You may be familiar with the statement, “The key to true success is how well you adapt to Plan B.” Well that seems to be even more true these days with the array of challenges, both natural and man-made, that can affect our meetings and programs.

One of the most challenging aspects of our job is anticipating and being prepared for the unexpected. This includes weather-related events, natural disasters, man-made threats, medical alerts, speaker or entertainment issues, transportation problems, work outages and security issues. (View any news broadcast, or peruse the online headlines, and you know what I mean.)

Now the likelihood your program will be adversely affected by a major event is quite small, but it remains very important to be prepared with thoughtful contingency plans. This applies to big items, such as a necessary change of venue, to smaller tasks on your checklist.

So, where is a good place to start?

Build your resources.

Strong working relationships with your Global Sales Organization (GSO) advocate and key hotel contacts are a very good way to be prepared. These professionals can be vital in identifying contingency options to potential issues during the pre-meeting process, so you will be prepared if the need arises. By partnering together there will be a strong “three-legged stool” relationship structure that will prove invaluable if a challenging situation occurs.

Among the topics to discuss are:

- Optional transportation logistics in case normal services are interrupted.
- Options if changes to the logistics or timing of the program are needed.
- On-site medical and safety emergency procedures, any state or local medical alerts, the closest medical facility, sources for CPR, and the local medical, fire, and police contacts.

• The hotel’s emergency plan, and security coverage and strategies. (This is a good time to determine if incremental services should be engaged).
• Weather-related contingency plans (whether it is a minor occurrence like rain or snow, or more intrusive such as a tornado or earthquake).
• Evacuation procedures and options.

Also, in the unlikely event something significant occurs and you need an alternative destination or venue, your GSO professional will immediately assist to provide support and open options. Their knowledge of your program and specs will accelerate the process and provide aid if the need arises.

Here are some other areas to address for Plan B:

- Require that your outside suppliers, including your speakers’ bureau, have contingency plans for their products and services.
- Prepare a list of all attendees with their contact information, including their cell phone for texting emergency info.
- Identify a real-time command center strategy for communication, for collecting and relaying critical information to your team, executives, attendees, venue contacts and/or suppliers.
- Have a Home Team that can assist in coordinating logistics if a major change is needed, augmenting the on-site team so they can focus on those at the program.
- Tap into such resources as the World Health Organization (WHO), U.S. State Department’s Travel Alerts, U.S. Center for Disease Control and Prevention (CDC), and the Overseas Security Advisory Council (OSAC).

The hope, obviously, is that your program will proceed as you planned without any major issues. Yet the benefits of creating contingency action plans, and establishing a reliable network of support, will really pay off if needed. Even if you don’t ever utilize the Plan B, your thoughtfulness and preparedness will serve as a welcome reassurance to attendees as they prepare for the program, and will showcase your aptitude and recognition of the importance of the mission to senior leadership.
GREAT APPS
For Your Travels & Program Planning

We are often asked about apps that we recommend for travel and program planning, and here are a few that we’ve found to be very helpful:

Tripit – this app stores all of your travel information in one place (such as your hotel, car rental, and flight information). So you can have your flight information and confirmation number to get your boarding pass at your fingertips, without the need to dig through emails to find it.

AP – this Associated Press app provides world news in English, around the globe.

Convert – this app is one of our favorites for international travel. It has so many features, which you can set as favorites in the app. This includes an up-to-date currency converter tool, temperature conversions (so you no longer need to convert Celsius to Fahrenheit in your head), speed conversion (kilometers to miles), volume (liters to gallons), and area (square meters to square feet). The latter is particularly helpful when reviewing function space.

WhatsApp – provides free texting and free calling when on WiFi. We’ve found the calls are always very clear, and this provides a big savings as well. Note that the people you reach out to also need to download the app.

Smart Traveler – this is a U.S. State Department app that offers a wealth of information. Travelers can register their destination on the app so the U.S. government knows where and when you are traveling, and they will share alerts with you on your destination(s). The app also provides information on the embassies and consulates, destination descriptions, entry and exit Visa requirements, local laws, health information, and much more.

