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Travel-N-Texas Update

No. 19 General Services Commission February 1997

AMEX FOR PROGRAM ADMINISTRATORS/ TRAVEL COORDINATORS/ACCOUNT MANAGERS

The American Express training for state agency Program Administrators and Account Managers on December 10 was a great success. People from all over the state attended and many of them communicated their positive responses. Procedures manuals were distributed to attendees and were later mailed to state agency Program Administrators who did not attend.

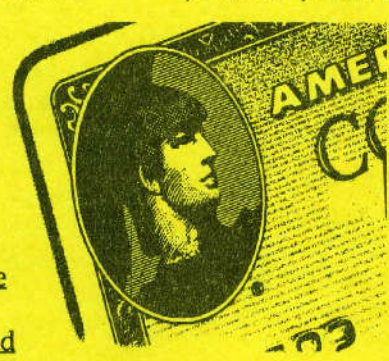
PLEASE KEEP THESE MANUALS and use them as a guide for all of your dealings with American Express. As changes occur, we will send out replacement pages, so your manuals will always be up to date. If other persons in your state agency handle American Express business, please copy the procedures pages that pertain to their areas and give them to these individuals.

Please do the same with replacement pages as they are received. This will save on delays in processing, confusion, and time and telephone calls for everyone.

THERE ARE SEVERAL new procedures for handling American Express matters that **MUST** be adhered to. Effective 2/1/97, one of these is: applications on old forms, applications sent to the wrong place, and incomplete applications **WILL NOT BE PROCESSED.** They will be returned to the sender. If you do not want your applications delayed, read the instruction manual and follow the designated

procedures. The application form in the manual is acceptable, but a newer one, customized for the State of Texas, has been distributed to state agencies. No other application forms will be accepted by American Express. Applications for individual card accounts must be sent to the address shown on the left side of the new application form.

THE MANUALS ALSO have an updated list of contacts and functions for American Express (Section 2). Iris Davis is no longer handling State of Texas (SOT) business. **DO NOT CALL HER NUMBER;** do not send things to her address. **Brandi Godwin** is the new Corporate Services Representative.



She is in Norcross, GA. (This information was first distributed in October.) Brandi's number and the account functions she handles are on the contact sheet in the manual. **DO NOT** send individual card applications to Brandi. If you have questions about what she handles, call our office.

Open Item Team

American Express has created a new unit in Phoenix to assist customers in reconciling out-of-balance BTAs. It is called the Open Item Team. They are going through all Business Travel

TRAVEL TRIVIA

HELLO AGAIN!

It's a new year and a new legislative session, so you are all probably just as busy as we are. And, while the "long weekends" of being iced in are nice, they do slow things down at the office. This issue of TNT was planned for January!

Most of the new information this time concerns American Express procedures and hotel additions. If you deal with these areas, please take note. There are also some "One more time" items that come up regularly as personnel changes or people forget or misunderstand the rules. If this applies to you, please read this article!

Happy (belated) New Year!
Happy Valentine's Day!



Accounts and, when they find one that is out of balance, they call the account manager and try to assist in locating the problem.

ACCOUNT MANAGERS, if you get a call from Lily or Kim on the Open Item Team, they are not dunning you for payment. They want to help reconcile a discrepancy in your BTA. Please take the time to talk with them. Even if the account appears to you to be correct, it may be that some documentation was never received by American Express and the account shows as unreconciled in their records.

ONE MORE TIME

Independent paid contractors/consultants ARE NOT ELIGIBLE FOR CONTRACT AIRFARES.

DO NOT book these airfares for them or allow them to book them. This is mandated by the airlines themselves in their contracts with the State.

The easiest rule-of-thumb to remember is: If a non-state employee is being paid to do a job, he/she is not eligible. If they are not being paid to do a job and will be reimbursed by the State for their travel, they are eligible for the contract airfares. One exception to this is a foster parent who receives subsidies (payment) from the State. When accompanying a foster child who is a ward of the State, they are both eligible for contract fares. (A foster parent paid by a non-state entity is not eligible for contract airfares in similar circumstances.)

All of the contract airlines are very specific about this policy and consider it to be a very serious matter. PLEASE, do not jeopardize discount airfares for the entire State by knowingly violating this guideline.

If you are not sure whether someone is eligible for contract airfares, call our office.



Notice:

HOTEL CONTRACTS for FY 97 will be accepted only through March 31. If there is a property you want to add, encourage them to sign up before then.

CONTRACTS FOR FY 98 begin going out in April.

SATO CANCELS CONTRACT

SatoTravel has notified our office that, as of May 15, 1997, their contract to provide travel services to the State of Texas will be terminated. A memo with all the details of the termination transition has been sent to state agency and university travel coordinators.

TRAVEL COORDINATORS, if your state agency is using SatoTravel, you should immediately contact the project manager at one or more of the other contract travel agencies to arrange to transfer these services to another vendor. A list of the current contracted travel agencies was sent to you as an attachment to the memo dated 1/23/97.

DO NOT DELAY. Failure to address this matter promptly could result in a disruption of your agency's travel services after May 15.

TRAVELERS, if your agency currently uses SatoTravel, please check with your travel coordinator before you make any arrangements for travel after May 15. If you do not address this matter before the termination date, you may be left stranded.

FIRE CODE INSPECTORS

Some state travelers are doing an excellent job as fire inspectors. Several have called in smoke detector violations in contract hotels to the Commission on Fire Protection.

WHEN THEY RECEIVE the calls, they send an inspector to check out the property for Fire Code violations. They then report to us. We communicate with the hotel, giving them a specific length of time to notify the Commission on Fire Protection they have corrected the problem. If they do not meet this deadline, we cancel their contract and will not allow the property to reapply until the following fiscal year.

THESE TRAVELERS are doing a valuable service for their fellow travelers (both state and non-state). It only takes a second—just push the button on the smoke detector. If it doesn't work, call Wayne Smith at the Commission on Fire Protection at 512-918-7147.

