

A. Attrition and Cancellation Terms

1. For transient lodging (defined as being a reservation with 9 or less rooms)
 - a. Accept cancellations for room reservations up until 4 PM on the day of arrival for no charge for all reservations involving nine or less rooms. If reservations are not cancelled by 4 PM, a “no show” charge may be applied for the first night’s room and tax.
2. For group lodging
 - a. The minimum number of rooms that must be associated with a reservation before attrition or cancellation fees may apply is **10 rooms**.
 - b. 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.
 - c. 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.
 - d. Any transient University business (defined as being a reservation with 9 or less rooms) occurring within 3 days pre or post of the group lodging 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.
 - e. The attrition and cancellation fees will only apply if the Hotel is unable to resell the rooms
 - f. Attrition or cancellation invoices will be set after the date of the event
 - g. Calculations and percentages used for lodging attrition fees are as follows

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

- h. Calculations and percentages used for lodging cancellation fees are as follows. Cancellation calculations are made after allowable attrition allowances have been applied.

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

3. For Catering Services:
 - a. The cancellation fees will only apply if the Hotel is unable to book another event of at least 75% of the anticipated revenue of the cancelled event.

- b. Attrition or cancellation invoices will be sent after the date of the scheduled event.
- c. Calculations for catering cancellation and attrition fees will be based upon the food and beverage minimum agreed upon in the OCD.
- d. No catering or cancellation penalty will be applied if function is re-booked and actualized within 6 months of the original event date.
- e. Catering attrition and cancellation fees are as follows

Days prior to Event	Allowable Attrition / % Charge beyond allowable amount	Cancellation Percentage Amount Due
Time of Reservation – 4 days	100% / no charge	No charge
3 – 0 days	50% / 100%	100%

- f. For conference Services

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