



TOPIC 2

# Online Reputation Management

PRESENTED BY

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JANUARY 30, 2024

# Agenda

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**What is Online Reputation Management?**

**Why is it Important?**

**Our Response Policy at Shaner**

**Shaner Review Leaderboard**

**Understanding Your Reports**

**Responding to Reviews**

# What is Online Reputation Management



- **Online reputation management (ORM)** is: Managing your hotel's online brand in relation to reviews, ratings or even just mentions (both positive and negative) in:
  - Review Websites
  - Social Media
  - OTA Website
  - Brand.com Reviews

# Think about your shopping habits when booking travel...

Do *you* read reviews before you book a hotel?

**93%**

70.9% of travelers say online reputation influences their choice of accommodation, and a whopping 93% say they always read reviews before booking a hotel, with particular consideration on the company's response to guest reviews. (RMS)

Would *you* pass on a hotel with bad reviews?

**86%**

86% of people would pass off a good deal from a company with bad reviews. **Aside from this, one unaddressed negative review can easily drive away 30 out of 50 customers.** (Mara Solutions)

Are you more likely to trust customer reviews, or branded hotel advertisements?

**72%**

Customers will value guest ratings over a hotel's brand 72% of the time. (Expedia)

Are you more comfortable seeing past bad reviews if the property has addressed the concerns in the review?

**91%**

91% of travelers want property owners to respond to negative reviews. (Expedia)

# More Fun facts

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Guests will **pay 24% more** for a hotel with a 3.9 rating over one that's rated 2.4. (Expedia)

Guests will **pay 35% more** for a hotel with a 4.4 rating over one with a 3.9 rating. (Expedia)

Over 90% of travel and hospitality business owners think online reviews are among the **three most important factors** affecting the future of their industry. (TripAdvisor)

40% of travelers leave reviews when they experience exceptional service at a hotel.  
Unfortunately, a slightly higher figure of 48% tends to leave reviews if they had a bad hotel experience.



# Review Responses = Higher Rankings in SEO → More Bookings

- What is SEO?
  - Search Engine Optimization ~ process of maximizing your placement in online searches (through engines like Google and Bing)
    - Keywords & Content
    - Marriott Digital Services, Keyword Optimization on Websites, Blog posts, social media posts, etc.
- How do reviews and review responses contribute to SEO
  - More Keywords = Higher placement when those keywords are searched
    - Search: Hotel Near Hersheypark **with pool**



# Review Responses = Higher Rankings in SEO → More Bookings

**TIP:** Google favors businesses who use their platforms ~ responding to reviews and using their platform feeds into the algorithm that ultimately places your property on the map.





# Our Policy at Shaner

100% of reviews must be responded to whether positive, negative, or neutral on Trip Advisor, Google, and Facebook.

For all other sites, you must follow your brand guidelines, but we prefer that at *least* 100% of negative reviews are responded to.



# Best Review Response Rate of Properties in Shaner Portfolio

Ranking	Property	Last 12 Months ▼	Year over Year ↕	Change ↕	View
# 1	<a href="#">Grand Universe Lucca</a>	97%	98%	-1%	<a href="#">Scorecard</a>
# 2	<a href="#">Faro Blanco Resort &amp; Yacht Club Marathon, FL</a>	97%	64%	34%	<a href="#">Scorecard</a>
# 3	<a href="#">Pine Barn Inn Danville, PA</a>	96%	38%	60%	<a href="#">Scorecard</a>
# 4	<a href="#">Homewood Suites by Hilton Columbus/OSU, OH</a>	95%	92%	3%	<a href="#">Scorecard</a>
# 5	<a href="#">DoubleTree Huntington, WV</a>	94%	88%	7%	<a href="#">Scorecard</a>
# 6	<a href="#">Comfort Inn &amp; Suites Newark Liberty International Airport Newark, NJ</a>	88%	-	-	<a href="#">Scorecard</a>
# 7	<a href="#">Newport Harbor Hotel &amp; Marina Newport, RI</a>	84%	84%	-1%	<a href="#">Scorecard</a>
# 8	<a href="#">AC Hotel by Marriott Dayton Dayton, OH</a>	74%	-	-	<a href="#">Scorecard</a>
# 9	<a href="#">Hilton Aventura Miami</a>	70%	47%	32%	<a href="#">Scorecard</a>
# 10	<a href="#">Courtyard St. Petersburg Clearwater Madeira Beach</a>	65%	47%	28%	<a href="#">Scorecard</a>
# 11	<a href="#">Courtyard St. Augustine I-95</a>	64%	28%	57%	<a href="#">Scorecard</a>
# 12	<a href="#">Durham Marriott Convention Center</a>	62%	25%	59%	<a href="#">Scorecard</a>
# 13	<a href="#">Towneplace Suites Miami Homestead, FL</a>	60%	75%	-25%	<a href="#">Scorecard</a>
# 14	<a href="#">Fairfield Inn &amp; Suites Jacksonville Beach, FL</a>	60%	9%	85%	<a href="#">Scorecard</a>
# 15	<a href="#">Springhill Suites State College, PA</a>	57%	45%	20%	<a href="#">Scorecard</a>
# 16	<a href="#">Fairfield Inn &amp; Suites Delray Beach, FL</a>	56%	32%	42%	<a href="#">Scorecard</a>

