



International Society
of Hotel Associations

2018 ISHA Partners



American Hotel & Lodging Association; American Hotel & Lodging Association Educational Foundation (AH&LA, AH&LAEF) is the voice of the lodging industry, an outspoken advocate and indispensable resource for the \$113 billion lodging sector. Members benefit from product and service discounts, world-class training, in-depth information, fast research support, and a wealth of other resources. **Contact: AH&LA, Kevin Carey, Executive Vice President and Chief Operating Officer, kcarey@ahla.com, Troy Flanagan, Vice President, Government Affairs & Industry Relations, tflanagan@ahla.com, and Shelly Weir, Senior Vice President of Career Development, 407-536-5232, sweir@ahla.com**



American Resort Development Association (ARDA) is the Washington D.C.-based professional association representing the vacation ownership and resort development industries. Established in 1969, ARDA today has nearly 1,000 corporate members ranging from privately held firms to publicly traded companies and international corporations with expertise in shared ownership interests in leisure real estate. The membership also includes timeshare owner associations (HOAs), resort management companies, and owners through the ARDA Resort Owners Coalition. **Contact: Chris Stewart, Director, State Government Affairs, 407-245-7601, cstewart@arda.org**

UNITEDHEALTH GROUP

UnitedHealth Group is a diversified health and well-being company. It has partnered with the National Restaurant Association to create a strategic alliance platform that offers solutions tailored to meet the unique needs of the hospitality industry. The Hospitality Associations Alliance leverages collective strengths to offer exclusive solutions that benefit association members and their employees. The Alliance provides guidance and solutions to help members navigate state and federal compliance areas, and features special offerings from industry-leading organizations such as UnitedHealthcare®, Optum® and DigiPro Media. **Contact: Kimberlee Vandervoorn, Vice President, Consumer Solution, 301-865-7058, kvandervoorn@optum.com**



MemberClicks is a membership management software company designed to empower associations and chambers. Technology should empower you, not hold you back. That's why we're here - to help you accomplish your mission. Because at MemberClicks, your why is our why. Founded in 1998, MemberClicks serves 3,000 customers throughout North America. **Contact: Laura Sanders, Director of Sales, 800-914-2441, sales@memberclicks.com**



In 2014, the Asian American Hotel Owners Association (**AAHOA**) celebrated its 25th anniversary and is currently one of hospitality industry's leading voices for hotel owners and operators. AAHOA represents nearly 14,000 members nationwide, who own more than 20,000 properties, amounting to more than 40% of all hotels in the United States. AAHOA members employ over 600,000 American workers, accounting for nearly \$10 billion in payroll annually. To learn more about AAHOA and its mission, please visit www.aahoa.com. **Contact: Chirag Shah, Vice President for Government Affairs, 207-507-6151, chirag@aahoa.com**



Heartland Payment Systems provides credit and debit card, payroll, and related processing services to restaurant, hotel, and retail merchants throughout the U.S. HPS provides services to over 250,000 merchants with over 1,000 Relationship Managers out of a team of over 2,300 employees in operations, sales, IT, marketing and administration. Heartland processed its first card transaction on July 15, 1997 with a business investment of \$41 million. Today, Heartland has become the sixth largest payment processor, with over \$55 billion of annual processing volume from current merchants. **Contact: Bobby Hidgon, Business Development Manager, 888-798-3133 x11577, robert.hidgon@heartland.us**



Fisher & Phillips LLP represents employers nationally in labor, employment, civil rights, employee benefits and immigration matters. The Hospitality Industry Practice Group (HIPG) includes attorneys that advise and represent many of the largest hotel and gaming companies in the country, along with dozens of individually owned hotels, restaurants, spas and other members of the hospitality industry. We help prevent legal problems and provide day-to-day advice and consultation on every aspect of labor and employment law. **Contact: Andria Lure Ryan, Partner, 404-240-4219, alureryan@laborlawyers.com**



Customers are at the core of everything **Dell** does. Dell is focused on delivering affordable business solutions that enable small business owners to make smarter business decisions that impact their bottom line. ISHA has partnered with Dell to bring members savings (up to 30% - 40% off the everyday price) on their systems and Dell branded electronics and accessories. See why Dell has all the technology, expertise and service you need to build and maintain an efficient home and business workspace. Visit www.dell.com/ISHAE. **Contact: Mobolaji Sokunbi, Strategic Partnerships for Small Businesses and Associations in North America, 512-723-6063, mobolaji.sokunbi@dell.com**



