



Accommodation: Travel Trade Group Readiness Checklist

This check list has been created to help you review what might be needed for your property to become group ready or to help enhance your existing group tour experience.

Business Overview

- Open regularly with set times/hours
- Can accommodate group sizes of 25+ (full motor coach of 54 pax) easily
- Offers advanced group reservations or blocked bookings
- Provides consistent year-over-year services and experiences
- Provides guaranteed pricing and availability for group bookings, ideally up to 12-months in advance
- Has a designated contact person for tour operators and group bookings
- Dedicated group tour brochure or one-sheet with group details
- High-quality photos and logos available for tour operators, if needed
- Website includes a section for tour operators
- Listed in local or regional DMO group travel guides
- Offers virtual FAM tours or hosts live familiarization visits, if needed
- Applicable licences, insurance, and regulatory compliances
- Has a crisis/emergency response plan that includes group tours
- Walkways, elevators, and ramps compliant with accessibility standards

Group Tour Experience

- Minimum of 20–30 rooms available for group blocks
- Rooms can be grouped on the same floor or in adjacent sections for logistical efficiency.
- Streamlined group check-in/check-out process (e.g., pre-keyed envelopes, welcome desk, dedicated desk)
- Complimentary or group-rate for breakfast, included in pricing
- Timed coordination to avoid overlap with other large groups checking in.
- Offers a tour escort/driver complimentary policy.
- Group-friendly breakfast options (e.g., early service hours, buffets, grab & go)
- Elevators and/or ground-floor access for mobility-impaired guests
- Accessible rooms compliant with ADA or equivalent standards
- Luggage storage and portage available (with pricing for tour groups)

Service Expectations

- Maintain up-to-date, accurate information about your services on all platforms (website, brochures, social media)
- Has positive customer reviews and testimonials available
- Trains staff to be friendly, engaging, and knowledgeable about group needs
- Responds promptly (within 24 hours) to booking inquiries, confirmations, and any issues
- Clean, consistent room standards across room blocks
- Rooms include basic amenities: Wi-Fi, AC/heat, TV, coffee/tea service, hairdryers
- Housekeeping available upon group requests
- Group Dining options on-site or within walking distance (restaurant, café, room service)

Pricing & Payment

- Offers group rates, series rates or commissionable rates for tour operators.
- Accepts multiple forms of payment (credit card, cheque, EFT, tour vouchers)
- Can provide invoices and receipts tailored to group tour operators.
- Provides tiered pricing rates if applicable (student, senior)
- Can handle group deposits, if applicable
- Booking confirmation turnaround time within 24 hours
- Can provide group contracts with flexible terms (e.g., attrition clauses, rooming lists, cancellation policies)
- Can handle group deposits and staged payments (e.g., 30/60/90 days)
- Booking confirmation turnaround within 24–48 hours

Motor coach capacity

- Offers designated parking for buses (on-site or within walking distance)
- Turning radius into venue can accommodate large a motor coach
- Entrance overhangs can accommodate a large motor coach
- Safe and convenient motorcoach drop-off and pick-up zone
- 24/7 front desk or night staff for after-hours group arrival

Optional Enhancements

- Can offer off-hours service or meeting room buyouts for private group events
- Reviews group processes and adjusts based on operator feedback
- Tour groups are greeted on arrival (by host or manager)
- Welcome signage or group recognition upon arrival
- Meeting space or social lounge area available for evening briefings or downtime

A standard 56 seat motor coach typically measures around 13.72 meters (45 ft) in length and 2.59 meters (8 ft 6 in) in width, a height of approximately 3.81 meters (12 ft 8 in).

The average radius needed for a coach to turn is 10-14 meters, 35-40 feet.