stay-and-Play policy enacted this year, many teams used THS for the first time, and found these things to be different than when they would deal direct with the hotels:

- 1) **CANCELLATION FEES:** Teams that contract direct with a hotel have to sign the contract immediately, and most often agree to a cancellation fee at time of signing, even if they don't know for sure if they are coming to the tournament. THS Boys JO teams can wait until they are sure they are coming. THS Girls JO teams can make their reservation with us months before they qualify, and we will either confirm those rooms (if they do qualify), or release them without penalty (if they do not).
- 2) **DEPOSITS;** Many hotel group contracts require a deposit or credit card authorization at signing, and some full prepayment before arrival. THS requires only a credit card, and does not let the hotel charge any deposit until 30 days before arrival, and generally only a one night room & tax maximum.
- 3) **ATTRITION:** Typical terms for many hotel group contracts is a cancellation fee of 90%. THS has a 75% attrition, and works with the team to remedy that before it gets charged.
- 4) **ROOMTYPES:** Many hotel group contracts state the room type as ROH (Run of House), and do not guarantee a certain room type. THS only sells by room type, and the team is guaranteed to get what they contract for.
- 5) **WALK POLICIES:** Hotel National Franchise Walk Policies only require the hotel to pay First Night's Room & Tax if the individual is "walked" day of arrival. Before the day of arrival, the hotel can call and say "oops, we do not have your room," and there is nothing they can do. THS gets each hotel to agree to a 30-day Walk Policy, starting the day we deliver the rooming list to the hotel. That tends to motivate any hotel in an overbooked situation NOT to walk a USAV reservation, but some other reservations in their hotel.
- 6) **INDIVIDUAL CANCELLATION:** Many hotel group contracts do not allow for individual cancellation inside the confirmation date. Most of THS's contracts have a 3 or 7-day cancellation for individuals.
- 7) **CONFLICTING GROUPS:** THS requires each hotel to sign a "Conflicting In-House Groups" clause that states the hotel will not book over the USAV date any groups "such as adult groups affiliated with a sexual theme/orientation or any group that is considered offensive to families..."
- 8) **LEGAL ACTION:** Most hotel group contracts have the "State in which the hotel is located" as the place of jurisdiction in the case of any legal action. This limits a team that booked direct from taking any legal action if they have legitimate damages from their stay - in otherwords starting a lawsuit out of state from where the team resides is simply cost prohibitive. THS specifically removes that jurisdiction clause when we sign hotel contracts, allowing us to easily take action on behalf of a team in the event a team should be reimbursed for problems related to their stay. The bottom-line is that this leverage allows THS to more readily solve problems with hotel, as though know it is easier for THS to come after them, so to speak.
- 9) **INSPECTIONS:** It is difficult for a team dealing direct with a hotel to know what the hotel product is like, as most often they cannot travel to that city to inspect it. THS inspect all of the hotels used for USAV events. That is exactly why the Marriott Courtyard South Beach (Girls JO's) was taken off the initial hotel list after it was found to be across the street from a strip club, a body-piercing store and two tattoo parlors.
- 10) **TOURNAMENT CANCELLATION INSURANCE:** THS carries the only "Tournament Cancellation Insurance" policy in existence among sports housing services, through Lloyd's of London.

In the event a USAV tournament is cancelled. If a USAV tournament is canceled for any reason within 30-days prior to arrival, THS insurance policy will pay all hotel cancellation fees for the teams. Also, if the tournament is canceled outside of 30-days prior to arrival, all teams are released without penalty from their THS contracts as we negotiate the same with each hotel.