# Highest Scoring Properties in Shaner Portfolio

Ranking	Property	Last 12 Months ▼	Year over Year ↕	Change ↕	View
# 1	<a href="#">Fairfield Inn &amp; Suites by Marriott Lewisburg, PA</a>	4.78	4.74	1%	<a href="#">All Reviews</a>
# 2	<a href="#">French Leave Resort, Eleuthera</a>	4.76	4.65	2%	<a href="#">All Reviews</a>
# 3	<a href="#">Fairfield Inn &amp; Suites DuBois, PA</a>	4.71	4.70	0%	<a href="#">All Reviews</a>
# 4	<a href="#">Springhill Suites Columbus Dublin</a>	4.68	4.66	0%	<a href="#">All Reviews</a>
# 5	<a href="#">Residence Inn St. Petersburg Tierra Verde</a>	4.65	4.63	1%	<a href="#">All Reviews</a>
# 6	<a href="#">Comfort Inn &amp; Suites Newark Liberty International Airport Newark, NJ</a>	4.63	-	-	<a href="#">All Reviews</a>
# 7	<a href="#">Towneplace Suites Miami Homestead, FL</a>	4.61	4.48	3%	<a href="#">All Reviews</a>
# 8	<a href="#">Courtyard St. Petersburg Clearwater Madeira Beach</a>	4.60	4.62	-1%	<a href="#">All Reviews</a>
# 9	<a href="#">Fairfield Inn &amp; Stes Daytona Bch Speedway Arpt</a>	4.57	4.60	-1%	<a href="#">All Reviews</a>
# 10	<a href="#">AC Hotel by Marriott Dayton Dayton, OH</a>	4.56	-	-	<a href="#">All Reviews</a>
# 11	<a href="#">Buffalo Marriott at LECOM HARBORCENTER, NY</a>	4.54	4.53	0%	<a href="#">All Reviews</a>
# 12	<a href="#">Hampton Inn State College @ Williamsburg Sq, PA</a>	4.52	4.28	5%	<a href="#">All Reviews</a>
# 13	<a href="#">Fairfield Inn &amp; Suites Towanda Wysox, PA</a>	4.52	4.38	3%	<a href="#">All Reviews</a>
# 14	<a href="#">Fairfield Inn &amp; Suites Dayton, OH</a>	4.50	4.45	1%	<a href="#">All Reviews</a>
# 15	<a href="#">Pine Barn Inn Danville, PA</a>	4.50	4.36	3%	<a href="#">All Reviews</a>
# 16	<a href="#">Grand Universe Lucca</a>	4.50	4.49	0%	<a href="#">All Reviews</a>

