



Hotel Association Offers Emergency Guide Tips will help consumers find lodging during mass evacuations

To best serve the community and all those who may find themselves seeking emergency lodging, the Hotel & Lodging Association of Greater Houston has developed this informational aid. Of course, nothing can insure there will be enough rooms available or that problems will not arise in times of mass evacuation, but the following guidelines will help eliminate many problems and misunderstandings:

BE PREPARED IN ADVANCE:

Have the following information ready before attempting to locate a room:

- Credit Card Number with Name on Card, Expiration Date, and Billing Address (Some cards also have security codes/PIN Numbers. Locate and have handy).
- How many people will be staying in the room with you?
- Do you have pets? Special needs?
- Cell phone number for contact while en route.
- A pen and a notebook to record telephone numbers, names and confirmation information

FINDING AVAILABLE ROOMS:

If you maintain an emergency kit in your home, include an updated list of major hotel chains and their 1-800 numbers for easy reference. When a city or area is going to have most of its hotel rooms filled due to a large influx of people, planned or unplanned, operators at these reservation centers know what hotels are in a city, what their rates will be and availability of rooms. Reservations can be made by calling these numbers.

Use the Internet: Use the internet to pull up hotel websites which may also have links to specific hotels. When coming to Houston, the Hotel & Lodging Association of Greater Houston website www.houstonhotels.org provides a map of the city and listings of hotels by each area. Each listing has a link to that hotel for finding availability and making reservations. Other cities have similar websites. These types of websites will show both chain hotels as well as independent hotels.

In an emergency, you can use directory assistance or the Yellow Pages to obtain the toll free numbers for major hotel chains. These toll free numbers have information on all their hotels in their chains. If the location you want does not have rooms available, these operators can also tell you where the next closest hotel that has availability would be. A listing of major numbers follows, although these numbers are subject to change.

America's Best Value Inn – 1-888-315-2378

AmeriSuites – 1-800-833-1516.

Best Western – 1-800-780-7234

Candlewood Suites - 1-888-226-3539

Comfort Inn/Suites, EconoLodge, MainStay, Quality Inn, Suburban Extended Stay, Rodeway Inn or Clarion Inn - 1-877-424-6423

Courtyard by Marriott – 1-8888-236-2427

Crowne Plaza - 1- 877-227-6369

Drury Inn – 1-800-378-7946

Days Inn – 1-800-329-7466

DoubleTree Hotels -1-800-222-8733

Embassy Suites – 1-800-362-2779

Extended Stay America / Extended Stay Deluxe – 1-800-804-3724
Fairfield Inn by Marriott – 1-888-236-2427
Four Seasons – 1-800-819-5053
Four Points by Sheraton – 1-888-625-5144
Hampton Inns – 1-800-426-7866
Hilton / Hilton Garden Inn Hotels – 1-800-HIL-TONS
Holiday Inns – 1-800-465-4329
Homewood Suites 1-800-804-3724
Howard Johnson – 1-800-446-4656
Hyatt Hotels- 1-888-591-1234
Hyatt Place - 1800-993-4751
Hyatt Summerfield Suites - 1-800-993-4983
InterContinental Hotels- 1-888-424-6835
LaQuinta Inns – 1-800-753-3757
Motel 6 – 1-800-466-8356
Marriott Hotels– 1-888-236-2427
Omni Hotels – 1-800-843-6664
Ramada Inns – 1-800-272-6232
Red Roof Inns – 1-800-843-7663
Renaissance Hotels - 1-888-236-2427
Residence Inns – 1-888-236-2427
Sheraton Hotels, W Hotels, St. Regis Hotels – 1-800-325-3535
Shoney’s Inns – 1-800-552-4667
SpringHill Suites by Marriott Hotels– 1-888-236-2427
Staybridge Suites – 1-877-238-8889
Studio Plus – 1-800-804-3724
Suburban Extended Stay – 1-800-265-0363
Sun Suites - 1-866-786-7848
Super 8 – 1-800-800-8000
TownePlace Suites -1-888-236-2427
Travelodge – 1-800-578-7878
Westin Hotels– 1-8888-625-5144
Wingate Inns – 1-800-228-1000

SECURING A ROOM:

When a hotel with room availability is located, be specific. How many people are in your party? How many rooms will you need? Are there special needs (handicap access, additional beds, smokers, etc)? Are you traveling with pets? What day and time will you arrive? How many nights will you be staying? What time may you check in?

