

WEATHER UPDATE: Rebuilding After Hurricanes

Motel 6/Studio 6 Franchise Partners,

Our hearts and support go out to friends, family and our franchise partners who have been impacted and continue to be impacted by the recent hurricanes.

To assist you in the aftermath, we have provided a list of important next steps and resources that we encourage you to leverage to get your locations back up and running. If you have any questions, please call your director of operations who can also help connect you with the appropriate departments for resolution.

NEXT STEPS: For IMPACTED Properties

- **Transfer your property phone to the G6 Contact Center:** While your property is closed due to storm-related damage, you can route incoming calls to the G6 Contact Center. Here's what you need to do:
 - Work with your telephone support vendor or telephone service provider to transfer your incoming calls to this number: **855-306-7295**.
- **Freeze inventory:** Inform your director of operations how long we should freeze your inventory while you work to get your property ready. They will be in touch with the Contact Center to update our central reservation system which will also update our online travel agencies distribution. If you notice a discrepancy with a property being open on an OTA, contact the G6 IT Help Desk at (469) 737-3366.
- **Post-hurricane recovery:** Review these [best practices to help get your property up and running](#). You can also refer to [this Hurricane Prep Matrix document](#) found on the G6 extranet under **Motel 6/Studio 6 > Documents and Forms > Other Documents > Hurricane Prep Matrix**.
- **Building Materials and Labor:** Labor and materials will be difficult to find in the coming months in areas impacted by the hurricane. Our G6 Hospitality national contractors and vendors are available for assistance. Please contact **Aaron Holland** at (972) 360-5397 or **Jon Bateman** at (972) 360-5760.
- **Check storage and records rooms for damage:** As you assess the damage to any room that contains important business information, document what has been lost and the types of records (include the date/year) that have been impacted. Follow your own procedures for securely removing damaged records.

NEED TO KNOW: For ALL Franchise Properties

- **Texas State and Local Occupancy Tax for Guests from Disaster-designated Counties Suspended through Sept. 22.**
- **Risks of Price Gouging**
 - Many impacted states are still under declared states of emergency state-wide. It is against the law to increase prices of certain commodities including hotels, motels and other lodging.
 - **Those in violation of price gouging restrictions are subject to both civil penalties and criminal prosecution by the Attorney General's Office(s) and other local law enforcement.**
 - **You must review and ensure that you are in compliance** with all state and local requirements prohibiting price gouging during this emergency period and immediately address any issues that violate these laws.

- **G6 Hospitality also reserves the right to take additional disciplinary actions against a location found to be price gouging.**
- **[Texas Hotel & Lodging Association has posted resources:](#)**
 - Texas Hotel Occupancy Tax Exemption form: [Hotel Tax Exemption Certificate](#)
 - Occupancy estimates
 - Information for hotel guests
 - Information for hotel employees, managers and owners
- **Visit the [AAHOA Facebook page](#) for information about:**
 - [How to voluntarily offer complimentary room nights to hurricane evacuees](#)
 - Hotel room availability across Texas
 - Room pricing during an emergency – see details on the consequences of price gouging.
 - How to find personalized disaster assistance
 - Pet fees and pet deposits
 - Weather updates
- **American Red Cross Shelter Info:** [Find open shelter options](#)

REMAIN AWARE: For ALL Franchise Properties

- **Texas Hurricane Center:** Information [from the Office of the Governor](#)
- **Directly Contribute to the Relief Effort**
 - Donate to the [American Red Cross](#)
 - Donate to the [Salvation Army Emergency Disaster Services](#)
 - Check the [National Voluntary Organizations Active in Disaster \(NVOAD\) website](#) for a coalition of the major voluntary organizations in the U.S. that have prioritized disaster-related work
- **Emergency Lodging Assistance Activated:**
 - FEMA has activated the Emergency Lodging Assistance (ELA) program which is administered by the Corporate Lodging Consultants (CLC). All Motel 6/Studio 6 properties are eligible to participate.
 - The ELA program provides lodging reimbursement for prequalified individuals from designated disaster areas. You are not required to have a signed CLC agreement and there is no cost to participate.
 - **Instructions to Participate:**
 - Go to <https://ela.corplodging.com/> to update an existing ELA account or register for a new account
 - Verify your property information and room availability in the CLC-ELA database
 - Direct room and applicable tax using the M6 or S6 CLC-ELA direct bill CP number (contact your DO or email [Megan Freddie](#) to obtain CP numbers)
 - Rack Rates Apply (FEMA covers room and applicable tax only)
 - Bill all stays daily/weekly in the ELA Portal
 - FEMA guests must be qualified on the ELA portal before they are given a room
 - [Refer to this document](#) for CLC-ELA program details, system user guide and FAQs.
 - Contacts:
 - G6 Sales: Email [Megan Freddie](#) or call (972) 360-5915 with questions
 - CLC-ELA Support for Hotels: (866) 545-9855, femahousing@clclodging.com OR <https://ela.corplodging.com/> for account updates or changes
 - FEMA Support Line for Guests: (800) 621-3362, www.fema.gov OR <http://www.disasterassistance.gov>

G6 Operations Department



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