

2027 THOR Hotel RFP Submission FAQ's and Guidelines



When will THOR's 2027 Hotel RFP be available?

THOR will make its RFP available by mid-July 2026, with Cvent (Lanyon) going live around that time. If you would like to submit a test file, please contact RFP@THORtravelservices.com.

How do I submit my Hotel RFP file?

If you are submitting through Cvent (Lanyon), please submit the file via the online system. THOR is a Cvent (Lanyon) subscriber and will be able to pull the RFP directly from the Cvent (Lanyon) RFP Tool.

If you are not submitting through Cvent (Lanyon) and would like to receive a submission spreadsheet, please contact RFP@THORtravelservices.com.

When is THOR's final bid submission date?

THOR's initial submission due date is **October 1st, 2026**, to guarantee hotel(s) acceptances by end of November 2026. Late bids will be accepted throughout the year until June 30, 2027. THOR does not charge a late submissions fee. Our travel agents will be using the THOR *Hotel Navigator* online hotel search engine to find your hotel; or will be booking your hotel directly in the GDS using the **THR** and/or **THX** and **4TM** rate access codes, or through Travelport's corporate booking tool.

When will acceptance letters and rate loading instructions be provided?

As THOR receives your RFP file, you will first receive an email confirmation letter stating we received your file. If you send a file and do not receive a confirmation email response within 3 business days, please email RFP@THORtravelservices.com. The file will be processed on a first come, first serve basis and a list of accepted and declined hotels will be emailed along with a formal acceptance letter and rate loading instructions at the end of each month.

Electronic File Correction Fees

If hotel (chain) provides severely incomplete RFP file information, as determined by THOR, the following will occur:

1. THOR will provide the file back to the hotel (chain) for corrections.
 - a. If the file was sent just prior to the **October 1st deadline**, the hotel (chain) will be given a seven (7) day grace period to return the corrected file to THOR. If the file is not sent back within the seven (7) day grace period, we will not guarantee inclusion by January 1, 2027.
 - b. If hotel (chain) wants THOR to fix the file, there is a \$100/hour corrections fee (THOR will provide hotel (chain) with an estimate of time required to fix the file).

What are THOR's billing options?

There are two ways THOR can invoice listing fees:

1. **Central Billing:** THOR can email one invoice to one person for all the hotels submitted for a particular hotel chain. A detailed page listing each hotel and their charges will be provided separately from the invoice.
2. **Individual Billing:** THOR will email each property its own invoice directly for payment. Please ensure the billing information is correct on the RFP when submitting your file.

Billing Information

Please provide correct billing information on the RFP so there is no delay in sending an invoice. **THOR will distribute participation invoices in December 2026** (if you require an invoice dated in January 2027, please email: RFP@THORtravelservices.com to let us know). **Your email request must be received no later than December 1, 2026**, to allow processing and correction of billing requests. **If changes are not sent prior to this date, you are responsible for paying the invoice based on the information originally provided to us.**

Do I need to sign a Terms and Conditions Page?

Terms and Conditions Page

- Please make sure you read through the Terms and Conditions page of the THOR, Inc. 2027 Hotel Contract. If you represent a hotel chain that will be centrally billed, you must be the authorizing signature on the electronic file for each property listed on the Hotel RFP file and accept the Terms and Conditions to be considered for the program. The hotel chain will be responsible for payment terms and conditions.
- If your property is being billed directly, an authorized hotel contact must accept the Terms and Conditions page (electronically or in print) of the THOR, Inc. 2027 Hotel Contract to be considered for the program. In addition, a confirmation email will be sent to the hotel upon receipt to confirm the order.

How and when do I pay?

- An invoice from THOR will be sent to the billing contact and address listed on the RFP (*please make sure this information is correct*). An invoice will be mailed in December 2026, unless otherwise notified. **Please DO NOT send payment directly to THOR without an invoice since THOR's billing address is different than its physical address.** Make sure to include the invoice number when sending payments.
- For wire transfer, bank details and credit card payment options, please email ADBilling@Travelport.com. (*Please specify in the subject line this is for the **THOR Hotel Program***).

Do you have any other RFP submission questions not covered here?

For further 2027 hotel RFP submission information please contact: RFP@THORtravelservices.com