

HOTELS.COM



HOTELS.COM Hotels.com - finding you the perfect place Hotels.com are one of the leading online booking websites with over 20 years of knowledge and experience to help you find the perfect place. And if that place is Mexico - Hotels.com have one of the most extensive range of accommodation choices that you'll find anywhere! Discover all-inclusive resorts, adults-only retreats, family friendly hotspots, boutique hotels and more. Hotels.com gets you the very best rates and frequent special offers with over 200,000 properties worldwide. Hotels.com gives you very detailed information for each property, there are millions of guest reviews, PLUS a price match guarantee. And it is so easy to book! Hotels.com has you covered in Mexico from city stays to the well-known tourist resorts to one-of-a-kind destinations in this diverse country. They have literally thousands of accommodation choices. **Booking** It's easy to book It's easy! You can book online, by calling the multi-lingual Hotels.com reservation centre or on the go via the mobile app. The Hotels.com reservation centre is there for you 24 hours a day, 7 days a week and once you create an account with Hotels.com you can also access your reservation and hotel details online. Many hotels allow you to make changes and cancellations online. Guarantees **Book with Confidence** In business for over 20 years and with one of the largest, most experienced hotel contracting teams in the industry, Hotels.com gets you the very best rates and frequent special offers. Choose the Canadian flag icon on Hotels.com for the Canadian site with prices displayed in Canadian dollars. Book with confidence as Hotels.com gives detailed information about each property and there are more than seven million verified guest reviews on the site from users who have actually stayed in the hotels. The website is super easy to use - and it will also compare hotels side by side, facility by facility, to help you make the right choice for you. Hotels.com does not charge you an additional fee for the reservation, or a change or cancellation fee - so only the stated hotel charges and terms and conditions apply to your booking. With Hotels.com you have peace of mind because of the **price match** guarantee. Avoid the hassle of long searches with little (if any) reward! If there is a lower rate publicly available (including on Hotels.com) for the same dates, hotel or vacation rental, room type, and cancellation policy, just let Hotels.com know before check-in.



	And if you are a Silver or Gold Member of the Welcome Rewards program, you also benefit from a Hassle-Free Travel Guarantee. It's simple. If you need to change your reservation for any reason, or if you have any problem with your stay, Hotels.com agents will help you make new travel plans right away. Hotels.com is an affiliate of Expedia		
Deals	Get the Best Deals		
	Sign up at Hotels.com to get regular online newsletters with exclusive offers and advance notice of upcoming sales. Just in time for summer travel, right now Hotels.com has several great destination sales underway like a "deal of the day", special summer sales, exclusive city sales, and bonus offers (book a stay and receive vouchers for excursions, tours and extras).		
	Currently (March 2014) they have their Spring Sale promotion. Save up		
	to 30% on weekend getaways, road trips, family vacations, and more.		
Hotels.com in	25 million Hotels.com mobile apps downloaded		
numbers as at March	10 million Customer reviews from guests staying in the hotels		
2014	10 million Welcome Rewards members		
	260, 000 Bookable properties available on the site		
	85+ Localised Hotels.com websites around the world		
	35 Languages		
Loyalty Program	Make your Hotel stay more rewarding		
	Every booking adds up with the Hotels.com Welcome Rewards program. For every ten nights stayed you earn one free night at more than 85,000 participating hotels. There are no date restrictions and you accumulate nights across every hotel booking that you make from one night stays on business to longer vacations. It's a simplified loyalty program that makes earning credits easy - and you are not tied to any one particular brand of hotel. Here's how it works:		
	- Sign up for a Hotels.com account and join Welcome Rewards™. Then make sure you sign in to your account every time you book.		
	- Once you complete 10 nights staying at any qualifying Welcome Rewards™ hotel, you will automatically get a free night that you can use towards your next booking.		
	- And the more you book and stay, the bigger the benefits like the Hassle-Free Travel Guarantee, Priority Customer Service and more. After 30 or more nights in a year you will enjoy Welcome Rewards™ Gold access to the most exclusive deals like special offers to top		