ServSafe programs were created nearly 40 years ago by The National Restaurant Association. Under the guidance of scientists and industry specialists – ServSafe training and certification are your best protection. The ServSafe program provides Food Handler, Manager Food Safety, and Responsible Alcohol training and certification. **Contact: Leslie Paffe, Senior Sales Manager, Specialized Markets, 615-828- 1995, lpaffe@restaurant.org**



BMI is the bridge between songwriters and the businesses and organizations that want to play their music publicly. As a global leader in music rights management, BMI serves as an advocate for the value of music, representing more than 7.5 million musical works created and owned by more than 600,000 songwriters, composers and music publishers. **Contact: Dan Spears, Vice President, Industry Relations, 410-527-1076, dspears@bmi.com**



GrowthZone AMS helps associations grow and retain membership, engage and inform members and prospects, and streamline tedious tasks. The cloud-based system is powerful, easy to use, and designed to manage all the day-to-day operations of your organization. Guaranteed. Visit the GrowthZone website to schedule a no-pressure product tour today: www.GrowthZone.com **Contact: Derek Owen, Senior Account Executive, 800-825-9171 ext 238, derek.owen@growthzone.com**



LobbyLights is an online wage and benefits survey exclusive to the hotel and lodging industry. Participants gain immediate access to current wage and benefits data nationwide. Properties can blindly compare individual results with like hotels to analyze compensation plans and to remain competitive in their wage market; retaining and attracting the best employees. **Contact: Kevin Conway, Manager, Participation Development, 216-503-0076, kconway@lobbylights.com**



STR is the leading global provider of competitive benchmarking, information services and research to the hotel industry. Our data reporting empowers hoteliers, as well as third-parties affiliated with the hotel industry, to make sound decisions by providing actionable performance data. **Contact: Melissa Holm, Business Development Executive, Hotels, 615-824-8664 x3468, mholm@str.com**



ApproveforGood manages your hotels' donation and sponsorship requests with a tool that will save you over 60 hours of work per year (that's about 7 full work days!) by automating the most manual of administrative tasks. ApproveForGood's cloud-based donation and sponsorship management service allows you to quickly and efficiently respond to charitable donation requests. Customized to fit your needs, this simple yet powerful tool allows hotels to gain insight and control over their charitable giving. To learn more please visit <https://www.frontstream.com/approveforgood/>. **Contact: Karsten Robbins, Vice President of Global Sales, 617-252-6462, karsten.robbins@frontstream.com**



Class Action Capital is a provider of class action settlement claim management and monetization to the global corporate community. Launched in 2012, Class Action Capital has quickly gained traction amongst the corporate community to become the premiere provider of outsourced class action settlement claim management and monetization. From 30 clients in 2012 to over 4,000 clients to date, Class Action Capital's value proposition, reputation and expertise has been recognized by companies of all sizes and in diverse industries. **Contact: Joshua Kerstein, Director of Strategic Partnerships, 941-200-0066, josh@classactioncapital.com**



Moreson Conferencing has developed one of the most successful and user-friendly reservationless conference solutions in the industry, establishing itself as a leader and innovator in the field. Their conferencing capabilities have allowed customers worldwide to interact easier than ever before. Moreson offers a robust package of conferencing tools including voice and web-based solutions, all of which arm companies with effective and reliable communications 24 hours a day. **Contact: Jan Sargent, Customer Care Manager, isha@moreson.com.**



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Windfall® is a leading provider of member benefit programs for hundreds of associations, franchises and eco-conscious groups. We provide valuable and exclusive discounts on business products & services as well as personal benefits to group members. **Contact: Dana Vargas, Business Solutions Manager, 866-776-1453, dvargas@getwindfall.com**



Best Western® Hotels and Resorts is a privately held hotel brand with a global network of 4,100 hotels in more than 100 countries and territories worldwide. Now celebrating 70 years of hospitality, Best Western provides its hoteliers with global operational, sales and marketing support, and online and mobile booking capabilities. More than 26 million travelers are members of the brand's award-winning loyalty program Best Western Rewards®, one of the few programs in which members earn points that never expire and can be redeemed at any Best Western hotel worldwide.



