

NYMM Guest Room Set-up Charge

Objective: Charge a \$250.00 set-up fee for guests requesting special set-up in their guest room to hold meetings.

Purpose: To recover labor cost due to additional set-up and break-down in guest rooms for meetings.

Process:

Step 1: Guest requests additional set-up in a guest room which requires removal of furniture and set-up from Event Services. The guest is informed by hotel associate (AYS Agent, Front Desk Clerk, Concierge, Event Services, etc.) of the \$250.00 set-up fee.

Step 2: The guests accept the charge and a \$250.00 fee is posted by Front Office/AYS directly to the guest's room. Charge code 634 in PMS will be used to post the charge.

Step 3: Event Service is informed and delivers the set-up.

Step 4: Event Services will follow up with the guest or Front Desk for the removal of meeting set-up.

Notes:

- This set-up fee does not replace the nightly guest room rate, or should be negotiated into the rate.
- Small deliveries, such as additional chairs, do not get charged.