RESERVATIONS:

Under normal circumstances, most hotels will hold your reservation until a certain time (usually 6 p.m.), after which they will sell the room to someone else. In an evacuation situation, however, it may be difficult to judge actual travel time or for a hotel to hold rooms without guarantees. It is recommended you ask for a Guaranteed Reservation. This will require a valid credit card which will be used at the time of making the reservation to charge you for the first night’s room and tax. Understand, this charge will be made whether you use the room or not. Ask about the hotel’s cancellation policy. It is recommended that while in route, you contact the hotel with approximate arrival times.

Important - If you are unable to arrive on the first night of your reservation and do not contact the hotel prior to that time, the hotel will cancel your entire reservation and possibly charge you a cancellation penalty.

When you have determined that you will not make it to the hotel on the first night, contact the hotel immediately (at least prior to 4pm on the first night of your reservation) to make other arrangements. The

room will not be held for the following night unless you specifically make arrangements with the hotel. It is recommended that you contact the hotel with approximate arrival times. Failure to do so may result in you having to vacate the room after the first night. It is always a good idea to ask the person taking your reservation about the hotel's guaranteed reservation policy for additional nights.

Confirmation Number:

Most hotels and lodging facilities will provide you with a confirmation number when you make your room reservation. Write this number down and KEEP IT WITH YOU.

While En Route:

After you have begun on your evacuation route, it is a good idea to call the hotel on the date of arrival to reconfirm your reservation with your confirmation number and let them know an estimated time of arrival in regard to travel conditions. If conditions change afterwards, notify the hotel again.

Cancellation:

Should you discover you will not use your reserved room, notify the hotel immediately. In an evacuation situation hotel rooms may be in short supply, and your room could go to someone else in need. Cancellation policies vary per hotel, so learn the policy when you make your reservation. If the hotel agrees to cancel your guaranteed reservation, be sure to obtain a Cancellation Number. Should there be any question about you canceling the reservation or if you receive an invoice for a Guaranteed Reservation, you can then refer to this cancellation number.

CHANGING YOUR STAY -

When checking in, inquire how to keep your room for more nights than your reservation should you not be able to return home as planned. Understand, this may not be possible as your room may have already been reserved for someone else based on your originally scheduled departure date, but their reservation center may be able to help you find available rooms at another hotel.

Also inquire about hotel policy concerning early check-out should you be able to return home earlier than planned. Some hotels will charge you for the room for the next night if prior arrangements were not made and the hotel loses the opportunity to book that room to other guests.

HOTEL POLICIES:

While many hotel policies may be relaxed in times of emergency, do not assume they will be. If you will be bringing your pet, always ask at the time that you are making the reservation if they will accept your pet in the room. If you smoke, ask at the time you are making the reservation about the hotel's smoking policy as the only available room may be non-smoking. If you are bringing valuables from your home, ask about suggestions or accommodations for safe-keeping them. If you are going to be pulling a trailer or boat, ask about parking accommodations and security. Violations of policy can prevent you from getting a room.

ROOM RATES:

The Hotel & Lodging Association of Greater Houston is firmly opposed to any kind of unreasonable pricing, but it is not an enforcement organization nor by law can it set hotel room rates. Should you feel you have been unfairly charged, contact the hotel's corporate headquarters. You may also wish to contact the local Better Business Bureau for other advice on resolving the complaint.

Hotel & Lodging Association of Greater Houston

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