IF ALL STATE TRAVELERS would take the time to do this small thing, the hotels would soon learn they cannot afford to be careless about these regulations. Remember, you may be very responsible and careful, but the stranger in the next room may be a careless smoker, or a visiting varmint may have decided to make a meal of the wiring inside the walls. The life you save could be your own, or that of another traveler.

HATS OFF to our volunteer fire inspectors! Keep up the good work!



HOTEL UPDATES

9/1/96-8/31/97

√ = New Property
(C) = Commissionable to Travel Agencies
(H) = Qualifies as HUB

CHANGES/CORRECTIONS

COURTYARD BY MARRIOTT,

4350 Ridgemont Drive, **Abilene**
New rates: single & double - \$52
effective 10/17/96

HAWTHORN SUITES SOUTH,

4020 South IH-35, **Austin**

Ask about possible new lower rates*:

1-bedroom suite \$55-65; 2-bedroom suite - \$75-110
effective 10/21/96

*Based on availability. New lower rates are limited.

RED ROOF INN-DALLAS/CARROLLTON,

1720 South Broadway, **Carrollton**

Rates: one bed/one person - \$27.99;
one bed/two people - \$32.99;

two beds/two people - \$34.99; king bed - \$36.99.

Directory shows they have suites; they don't.

ADAM'S MARK HOTEL,

formerly Harvey Hotel-Downtown,

400 North Olive, **Dallas**

Rates unchanged. effective 1/1/97

HOLIDAY INN SELECT,

formerly Holiday Inn-Central/North Park,

10650 North Central Expressway, **Dallas**

Rates unchanged. effective 1/31/97

Don't use the first 800 number shown in the Directory.

It is the world-wide number and they don't have
the contract rates on file. Use only 800-322-7666
to make reservations at this property.

WYNDHAM GARDEN HOTEL MARKET CENTER,

formerly Quality Hotel Market Center,

2015 Market Center Boulevard, **Dallas**

New rates: single - \$73; double - \$83; addit. person - \$10

No contract rates offered on suites or exec./concierge.
effective 2/1/97

RAMADA INN MIDTOWN,

1401 South University Drive, **Fort Worth**

Correct telephone number is 817-336-9311.

HOLIDAY INN CIVIC CENTER,

800 Garden Street, **Laredo**

Market classification should be "Upscale."

BEST WESTERN EXPO INN, Lufkin

Correct address is 4200 North Medford.

(Listed wrong on contract.)

DOUBLETREE CLUB HOTEL-CASA DE PALMAS, McAllen

Receipts may show 101 North Main or 100 North Main.
Either is correct as hotel takes up the entire block.

HOLIDAY INN PARKWAY, Odessa

Correct address is 3001 East Business 80
(Listed wrong on contract.)

QUALITY INN, formerly Holiday Inn,

4002 South Cedar, **Pecos**

Rates unchanged.

CLARION HOTEL,

1981 North Central Expressway, **Richardson**

Rates are: single/double - \$69-\$79, depending on
amenities; 1-bedroom suite - \$250; 2-bedroom
suite - \$350; exec./conc. - \$89; additional person - \$20

VILLAGE INN MOTEL,

503 North Austin, **Rockport**

Correct phone number is 800-338-7539

(Listed wrong on contract.)

DRURY SUITES-AIRPORT, San Antonio

Correct address is 95 Northeast Loop 410, 78216

(Address listed on contract, 8807 Jones Maltsberger Road,
was submitted before property was completed and real
address was assigned.)

CHARNWOOD HILL INN,

223 East Charnwood, **Tyler**

Directory should read: Do NOT limit number of rooms.
Cancellation policy enforced.

CLARION HOTEL & CONFERENCE CENTER,

4345 North Lincoln Boulevard, **Oklahoma City, OK**

Currently, this property does not exist as listed on the
contract they submitted. It is acutally two properties:

Comfort Inn, 4445 North Lincoln Boulevard and
Clarion Gold Hotel, 4345 North Lincoln Boulevard.

They are in the process of merging. Until the merge is
completed, the contract rates listed in the Directory apply
to the Comfort Inn only. The Clarion Hotel is considered
an upgrade and the rates are higher. *After the merge,* the
contract rates will apply to the new combined property.

ST. MORITZ ON THE PARK HOTEL,

50 Central Park South, **New York, NY**

2-bedroom suite is \$525.00

(Listed wrong on contract.)

NOTE:

Be prepared to show state ID at all properties.

NEWLY CONTRACTED PROPERTIES

TEXAS

- FAIRFIELD INN** (11/26/96) ✓
3902 Turner Plaza Drive, **Abilene**, 79606
915-695-2448
Hotel; 10 miles NW of Abilene Municipal Airport
Rates: single - \$46.50; double - \$51; exec./conc. - \$54;
additional person - \$6
Rates NOT available during special events. Rates extended for
personal travel. Cancellation policy enforced. All ADA services;
some amenities.
- SUNDAY HOUSE MOTEL & RESTAURANT** (1/2/97) (C) ✓
1440 East Highway 90, **Alpine**, 79831
800-510-3363 or 915-837-3363
Motel; 2 miles NW of Alpine Municipal Airport
Rates: single - \$36; double - \$42; additional person - \$4.
Rates extended for personal travel. Some ADA services; few
amenities.
- RAMADA INN EAST** (9/27/96) (C)
2501 IH-40 East, **Amarillo**, 79104
800-245-5525 or 806-379-6555
Hotel; 8 miles SW of Amarillo International Airport
Rates: single & double - \$48; 1-bedroom suite - \$69;
additional person - \$10
Rates extended for personal travel. Cancellation policy enforced.
All ADA services; most amenities.
- RAMADA INN WEST** (9/27/96) (C)
6801 IH-40 West, **Amarillo**, 79106
800-858-2223 or 806-358-7881
Hotel; 15 miles SW of Amarillo International Airport
Rates: single & double - \$48; 1-bedroom suite - \$69;
additional person - \$10
Rates extended for personal travel. Cancellation policy enforced.
All ADA services; most amenities.
- HAMPTON INN SOUTH (Parks Mall)** (12/18/96) ✓
121 East IH-20, **Arlington**, 76018
817-467-3535
Motel; 15 miles SW of D/FW International Airport
Rates: single - \$55; additional person - \$10
Rates NOT available during special events. Rates NOT extended
for personal travel. Cancellation policy enforced. Most ADA
services; few amenities.
- CHARIOT RESORT INN & CONF. CTR.** (12/9/96) (C) ✓
7300 IH-35 North, **Austin**, 78752
800-432-9202 or 512-452-9371
Motel; 2 miles N of Robert Mueller Municipal Airport
Rates: single - \$55; double - \$60; 1-bedroom suite &
exec./conc. - \$66; additional person - \$6.
*Ask about possible lower rates.
Limited number of rooms at state rate. Rates extended for
personal travel. Few ADA services; some amenities.
- HAMPTON INN-NORTH** (9/9/96)
7619 IH-35 North, **Austin**, 78752
512-452-3300
Hotel; 5 miles NW of Robert Mueller Municipal Airport
Rates: single - \$55; double - \$65
Limited number of rooms at state rate. Rates NOT available
during special events. Rates NOT extended for personal travel.
Cancellation policy enforced. Most ADA services; some
amenities.

