

Doing Business with The Inn at Virginia Tech and Skelton Conference Center

How to Make a Reservation for Lodging

Reservations of individual rooms, total less than 10 rooms, can be made through the Front Desk Staff at 540-231-8000. If you need to make a group reservation of 10 or more rooms, ask for Group Sales when calling the Front Desk.

Once a reservation is made, the Inn will send a confirmation letter regarding the dates and rates of the stay to the department's point of contact. Please ensure the correct point of contact email address is provided at the time of making a reservation.

Additional information regarding [The Inn at Virginia Tech and Skelton Conference Center](#) can be obtained by calling 540-231-8000 or [reaching out to the Front Desk Staff](#).

Information Needed to Make a Reservation

The following information must be provided to the Front Desk Staff when making a reservation:

- Dates of Stay
- Number of Individuals
- Organization Number of the paying department
- Name of Individual (the individual named on the reservation will need to present photo identification upon check-in)
- Any special accommodations needed, such as an accessible room
- What charges will be covered by the university department, including lodging, meals, alcohol, etc.
- University's point of contact name and email

Hotel Room Rates

Hotel room rates are based on market rates with a percentage of rooms offered at state per diem, when available. Tell the Front Desk staff that you are making a reservation for a university-related individual stay so if a per diem room is available, that rate can be applied. The Inn cannot guarantee per diem rate rooms will be available. When lodging charges exceed the business travel policy of the university, departments should use non university funds to make up

the difference in their payment to The Inn. It is the responsibility of the department to pay balances due to The Inn after per diem rates are paid by the university.

Note: The Inn has a no-show policy, if a guest does not show up for their reservation, The Inn will charge the first night's rate to the department. This also applies to reservations cancelled less than 24 hours before check-in, unless other arrangements are made directly with the Front Desk Staff at The Inn. For additional information regarding this policy, contact The Inn directly at 540-231-8000.

Guest Check In

Upon arriving at the hotel, the guest will need to provide the following information:

- The name on the room reservation.
- Photo identification, the name on the photo ID must match the name on the reservation of the room.
- A credit card for incidentals. Even if the department is covering all charges, a card will need to be provided at check in.
- Vehicle information, if applicable.

Note: There are no guarantees of a specific room type upon check-in, but the hotel will try their best to accommodate a guest's specific requests, if there are any.

Guest Check Out

At checkout, guests are responsible for any room charges not previously approved by the university department at the time of making the reservation. These charges will be billed to the credit card provided at check-in, unless the guest has made other arrangements. A receipt will be issued for any payments not covered by the university department. A folio or invoice will not be provided to the individual for fees paid by the university, this will be emailed to the point of contact.

After the Hotel Stay

Once the lodging stay has occurred, The Inn will send an invoice via email to the department's point of contact referencing the original confirmation number, a hotel folio number, and an invoice number showing the total cost of the hotel visit.

Immediately upon receiving the invoice from The Inn, the department should submit a Non-PO Payment Request form referencing the Supplier Invoice Number. Enter the Invoice Number

supplied by The Inn. This should be the 6-digit number provided once a final invoice has been submitted to the department. Please only use a formal invoice number, do not provide the folio confirmation number or the BEO confirmation number.

- Be sure to attach any back-up documentation, including the invoice from The Inn, as an external attachment to the Non-PO Payment Request Form to ensure a smooth payment process.
- Receiving is not required on Payment Request Forms.
- Departments should not forward the invoice received from The Inn to Accounts Payable.

Group Catered Meals

To make a reservation for a business-related group catered meal, call 540-231-8000 and ask for Group Sales.

Make sure to indicate the event is for a university related purpose. After your event is tentatively planned, The Inn will email a confirmation called a Banquet Event Order (BEO) for the room assigned, dates, meal rates, and the number of individuals that have been planned for and reserved. Be sure to provide The Inn with the correct contact information of who should receive the final invoice and who will enter the Non-PO Payment Request form into HokieMart.

After the Group Catered Meal

Once the event has occurred, The Inn will email an invoice to the department's point of contact provided at reservation referencing the original confirmation number (BEO), a hotel folio number and an invoice number showing the total cost of the catered event.

Immediately upon receiving the invoice from The Inn, the department should submit a Non-PO Payment Request Form to HokieMart Supplier Number 906547147, The Inn at Virginia Tech.

- The invoice must be attached.
- As with any other business meal payments or reimbursement, the department should add the attendee list as an attachment to the Payment Request Form.
- The business purpose of the meal should also be included.
- If the department received permission for the business meal prior to the event, they should attach that communication also.
- Departments should not forward the invoice received from The Inn to Accounts Payable.

- It is the department's responsibility to use non-university funds to pay any outstanding balance due to The Inn after per diem payments have been made.

How to Make a Reservation at Preston's Restaurant

Although reservations are not required for Preston's Restaurant, they are recommended. Should a department wish to make university related reservations, call 540-231-0120.