Wiffinity – this app allows you to easily access free WiFi locations worldwide.

Dropbox – enables you to share documents, photos and videos quickly and easily with other members of your team and with vendors.

Evernote – designed for note-taking and organizing, it is great for storing and organizing images and text, and also for coordinating, creating “to do” lists and delegating tasks.

Google Translate – impressively, this app allows you to put your camera over the words and it instantly translates into the designated language.

Super Planner – this very helpful event planning app provides a variety of tools, which includes calculators for venue capacity (with different configurations), staffing, staging and audiovisual. The food and beverage price converter can figure in tax and gratuity, and can calculate the number of hors d’oeuvres or drinks needed for an event, as well as the number of drinks per bottle of wine.

Like A Local – this app provides insider tips by locals, including locals’ favorite sites, restaurants, and offline maps.

Whether you are planning a program at one of ALHI’s 75 outstanding luxury-level Meetings & Incentive-focused hotels and resorts in Europe, the Middle East, Africa and Asia — or at one of ALHI’s truly exceptional options in North America or the Caribbean, these apps can prove to be very helpful.

Do you have a favorite app that can help your fellow meeting professionals? If so, please be so kind as to share it with us, by letting your ALHI Global Sales professional know, or by emailing meetings@alhi.com We would love to hear from you!
For more information on Bacara Resort & Spa visit ALHI.com/BacaraResortandSpa
Nestled within a lush 20,000-acre coastal nature preserve between Hilton Head Island and Savannah, Montage Palmetto Bluff delights guests with experiences indigenous to the South Carolina coast. Here, guests enjoy active and relaxing pursuits amid a breathtaking waterfront setting. The resort includes a total of 200 guest accommodations which all pay homage to the region’s rich heritage. Montage Palmetto Bluff offers six dining experiences, three distinctive pools, Spa Montage, a vibrant village and marina, a Jack Nicklaus Signature Golf Course, and over 16,000 sq. ft. of meeting and event space.

**Fast Facts**

- Largest meeting room is 7,000 sq. ft. and total meeting space is 16,000 sq. ft.
- Two ballrooms, two private boardrooms, two additional meeting rooms, two chapels, a private wine cellar dining room, and a private dining room onsite.
- 200 guest rooms and suites designed in classic colonial style.
- Includes 18-hole Jack Nicklaus Signature golf course, tennis, bocce, croquet courts, boating and a 13-stand sporting clay shooting course.
- Set amid 20,000 acres of maritime forests; surrounded by 32 miles of waterfront.
- Located along the May River in the heart of the Lowcountry between Hilton Head, South Carolina and Savannah, Georgia.
- Spa Montage Palmetto Bluff is the exclusive East Coast location for Jacqueline Piotaz Switzerland.
- State-of-the-art fitness center with movement studio, cardio strength area and Life Fitness equipment.
- Six inspired dining options offer cuisine curated from the freshest ingredients, harvested from the surrounding waters, woods and farms, creating a unique epicurean experience.

For more information on Montage Palmetto Bluff visit ALHI.com/MontagePalmettoBluff
In every aspect, the Condado Vanderbilt represents the pinnacle of hospitality. From the richly appointed resort setting within the cosmopolitan ambiance of San Juan, to its impeccable service; the Condado Vanderbilt is the standard of excellence in the Caribbean. The hotel offers four pools steps away from the ocean. Executive Chef Juan José Cuevas, recognized with 2 Michelin Stars, ensures that every bite enjoyed at the Condado Vanderbilt offers a feast for the senses.

