



COVID-19 Data Reporting FAQs

1. How do I report no-show revenue and cancellation fees for my property?

The current approach for the inclusion/exclusion of no-show revenue is set forth by the USALI Revised 11th Edition. STR's Data Reporting Guidelines also reflect this guidance as below.

"No-shows" - Revenue derived from a transient or group guest who has individually guaranteed payment to reserve a room, but has failed either to occupy the room or cancel the reservation within the prescribed time frame **should be included** in room revenue figures and reported for the stay dates impacted.

Working example: If a hotel guest due to arrive on March 9 for 3 nights, fails to occupy the room, this revenue should be evenly split across the 3 nights (March 9-11).

*Please note that STR does not accept revenues where zero rooms sold is reported. Please contact us for further guidance.

Group attrition or cancellation fees - Fees received due to cancellations (generally advance deposits for meetings, conventions, groups, guest sleeping room blocks, etc.) **should be excluded** from rooms revenue reported to STR. Revenue of this nature is credited to the Miscellaneous Income section of the property's financial statement (Schedule 4).

STR's full Data Reporting Guidelines can be found [here](#).

2. What if my hotel is open, but we have no rooms sold/demand?

Your hotel should report your normal supply, 0 (zero) rooms sold and 0 (zero) revenue. **If for any reason you are unable to report any data, you will continue to have access to and receive reports during this time.** In the case of no-shows, please refer to no-show and cancellation advice.

3. My hotel is temporarily closed.

Please contact STR (census@str.com) to advise us of any closures—including the date of closure and expected reopening date if available.

Hotels closed for at least a calendar month due to COVID-19 outbreak are to be marked as Closed (with "Temporary/Renovation Closed" status) with an anticipated reopening date where available. Hotels marked as "Temporary/Renovation Closed" assume closed status, have no available inventory during the renovation period, and therefore have no impact on the performance of competitive sets or industry segments.

If your hotel is closed for less than a calendar month, your hotel will remain 'open' in our systems. You will continue to have access to and receive reports during this time.

4. My hotel is partially closed.

There is no change to Data Reporting Guidelines for partial closures. If a hotel reports less than full availability inventory, this will be reflected in reporting but will be 'forced' to full availability when included in competitive set and industry data.



5. Working Scenarios and Treatments:

1. **Scenario:** My property has been open less than 5 days this month. I submitted daily data but now the data has been removed.

Treatment: For any property open less than 5 days in the month, all performance data will be removed and the hotel set as “Temporary/Renovation Closure” to ensure the monthly data can be delivered.

2. **Scenario:** How do I report monthly data if my property has closed for several days in the month?

Treatment: For monthly data submission, the available rooms should be based on the number of actual operating days (i.e. 100 rooms x 10 days open = 1,000 monthly rooms supply). The number of rooms sold and revenue should be based on the hotel’s actual performance.

3. **Scenario:** My competitor has closed, how does it impact my daily/monthly competitive set performance?

Treatment: A hotel is considered “Temporary/Renovation Closure” when it is closed for a full month or longer during the COVID-19 pandemic. If a property has not informed us about its closure, and does not submit any data, it will be treated as a “non-reporting” property during the closure period for methodology purposes.

Reporting methodology: Closed hotels are excluded from competitive set calculations. (see below)

Temporary/Renovation Closure affects monthly and daily reports.

Table 1: Comp set calculation sample for Temporary/Renovation Closure

Hotel	Date	Census	Rooms Available	Rooms Sold	Room Revenue
Hotel A	March	150	4,650	2,852	1,550,000
Hotel B	March	175	5,425	2,728	1,705,000
Hotel C	March	133	4,123	2,449	1,395,000
Hotel D	March	165	5,115	2,976	1,643,000
Hotel E – Closed	March	125	0	0	0
Total			19,313	11,005	6,293,000

Occupancy	ADR	RevPAR
57.0%	\$571.83	\$325.84



4. **Scenario:** My competitor is missing data, how will it impact my daily/monthly comp set performance?

Treatment: If a property has not submitted data and does not fall into any of our closed properties categories, it is considered a “non-reporting property” for the periods without data.

Report methodology: The rooms of the non-reporting hotel are included in report calculations. The non-reporting property’s available rooms are calculated by multiplying the census room count by the period (e.g. 31 days). The rooms sold are calculated by multiplying the supply by the comp set occupancy. The revenue is calculated by multiplying the demand by the comp set ADR. The addition of the non-reporting hotel does not change the aggregate Occupancy, ADR or RevPAR of the competitive set.

