

1. Attrition and Cancellation Terms

A. For transient lodging (defined as being a reservation with nine or fewer rooms)

1. Accept cancellations for room reservations until 24 hours prior to check-in for no charge for all reservations involving nine or fewer rooms. If reservations are not cancelled at least 24 hours prior to check-in, a “no show” charge may be applied for the first night’s room and tax.

B. For group lodging:

1. The minimum number of rooms associated with a reservation before attrition or cancellation fees may apply is **ten rooms**.
2. All rooms that are proven to be used by persons attending the Event shall be counted in the Room Block. These include, but are not limited to: all persons who, for whatever reason, do not receive the Group rate – late reservations, corporate rates, government rates, etc.
3. Any pre and/or post nights rooms proven to be used by persons attending the Event shall be counted in the Room Block. These include, but are not limited to: all persons who, for whatever reason, do not receive the group rate – late reservations, corporate rates, government rates, etc.
4. The attrition and cancellation fees will only apply if the Hotel is unable to resell the rooms
5. Attrition or cancellation invoices will be sent after the date of the Event
6. Calculations and percentages used for lodging attrition fees are as follows:

Days before Check-in	Allowable % Attrition	% Charge beyond allowable amount
Time of reservation – 60 days	100%	0%
59 – 15 days	50%	50%
14 – 0 days	20%	80% of the quoted room price

7. Calculations and percentages used for lodging cancellation fees are as follows. Cancellation calculations are made after allowable attrition allowances have been applied. Cancellation must be sent in writing to Cheryl Hill at chill@hicharlottesville.com
 - a. Cancellation must be received in writing.

Days before Check-in	% Charged for cancellation of group reservation
Time of reservation – 60 days	No charge
59 – 15 days	50%
14 – 0 days	100%

C. For Courtesy Blocks:

1. A courtesy block is defined as group lodging (10 or more rooms) held on behalf of the University with guests' intent to complete reservations independently and with their own payment.
2. If rooms reserved in a courtesy block are paid for with the University Travel & Expense card, all charges will be counted toward University spend and be subject to the University rebate (see Section 5.C)
3. The cancellation date for all courtesy blocks is 60 days prior to arrival. At 59 days prior to arrival, all blocked rooms that have not been reserved will be automatically released. No attrition penalties will apply.
4. The Hotel agrees to communicate with the University Department holding the courtesy block as the cancellation deadline approaches. The Hotel will communicate at least five (5) days prior to the first cancellation deadline to confirm that any unfilled rooms will be cancelled with no penalty.

D. For Catering Services:

1. The cancellation fees will only apply if the Hotel cannot book another event of at least 75% of the canceled event's anticipated revenue.
2. Attrition or cancellation invoices will be sent after the date of the scheduled event.
3. Calculations for catering cancellation and attrition fees will be based upon the food and beverage minimum agreed upon in the OCD.
4. No catering or cancellation penalty will be applied if a function is re-booked and actualized within six months of the original event date.
5. Catering attrition and cancellation fees are as follows

Days before Event	Allowable Attrition / % Charge beyond allowable amount	Cancellation Percentage Amount Due
Time of Reservation – 60 days	100% / no charge	No charge
59 – 7 days	30% / 100%	50%
6 – 0 days	10%/ 100%*	100%*

*Cancellation percentages on food and beverage are calculated based on projected net profit

E. For Conference Services:

Days before Event	% Charged for cancellation
Time of reservation – 4 days	No charge
3 – 0 days	50%