Fast Facts
- 319 stunning rooms and 107 opulent suites, most with ocean views
- Elegant restaurants, luxurious bars and lounges, and casual outdoor venues
- Beach Club and four pools, including an infinity pool
- The Spa, featuring a luxurious Hammam experience, unprecedented in the Caribbean
- Just minutes from the airport, Old San Juan, luxury shopping and the Caribbean
- 319 stunning rooms and 107 opulent suites, most with ocean views
- 25,000 sq. ft. of flexible meeting space for up to 560 guests

ALHI Luxury on Sale™

Reserve a 2016/2017 program and choose two of the following concessions:
- Suite upgrade with full butler service for award winners or VIP
- 2% rebate towards master for groups of more than 300 room nights
- 1 complimentary room per every 35 rooms booked
- Entertainment for welcome reception
- $50 credit at The Spa
- 20% off audiovisual equipment

For more information on the Condado Vanderbilt Hotel, visit ALHI.com/CondadoVanderbilt

Exceptional Values at these Prestigious ALHI Hotels & Resorts!
This winter, if you have a meeting that can be placed in November 2016 through March 2017 you will discover the best values at the most prestigious Meetings & Incentive properties located across the U.S. and beyond!

PARTICIPATING MEMBERS

WEST REGION
- The Scottsdale Resort at McCormick Ranch (Scottsdale, AZ)
- Bacara Resort & Spa (Santa Barbara, CA)
- Hotel Irvine (Irvine, CA)
- InterContinental Mark Hopkins (San Francisco, CA)
- InterContinental San Francisco (San Francisco, CA)
- The Langham Huntington (Pasadena, CA)
- Loews Coronado Bay (Coronado/San Diego, CA)
- Miramonte Resort & Spa (Indian Wells, CA)
- Pebble Beach Resorts (The Inn at Spanish Bay) (Pebble Beach, CA)
- Resort at Squaw Creek (Olympic Valley, CA)
- Gateway Canyons Resort & Spa (Gateway, CO)
- the Sebastian Vail (Vail, CO)
- Mauna Lani Bay Hotel & Bungalows (Kohala Coast, HI)
- The MODERN Honolulu (Honolulu, HI)
- Turtle Bay Resort (North Shore, Oahu, HI)
- Mandarin Oriental Las Vegas, NV
- MGM Grand (Las Vegas, NV)
- The Grand America Hotel (Salt Lake City, UT)
- Little America Hotel (Salt Lake City, UT)
- Pan Pacific Hotel Seattle (Seattle, WA)

SOUTH REGION
- Naples Grande Beach Resort (Naples, FL)
- Ocean Reef Club (Key Largo, FL)
- One Ocean Resort & Spa (Atlantic Beach, FL)
- PGA National Resort & Spa (Palm Beach Gardens, FL)
- Rosen Shingle Creek (Orlando, FL)
- Loews Don CeCar Hotel (St. Pete Beach, FL)
- Saddlebrook Resort (Tampa, FL)
- Sonesta Ft. Lauderdale (Ft. Lauderdale, FL)
- Streamsong Resort (Streamsong, FL)
- The Biltmore (Miami/Coral Gables, FL)
- The Villas of Grand Cypress (Orlando, FL)
- Trump National Doral Miami (Miami, FL)
- Chateau Elan ( Braselton/Atlanta, GA)
- InterContinental Buckhead (Atlanta, GA)
- Royal Sonesta New Orleans (New Orleans, LA)
- Condado Vanderbilt Hotel (San Juan, PR)
- Belmond Charleston Place (Charleston, SC)
- Montage Palmelto Bluff (Bluffton, SC)
- Sonesta Resort Hilton Head Island (Hilton Head Island, SC)

EAST REGION
- Foxwoods Resort Casino (Mashantucket, CT)
- Mohican Sun (Uncasville, CT)
- Cliff House (Cape Neddick, ME)
- Ocean Edge Resort & Golf Club (Brewster, MA)
- Seaport Hotel and World Trade Center (Boston, MA)
- The Langham, Boston (Boston, MA)
- Langham Place, Fifth Avenue (New York, NY)
- Lotte New York Palace (New York, NY)
- Pinehurst Resort (Pinehurst, NC)
- Nemacolin Woodlands Resort (Farmington, PA)
- Royal Sonesta Boston (Boston, MA)
- Stove Mountain Lodge (Stowe, VT)
- Colonial Williamsburg Hotels (Williamsburg, VA)
- Salamander Resort & Spa (Middleburg, VA)
- Mandarin Oriental, Washington, DC (Washington, DC)
- The Watergate Hotel (Washington, D.C.)
- Willard InterContinental (Washington, DC)

