



# Lead Travel Group







"A dedicated Hotel Site Management Company  
with exceptional housing services tailored  
specifically for your group."

-  LEAD TRAVEL





# What to Expect From Us

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Our buying power and relationships created with our hotel partners guarantees the ease for you and your company to secure hotel rooms anywhere globally.

Since we are not a travel agency, our process and procedures demonstrates how you can use Lead Travel Group (LTG), for booking hotel rooms.

The value added for your organization is measured by the concessions on a larger scale. Individual teams and the whole organization are able to benefit from all the negotiated concessions.

# WHAT WE DO



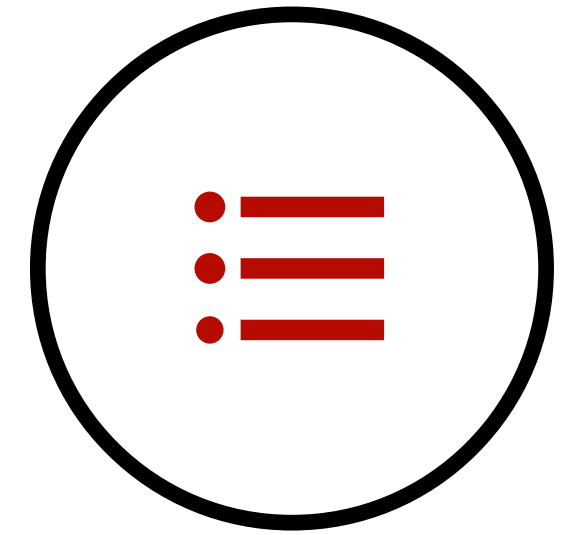
Invoice hotels  
for our clients



Work with local  
restaurants for coupon  
books for all attendees



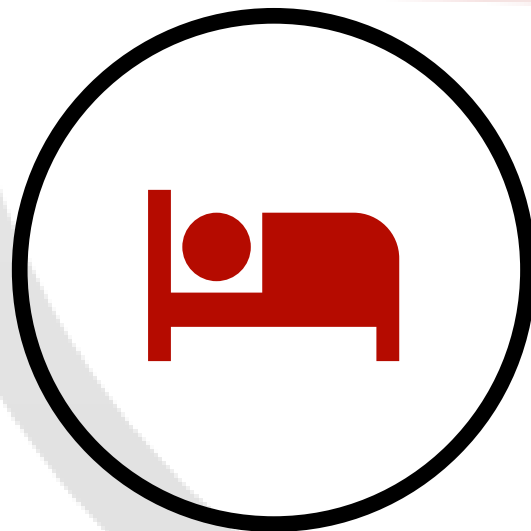
Work with the city for a  
"things to do" for their  
guests



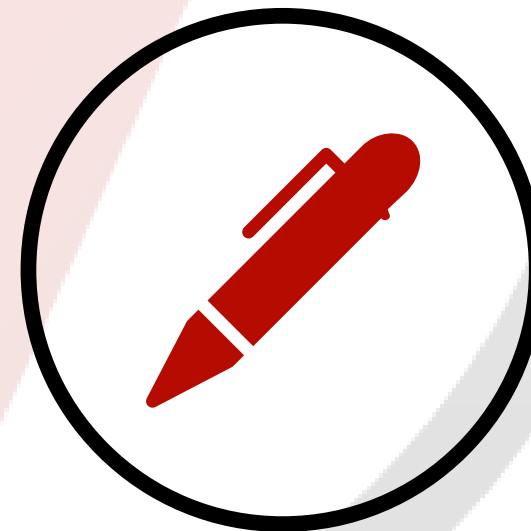
Manage rooming lists for  
client



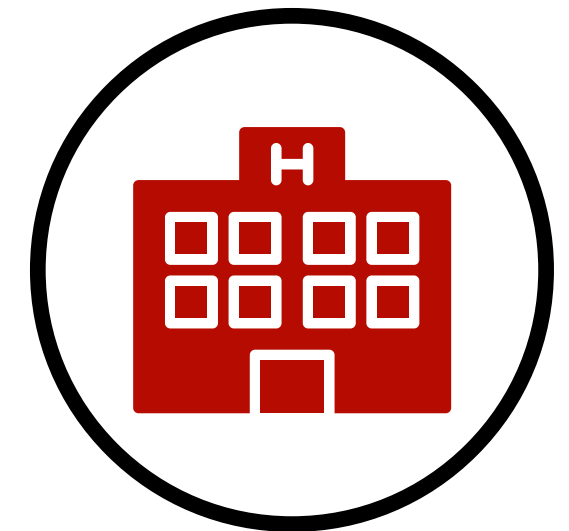
Finalize Booking Links  
and Publish



Make Reservations for  
Clients



Present and Negotiate  
Contracts with Clients



Research Hotels

Through all of these steps, we hope to make the guest experience a most vibrant and amazing experience and drive up business for the next year