Table 2: Comp set calculation sample with a non-reporting property

Hotel	Date	Census Rooms	Rooms Available	Rooms Sold	Room Revenue	Occupancy	ADR	RevPAR
Hotel A	March	165	5,115	3,250	550,000	63.5%	\$169.23	\$107.53
Hotel B	March	135	4,185	3,100	705,000	74.1%	\$227.42	\$168.46
Hotel C	March	145	4,495	3,325	595,000	74.0%	\$178.80	\$132.37
Hotel D	March	150	4,650	2,900	643,000	62.4%	\$221.72	\$138.28
Total: Hotels w/ Data			18,445	12,575	2,493,000	68.2%	\$198.25	\$135.16
Hotel E – No Data	March	125	3,875	2,641	523,739	68.2%	\$198.25	\$135.16
Total Comp Set			22,320	15,216	3,016,739	68.2%	\$198.25	\$135.16

5. **Scenario:** My competitor is missing data, how will it impact my MTD/YTD comp set performance?

Treatment: The non-reporting properties are included in the period totals (e.g. MTD, YTD). On the next page are two YTD calculation examples: one shows the STR methodology by including a non-reporting property and the other shows the potential effects if you exclude a non-reporting property.

Report methodology: YTD totals as well as other period totals are calculated by adding the individual month’s supply, demand and revenue, which then are used to calculate YTD Occupancy, ADR and RevPAR. Including a non-reporting property gives each month an ‘equal’ YTD share, as can be seen in the table below, while the individual month’s Occupancy, ADR or RevPAR remain the same in both versions.



Table 3: Calculations including non-reporting properties

Example: Comp Set Total including non-reporting property
(This is current STR methodology)

Hotel	Supply	YTD Share	Rooms Demand	Room Revenue	Occupancy	ADR	RevPAR
Jan*	28,303	17%	14,576	\$ 1,197,562	51.5%	\$ 82.16	\$ 42.31
Feb*	25,564	15%	12,568	\$ 999,895	49.2%	\$ 79.56	\$ 39.11
Mar*	28,303	17%	15,235	\$ 1,255,685	53.8%	\$ 82.42	\$ 44.37
Apr	27,390	17%	10,589	\$ 894,256	38.7%	\$ 84.45	\$ 32.65
May	28,303	17%	12,230	\$ 1,012,356	43.2%	\$ 82.78	\$ 35.77
Jun	27,390	17%	13,200	\$ 1,058,975	48.2%	\$ 80.23	\$ 38.66
YTD	165,253	100%	78,398	\$ 6,418,729	47.4%	\$ 81.87	\$ 38.84

*Missing property 150 rooms

Table 3: Calculations excluding non-reporting properties

Example: Comp Set Total excluding non-reporting property
(This is NOT used by STR)

Hotel	Supply	YTD Share	Rooms Demand	Room Revenue	Occupancy	ADR	RevPAR
Jan*	23,653	16%	12,181	\$ 1,000,810	51.5%	\$ 82.16	\$ 42.31
Feb*	21,364	14%	10,503	\$ 835,619	49.2%	\$ 79.56	\$ 39.11
Mar*	23,653	16%	12,732	\$ 1,049,385	53.8%	\$ 82.42	\$ 44.37
Apr	27,390	18%	10,589	\$ 894,256	38.7%	\$ 84.45	\$ 32.65
May	28,303	19%	12,230	\$ 1,012,356	43.2%	\$ 82.78	\$ 35.77
Jun	27,390	18%	13,200	\$ 1,058,975	48.2%	\$ 80.23	\$ 38.66
YTD	151,753	100%	71,435	\$ 5,851,400	47.1%	\$ 81.91	\$ 38.56

*Missing property 150 rooms

When not accounting for a non-reporting property, months with a non-reporting property show a lower YTD share ('weight') because their monthly supply, demand and revenue numbers are lower than months with all hotels reporting. Again, STR does **NOT** use this methodology.

6. **Scenario:** How will hotel closures impact industry data?

Treatment: Hotels marked as "Temporary/Renovation Closed" assume closed status, have no available inventory during the renovation period, and therefore have no impact on the performance of competitive sets or industry segments.

If you have questions, please do not hesitate to [contact us](#).