

Hotel room poaching

HOUSING SCAMS & ROOM POACHING

Beware of scams and room poaching from fraudulent housing/travel firms!

Please be aware of scams and room poaching from fraudulent housing/travel firms that unethically solicit their services to attendees. NAA does not conduct phone campaigns, nor does the NAA hire an outside firm to conduct phone campaigns. All e-mail correspondence will carry the official NAA or Conference logo.

Room poaching is carried out by third-party companies unaffiliated with the International Auctioneers Conference and Show that act as travel agencies, wholesalers or destination management companies to solicit attendees and exhibitors for room reservations.

The poacher might inform an exhibitor or attendee that the hotel room block is “virtually sold out,” and that if the exhibitor /attendee doesn't book immediately, he or she likely won't get a room for “the association convention.” Implied affiliation with the event is strong, despite the fact that the organization is not officially sanctioned by the NAA. Additional deceptive tactics include distributing forms or promotional materials that appear to be issued by Conference and Show management or the NAA.

Why room poaching poses problems:

- Room poachers make it more difficult to meet room block commitments and exposes the NAA unplanned fees.
- Room poachers often don't deliver on promises to customers. When attendees arrive, the reservations are non-existent or the hotels are located far from the convention center or the conference hotels. Sometimes the rooms have been cancelled with hefty cancellation charges placed on the guest's credit card.
- Poachers often represent themselves as being affiliated with the meeting or Trade Show by using trademarked logos in violation of copyright laws.
- The NAA will not be able to help resolve issues with hotel reservations made outside the official NAA reservation systems.