# PLAY AS A TEAM. BOOK AS A TEAM.

## TEAM

- Complimentary breakfast for up to 4 people in the room
- Complimentary Parking and WiFi
- Complimentary room for coach (based on club decision)
- No Early Departure Fee
- 24 hour cancellation for arrival on Friday
- 48 hour cancellation for arrival on Saturday
- No Attrition

When a team books rooms all together, the team already wins by getting the concessions below.  
Play as a team, book as a team.

**PLAY AS A TEAM.  
BOOK AS A TEAM.**

## COMPANY

- Negotiated coach's meeting rooms in different cities
- Negotiated staff meeting rooms in different cities
- Negotiated manager meeting rooms in different cities
- Complimentary Meeting Space for a traveling team for Coach (based on availability)
- Rooming List Accessibility – don't have to wait for the hotel sales person
- Lead Travel Group support on weekends
- Complimentary Hotel Rooms Site Visits (based on availability)

When a team books rooms all together, the team already wins by getting the concessions below.  
Play as a team, book as a team.



# BOOKING WITH US

BOOKING LINK TO ALL PARTICIPATING  
HOTELS SENT OUT A MINIMUM OF 1  
MONTH PRIOR TO ARRIVAL DATE.

## THE WEEK OF:

### THURSDAY:

ANY and ALL changes to existing reservations for Friday arrivals need to be done on Thursday no later than 3:00pm, 24 hours prior to check-in. (no exceptions)

### FRIDAY:

Last day to cancel hotel reservation for Saturday arrival (no exceptions).  
Cancellations need to be made by 3:00pm on Friday, 24 hours prior to check-in.

## TWO WEEKS BEFORE THE ARRIVAL DATE:

Two weeks before the event begins is the cut off date to make hotel room reservations for ALL participating hotels. This is a negotiated date, and can be flexible if needed, with LTG and our hotel partners. This keeps you out of any attrition clauses as you are not liable for any rooms not picked up.

## ONE WEEK BEFORE THE ARRIVAL DATE:

One week before the event begins all final rooming lists, with team names and contact info will be sent to our clients