Hilton Worldwide is a leading global hospitality company, spanning the lodging sector from luxurious full-service hotels and resorts to extended-stay suites and mid-priced hotels. **Contact: Scott Nowak Senior Manager, State and Local Government Affairs, 703-883-6917, scott.nowak@hilton.com and Erica Gordon, VP, Government Affairs, 703-883-5382, erica.gordon@hilton.com**



IHG® (InterContinental Hotels Group) is a global organization with a broad portfolio of hotel brands, including InterContinental® Hotels & Resorts, Kimpton® Hotels & Restaurants, HUALUXE® Hotels and Resorts, Crowne Plaza® Hotels & Resorts, Hotel Indigo®, EVENT™ Hotels, Holiday Inn® Hotels & Resorts, Holiday Inn Express®, Staybridge Suites® and Candlewood Suites®. IHG franchises, leases, manages or owns more than 5,000 hotels and 744,000 guest rooms in nearly 100 countries, with more than 1,300 hotels in its development pipeline. IHG also manages IHG® Rewards Club, the world's first and largest hotel loyalty program with more than 92 million members worldwide. Visit www.ihg.com for hotel information. **Contact: Melanie de La Grange Sury, Manager, Public Affairs, 770-604-5538, melanie.delagrangesury@ihg.com**



Marriott International, Inc. is a global hotel and lodging company with more than 3,700 lodging properties in 74 countries and territories around the world. The company's portfolio of eighteen brands includes the signature Marriott Hotels and Resorts line, Ritz-Carlton, Renaissance Hotels, Courtyard by Marriott and recently added Gaylord Hotels. **Contact: Thomas "T.J." Maloney, Senior Director, Government and Public Affairs, 301-380-3158, thomas.maloney@marriott.com**



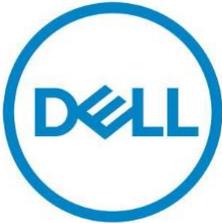
Wyndham Vacation Rentals connects travelers seeking the authenticity of a home stay with vacation homeowners looking to rent out their properties, while providing both with a range of services to ensure a hassle-free rental experience. From beachside homes and condos to ski lodges and mountain chalets, Wyndham Vacation Rentals offers more than 10,000 vacation properties in North America. Wyndham Vacation Rentals is part of Wyndham Worldwide (NYSE: WYN), one of the world's largest and most trusted hospitality companies. To learn more visit wyndhamvacationrentals.com. **Contact: Paul Cash, Executive Vice President & General Counsel, 973-753-6333, paul.cash@wyn.com**

ISHA Affinity Partners

A number of ISHA partners offer revenue share and discount opportunities. See below for details.



By working with **Class Action Capital** to promote claims to members, state lodging associations receive a percentage of revenue share when a claim is settled in their state. For more information, please visit www.classactioncapital.com or contact **Joshua Kerstein** at josh@classactioncapital.com.



As an ISHA member, you and your members receive discounts on **Dell** products. As a result of purchases made with Dell through ISHA, your association receives revenue share from purchases made by members in your state. Visit www.dell.com/ISHAE to view all of the current offerings. Purchases must be made with the use of ISHA's member ID# **530002874491**.



As an ISHA member, **FrontStream** offers various software platforms and suites of tools, including auction, peer to peer, and donor management - all at significant discounts (from 20 - 40%) to your association, and to your members. For more information, contact **Karsten Robbins** at karsten.robbins@frontstream.com.



GrowthZone is offering a special discount to ISHA state associations with 25% off all setup fees, plus \$500 off a new website design. Please contact **Derek Owen** at derek.owen@growthzone.com to learn more and to schedule a free demo.



When states engage and work with **LobbyLights**, the state association creates an additional value add benefit for hotel members. For more information, please contact **Kevin Conway** at kconway@lobbylights.com.



Moreson Conferencing offers ISHA members a preferred rate of 1.9 cents/minute (\$0.019) that is applicable for the MoresonUnited reservationless services. To establish a new account, send an email to isha@moreson.com and reference this offer (**ISHA2018**).



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