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**FAQ for Chapters**

1. **What is the Travelers Haven/Hotel Engine program?**

ABC has partnered with both Travelers Haven and Hotel Engine (the companies are related).

Travelers Haven is a short-term housing provider, and Hotel Engine is a private hotel booking platform. For stays less than 30 days, users can take advantage of Hotel Engine’s services. For stays longer than 30 days, Travelers Haven would be more appropriate for users interested in outsourcing every step of the short-term housing process for out-of-town projects.

1. **What is the benefit to ABC members and employees?**

Hotel Engine

Members and their employees will have access to HE’s private booking platform, where in most cases they can take advantage of pricing that is lower than the national public sites, such as Expedia, Hotels.com and like programs. Users can access 150,000+ hotels worldwide, from all-inclusive resorts to budget-friendly inns. The benefit to members is that typically the site is not available to individuals, only businesses. By virtue of ABC’s partnership, employees can register with HE for their own personal travel needs. HE’s platform includes tools to manage all of your hotel bookings. Users also have access to HE Rewards, so they can earn and redeem points at any hotel brand.

Travelers Haven

For out-of-town projects, Travelers Haven provides leasing options on apartments, condos and residential housing. This full-service housing firm saves users an average of 38% off short-term rentals in rural and urban areas across the country. Due to slim margins in this industry, there is not a further discount off leasing prices, but the admin fee for each lease will be waived for ABC members. Also, like Hotel Engine, the program will be available to employees for personal use as well. A dedicated account manager is assigned to every business account, who manages the essentials and makes sure all the necessities are in place before move-in. The TH platform also has a strong set of tools to manage all of the company’s leases through TH.

1. **How do you take advantage of each program?**

Hotel Engine

* 1. Visit [www.abc.org/hotelengine](http://www.abc.org/hotelengine)
  2. Visit the following HE landing pages

For a business account: [www.hotelengine.com/partners/abcsavings](http://www.hotelengine.com/partners/abcsavings)

For a personal account: [www.hotelengine.com/join/abcsavings](http://www.hotelengine.com/join/abcsavings)

* 1. Register to create an account

Travelers Haven

* 1. Visit [www.abc.org/travelershaven](http://www.abc.org/travelershaven)
  2. Contact Drew McGeein at 720-833-5331 or [drew@travelershaven.com](mailto:drew@travelershaven.com), ABC’s account representative, or
  3. Register your business at **blog.travelershaven.com/ABC**
  4. An account will be created and a dedicated account manager will be assigned

1. **Can family members use it?**

Yes, they should follow the instructions for creating a personal account, like employees.

1. **Will there be a membership verification process in place?**

It’s unlikely for Hotel Engine since hotel bookings are typically immediate purchases. Hotel Engine is looking into capturing member company participation though. For Travelers Haven, membership can be validated due to the creation of an account, and the assignment of dedicated account manager as a first step.

1. **What tools are available to market the Hotel Engine and Travelers Haven programs?**

We will have banner ads, flyers, and newsletter/email copy to promote the programs, which will be posted on National Connections. We will try to develop as many resources as possible to make it easy for chapters to provide information about both programs. If something specific is needed to market the program, please let us know.

1. **Are chapters eligible to receive the discount too?**

Yes, chapters can create accounts just like employees of member companies.