

MOTION

Tourism is one of Los Angeles's most important industries and a key driver of economic activity. When tourists who visit the City have positive experiences at the hotels where they stay, they are more likely to visit again and encourage others to do so. The same is true for guests who visit the City for business or other reasons. The City has an interest in ensuring that guests are able, to the greatest extent possible, to avoid being subjected to disruptions in service while staying in hotels.

Hotel service disruptions that affect a guest's use of a hotel room or utilization of a hotel service include noisy construction work; the unavailability of advertised hotel amenities like pools, spas or shuttle service; the unavailability of advertised room appliances or technology like in-room refrigerators or internet services; the unavailability of advertised or legally required accessibility features such as an elevator, wheelchair lift, ramp, or accessible bathroom; infestations of bed bugs, lice, or vermin; and strikes, lockouts or picketing activity by hotel workers.

New York City, Newark, New Jersey, and Washington DC have responded to the same problems posted by hotel service disruptions by enacting laws requiring that hotels provide notice to guests and third-party vendors concerning known service disruptions, and prohibiting hotels from penalizing guests for canceling hotel reservations because of service disruptions.

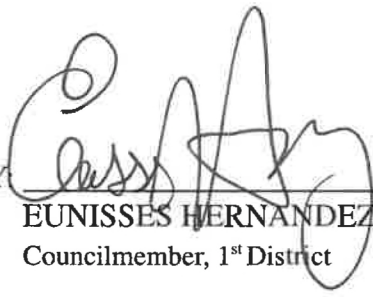
I THEREFORE MOVE that the City Council request the City Attorney to draft an ordinance that includes the following elements:

- Requires hotels to provide notice of service disruptions known to the hotel to each guest or third-party vendor who has already made a reservation, booking, or agreement with the hotel, and to provide such notice to each prospective guest or third-party vendor prior to accepting a reservation, booking, or agreement.
- Prohibits hotels from imposing on a guest a fee or penalty, or retaining a guest's deposit, if the guest cancels prior to check-in, where a service disruption could reasonably affect their ability to use the hotel room or service, unless the hotel has provided prominent and clear notice of the service disruption.
- Where the disruption occurs only after a guest has checked-in, requires hotels to provide notice of the disruption and prohibits hotels from penalizing guests for terminating their reservations because of the disruptions.
- Imposes penalties for violations, the amount of which shall increase for repeated noncompliance.

PK

SEP 12 2023

PRESENTED BY


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ORIGINAL