- HERITAGE INN** (Soon to be Ramada) (9/24/96) (C)
9121 IH-35 North, **Austin**, 78753
800-843-9077 or 512-836-0079
Hotel; 8 miles N of Robert Mueller Municipal Airport
Rates: single - \$45; double - \$55; 1-bedroom suite - \$65;
addit. person - \$10 *Ask about possible lower rates.
Limited number of rooms at state rate. Rates extended for
personal travel. Cancellation policy enforced. Most ADA
services; few amenities.
- DOUBLETREE GUEST SUITES HOTEL** (11/23/97) (C) ✓
303 West 15th Street, **Austin**, 78701
800-222-8733 or 512-428-7000
All-suite; 5 miles SW of Robert Mueller Municipal Airport
Rates: 1-bedroom suite - \$139; 2-bedroom suite - \$175; additional
person - \$10 *Ask about possible lower rates.
Rates NOT available during special events. Rates extended for
personal travel. Cancellation and early checkout policies
enforced. All ADA services; most amenities.
- HOLIDAY INN NORTHWEST PLAZA** (11/20/96) ✓
8901 Business Park Drive, **Austin**, 78759
512-343-0888
Hotel; 8 miles NW of Robert Mueller Municipal Airport
Rates: single - \$80; double - \$90; additional person - \$10
*Ask about possible lower rates.
Rates NOT available during special events and holidays. Rates
extended for personal travel. Cancellation policy enforced. All
ADA services; some amenities.
- OMNI AUSTIN HOTEL-DOWNTOWN** (9/30/96)
700 San Jacinto Boulevard, **Austin**, 78701
800-843-6664 or 512-476-3700
Hotel; 3 miles SW of Robert Mueller Municipal Airport
Rates: single - \$120; double - \$140; 1-bedroom suite - \$150;
2-bedroom suite - \$220; exec./conc. - \$135; additional
person - \$15 *Ask about possible lower rates.
Rates NOT available during special events. Rates extended for
personal travel. Cancellation policy and early checkout fee
enforced. Some ADA services; most amenities.
- SUMNER SUITES** - Opens 12/96 (10/11/96)
7522 IH-35 North, **Austin**, 78752
800-747-8483 or 512-323-2121
All-suite; 4 miles NW of Robert Mueller Municipal Airport
Rates: single/1-bedroom suite - \$55; double - \$75;
additional person - \$10
Limited number of rooms at state rate. Rates extended for
personal travel. Cancellation policy enforced. All ADA services;
most amenities.
- WOODBURN HOUSE BED & BREAKFAST** (10/10/96)
4401 Avenue D, **Austin**, 78751-3714
512-458-4335
Bed & Breakfast; 4 miles W of Robt. Mueller Mun. Airport
Rates: single - \$55; double - \$65
Rates NOT available during special events or holidays. Rates
NOT extended for personal travel. Cancellation policy enforced.
No ADA services (exempt); few amenities.

RIVER OAK INN & RESTAURANT (8/26/96)
1105 Main Street, **Bandera**, 78003
210-796-7751
Motel; 55 miles W of San Antonio International Airport
Rates: single - \$39; double - \$49; suites - \$49-59, depending on number of beds *Ask about possible lower rates.
Limited number of rooms at state rate. Rates NOT available during special events or holidays. Rates extended for personal travel. Some ADA services; few amenities.

CATTLEMEN'S MOTEL (9/27/96)
905 Avenue F, **Bay City**, 77414
800-551-6056 or 409-245-1751
Motel; 75 miles SW of Houston Hobby Airport;
90 miles SW of Houston Intercontinental Airport
Rates: single - \$40-44; double - \$48; 1-bedroom suite - \$56; additional person - \$5
Rates extended for personal travel. Cancellation policy enforced. Most ADA services; some amenities.

BEST WESTERN INN (12/2/96) ✓
5021 IH-10 East, **Baytown**, 77521
281-421-2233
Motel; 30 miles E of Houston Intercontinental Airport;
30 miles East of Wm. P. Hobby (Houston) Airport
Rates: single - \$44; double - \$55; 1-bedroom suite - \$90; additional person - \$7 *Ask about possible lower rates.
Rates extended for personal travel. Most ADA services; some amenities.

BEST WESTERN INN (10/4/96)
2155 North 11th Street, **Beaumont**, 77703
800-528-1234 or 409-898-8150
Motel; 12 miles NW of Jefferson County Airport
Rates: single - \$39; double - \$45
Rates extended for personal travel. Cancellation policy enforced. Some ADA services; some amenities.

BEST WESTERN JEFFERSON INN (10/4/96)
1610 IH-10 South, **Beaumont**, 77707
409-842-0037
Motel; 10 miles NW of Jefferson County Airport
Rates: single - \$39; double - \$45
Rates extended for personal travel. Cancellation policy enforced. Some ADA services; some amenities.

