

## WE BELIEVE

We create a level playing field by negotiating on your behalf.

### Clarity

With a level playing field, competition flourishes. When competition flourishes, exceptional offers can be taken advantage of. We play fair with your interests in mind not additional commission structures, side deals or preferences. We don't play favorites as our sole purpose is to get our clients the best possible deal in the most suitable location for their needs. When it comes to contract negotiations, we look for clarity of the language so anyone can understand everyone's responsibilities, duties and obligations. In addition, and in the unlikely event there is a billing issue or guest conflict, FHG will provide post mediation and dispute resolution to resolve the situation.

### Commitment

FHG believes in fostering a long-term commitment with our clients. Once we establish your lodging needs you'll be assigned a concierge. Anytime during the selection process you'll have access to your concierge-24 hours a day, 7 days a week including holidays.

### Value

Unlike any other vendor you'll work with-FHG will literally cost you zero dollars out of pocket. In fact, once you meet the allotted room nights in good standing, we'll pay your organization a quarterly rebate on all actualized room nights as agreed upon in the lodging contract.

### Details

You can track our progress in real time. Once we have verified information, you'll have access to view details of the RFP and if applicable the attached contract. This is when the language of the proposal | contract can be explained, modified or removed. FHG will verify pricing against the lodging provider's website, third party postings and their call center to ensure you've received a fair quote based on over all contracted factors.

### Logistics

The day before arrival, FHG will confirm with a member of management that all details have been met according to the specifications of the group resume or the client profile. Our goal is to have a smooth arrival with keys ready, credit cards authorized and sleeping rooms assigned. Departure will be given the same consideration with (when applicable), printing or emailing receipts, providing late checkouts to priority members and verifying reward credits were posted.

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