	destinations and opportunities to win free vacations. Welcome Rewards™ Nights/Year				
	Welcome Rewards™ Nights/Year < 10 10-29 >				
	For every 10 nights get 1 free	Yes Yes		Yes	
	Priority Customer Service		Yes	Yes	
	Hassle-Free Travel Guarantee		Yes	Yes	
	Early access to promotions and deals	promotions and deals			
	Exclusive deals and promos			Yes	
Cancellation Policies	Hotels.com has a mobile website and a Hotels.com mobile booking appris available on web-enabled mobile devices and tablets - you can download the apps from the Hotels.com website and at mobile appstores. This means that you can choose to book on the go with access to thousands of last minute deals. You can also access your reservations even when offline and save hotels to your shortlist for viewing later. Plus the mobile GPS functionality allows the app to find the closest hotels with the best deals, based on the user's current location. No wonder it is the winner of "Best hotel booking app" by About.com users. Hotels.com does not charge fees for changes or cancellations. However each hotel has its own change and cancellation policy which they are required to pass on. Hotels.com provide the policy for each hotel in				
	several places throughout the site. While booking, the easiest way to the cancellation policy is to click on your preferred hotel in the search results. Once the hotel description displays, scroll down to the room types available. Hover over "Free Cancellation" and the hotel cancellation policy will be displayed. You can also find the change are cancellation policy while making your reservation and in your email confirmation.				
	In order to offer the most competitive rates, some bookings are non-refundable. If you have booked a non-refundable rate, then you will not be eligible for a refund in the event of cancellation. To cancel without incurring hotel penalties, you need to complete your hotel cancellation prior to the hotel's cancellation deadline, which is listed in your itinerary. Cancellations made after the deadline will be charged the hotel penalty to change or cancel, regardless of when you booked the reservation.				

If you need to make a change after you have booked a reservation, you



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email or in your online reservation confirmation. You can find the policy		
at the bottom of the page. Qualified guest reviews		
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2004 hotels.com launches its new "experts" brand advertising campaign, featuring staff traveling to various properties to test the food, try out the beds, inspect the bathtub and more. The campaign drives home the point that hotels.com does the research and offers the details customers need to book the right property for their stay.

hotels.com announces affiliate partnership with Amtrak, offering Amtrak customers the full hotels.com property selection.

The number of properties offered increases to 15,000.

2005 IAC/InterActiveCorp completes the spin-off of its travel businesses under the name Expedia, Inc. hotels.com becomes an operating company of Expedia, Inc.

hotels.com enhances its site with the industry's first side-by-side property comparison tool, as well as virtual tours, guest ratings, and expanded details on hotel amenities.

hotels.com receives its first qualified guest review. In writing about his experience at an Atlanta property, the hotels.com guest notes, "my only complaint was the high speed internet... they charge \$10/day and it's not very high speed... The bed was extremely comfortable."

hotels.com adds the tagline, "we know hotels inside and out" to reflect its industry leading expertise.

hotels.com announces affiliate partnership with Entertainment.com, offering the full hotels.com property selection on the entertainment.com site.

The Partner Services Group is formed, providing a centralized organization for hoteliers and other suppliers to work with hotels.com and other brands within the Expedia, Inc. family.

The number of properties offered increases to 20,000.

2006 hotels.com enhances group travel planning process by updating its site to enable a more streamlined booking experience for anyone needing more than nine rooms. The number of properties offered increases to 70,000.

2007 hotels.com institutes Flexible Booking, eliminating hotels.com fees for changes and cancellations.

hotels.com launches hotels.com en espanol, a new site designed for Spanish-speaking individuals in the United States. The site offers all the functionality of the hotels.com site, along with dedicated phone service in Spanish.

hotels.com launches its online rate calendar, enabling travelers to view and compare price ranges and actual rates for thousands of properties, up to six months in advance.



hotels.com continues to build its specialty lodging offerings, adding its 1,000th bed and breakfast to the site.

2008 hotels.com relaunches its brand with a new logo and new advertising focusing on the guest experience and hotels.com advocating for guests before, during and after the stay.

Conde Nast Traveler names hotels.com the best site for booking hotels in the United States and Europe.

hotels.com launches its iPhone application, enabling travelers to plan, research and book their travel using the popular Apple device. hotels.com introduces welcome rewards, an industry-leading loyalty program offering unrivaled flexibility, ease of use and a simple way to earn free nights quickly: book 10 rooms, get one free.

Budget Travel magazine names hotels.com an Extra Mile Award Winner for 2008 for the welcome rewards program.

hotels.com signs agreement with Air Canada, enabling Air Canada customers to access the full hotel.property selection on aircanada.com, and earn Aeroplan miles for qualified bookings.

The number of properties offered increases to nearly 80,000.

2009 hotels.com surpasses one million reviews on the site. All reviews are authentic, posted by travelers who have actually booked and stayed with hotels.com.