EXECUTIVE INN (10/30/96) (C) ✓
1601 North Saint Mary's Street, **Beeville**, 78102
512-358-0022
Motel; 60 miles N of Corpus Christi International Airport;
85 miles SE of San Antonio International Airport
Rates: single - \$36; double & 1-bedroom suite - \$40
*Ask about possible lower rates.
Rates extended for personal travel. Cancellation and early checkout policies enforced. Some ADA services; some amenities.

ANT STREET INN (8/26/96)
107 West Commerce, **Brenham**, 77833
800-481-1951 or 409-836-7393
Bed & Breakfast; 75 miles W of Houston Intercontinental Airport;
85 miles E of Robert Mueller (Austin) Municipal Airport
Rates: single - \$55; double - \$86.25; 1-bedroom suite - \$71.25; exec./conc. - \$82.50; addit. person - \$18.75
Rates NOT available during special events or holidays. Rates NOT extended for personal travel. All ADA services; few amenities.

RAMADA LIMITED (11/13/96) ✓
2217 South Market Street, **Brenham**, 77833.
800-272-6232 or 409-836-1300
Motel; 32 miles S of Easterwood (College Station) Airport;
70 miles W of Houston Intercontinental Airport
Rates: single - \$49.95; double - \$55; 1-bedroom suite - \$69; 2-bedroom suite - \$125; additional person - \$10
*Ask about possible lower rates.
Rates extended for personal travel. Cancellation and early checkout policies enforced. Most ADA services; some amenities.

HAMPTON INN (9/27/96)
320 South Texas Avenue, **College Station**, 77840
409-846-0184
Hotel; 5 miles NW of Easterwood Airport
Rates: single/double/suites - \$51.50; additional person - \$10
Rates NOT available during special events. Rates extended for personal travel. Cancellation policy enforced. All ADA services; some amenities.

LA QUINTA INN (9/13/96)
607 Texas Avenue, **College Station**, 77840
800-531-5900 or 409-696-7777
Motel; 3.5 miles NE of Easterwood Airport
Rates: single/double - \$51.50 King room at additional charge.
Rates NOT available during special events. Rates NOT extended for personal travel. Cancellation policy enforced. All ADA services; some amenities.

BRADFORD HOMESUITES (1/21/97) ✓
16060 Dallas Parkway, **Dallas**, 75248
888-486-7829 or 972-726-9990
All-suite; 19 miles NE of D/FW International Airport;
10 miles NE of Love Field
Rates: **Rates are for 7 or more nights' stay.**
single - \$49.86; double - \$51.29; 1-bedroom suite - \$54.14
*Ask about possible lower rates.
Rates NOT extended for personal travel. Cancellation and early checkout policies enforced. All ADA services; some amenities.

CLIFF HOUSE HOTEL & CONF. CTR. (11/6/96) (C) ✓
1600 Cliff Drive, **El Paso**, 79902
800-333-2543 or 915-533-6700
Hotel; 12 miles W of El Paso International Airport
Rates: single & double - \$55; 1-bedroom suite - \$75; 2-bedroom suite - \$161; exec./conc. - \$65; additional person - \$10
Rates extended for personal travel. Cancellation policy enforced. Most ADA services; some amenities.

SUMNER SUITES (9/27/96)
6030 Gateway East, **El Paso**, 79905
800-747-8483 or 915-771-0022
All-suite; 3 miles SW of El Paso International Airport
Rates: single & 1-bedroom suite - \$55; double & 2-bedroom suite - \$85 *Ask about possible lower rates.
Limited number of rooms at state rate. Rates extended for personal travel. Cancellation policy enforced. All ADA services; most amenities.

DAYS INN (12/9/96) ✓
1400 North U.S. 285, **Fort Stockton**, 79735
915-336-7500
Motel; 100 SW of Midland International Airport
Rates: single - \$40; double - \$45 *Ask about possible lower rates.
Limited number of rooms at state rate. Rates extended for personal travel. Cancellation policy enforced. Most ADA services; few amenities.

HOLIDAY INN CENTRAL (10/2/96) (C)
2000 Beach Street, **Fort Worth**, 76103
800-406-1106 or 817-534-4801
Hotel; 23 miles SW of D/FW International Airport
Rates: single/double/1-bedroom suite - \$55; exec./conc. - \$150
Rates extended for personal travel. Some ADA services; some amenities.

COMFORT INN (12/19/96) (C) ✓
1005 Leander Road, **Georgetown**, 78628
512-863-7504
Motel; 25 miles N of Robert Mueller (Austin) Municipal Airport
Rates: single - \$55; double - \$64-79.95
Limited number of rooms at state rate. Rates NOT available during special events. Rates NOT extended for personal travel. Cancellation policy enforced. Some ADA services; some amenities.

LA QUINTA INN (9/13/96)
333 North IH-35, **Georgetown**, 78628
800-531-5900 or 512-869-2541
Motel; 30 miles N of Robert Mueller (Austin) Municipal Airport
Rates: single - \$55; double - \$65; additional person - \$10
King room at additional charge.
Rates NOT available during special events. Rates NOT extended for personal travel. Cancellation policy enforced. All ADA services; some amenities.

TROPICAL HIDEAWAY BEACH RESORT & MARINA
604 Highcrest, **Granite Shoals**, 78654 (10/2/96)
800-662-4431 or 210-598-9896
Hotel; 60 miles W of Robt. Mueller (Austin) Munic. Airport
Rates: single/double/1-bedroom suite/exec./conc. - \$55
2-bedroom suite - \$90
Rates NOT available during special events or holidays. Rates NOT extended for personal travel. Few ADA services; some amenities.

BEVERS HOUSE BED & BREAKFAST (8/30/96)
311 North Avenue F, **Haskell**, 79521
800-580-3284 or 817-864-3284
Bed & Breakfast; 60 miles NW of Abilene Munic. Airport
Rates: single/double - \$55; 1-bedroom suite - \$75
Rates NOT extended for personal travel. Cancellation policy and early checkout fee enforced. No ADA services (exempt); few amenities.

HILTON HOTEL-HOBBY AIRPORT (9/24/96) (C)
8181 Airport Boulevard, **Houston**, 77061
800-445-8667 or 713-645-3000
Hotel; at William P. Hobby Airport;
45 miles S of Intercontinental Airport
Rates: single - \$55; double - \$65; 1-bedroom suite - \$145;
2-bedroom suite - \$200; additional person - \$10
Rates extended for personal travel. Cancellation policy enforced. Most ADA services; some amenities.

