

FREQUENTLY ASKED QUESTIONS

How can I advertise my property, furniture or equipment for sale?

The AHLA offers free classified ads to members in our newsletter, INNSIGHT and on our members only website at www.ahla.ca. INNSIGHT is published in January, March, May, July, September and November each year. A brief description of properties or items for sale can be forwarded to vsmeltzer@ahla.ca for posting to the website and newsletter.

Where can I get Bibles for my property's guest rooms?

Members of The Gideons International place and distribute Bibles to accommodation properties. Visit www.gideons.org for more information.

My hotel is for sale - what happens with my electrical energy or natural gas contract if it is sold?

Disposition of the contract is your responsibility. The AHLA recommends that you advise your lawyer at the outset of negotiations that a contract is in place with the AHLA for supply of either commodity. Notify the AHLA in writing of the sale as soon as possible so that contract transfer documents can be forwarded for the purchaser. Payment of monthly invoices remains your responsibility until completed transfer documents and the necessary deposit are received by the AHLA.

Does the AHLA have training videos available for hotels?

The AHLA does not have training videos, however videos are available through the Edmonton Public Library with a valid library card. To obtain a list of titles, visit www.epl.ca and click on "Search the Catalogue" to use the keyword search feature. In Edmonton, call the Edmonton Public Library Audio Visual Department at (780) 496-7011. Elsewhere in Alberta, contact your local or regional library and ask them to fax (780) 496-1885 or email ill@epl.ca requesting an interlibrary loan of videos from the Edmonton Public Library.

How can my property be covered by the AHLA's Letter of Credit with AGLC for my liquor orders?

An application form must be completed and returned to the AHLA with a copy of the Letter of Credit you currently hold with AGLC through your bank. Once approved by the AHLA, hotels receive a PIN number from AGLC and can dial an 800 number to place their order. AGLC holds hotel cheques on file for deposit when an order is placed.

How can I get information on future AHLA events?

Visit the 'Members Only' area at www.ahla.ca for upcoming events.

I'd like to visit the members only website at www.ahla.ca, but I don't know my password.

Call the AHLA office for your user name and password.

How do visitors get a GST refund for items purchased in Canada?

For visitor rebate enquiries, please contact the Visitor Rebate Program.
Canada Customs and Revenue Agency Visitor Rebate Program
Summerside Tax Centre
Suite 104, 275 Pope Road
Summerside, PE
(800) 668-4748, or visit <http://www.cra-arc.gc.ca/visitors/>

How does the Hotel Room Tax work?

The Alberta Hotel Room Tax was introduced in 1987. It imposes a direct 5% tax on the purchase price paid by the consumer, both for business and personal use, for temporary accommodation in Alberta. It is collected and remitted by the providers of this accommodation. The tax does not apply to rooms occupied continuously for 28 days or more by the same natural person, or in establishments with fewer than 4 bedrooms for rent. In July 2004, the Government of Alberta announced that the Hotel Room Tax would be changed to a 4% Tourism Levy effective March 31, 2005. All funds collected by the levy will be allocated to tourism marketing. For more information on the administration of the tax or levy, visit http://www.revenue.gov.ab.ca/publications/tax_rebates/hotel/hrt1.html#p4.

Forms can be downloaded from

http://www.revenue.gov.ab.ca/publications/tax_rebates/hotel/forms/index.html.

Where can I find information about statistics and trends on the tourism industry?

For Canadian statistics, contact the Reference Centre at the Canadian Tourism Commission by telephone at (613) 954-3943 or by email at reference@ctc-cct.ca.

For Alberta statistics, visit www.industry.travelalberta.com.

For occupancy statistics, visit www.hvsinternational.com.

What is the difference between an advertisement and a listing in the Accommodation Guide?

A *listing* in the Accommodation Guide reflects all the basic information gathered by the AHLA's Accommodation Services staff when they visit your property each year. The details from Facility Reports (the form used to capture information during inspections) are entered into our database, from which all listings for the Accommodation Guide and www.ExploreAlberta.com are generated. Listings contain standardized information and follow the same format for all properties. For information about your listing, please contact Kelly Parish or the Accommodation Advisor who inspected your property.

If you wish to provide more information about your property, an *advertisement* can contain almost any relevant information you choose including photos, graphics, and slogans. *Display advertisements* can help you make your corporate identity, and your property's unique features, stand out. For information about advertising in the Accommodation Guide, contact Jim Wooley.

How much does it cost to put my staff on the AHLA's Group Health Plan?

Because every hotel is different, the AHLA is pleased to provide customized quotes for Health Plan rates.

How can my property receive a Housekeeping Award?

Any establishment participating in the Approved Accommodation Program is automatically eligible for nomination. Establishments that meet minimum standards of cleanliness, comfort, and maintenance are classified 'approved' and eligible for a listing in the Alberta Accommodation Guide. These inspections form the basis of the selection of Housekeeping Award recipients.

To qualify, a property must demonstrate excellence in cleanliness, comfort, and maintenance during the annual inspection conducted by the AHLA. Upon completion of the inspection year, all Housekeeping Award nominee files are reviewed for possible customer complaints, which may prompt further inspection of the facility. Properties who receive this prestigious award are notified by the AHLA once all Approved Accommodation participants have been inspected.