MIDWEST REGION
- Fairmont Chicago, Millennium Park (Chicago, IL)
- InterContinental Chicago Magnificent Mile (Chicago, IL)
- Loews Chicago Hotel (Chicago, IL)
- The Langham, Chicago (Chicago, IL)
- The Peninsula Chicago (Chicago, IL)
- MGM Grand Detroit (Detroit, MI)
- Loews Minneapolis Hotel (Minneapolis, MN)
- The Chase Park Plaza (St. Louis, MO)
- Hotel Sorella Country Club Plaza (Kansas City, MO)
- AT&T Executive Education & Conference Center (Austin, TX)
- Hotel Valencia Riverwalk (San Antonio, TX)
- InterContinental Chicago Magnificent Mile (Chicago, IL)
- Langham Place, Fifth Avenue (Chicago, IL)
- Loews Chicago Hotel (Chicago, IL)
- Seaport Hotel and World Trade Center (Boston, MA)
- Willard InterContinental (Washington, DC)
- The Biltmore (Miami/Coral Gables, FL)
- Streamsong Resort (Streamsong, FL)
- PGA National Resort & Spa (Palm Beach Gardens, FL)
- Rosemont Resort (Rosemont, IL)
- Loews Santa Monica (Santa Monica, CA)
- Loews Hollywood Hotel (Hollywood, CA)
- Loews New Orleans (New Orleans, LA)
- Royal Sonesta New Orleans (New Orleans, LA)
- The Roosevelt New Orleans (New Orleans, LA)
- Montage Palmetto Bluff (Bluffton, SC)
- Sonesta Resort Hilton Head Island (Hilton Head Island, SC)

OUTSIDE U.S.
- Atlantis, Paradise Island (Bahamas)
- Cambridge Beaches Resort & Spa (Bermuda)
- The Reefs Resort & Club (Southampton, Bermuda)
- Rosewood Tucker’s Point (Hamilton Parish, Bermuda)
- Hamilton Princess & Beach Club (Pembroke Parish, Bermuda)
- Santa Barbara Beach & Golf Resort (Naples, Florida)
- Half Moon (Montego Bay, Jamaica)
- Grand Fiesta Americana Los Cabos (Los Cabos, Mexico)
- LIVE Aqua Cancun (Cancun, Mexico)

Visit ALHI.com/Winter for Rates
Atlanta, GA – Kevin Rathbun Steak

Consistently recognized as one of the top steakhouses in the country and one of Atlanta’s very best restaurants, Kevin Rathbun Steak does not disappoint. Located in the Inman Park area of Atlanta, just one block from its acclaimed sister restaurant Rathbun’s, the restaurant is known for its prime steaks but also for incorporating local produce and for its appealing diversity of other available dishes. For my appetizer I selected the Asian Style Meatballs, prepared with a delicious Mushroom Soy Glaze and Scallions. Delightful. I followed with the KRS Surf and Turf, which consisted of an oh-so-tender and perfectly prepared 6-ounce Filet Mignon and very flavorful Broiled Jumbo Diver Scallops. The side of Gruyere Creamy Mashed Potatoes served as a wonderful accompaniment to the entrée. If you have room, try one of the marvelous desserts, such as the Grand Marnier Crème Brulée or the Salted Caramel Bon Bons served with Vanilla Bean Ice Cream. Enough said.