# Highest # of Reviews of Properties in Shaner Portfolio

Ranking	Property	Last 12 Months▼	Year over Year◆	Change◆	View
# 1	<a href="#">Faro Blanco Resort &amp; Yacht Club Marathon, FL</a>	1,110	1,271	-15%	<a href="#">Frequency Trend</a>
# 2	<a href="#">Holiday Inn Express Civic Ctr</a>	940	878	7%	<a href="#">Frequency Trend</a>
# 3	<a href="#">Southbridge Hotel And Conference Center Southbridge, MA</a>	925	704	24%	<a href="#">Frequency Trend</a>
# 4	<a href="#">Playa Largo Resort &amp; Spa Key Largo, FL</a>	917	925	-1%	<a href="#">Frequency Trend</a>
# 5	<a href="#">Hilton Aventura Miami</a>	895	904	-1%	<a href="#">Frequency Trend</a>
# 6	<a href="#">Courtyard Marathon Florida Keys, FL</a>	891	800	10%	<a href="#">Frequency Trend</a>
# 7	<a href="#">Newport Harbor Hotel &amp; Marina Newport, RI</a>	856	910	-6%	<a href="#">Frequency Trend</a>
# 8	<a href="#">Hotel Don Fernando de Taos, NM</a>	768	399	48%	<a href="#">Frequency Trend</a>
# 9	<a href="#">SpringHill Suites by Marriott Jacksonville Beach Oceanfront Jacksonville Beach, FL</a>	648	-	-	<a href="#">Frequency Trend</a>
# 10	<a href="#">Art Ovation Hotel Sarasota, FL</a>	646	794	-23%	<a href="#">Frequency Trend</a>
# 11	<a href="#">Courtyard St. Augustine I-95</a>	639	550	14%	<a href="#">Frequency Trend</a>
# 12	<a href="#">Durham Marriott Convention Center</a>	604	461	24%	<a href="#">Frequency Trend</a>
# 13	<a href="#">DoubleTree Huntington, WV</a>	599	654	-9%	<a href="#">Frequency Trend</a>
# 14	<a href="#">Hampton Inn &amp; Suites Miami-South-Homestead, FL</a>	597	559	6%	<a href="#">Frequency Trend</a>
# 15	<a href="#">Holiday Inn Jacksonville E 295 Baymeadows, an IHG Hotel</a>	566	538	5%	<a href="#">Frequency Trend</a>
# 16	<a href="#">Courtyard Jacksonville Beach Oceanfront</a>	554	787	-42%	<a href="#">Frequency Trend</a>



# Understanding Your Reports

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## November Ecommerce Reports



**Brittany** Biddle

To **Augusta Fairfield Inn DOS; Aventura Hilton DOS; Baltimore Courtyard DOS; Brian Hockenbury; Bridgett Ramirez; Buffalo Marriott DOS; Charleston Holiday Inn Express DOS; Columbus Moxy DOS; Danville Pine Barn Inn DOS; Dayton AC DOS; Dayton Fairfield Inn & Suites DOS; Daytona Speedway Autograph DOS; Daytona Speedway Fairfield DOS; +81 others**



Wed 12/6/2023 3:05 PM

Happy December!

Attached is the link to November's Ecommerce Reports including **Revinate, Performance Media (Marriott PLUS, Hilton Amplify, IHG Boost, Expedia TravelAds), and social media reporting**. Please access your reports here: [Reporting](#)

A few reports are being finalized, so if you are missing one, please let us know and we will get it entered shortly. Marriott PLUS reports have not been released yet – those will be added soon.

A few notes from last month's reports:

- Our portfolio review response rate average is up 5% from last month per Revinate, but we are still 39% below our comp set. Please ensure you are continuing to respond to all reviews!
- Our top 3 performers in Expedia TravelAds for the month were: Courtyard Newark University of Delaware, Seven Sebring, and Residence Inn Norwalk with Hilton Aventura Miami in a close 4<sup>th</sup>. All 4 properties were above a 76:1 return.

Feel free to reach out with any questions. Have a great evening!

**Brittany Biddle**

E-Commerce Manager








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Documents > General > Reporting

 Name ▾	Modified ▾	Modified By ▾	+ Add column
 Expedia TravelAds Reports	February 2, 2023	Brittany Biddle	
 Hilton Amplify + Elevate Report	November 7, 2023	Brittany Biddle	
 IHG Boost Report	November 7, 2023	Brittany Biddle	
 Marriott PLUS Reports	July 10, 2023	Brittany Biddle	
 Revinate Reports	February 6, 2023	Sunny Burleson	
 Social Media Reports	February 15, 2023	Brittany Biddle	




Documents > General > Reporting > Revinate Reports

 Name ▾	Modified ▾	Modified By ▾	+ Add column
 01 January	August 1, 2023	Sunny Burleson	
 02 February	August 1, 2023	Sunny Burleson	
 03 March	August 1, 2023	Sunny Burleson	
 04 April	August 1, 2023	Sunny Burleson	
 05 May	August 1, 2023	Sunny Burleson	
 06 June	August 1, 2023	Sunny Burleson	
 07 July	August 1, 2023	Sunny Burleson	
 08 August	September 1, 2023	Sunny Burleson	
 09 September	October 13, 2023	Sunny Burleson	
 10 October	November 1, 2023	Sunny Burleson	
 11 November	December 6, 2023	Sunny Burleson	
 12 December	January 2	Sunny Burleson	