# HOW TO MAKE A RESERVATION

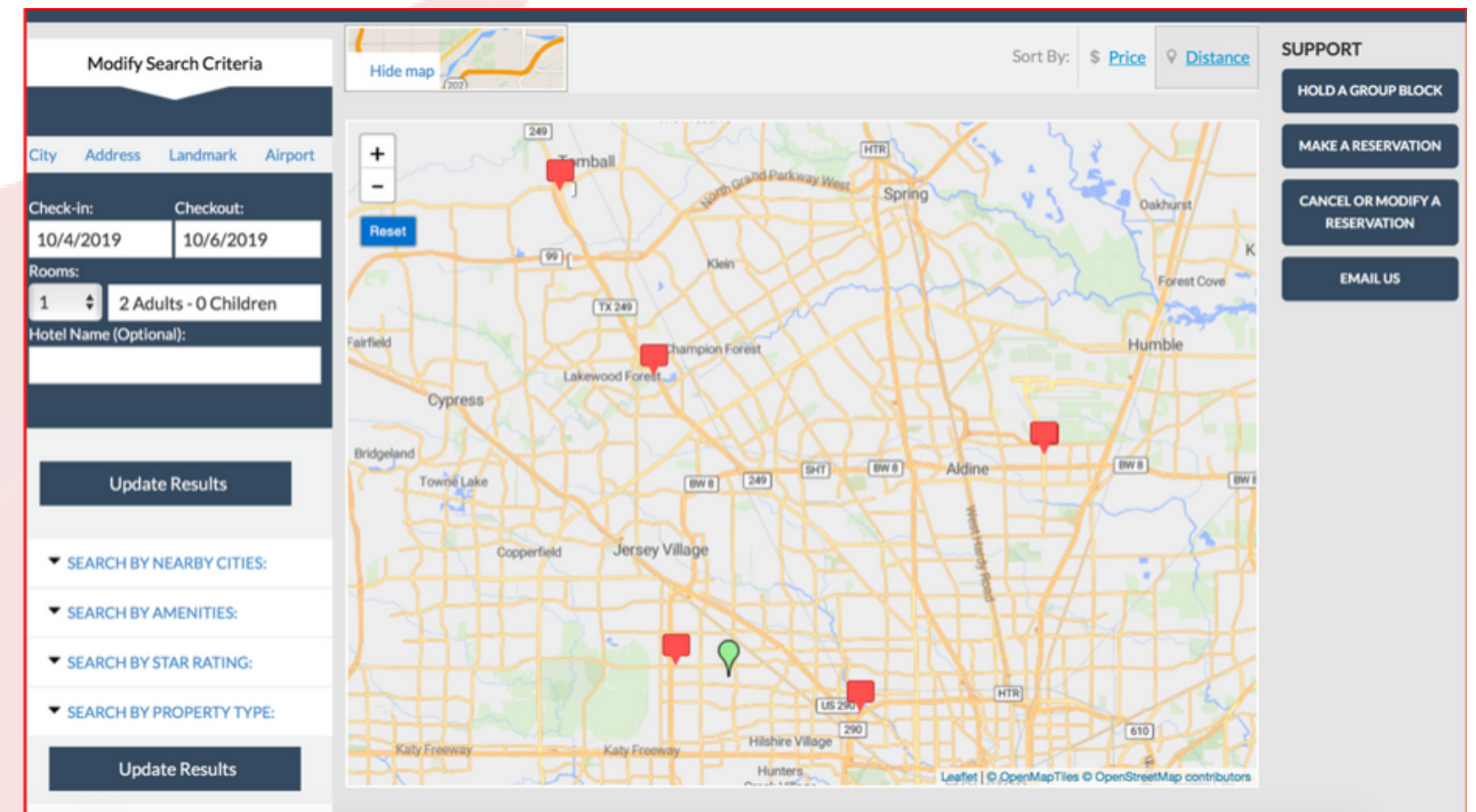
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1. Once you are in the booking engine link, you can either scroll down to make a reservation by choosing the desired hotel, or look to the right of the screen under support to make a reservation. (you can also cancel your reservation here too).
2. Please fill in all the information requested through our system including payment. Payment is to HOLD your reservation not to pay for it. You will be charged once you check in. There is a non-refundable \$5 booking charge that is charged right away for making the reservation. This is part of your total amount and not an extra cost. This will not be refunded if you cancel.
3. You will receive a confirmation receipt / voucher (shown on next slide) from ARN and Lead Travel Group.
4. Once your reservation is confirmed from the hotel, then you will receive another confirmation email with their confirmation number. This is the number you need to check into the hotel the day of arrival.



# HOW TO MAKE A RESERVATION

1. Booking engine link is sent to all the managers
2. Link is sent to all the parents
3. Reservations are made
4. Everyone is happy
5. Hold on to the booking engine link until you check out of the room. You may need it!





**This is received after making the reservation from our system, not from the hotel.**

Thank you for booking with us!

### Guest Confirmation Receipt/Voucher

**Important:** The reservation you placed is part of a room block contracted for your event. The hotel will be provided your details prior to your arrival, but not instantaneously. Should you have questions or need to make modifications to this reservation, please contact [hello@leadtravelgroup.com](mailto:hello@leadtravelgroup.com). You will receive a follow-up email once the hotel has entered your reservation into their system and has generated a confirmation number which we will send to you for your records.