HOLIDAY INN-NASA (1/23/97) (C) ✓
1300 Nasa Road 1, **Houston**, 77058
800-682-3193 or 281-333-2500
Hotel; 15 miles S of William P. Hobby Airport;
50 miles SE of Intercontinental Airport
Rates: single & double - \$55; 1-bedroom suite - \$81;
additional person - \$10
Rates extended for personal travel. Cancellation policy enforced. All ADA services; most amenities.

LEXINGTON HOTEL SUITES (12/2/96) (C) ✓
16410 North Freeway 45, **Houston**, 77090
800-537-8483 or 281-821-1000
All-suite; 8 miles NW of Intercontinental Airport
Rates: studio suite, 1 or 2 people - \$55; 1-bedroom suite - \$65;
2-bedroom suite - \$95 *Ask about possible lower rates.
Rates NOT available during special events and holidays. Rates extended for personal travel. Cancellation policy enforced. All ADA services; most amenities.

MEDALLION HOTEL (10/25/96) ✓
3000 North Loop West, **Houston**, 77092
800-688-3000 or 713-688-0100
Hotel; 20 miles SW of Intercontinental Airport;
20 miles N of William P. Hobby Airport
Rates: single - \$55; double - \$75; 1-bedroom suite - \$85;
2-bedroom suite - \$205; exec./conc. - \$100;
additional person - \$10
Limited number of rooms at state rate. Rates NOT available during special events. Rates extended for personal travel. Cancellation policy enforced. All ADA services; most amenities.

RED LION HOTEL (9/27/96)
2525 West Loop South, **Houston**, 77027
800-733-5466 or 713-961-3000
Hotel; 20 miles NW of William P. Hobby Airport;
25 miles SW of Intercontinental Airport
Rates: single - \$55; double - \$95; additional person - \$10
Limited number of rooms at state rate. Rates extended for personal travel. Cancellation policy enforced. Most ADA services; most amenities.

SUMNER SUITES-HOBBY AIRPORT (10/8/96) (C)
7922 Mosley Road, **Houston**, 77061
713-943-1713
All-suite; 1 miles E of William P. Hobby Airport;
34 miles S of Intercontinental Airport
Rates: single/1-bedroom suite - \$55; double - \$65;
additional person - \$10
Rates NOT available during special events. Rates extended for personal travel. Cancellation policy and early check-out fee enforced. All ADA services; most amenities.

LA QUINTA INN (9/13/96)
1407 IH-45 North, **Huntsville**, 77340
800-531-5900 or 409-295-6454
Motel; 55 miles N of Houston Intercontinental Airport
Rates: single - \$47; double - \$52; additional person - \$6
King room at additional charge.
Rates NOT available during special events. Rates NOT extended for personal travel. Cancellation policy enforced. All ADA services; some amenities.

HUNTER HOUSE MOTOR INN (11/22/96) (C) ✓
310 Highway 39 West, **Ingram**, 78025
800-655-2377 or 210-367-2377
Motel; 60 miles NW of San Antonio International Airport
Rates: single - \$44; double - \$48; 2-bedroom suite - \$75;
additional person - \$5 *Ask about possible lower rates.
Rates NOT extended for personal travel. Cancellation policy enforced. Few ADA services; few amenities.

WILSON WORLD HOTEL-D/FW AIRPORT SOUTH

4600 West Airport Freeway, **Irving**, 76052 (8/30/96)
214-513-0800

Hotel; 1 miles SE of D/FW International Airport;
15 miles W of Dallas Love Field

Rates: single - \$55; double - \$65; 1-bedroom suite - \$69;
exec./conc. - \$109; additional person - \$10

Limited number of rooms at state rate. Rates extended for
personal travel. Cancellation policy enforced. All ADA services;
most amenities.

BUTTERFIELD DEPOT MOTEL (1/2/97) (H) ✓

544 North Main, **Jacksboro**, 76458
817-567-5567

Motel; 63 miles SE of Wichita Falls Municipal Airport;
75 miles NW of D/FW International Airport

Rates: single (1 bed) - \$20; double (2 beds) - \$28; additional
person - \$3 *Ask about possible lower rates.

Limited number of rooms at state rates. Rates extended for
personal travel. Cancellation policy enforced. Some ADA
services; few amenities.

ENGLISH MANOR, THE (10/22/96) ✓

540 El Paso Street, **Jacksonville**, 75766
800-866-0946

Bed & Breakfast; 35 miles SE of Pounds Field (Tyler)

Rates: single - \$55; double - \$60 *Ask about possible lower rates.

Rates NOT available during holidays. Rates NOT extended for
personal travel. Cancellation policy enforced. Exempt from ADA
services; few amenities.

RAMADA LIMITED-WEST HOUSTON (1/15/97) (C) ✓

22025 IH-10 West, **Katy**, 77450
800-272-6232 or 281-392-8700

Hotel; 30 miles NW of Wm. P. Hobby (Houston) Airport;
38 miles SW of Houston Intercontinental Airport

Rates: single & double - \$50; 1-bedroom suite - \$98;
additional person - \$8 *Ask about possible lower rates.

Rates NOT available during special events. Rates extended for
personal travel. Cancellation policy enforced. Most ADA
services; most amenities.

LA QUINTA INN (9/13/96)

1112 Fort Hood Street, **Killeen**, 76541-7493
800-531-5900 or 817-526-8331

Motel; 5 miles SW of Killeen Municipal Airport

Rates: single - \$49; double - \$56; additional person - \$7
King room at additional charge.

Rates NOT available during special events. Rates NOT extended
for personal travel. Cancellation policy enforced. All ADA
services; some amenities.

ALBION BED & BREAKFAST (1/22/97) ✓

604 West San Antonio Street, **Lockhart**, 78644
512-376-6775

Bed & Breakfast; 30 miles S of Robert Mueller (Austin)
Municipal Airport; 65 miles NE of San Antonio
International Airport

Rates: single & double - \$55-71.25

*Ask about possible lower rates.