The company launches its 24 hour sale on a weekly basis. Every Tuesday, hundreds of partner properties are deeply discounted to encourage more travelers to plan and book their stays during this limited time.

hotels.com introduces the first U.S. edition of the Hotel Price Index. The global report, now published in 11 countries, tracks prices paid by hotels.com guests in more than 12,500 destinations. According to the study, released in March, hotel prices around the world fell an average of 12 percent in the fourth guarter of 2008.

A new advertising campaign launches introducing SMART, a claymation character who demonstrates why hotels.com provides a smarter way for guests to book.

The number of properties offered exceeds 85,000.

2010 The SMART campaign earns the coveted bronze marketing communications award from The EFFIE Worldwide Organization in the Travel, Tourism and Destination category.

hotels.com launches the welcome rewards program in Canada. The number of properties offered exceeds 130,000.

2011 hotels.com is named "Best Overall Customer Experience"



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	according to a study by Keynote Competitive Research, which examines nine of the top online travel sites in the U.S. The company is also considered most "convenient" and "friendly" and named most "flexible & accommodating to customer requests" based on responses from 1,800 real users. The company launches an interactive "Clay Yourself" contest and micro site, allowing users to create a digital clay avatar of themselves. The grand prize winner's avatar is made into an actual clay figurine and stars along-side the hotels.com spokesperson, SMART, in an ad. The number of properties offered reaches nearly 145,000.
Hotel Price Index	The Hotels.com Hotel Price Index (HPI) is a regular survey of hotel
	prices in major city destinations across the world and is an invaluable
	tool for travelers – see the special section below for the Spring 2014
	report summary.
	http://www.hotel-price-index.com/2013/spring
Connect with	
Connect with	Website: www.hotels.com
Hotels.com	
	Tel: 1-800-CA-Hotel (1-800-224-6835)
	Ask for more information: http://service.hotels.com/app/ask
	Welcome Rewards: https://ssl.hotels.com/profile/summary.html
	Mobile App: http://www.hotels.com/deals/mobile_ca
	Facebook: https://www.facebook.com/Hotels.comCA
Who is Hotels.com?	Hotels.com is one of the leading travel online booking websites. Offering you the choice of over 205,000 properties in more than 60 countries, from international hotel chains and all-inclusive resorts to local favorites and bed & breakfasts.
	How do you book? It's easy! You can book online, by calling the multi-lingual Hotels.com reservation centre or on the go via the mobile app. The Hotels.com reservation centre is there for you 24 hours a day, 7 days a week and once you create an account with Hotels.com you can also access your reservation and hotel details online. Many hotels allow you to make changes and cancellations online.
	Is it safe to book? Hotels.com has been in business for over 20 years and with one of the largest, most experienced hotel contracting teams in the industry,



Hotels.com gets you the very best rates and frequent special offers.

Book with confidence as Hotels.com gives detailed information about each property and there are more than seven million verified guest reviews on the site from users who have actually stayed in the hotels. They also publish research information to guide you – such as the **The Hotel Price Index** – so you know what to expect to pay in each city.

The website is super easy to use - and it will also compare hotels side by side, facility by facility, to help you make the right choice for you. Hotels.com does not charge you an additional fee for the reservation, or a change or cancellation fee - so only the stated hotel charges and terms and conditions apply to your booking.

Will I get a good deal?

With Hotels.com you have peace of mind because of the price match guarantee. Avoid the hassle of long searches with little (if any) reward! If there is a lower rate publicly available (including on Hotels.com) for the same dates, hotel or vacation rental, room type, and cancellation policy, just let Hotels.com know before check-in.

How do I get the Best Deals?

Sign up at Hotels.com to get regular online newsletters with exclusive offers and advance notice of upcoming sales.

Just in time for summer travel, **right now Hotels.com has several great destination sales underway** like a "deal of the day", "Summer of Savings", exclusive city sales, "casino sale" and bonus offers (book a stay and receive vouchers for excursions, tours and extras).

Any other reasons to book with Hotels.com?

Welcome Rewards - Every booking adds up - for every ten nights stayed you earn one free night at more than 85,000 participating hotels. There are no date restrictions and you accumulate nights across every hotel booking that you make from one night stays on business to longer vacations. It's a simplified loyalty program that makes earning credits easy - and you are not tied to any one particular brand of hotel.

Can you Book On The Go?

Hotels.com has a mobile website and a Hotels.com mobile booking app is available on web-enabled mobile devices and tablets - you can download the apps from the Hotels.com website and at mobile app



stores.

This means that you can choose to book on the go with access to 20,000 last minute deals. You can also access your reservations even when offline and save hotels to your shortlist for viewing later. Plus the mobile GPS functionality allows the app to find the closest hotels with the best deals, based on the user's current location.