New York, NY – NERAI

If you are looking for a great Greek restaurant in Midtown Manhattan, look no further than NERAI. Featuring sophisticated décor and truly gracious hospitality, it is a “gem” in a city already known for its outstanding restaurants. Serving both traditional and contemporary Greek dishes, the chic multi-level restaurant offers an extensive menu with something to please almost anyone. The seafood options are impressive, with offerings flown in daily with selections ranging from Black Tiger Shrimp from the Pacific, to Live Lobster from Maine, to Live Langoustine from Scotland. So I opted to begin with the Jumbo Tiger Shrimp Cocktail, which was a great way to start the meal. I followed with Murray’s Chicken Lemonato, with a side of the Truffle Feta Fries. Both were wonderful. Be sure to check out the appealing wine and cocktails list, and such dessert options as the Greek Yogurt Brownie. Also note that there are several terrific venues for private events, including an elegant stone wine cellar.

St. Croix, U.S. Virgin Islands – 40 Strand Eatery

Located in the picturesque town of Christiansted, 40 Strand is an enchanting and cozy restaurant in a charming old building. Featuring a casual Caribbean atmosphere, with seating available outside as well, it is popular with locals and visitors alike – and it is easy to see why when you taste the truly delicious cuisine. Featuring specials that change daily, the restaurant serves such delectable options as Guava BBQ Grilled Shrimp, Deep Water Spicy Snapper, Jerk Ribeye Carpaccio, Lobster Cakes, Pan-Seared Alaskan Salmon, and an impressive assortment of Mac & Cheese dishes. The restaurant also serves a nice variety of vegetarian and vegan items, such as Spaghetti and Meatballs (vegan-style). Tempting desserts include the homemade Chocolate Chip Banana Rum Cake, Key Lime Tart, and the Dark Chocolate Fudge Rum Cake Ice Cream Sandwich. Yum!

FAQs

Q: What is the U.S. hotel forecast for 2017?
A: According to STR and Tourism Economics, which recently released their revised U.S. hotel forecast, the forecast for 2017 calls for a slight drop in occupancy (down 0.3%), but continued increases in ADR (up 3.1%) and RevPAR (up 2.8%).

Q: What is the “ALHI Luxury On Sale Winter Window” Promotion?
A: Designed as a great way for meeting professionals, association executives and incentive specialists with short-term business to stretch their program’s dollars, the promotion provides special winter value rates at each of ALHI’s 80 participating hotels and resorts. Available for new meetings or programs booked for Nov. 1, 2016 – March 31, 2017, the promotion provides wonderful values at exceptional luxury-level hotels and resorts, with 20 options in the West U.S., 15 choices in the Midwest, 19 options in the South, 16 options in the East, and 9 choices outside of the U.S. Note that the program must be booked through ALHI by Nov. 30, 2016, with a minimum three-night stay and a minimum of 30 rooms on the peak night. For a list of participating ALHI hotels and resorts and their special rates, go to alhi.com/winter, or contact your nearest ALHI Global Sales professional.

Q: Are there any new trends on North American meetings being held overseas?
A: Meetings and events continue to play an important role for our clients with international offices, operations and clients, so business demand is growing. That being said, risk assessment and planning are an integral part of the overall process. Risk management has always existed, but there are incredible resources available to improve and support the meeting professional. We have established a Work Group that is consolidating some of those resources and processes to improve collaboration between Clients and Suppliers. If interested, contact your ALHI Global Sales professional.

Thanks for asking!

David G. Gabri, Chief Executive Officer

ALHI OFFERS 52 5-DIAMOND/STAR QUALITY HOTELS & RESORTS IN OUR LEVEL 5 COLLECTION. VISIT ALHI.COM/LEVEL5

For 30 years Associated Luxury Hotels International (ALHI) has been providing corporations and organizations reliable, regionally based Global Sales services for their meeting and incentive programs with our Membership of over 250 luxury level hotels and resorts, plus an alliance with 23 luxury cruise ships and with DMCs in over 100 destinations worldwide.

Visit ALHI.com and contact your local ALHI Sales Professional or call our Luxury Group Desk at 866-303-2544.