Rates NOT extended for personal travel. Cancellation policy
enforced. Exempt from ADA requirement; few amenities.

ASHMORE INN & SUITES (9/24/96) (C)

4019 South Loop 289, **Lubbock**, 79423
800-785-0061 or 806-785-0060

Hotel; 14 miles S of Lubbock International Airport

Rates: single - \$53; double - \$58; 1-bedroom suite - \$69;
additional person - \$5

Rates NOT available during special events. Rates NOT extended
for personal travel. Cancellation policy enforced. Most ADA
services; most amenities.

WOODROW HOUSE BED & BREAKFAST (10/31/96) ✓

2629 19th Street, **Lubbock**, 79410
806-793-3330

Bed & Breakfast; 8 miles SW of Lubbock International Airport

Rates: single & double - \$55; additional person - \$10

Rates NOT extended for personal travel. Few ADA services; few
amenities.

COMFORT INN (9/24/96) (H) (C)

1206 Highway 281 North, **Marble Falls**, 78654
800-228-5150 or 210-693-7531

Motel; 60 miles NW of Robert Mueller (Austin) Municipal

Airport; 75 miles N of San Antonio International Airport

Rates: single \$39; double - \$49; additional person - \$6

*Ask about possible lower rates.

Limited number of rooms at state rates. Rates NOT extended for
personal travel. Cancellation policy enforced. Some ADA
services; some amenities.

BED & BREAKFAST OF MONTGOMERY (11/4/96) (C) ✓

709 College Street, **Montgomery**, 77356
800-561-8230 or 409-597-3900

Bed & Breakfast; 35 miles NW of Houston Intercontinental

Airport; 55 miles NW of Wm. P. Hobby (Houston) Airport

Rates: single & double - \$55

Rates NOT extended for personal travel. Cancellation policy
enforced. Exempt from ADA services; some amenities.

GARDENSIDE BED & BREAKFAST (8/28/96)

271 Bypass & IH-30 (Exit 160), **Mt. Pleasant**, 75455
903-575-9000

Bed & Breakfast; 70 miles SW of Texarkana Municipal Airport

Rates: single - \$45; double - \$64

Rates NOT extended for personal travel. No ADA services
(exempt); few amenities.

BEST WESTERN NORTHPARK INN (10/31/96) ✓

4809 Northwest Stallings Drive (U.S. 59N), **Nacogdoches**, 75964
409-560-1906

Hotel; 90 miles SE of Pounds Field (Tyler);

100 miles SW of Shreveport International Airport

Rates: single & double - \$37; additional person - \$5

Rates extended for personal travel. Most ADA services; some
amenities.

RAMADA LIMITED (9/30/96) (C)

815 IH-35 West, **New Braunfels**, 78130
210-625-6201

Motel; 30 miles NE of San Antonio International Airport;

50 miles SW of Robert Mueller (Austin) Municipal Airport

Rates: single - \$41.95; double - \$44.95

Limited number of rooms at state rates. Rates NOT available
during special events or holidays. Rates NOT extended for
personal travel. Cancellation policy enforced. Some ADA
services; few amenities.

MELLIE VAN HORN HISTORIC INN (10/2/96)
903 North Sam Houston, **Odessa**, 79761
915-337-3000
Bed & Breakfast; 15 miles W of Midland International Airport
Rates: single/double - \$55
Rates NOT extended for personal travel. Cancellation policy enforced. Some ADA services; some amenities.

HOLIDAY INN (8/28/96)
3560 Northeast Loop 286, **Paris**, 75460
903-785-5545
Hotel; 7 miles SW of Cox Field
Rates: single - \$54; double - \$60; exec./conc. - \$64;
additional person - \$6
Rates NOT available during special events. Rates extended for personal travel. Cancellation policy and early checkout fee enforced. Most ADA services; some amenities.

BETHY CREEK RESORT LODGING (1/2/97) ✓
Hwy. 980 East of Hwy. 19, **Riverside**, 77367
800-537-6251 or 409-594-2511
All-suite; 65 miles N of Houston Intercontinental Airport
Rates: single & double - \$44-52; additional person - \$5
*Ask about possible lower rates.
Rates extended for personal travel. Cancellation and early checkout policies enforced. Ask about ADA services. Few amenities.

LA QUINTA INN (9/13/96)
2004 North IH-35, **Round Rock**, 78681
800-531-5900 or 512-255-6666
Hotel; 16 miles N of Robt. Mueller (Austin) Munic. Airport
Rates: single/double - \$63.75; additional person - \$10
Rates NOT available during special events. Rates NOT extended for personal travel. Cancellation policy enforced. All ADA services; some amenities.

ADAMS HOUSE BED & BREAKFAST (1/21/97) ✓
231 Adams Street, **San Antonio**, 78210
800-666-4810 or 210-224-4791
Bed & Breakfast; 10 miles S of San Antonio Intn'l. Airport
Rates: single - \$55; double - \$75; additional person - \$20
Rates NOT extended for personal travel. Cancellation policy enforced. Exempt from ADA requirements; some amenities.

COMFORT INN-FIESTA (12/11/96) ✓
6755 North FM 1604 West, **San Antonio**, 78256
800-228-5150 or 210-696-4766
Hotel; 12 miles NW of San Antonio International Airport
Rates: single - \$45; double - \$50; additional person - \$5
Limited number of rooms at state rates. Rates extended for personal travel. All ADA services; some amenities.

COMFORT SUITES HOTEL (1/10/97) ✓
6350 IH-35 North, **San Antonio**, 78244
800-519-3442 or 210-646-6600
All-suite; 8 miles SE of San Antonio International Airport
Rates: 1 king bed - \$55; 2 queen beds - \$65; additional person - \$5 *Ask about possible lower rates.
Rates NOT available during special events. Rates extended for personal travel. Cancellation policy enforced. Most ADA services; most amenities.

HAMPTON INN-NORTHWEST (9/27/96) (C)
4803 Manitou, **San Antonio**, 78228
210-684-9966
Hotel; 6 miles W of San Antonio International Airport
Rates: single/double - \$51
Rates NOT available during special events. Rates NOT extended for personal travel. Cancellation policy enforced. Most ADA services; some amenities.