The following information is needed to make Reservations at Preston's:

- Date and time desired for meal
- Number of attendees
- Organization Number of the paying department
- Name of Individual(s) who will be checking in for the meal
- Any special accommodation needed, such as accessibility
- University's point of contact name and email

Menu prices in Preston's represent market pricing and are subject to change. Menu selections may be over the state per diem limits. Departments should utilize non-university funds for overages not allowed under the university's business meal policy and at no time can university funds be used for alcohol.

After the Meal at Preston's Restaurant

Preston's Wait Staff will present the final bill for the entire meal to a departmental contact person within the party. Please be sure that the department attendees know they may be asked to sign for the check, confirming it will be departmentally billed. It is not necessary to record the meal attendees on this receipt. The department will need to attach the attendee list with the Payment Request Form.

Once the meal has taken place, The Inn will send an invoice via email to the department's point of contact referencing the hotel folio number and an invoice number showing the total cost of lunch or dinner being charged. The signed receipt will be included.

Immediately upon receiving the invoice from The Inn, the department should submit a Non-PO Payment Request Form to HokieMart Supplier Number 906547147, The Inn at Virginia Tech.

- The invoice must be attached.

- As with any other business meal payment or reimbursement, the department should attach the attendee list to the Payment Request Form.
- The business purpose of the meal should also be included.
- Departments should not forward the invoice received from The Inn to Accounts Payable.
- If the department received permission for the business meal prior to the event, they should attach that communication also.
- Receiving is not required on Payment Request Forms.

Group Events: Conferences, Meetings, Seminars, Workshops, and Receptions

To make a reservation for a group event, call 540-231-8000 and ask for Group Sales.

Once an event is planned, the Group Sales department at The Inn will provide you either with a BEO or a group sales contract outlining the details of the event.

University Group Sales events at The Inn are subject to cancellation and attrition fees if the event is cancelled within a designated time period before the event takes place. The sales staff will work with departments to develop these milestone dates for confirmation of attendee numbers or lodging rooms utilized within the group block.

Note: [Virginia Tech's Continuing and Professional Education Department](#) can assist with planning conferences, seminars, or workshops. They will work directly with the sales team at The Inn on behalf of your department.

After the Group Event

Once the final invoice for the event is received by the department, a Non-PO Payment Request form should be entered into HokieMart to supplier 906547147, The Inn at Virginia Tech.

- The invoice must be attached.
- Departments should not forward the invoice received from The Inn to Accounts Payable.
- Receiving is not required on Payment Request Forms.

Frequently Asked Questions and Reminders

- What is the correct Supplier ID to use when doing business with The Inn at Virginia Tech?
 - Supplier Number 906547147, The Inn at Virginia Tech
- Should I send a copy of the invoice I received from The Inn at Virginia Tech to Virginia Tech Accounts Payable?
 - No.
- Should I attach folios, guest checks, and backup documentation in HokieMart?
 - Attach the documentation that is the backup for the Non-PO Payment Request Form on the attachment section of the Payment Request Form. This helps the Business Office staff at The Inn match their electronic payment request and allows Virginia Tech Accounts Payable to understand the nature of the charges and confirm that they are business-related. Departments do not need to send The Inn's invoice to Virginia Tech Accounts Payable.
- At what point do I submit a receipt in HokieMart?
 - Receiving is not required on Payment Request Forms.
- How do I change the person receiving invoices from the Inn's Business Office?
 - The Inn uses the master list of fiscal contacts by Fund Numbers maintained by the Virginia Tech Controller's Office to get invoices to units, departments, or colleges appropriately. If they are not routing correctly, call the Business Office and request they update this master list.
- Explain the policy regarding cancellation of an event at The Inn.
 - The include will include language in the Banquet Expense Order (BEO) or a formal contract for a reserved or planned event that will outline the cancellation policy. The Inn uses standard hospitality industry cancellation protocols to protect themselves from lost revenues should the event have to be cancelled. The agreement will include a specified date after which, if the event is canceled, the department will be responsible for a partial payment to cover The Inn's lost revenue. As you are planning your event, the sales staff from The Inn will explain the cancellation clause to you and the dates for which your department will need to work toward to guarantee the event will take place as planned. This is similar to the allowances we agree to with hotels not located on campus.

- Explain the policy regarding attrition fees.
 - Similar to cancellation fees, attrition fees apply when a department commits to a specific number of rooms or attendees for an event but does not use all the reserved rooms or when fewer attendees show up than originally guaranteed. Attrition is built around milestone dates, which the sales staff will go over with you during the planning of the event. Once those attrition dates pass, the department will be responsible for at least a portion of the revenue based on the number originally agreed to.

Have additional questions? Reach out to [the HokieMart help desk](#) or to [the Inn at Virginia Tech's Front Desk Staff](#).