**Reservation Details:** Reservation made on Thursday, September 26, 2019

**Reservation Status:** Guaranteed, pending hotel confirmation  
**Reference Number:** ARN2564462  
**Property Name:** DoubleTree by Hilton Houston Intercontinental Airport  
**Property Address:** 15747 John F Kennedy Blvd Houston TX 77032 US  
**Primary Guest Email:** [hello@aol.com](mailto:hello@aol.com)  
**Primary Guest Name:** Mitch Cooper  
**Billing Name:** Judy Cooper  
**Billing Address:**  
**Billing Postal Code:** 75071  
**Accommodations Or Dates of Stay:**  
**Adults (aged 18+):** 2  
**Arrival:** 3 PM - Friday, October 04, 2019  
**Departure:** 12 PM - Sunday, October 06, 2019

**Room Description:** Special Event Rate , 2 Queen Beds - Triple & Quad Occupancy 2 Queen Beds, Comp WiFi, Free Parking, Mini Fridge, Microwave, 43" LCD TV, Hair Dryer, Iron & Ironing Board, Coffee/Tea Maker, and more!. Complimentary buffet breakfast included. Rate based on occupancy of 4 persons per room. Hotel requires a 2-night minimum stay for this reservation.

**Room Rates Per Night:**

**Friday, October 04, 2019 :** 125.00 USD  
**Saturday, October 05, 2019 :** 125.00 USD

**Rate Summary Agreed To at Checkout:**

Room Cost:	250.00 USD
Tax, Recovery Charges, and Service Fees:	47.50 USD
<b>Total:</b>	297.50 USD
<b>Charged Now:</b>	5.00 USD
<b>Balance Due:</b>	292.50 USD

**Attention Hotelier:** This price is based on the number of adults you specified in your search. The hotel may charge additional fees when more than two adults stay in a single room, per the hotel's individual policy. Any additional fees will be charged by the hotel directly at the time of checkout. For more details on fees associated with more than two adults staying in a single room, please contact the hotel directly. Guest will be responsible for additional fees such as additional guests, security deposit, incidentals, resort fees, and additional room nights. Guest will pay hotel directly for these charges if they exist.

**Assistance:**

- For any pre-arrival assistance or questions regarding an existing reservation, please call:(469) 364-3792
- For assistance with check-in on the day of arrival only; or, assistance with problems during your stay, please call:1-281-848-4000.

**Deposit Policy:**

- Deposit required. See Payment Policy above.

**Payment Policies:**

- In order to guarantee your room this reservation requires a non-refundable fee of \$5.00 (USD) at time of reservation. This amount will appear on your credit card statement under Lead Travel Group.
- Room rates are subject to state and local taxes. Tax rates are subject to change at hotels discretion without notice. Tax is included in the total.
- All other terms and conditions you agreed to upon making this reservation can be found at [Terms and Conditions](#).

**Extra Adult Fees:**

- This price is based on the number of adults you specified in your search. The hotel may charge additional fees when more than two adults stay in a single room, per the hotel's individual policy. Any additional fees will be charged by the hotel directly at the time of checkout. For more details on fees associated with more than two adults staying in a single room, please contact the hotel directly. Guest will be responsible for additional fees such as additional guests, security deposit, incidentals, resort fees, and additional room nights. Guest will pay hotel directly for these charges if they exist.

**Cancellations and Changes Agreed To at Checkout: PLEASE READ CAREFULLY**

- **Cancel Policy is based on hotel time.**
- **Cancellation must be received 1 day(s) prior to day of arrival or will result in a penalty of 1 night's room plus tax. No attrition No cancellation fee No early departure fee Hotel requires a 2-night minimum stay for this reservation.**

**Special Hotel Requests:**

- TeamName: Sting 06 ECNL ManagerName: Foster Blair  
ManagerPhoneAndEmail: 972-333-1799 [foster.blair@me.com](mailto:foster.blair@me.com)

[Support](#) | [Cancel Reservation](#) | [Make a New Reservation](#)

**Hotel number for issues the day of arrival**



# HOW TO **CANCEL** A RESERVATION

Once the guest receives the confirmation email, the guest is able to cancel their reservation at the bottom of the email OR on the home page of the booking link that was originally sent to you.

Once the reservation is cancelled, you will receive a cancellation email for your records.

**Please do NOT call the hotel. Use the link to make any changes you need to your reservation.**

Please hold on to the link for any issues in managing your reservation.

If you have time, please review the property and tell us how your stay was and your thoughts of the hotel. We can be reached at [hello@leadtravelgroup.com](mailto:hello@leadtravelgroup.com)

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# CONTACT INFO

## EMAIL ADDRESS

**hello@leadtravelgroup.com**

## PHONE NUMBER

**888-424-1192**





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