HOLIDAY INN NORTHWEST (9/27/96)
3233 Northwest Loop 410, **San Antonio**, 78213
210-377-3900
Hotel; 5 miles W of San Antonio International Airport
Rates: single - \$55; double - \$67; 1-bedroom suite - \$110;
2-bedroom suite - \$165; exec./conc. - \$79
Limited number of rooms at state rates. Rates extended for personal travel. Cancellation policy enforced. Most ADA services; most amenities.

RED LION HOTEL (10/24/96) ✓
37 Northeast Loop 410, **San Antonio**, 78216
800-535-1980 or 210-366-2424
Hotel; 1.5 miles W of San Antonio International Airport
Rates: single - \$55; double - \$95; additional person - \$15
Limited number of rooms at state rates. Rates NOT available during special events. Rates extended for personal travel. Cancellation policy enforced. Most ADA services; most amenities.

ROYAL SWAN BED & BREAKFAST (9/24/96)
236 Madison, **San Antonio**, 78204
800-368-3073 or 210-223-3776
Bed & Breakfast; 7 miles S of San Antonio Int'l. Airport
Rates: single/double - \$55; 2-bedroom suite - \$75;
additional person - \$20
Rates NOT available during special events or holidays. Rates NOT extended for personal travel. Cancellation policy enforced. No ADA services (exempt); some amenities.

SUMNER SUITES CROSSROADS (10/17/96) ✓
3636 Northwest Loop 410, **San Antonio**, 78201
800-747-8483 or 210-737-6086
All-suite; 5 miles NW of San Antonio International
Rates: single & 1-bedroom suite - \$55; double - \$65;
additional person - \$10
Limited number of rooms at state rates. Rates NOT available during special events and holidays. Rates NOT extended for personal travel. Cancellation policy enforced. Most ADA services; most amenities.

SUMNER SUITES RIVERWALK (10/2/96)
601 South St. Mary's Street, **San Antonio**, 78205
800-525-4658 or 210-227-6854
All-suite; 9 miles S of San Antonio International Airport
Rates: single/1-bedroom suite - \$55; double - \$80;
additional person - \$10 *Ask about possible lower rates.
Limited number of rooms at state rates. Rates NOT available during special events. Rates NOT extended for personal travel. Cancellation policy enforced. All ADA services; some amenities

VICTORIAN LADY INN, A, (11/22/96) (C) ✓
421 Howard Street, **San Antonio**, 78212
800-879-7116 or 210-224-2524
Bed & Breakfast; 8 miles S of San Antonio International Airport
Rates: single - \$55; double & 1-bedroom suite - \$65;
additional person - \$10
Limited number of rooms at state rates. Rates NOT available
during special events and holidays. Rates extended for personal
travel. Cancellation and early checkout policies enforced. Few
ADA services; few amenities.

YELLOW ROSE BED & BREAKFAST, A, (11/26/96) ✓
229 Madison, **San Antonio**, 78204
800-950-9903 or 210-229-9903
Bed & Breakfast; 10 miles S of San Antonio International Airport
Rates: single & double - \$55; additional person - \$15
Rates NOT available during special events or holidays. Rates
NOT extended for personal travel. Cancellation and early
checkout policies enforced. Exempt from ADA requirements; few
amenities.

LA QUINTA INN (9/13/96)
1619 IH-35 North, **San Marcos**, 78666
800-531-5900 or 512-392-8800
Motel; 30 miles S of Robert Mueller (Austin) Municipal Airport
Rates: single - \$55; double - \$65; additional person - \$10
King room at additional charge.
Rates NOT available during special events. Rates NOT extended
for personal travel. Cancellation policy enforced. All ADA
services; some amenities.

LA QUINTA INN (9/13/96)
1604 West Barton Avenue, **Temple**, 76501-2457
800-531-5900 or 817-771-2980
Motel; 4.5 miles E of Draughon Miller Airport
Rates: single - \$46.50; double - \$53.50; addit. person - \$7
King room at additional charge.
Rates NOT available during special events. Rates NOT extended
for personal travel. Cancellation policy enforced. All ADA
services; some amenities.

HAMPTON INN (9/24/96)
3130 Troup Highway, **Tyler**, 75701
800-426-7866 or 903-596-7752
Hotel; 14 miles SE of Pounds Field
Rates: single - \$56; double - \$60; King deluxe - \$75
Limited number of rooms at state rate. Rates NOT available
during special events. Rates NOT extended for personal travel.
Cancellation policy enforced. All ADA services; some amenities.

HOLIDAY INN SOUTHEAST CROSSING (11/15/96) ✓
3310 Troup Highway, **Tyler**, 75701
903-593-3600
Hotel; 12 miles SE of Pounds Field
Rates: single - \$52.50; double - \$57.50; 1-bedroom suite - \$93.75;
additional person - \$5
Limited number of rooms at state rate. Rates NOT extended for
personal travel. Cancellation policy enforced. All ADA services;
some amenities.

BEST WESTERN INN (11/4/96) (C) ✓
1705 West Broadway, **Van Horn**, 79855
800-367-7589 or 915-283-2410
Motel; 120 miles E of El Paso International Airport
Rates: single - \$36; double - \$39 *Ask about possible lower rates.
Rates NOT extended for personal travel. Cancellation policy
enforced. Most ADA services; some amenities.

COMFORT INN (10/31/96) (C) ✓
1601 West Broadway, **Van Horn**, 79855
915-283-2211
Motel; 120 miles E of El Paso International Airport
Rates: single - \$39; double - \$44 *Ask about possible lower rates.
Limited number of rooms at state rates. Rates extended for
personal travel. Cancellation policy enforced. All ADA services;
few amenities.

HOLIDAY INN EXPRESS (10/4/96) (C)
1905 Southwest Frontage Rd., Exit 138, **Van Horn**, 79855
915-283-7444
Hotel; 132 miles E of El Paso International Airport
Rates: single - \$44; double - \$48; additional person - \$4
Rates extended for personal travel. Cancellation policy enforced.
Most ADA services; few amenities.

