



HOTEL BOOKING SERVICE

Dallas Stars Tournaments are proud to partner with Event Connect® for this coming tournament season as our exclusive hotel booking service partner. We welcome their expertise in this area as they come highly recommended by both USA Hockey and 200x85 CCM Tournaments.

TOURNAMENT HOTEL BOOKING POLICY

Teams staying overnight at a Dallas Stars Tournaments' event are not required to book any minimum number of rooms through Event Connect®. The service is provided to all teams strictly as a benefit, with no requirements or restrictions attached.

FAQ'S

How is using Event Connect® a benefit to teams?

- Convenience - As a team manager or coach, it is quite often very difficult to find large blocks of rooms together in the king/double configuration that they need and at the locations they desire. By having all of the available hotel options listed through the tournament website, it saves team managers lots of time and effort in trying to hunt down accommodations for their players.
- Hotel availability - Because we set our tournament dates early in the calendar year, we are able to provide those dates to Event Connect® much earlier than the tournament is actually ready to be posted. They are then able to reserve large blocks of rooms at a lower rate, in convenient locations, and in the configurations necessary than you would normally find by looking yourself.

Why do Dallas Stars Tournaments use a travel booking service?

- By Demand - A vast majority of team travel managers have asked us to bring the service back as they struggled to find hotels that fit the needs of their team and in the blocks of rooms necessary.
- For our City Partners - Since several of our StarCenter locations are public-private partnerships with the cities we reside in, it is very important that teams from outside our community stay in hotels in their cities. By utilizing a travel booking service it ensures that the hotels made available to our teams fall within those city limits that are convenient to our facilities.
- Better Tournaments - In our pursuit of providing a first-class tournament experience to your teams, a percentage of the revenue received from our booking service goes to the tournament to help offset the costs of officials, awards, gifts, cleaning costs and other expenses necessary to run the event efficiently.

Where does the Service Fee Go?

- A percentage of the service fee received by Event Connect® goes toward their work in negotiating pricing, placing room blocks, managing rooming list changes and handling questions from the teams. The other percentage goes back to the tournament to help offset the additional cost in running the events and to keep the registration fees as low as possible.

Why do I see this same room cheaper on a third-party website than what I am paying?

- Room rates you may see on third-party sites cannot be compared to large room blocks that are contracted months in advance for the following reasons:
 - o Rates you see on third-party sites change daily due to variable pricing algorithms that are employed by the largest hotel chains in the country. These programs look at hotel occupancy levels constantly and change rates as more or less rooms become available on their own sites as well as third party sites. What might be available today, wasn't yesterday or won't be tomorrow.
 - o These rates are often prepaid and have non-refundable cancellation policies, but most importantly, rooms booked through third-party websites are always the first to be "walked" if a hotel is oversold. By booking through our hotel booking service as part of your team's block, you will never be "walked" to another property.