Room Block Reminder Emails

November 2023

EventPipe Feature Enhancements

EventPipe is pleased to announce an update to our system that will enhance your communication with hotel partners through automated room block reminder emails.

Going forward, a series of 3 emails will be sent to the hotel users associated with your hotels. The intention of these emails is to ensure that the contracted inventory for your events has been properly held, and that both sides have up to date contact information as the event start date approaches. These emails will be sent 45, 90, and 120 days prior to that hotel's cutoff date (set in the property policies tab). Once sent, record of when that email was sent, and who it was sent to, will be recorded in the hotel level activity log.

If you were to update the cutoff date after an email was sent, it's possible the user would receive a second copy of that email. For example if a user had already been sent the 120 day room block reminder email several days ago, and you adjusted the cutoff date to be 121 days out, they would receive a second 120 day out reminder email the next day.