HOWARD JOHNSON LODGE (11/6/96) ✓
200 Golf Course Drive, **Van Horn**, 79855
800-543-8831 or 915-283-2780
Motel; 125 miles E of El Paso International Airport
Rates: single - \$34; double - \$35
Rates extended for personal travel. Some ADA services; some
amenities.

SUNDAY HOUSE DAYS INN (9/24/96)
3110 Frontage Road, **Vernon**, 76384
817-552-9982
Motel; 50 miles NW of Wichita Falls Municipal Airport
Rates: single - \$31; double - \$34; 2-bedroom suite - \$45
Limited number of rooms at state rates. Rates extended for
personal travel. Cancellation policy and early checkout fee
enforced. Few ADA services; few amenities.

FAIRFIELD INN (10/2/96)
7502 North Navarro, **Victoria**, 77904
800-228-2800 or 512 582-0660
Hotel; 4 miles W of Victoria Regional Airport
Rates: single/double - \$48; suites - \$58
Limited number of rooms at state rates. Rates extended for
personal travel. Cancellation policy enforced. Most ADA
services; some amenities.

HOLIDAY INN (9/24/96) (C)
2705 Houston Highway, **Victoria**, 77901
512-575-0251
Hotel; 5 miles W of Victoria Regional Airport
Rates: single - \$50; double - \$55; 1-bedroom suite - \$69;
2-bedroom suite - \$74
Rates extended for personal travel. Cancellation policy enforced.
All ADA services; most amenities.

LA QUINTA INN (9/13/96)
1110 South 9th Street, **Waco**, 76706-2399
800-531-5900 or 817-752-9741
Motel; 10 miles E of Waco Municipal Airport
Rates: single - \$49.75; double - \$56.75; addit. person - \$7
King room at additional charge.
Rates NOT available during special events. Rates NOT extended
for personal travel. Cancellation policy enforced. All ADA
services; some amenities.

COUNTRY HEATH INN (10/17/96) ✓
1808 FM 102, **Wharton**, 77488
409-532-1152
Motel; 65 miles SW of Houston Intercontinental Airport;
59 miles W of William P. Hobby (Houston) Airport
Rates: single - \$39; double - \$47
Rates extended for personal travel. Cancellation and early
checkout policies enforced. Some ADA services; some amenities.

OTHER STATES

CANTERBURY HOTEL (10/11/96) (C)
1733 N Street N.W., **Washington, DC** 20036
800-424-2950 or 202-393-3000
Hotel; 4 miles NW of National Airport;
30 miles E of Dulles International Airport
Rates: single - \$115; double - \$125; 1-bedroom suite - \$225;
2-bedroom suite - \$400; additional person - \$20
*Ask about possible lower rates.
Rates NOT available during special events. Rates extended for
personal travel. Cancellation policy enforced. All ADA services;
most amenities.

GEORGE WASHINGTON UNIVERSITY INN, THE (1/2/97) (C) ✓
824 New Hampshire Avenue N.W., **Washington, DC** 20037 ✓
800-426-4455 or 202-337-6620
Hotel; 5 miles NW of Washington National Airport;
32 miles E of Dulles International Airport
Rates: single - \$120; double - \$135; 1-bedroom suite - \$145;
additional person - \$15
Rates NOT available during special events. Rates extended for
personal travel. Cancellation policy enforced. Most ADA
services; some amenities.

SHERATON BISCAYNE BAY HOTEL (11/21/96) ✓
495 Brickell Avenue, **Miami, FL** 33131
800-284-2000 or 305-373-6000
Hotel; 8 miles SE of Miami International Airport;
24 miles SE of Fort Lauderdale Executive Airport
Rates: single - \$77; double - \$88; 1-bedroom suite - \$200;
2-bedroom suite - \$277; exec./conc. - \$127;
additional person - \$10
Rates NOT available during special events. Rates NOT extended
for personal travel. Cancellation policy enforced. Most ADA
services; some amenities.

Complaint

HOWARD JOHNSON, 117 South Watson Road, Arlington, TX

Hotel does not provide some amenities listed on
their contract: alarm clocks, refrigerators, and
irons/ironing boards in rooms; continental
breakfast. Also, traveler saw a mouse in the
hallway.

Hotel did not respond to notification about these
problems.

SUMNER SUITES-ATLANTA AIRPORT (10/8/96)
1899 Sullivan Road, **College Park, GA** 30337
770-994-2997
All-suite; 1.5 miles S of Hartsfield Int'l. (Atlanta) Airport
Rates: single/double/1-bedroom suite - \$55;
additional person - \$10
Limited number of rooms at state rates. Rates NOT available
during special events. Rates NOT extended for personal travel.
Cancellation policy enforced. All ADA services; some amenities.

SUMNER SUITES-GWINNETT MALL (10/8/96) (C)
3530 Venture Parkway, **Duluth, GA** 30136
800-747-8483 or 770-623-9699
All-suite; 30 miles NE of Hartsfield Int'l. (Atlanta) Airport
Rates: single/double - \$75
Rates extended for personal travel. Cancellation policy and early
checkout fee enforced. All ADA services; most amenities.

SUMNER SUITES (10/10/96)
2500 Menaul Boulevard, N.E., **Albuquerque, NM** 87107
505-881-0544
All-suite; 5 miles NE of Albuquerque International Airport
Rates: single/1-bedroom suite - \$55; double - \$60;
additional person - \$10
Rates NOT available during special events. Rates extended for
personal travel. Cancellation policy enforced. All ADA services;
most amenities.

NON-SMOKING ROOMS

We are hearing more and more that hotels cannot
guarantee non-smoking rooms. They can only put
in a "request" for one. A confirmation is for a room
only, not necessarily a non-smoking room.

Non-smoking rooms are based on availability at the
time of check-in. This seems to be the policy with
most hotels and motels, both upscale and economy.
Hotels are supposed to tell travelers this when they
make their reservations.

Since this policy is so widespread, there is no way
for us to change it. Please be aware: You might
encounter a problem with your non-smoking room
reservation.