

# HOUSING PROGRAM



Let the Philadelphia Convention & Visitors Bureau (PHLCVB) provide you with the best possible housing experience in Philadelphia.

PHLCVB has partnered with Experient to provide our city-wide convention groups with unsurpassed expert, total housing management. Our housing program “Welcome Philadelphia,” is designed to take the guesswork out of the housing process from start to finish. Our goal is to assure that you and your attendees experience the very best that Philadelphia has to offer by way of quality customer services.

Experient is also the official housing services provider for Dallas, New Orleans, New York City, Orlando, San Diego, St. Louis and Tampa and is a preferred provider for Hawaii, Miami, Toronto and Vancouver.

Should you choose “Welcome Philadelphia” housing, we will review your hotel contracts, set up individual room blocks and sub-blocks and manage your hotel inventory with participating hotels for accuracy and quality assurance. Experient’s friendly and knowledgeable call center agents are trained to assist callers with new reservations, questions and changes—making the reservation process easy.

## + SERVICES YOU CAN EXPECT

- Room reservations via the internet and fax, 24 hours a day, 7 days a week
- Customer Service Call Center
- Immediate electronic confirmations
- Room block management
- Real-time online web access and reporting, 24 hours a day, 7 days a week
- Customized website
- Dedicated housing coordinator to oversee the room block and manage the reservation process with each contracted hotel
- Specialty coordinators to handle exhibitor, group, staff and VIP blocks

## + OPTIONAL EVENT SERVICES

- Advance and On-site Registration
- Sales Lead Management Technology and Services
- Interactive Products & Services
- Meeting Management Logistics
- Premium & Promotional Products
- Supplier Management
- Marketing Consultation & Graphic Design
- Through Advance Reservation Systems, Inc., (ARES), manage available inventory after cut-off



“Welcome Philadelphia” Housing Services



For more information and a complete housing packet, contact Mariya Brewer, CMP, at **215-636-3345** or at **Mariya@discoverPHL.com**.

To learn more about Experient and the full-range of services available, visit **experient-inc.com**, call **866-516-1461** or e-mail **bsc2@experient-inc.com**.