Documents > General > Reporting > Revinate Reports > 12 December

 Name ▾	Modified ▾	Modified By ▾	+ Add column
 AC Dayton	January 2	Sunny Burleson	
 AC Hotel Columbus Dublin CMHAC	January 2	Sunny Burleson	
 Art Ovation Sarasota SRQSA	January 2	Sunny Burleson	
 Buffalo Marriott Harbor Center BUFBD	January 2	Sunny Burleson	
 Comfort Inn & Suites Newark International ...	January 2	Sunny Burleson	
 CY Baltimore BWICS	January 2	Sunny Burleson	
 CY Fort Lauderdale Downtown FLLC	January 2	Sunny Burleson	
 CY Glassboro PHLGB	January 2	Sunny Burleson	
 CY Harrisburg West Mechanicsburg HARWM	January 2	Sunny Burleson	
 CY Hershey	January 2	Sunny Burleson	
 CY i-295 Jacksonville	January 2	Sunny Burleson	
 CY Jacksonville Beach Oceanfront JAXJV	January 2	Sunny Burleson	
 CY Marathon FL MTHMC	January 2	Sunny Burleson	
 CY Miami Beach Oceanfront MIAOC	January 2	Sunny Burleson	

Documents > General > Reporting > Revinate Reports > 12 December > **CY St. Pete Madeira TPAMB**

 Name ▾	Modified ▾	Modified By ▾	+ Add column
 Revinate_Scorecard_107732 (1).pdf	January 2	Sunny Burleson	
 Revinate_sentiment_v2_semantria_details_1...	January 2	Sunny Burleson	

- Overall Review Rating
- Total # Reviews
- Response Rate
- Trip Advisor Ranking change
- Review Ratings by Site
- Review Response Coverage % by source
- Comp-Set Information in all of the above
- Additional Rating details (positive vs negative, ratings in cleanliness, value, rooms, etc.

# Scorecard

PERIOD

Dec 1, 2023 - Dec 31, 2023

COMPARE TO PERIOD

Nov 1, 2023 - Nov 30, 2023

COMPARE TO COMPETITION

Competitive Set Average

SHOW EMPTY ROWS

OVERALL REVIEW RATING

4.64

vs Nov 1, 2023 - Nov 30, 2023

+1.50% vs Competitive Set Average

TOTAL REVIEWS

14

vs Nov 1, 2023 - Nov 30, 2023

+100% vs Competitive Set Average

RESPONSE COVERAGE

50%

vs Nov 1, 2023 - Nov 30, 2023

+175% vs Competitive Set Average

TRIPADVISOR POPULARITY INDEX

of 14 hotels in Madeira Beach

#2 → 2

vs Nov 1, 2023 - Nov 30, 2023

10% vs Competitive Set Average

Review Ratings By Site

TYPE	DEC 1, 2023 - DEC 31, 2023	NOV 1, 2023 - NOV 30, 2023	PERIOD COMPARE % CHANGE	COMPARE SET AVG.	COMPETITIVE COMPARE % CHANGE	COMPETITIVE INDEX	HAMPTON INN CLEARWATER CENTRAL, FL	DOUBLETREE TAMPA BAY NORTH BEACH, FL	CLOUTIER RD PT. PETERBURGH CLEARWATER	HOLIDAY INN HOTEL & SUITES CLEARWATER BEACH, FL	RESIDENCE INN PT. PETERBURGH-THE BEACH
Marriott Verified Reviews	4.83 (0)	4.25 (4)	-14%	4.9 (2)	0%	100	-	-	5 (2)	-	4.8 (2)
Expedia	4.6 (5)	-	-	4.8 (2)	0%	100	-	-	-	4.25 (4)	5 (2)
Booking.com	4 (2)	5 (3)	+25%	4.25 (3)	+50%	100	-	-	4.5 (2)	4.52 (4)	-
Google	5 (2)	4.83 (3)	-13%	4.8 (2)	+175%	100	-	-	4.67 (2)	-	4.5 (2)
TripAdvisor	5 (2)	-	-	4.57 (3)	+100%	100	5 (2)	-	5 (2)	3.5 (2)	5 (2)
Hotels.com	-	4.67 (3)	-	4.8 (2)	-	-	-	-	-	4.5 (2)	-
HolidayCheck	-	-	-	3.75 (3)	-	-	-	3.75 (2)	-	-	-

