

THE BROADMOOR

C O L O R A D O S P R I N G S

THE BROADMOOR MEETING GUARANTEE “We Perform. Or it’s Free.”

In an unprecedented move, The Broadmoor will stand behind their service, staff and facilities by providing a guarantee for new group business held in 2010 and 2011: If your Broadmoor meeting doesn’t deliver superior value in service, facilities and quality, the master account will be waived.

Guarantee specifics:

- 50 peak room nights
- 2-night minimum stay
- A survey will be sent electronically to all meeting attendees by a third party
- Minimum response rate of attendees required
- There is a limited time for responses to be returned
- Survey will be created by an outside agency
- Survey questions will be based on service, staff and facilities
- The Broadmoor must achieve a designated score, or master account charges will be waived
- The Broadmoor has the right to audit results
- This guarantee is for new business booked for 2010 and 2011 only

Please call us directly at 800.633.7711 for more details and to request further information.

