

## Chapter 5 Outline

Form and Effect of Agreement  
Guest Lawsuits for Damages  
Overbooking Issues  
Important Points for Management

## Competencies

1. List the material points that must be present to constitute a binding agreement between a hotel and a prospective guest. (p. 57)
2. Explain the basis for a hotel's liability for not honoring a reservation. (p. 57)
3. Indicate the damages for which a guest may sue if a hotel fails to furnish reserved accommodations. (pp. 57–58)
4. Summarize some of the issues associated with overbooking. (pp. 58–60)