Review Response Coverage

TYPE	DEC 1, 2023 - DEC 31, 2023	NOV 1, 2023 - NOV 30, 2023	PERIOD COMPARE % CHANGE	COMPARE SET AVG.	COMPETITIVE COMPARE % CHANGE	COMPETITIVE INDEX	HAMPTON INN CLEARWATER CENTRAL, FL	DOUBLETREE TAMPA BAY NORTH BEACH, FL	CLOUTIER RD PT. PETERBURGH CLEARWATER	HOLIDAY INN HOTEL & SUITES CLEARWATER BEACH, FL	RESIDENCE INN PT. PETERBURGH-THE BEACH
Marriott Verified Reviews	-	25% (1)	+250%	-	-	-	-	-	-	-	-
Expedia	100% (3)	-	-	-	100%	100	-	-	-	-	-
Booking.com	-	100% (3)	+100%	-	-	-	-	-	-	-	-
Google	100% (2)	100% (4)	0%	-	100%	100	-	-	-	-	-
TripAdvisor	100% (2)	-	-	27% (3)	+100%	100	-	-	-	100% (2)	-
Hotels.com	-	100% (2)	+100%	-	-	-	-	-	-	-	-

Review Rating Details

TYPE	DEC 1, 2023 - DEC 31, 2023	NOV 1, 2023 - NOV 30, 2023	PERIOD COMPARE % CHANGE	COMPARE SET AVG.	COMPETITIVE COMPARE % CHANGE	COMPETITIVE INDEX	HAMPTON INN CLEARWATER CENTRAL, FL	DOUBLETREE TAMPA BAY NORTH BEACH, FL	CLOUTIER RD PT. PETERBURGH CLEARWATER	HOLIDAY INN HOTEL & SUITES CLEARWATER BEACH, FL	RESIDENCE INN PT. PETERBURGH-THE BEACH
Overall Review Rating	4.64	4.64	0%	4.56	+10%	102	5	3.75	4.82	4.52	4.82
Positive Reviews	92%	92%	0%	89%	+10%	104	100%	-	100%	70%	100%
Total Reviews	14	14	0%	7	+100%	100	1	1	11	12	11
Review Pace (reviews/month)	3.1	3.2	+3%	3.2	+10%	104	0.2	0.2	2.4	2.6	2.4
Recommended By	-	-	-	300	-	-	-	300	-	-	-
TripAdvisor Popularity Index of 14 hotels in Madeira Beach	#2 → 2	#2 → 2	0%	-	-	-	#44 → 44	#1 → 1	#32 → 31	#37 → 37	#9 → 9
Cleanliness Rating	4.25	4.67	+10%	4.67	+10%	11	-	-	-	4.6	5
Location Rating	5	5	0%	-	-	-	-	-	4.67	5	5



# Understanding Your Reports:

## Revinate Sentiment

Collection of all of your reviews across all sources

- Zoomed out view of what people are saying overall
- Highlighted Keywords
  - Color indicates positive, neutral, or negative

## Sentiment Analysis

OVERVIEW TOPICS REVIEWS

PROPERTY: Courtyard St. Petersburg Clearwater Madeira Beach PERIOD: Dec 1, 2023 - Dec 31, 2023 CHANNEL: All Review Channels SENTIMENT: All TOPIC CATEGORY: All

TOPIC: All



Positive in Rooms: Bed

Posted: 2023-12-30

Need improvement, new mattress and pillows

Alena  
2023-12-30

CREATE A TICKET

SAVE REVIEW

MORE ACTIONS



Very Positive in Rooms: Room Size, Rooms: Room Cleanliness, Facilities: Surrounding Area

Posted: 2023-12-21

Excellent stay!

Very clean, spacious rooms. Fantastic views and a great location. Will be back.

Zk  
2023-12-21

CREATE A TICKET

SAVE REVIEW

MORE ACTIONS



Very Positive in Rooms: Room Decor / Design, Rooms: Room Cleanliness, Service: General Staff Helpfulness, Service: General Staff Attitude, Service: General Staff Quality

Posted: 2023-12-18

Positive in Food / Beverage: Food / Beverage Taste

Margie Callahan medical technician

I enjoy my stay. The hotel room was beautiful and clean. The staff was amazing and very helpful and friendly. The food was great.

Anonymous  
2023-12-15

CREATE A TICKET

SAVE REVIEW

MORE ACTIONS



Very Positive in Rooms: Room Cleanliness, Service: General Staff Attitude, Food / Beverage: Food / Beverage Taste, Service: General Staff Helpfulness, Facilities: Surrounding Area, Service: General Staff Quality, Facilities: Pool

Posted: 2023-12-05

Neutral in Rooms: Balcony, Service: Front Desk Speed Of Service

Negative in Service: Front Desk Communication Skills

Hidden gem! Don't miss it. Right in the mix but not in the jam.

This place is a total hidden gem! If you're not familiar with the magic of the intercostal canal system in this area, this hotel is a great intro. Easy access to the best of St. Pete but you don't feel like you're trapped in the mess of tourist traffic. Ours was a full western view balcony, facing the direction of the gulf and overlooking the canal, pool, and fabulous courtyard. A little while to find the front desk the first time arriving but it's easy to get your bearings after you do. Staff was fabulous, especially Brian (a solution based thinker who really pays attention to details) and the bar restaurant food is exceptionally good. Indoor and outdoor seating, right off the lobby which is super guest friendly with everything you need all in one area. Great use of common area space. Courtyard and pool area is amazing. Rooms are nice, clean, comfortable and the property location is perfect. Short walk to restaurants, grocery, liquor store, and a longer walk across the causeway to Madeira Beach. The place is surrounded by docks full of lovely boats for people watching and it's cool to see the bridge open up to let larger vessels through. Close to everything but just far enough away to not feel suffocated by it all. Highly recommend this hotel!

CREATE A TICKET

SAVE REVIEW

MORE ACTIONS



## DOs & DON'Ts of Review Responses

DO Be kind, professional, and genuine

DO Respond as soon as possible

DO Personalize your response whenever possible

DO Thank the guest for their feedback

DO Whether it is a greeting or you go the extra mile and answer your reviews in a different language, make sure your international guests feel special. Use some key phrases in their language if possible.

DO Repeat positive sentiments expressed in a generally negative review

DO Inform the guest that their concerns have been addressed or “fixed” internally

DO Give credit to the staff, especially if someone is specifically mentioned

DO Be creative and find different ways to express yourself

DO Invite the guest back for another visit

**TIP:** Remember that you are talking to potential future guests, not just the guests who posted the review. Use this as an opportunity to highlight new features, fixed issues, and positive experiences that may positively impact the shoppers buying decisions.



## DOs & DON'Ts of Review Responses

DON'T Respond the same to every review

DON'T Be rude or dismissive of guests concerns or experiences

DON'T Reveal private or personal information about the guest

DON'T task review responses to people on staff apart from high level management (GM's, DOS, etc.)

DON'T be overly apologetic, or shame your team or operation (in general - there are outlying or more debatable examples).

DON'T use improper grammar or punctuation.

**TIP:** Remember that as much as review responses can help your Online Reputation, they can hurt your online reputation as well. Be aware attentive to sensitive topics, and always feel free to consult Sunny, Dave, or anyone on the E-Commerce on the best way to respond to a particular review you may want to pay a little bit more attention to.



# Tools: Henry by *Three & Six*

- Valuable tool to help in responding to reviews.
  - Input review into box, and AI software generates detailed response to sentiments in the reviews.
  - Good starting place, you will likely need to jump in to shave down and make sure the review states what you would like it to state.
  - [Henry - three&six \(threeandsix.agency\)](https://threeandsix.agency)

**test it out!**

Paste your review below to find out how Henry could help you.

The view was great and sheets were clean, but they charged way too much for parking. Ridiculous.

Firstly, I'm glad to hear that you enjoyed the great view from your room and found the sheets to be clean. We strive to provide a comfortable and pleasant experience for all our guests.

Regarding the parking charges, we understand your frustration. It's important for us to offer convenient parking options for our guests, but we do try to keep our pricing competitive with other hotels in the area. However, we appreciate your feedback and will take it into

Generate Response



Questions?