Hotel Price Index Report – Spring 2014	Because of their strong market position - Hotels.com are uniquely placed to produce the Hotels.com Hotel Price Index Report. It's a regular report on hotel prices in major destinations across the world. The latest report is just out — with the inside scoop from the people who really know! Discover the most popular destinations in Canada and beyond and where in the world your dollar goes furthest. Tap into the latest trends and find out the price you should be paying in different destinations. Want to know which cities have the most Michelin Three-Star Restaurants? (Tokyo, Paris, New York City). Or the best the best art and design destinations? (London UK, Mexico City, Washington DC). It's all there - and much more - in this fascinating report. http://www.hotel-price-index.com/2013/spring
The Report	The Hotels.com Hotel Price Index (HPI) is a regular survey of hotel prices in major city destinations across the world. The HPI is based on bookings made on hotels.com and prices shown are those actually paid by customers per room night (rather than advertised rates) in 2013 across 150,000 hotels Now in its tenth year, the HPI is respected as the definitive report on hotel prices paid around the world and is increasingly used as a reference tool by media, analysts, tourism bodies and academics. The latest report was just issued earlier this month (March 2014) The main section of the Hotel Price Index shows global and regional prices paid compared with prior years. It's a useful guide for inspiration to visit familiar domestic cities and venture out and discover a wide range of destinations beyond Canada's border. The final chapter focuses on some additional, more light-hearted travel facts identified by Hotels.com like your travel Wanderlusts.
Top Canadian Performers	With a lower Canadian dollar, U.S. travellers took the opportunity to cross the border and explore the country's cultural and entertainment capital, Toronto, which surpassed Rome to rank as the third Most Popular International City for Americans for the first time since 2010. As in previous HPIs, Montreal and Vancouver claimed the second and third spots amongst domestic travellers, respectively, however for foreign guests, Vancouver beat Montreal to hold the second place position.



Most Popular International Cities	In 2013, Orlando the American city known for its theme parks, orange			
for Canadians	juice and white sand beaches jumped to third place on the list of Most Popular International Cities for Canadians. It's behind New York and Las			
TOI Gallaulalis	Vegas which maintained their first and second place positions,			
	respectively.			
20 Most Popular	A new addition to the 20 Most Popular International Cities for Canadians			
International Cities	list is Hong Kong, jumping seven spots in 2013 to enter the list at number			
for Canadians	16. Aside from being the only Asian destination in the Top 20, the city is			
	known for its expansive skyline, harbour-front and shopping districts.			
	Although it's a popular business destination, Hong Kong is a great fusion			
	of history and modern innovation sure to please travellers seeking a			
Hatal Balana Assass	well-rounded travel experience.			
Hotel Prices Across	Another key section of the report shows hotel prices across the world per			
the World	room per night as paid by travellers from Canada in 2013 compared with 2012. This shows the changes in real prices paid by Canadian			
	consumers, reflecting both movements in exchange rates and hotel			
	pricing. This section also highlights price increases and decreases			
	throughout Canada with specific data relating to domestic and			
	international travel.			
Best Values Four	The epitome of luxury is a five-star hotel and the 2013 HPI helps			
and Five Star Hotels	travellers find the best hotel deals the world has to offer. When			
	Canadians want to relax without breaking the bank, hotels in Europe,			
	East Asia and North Africa offer world-class hotels at competitive prices.			
	Warsaw, Poland offered the best dollar-per-star value in 2013. For only			
	\$120 per night, Canadians indulged in the lap of luxury without spending			
	much Polish złoty, Poland's currency. Golden-sand beaches, medieval castles and cobblestone roads are just the beginning in Lisbon, Portugal.			
	With an average five-star room rate of only \$171 per night in 2013,			
	Canadians can look to treat themselves to well-appointed			
	accommodations while enjoying the city's rich history, great food and			
	wine and vibrant nightlife. Great five-star hotel deals could also be fund			
	in Mumbai, India (\$187), Guangzhou, China (\$188), Budapest, Hungary			
	(\$192) and Delhi, India (\$192).			
Most Michelin	In 2013 – the cities with most Michelin Three-Star Restaurants :			
Three-Star	1. Tokyo 14 2. Paris 10			
Restaurants	3. New York City 7			
Countries Where	If you're looking for a budget-friendly international getaway or a			
Canadians Paid the	long-term adventure, the following countries offered some of the best			
Least	travel deals on the planet last year, and can serve as a starting point for			
	your planning this year. Southeast Asia holds the top three spots on the			
	list of Countries Where Canadians Paid the Least. Cambodia, known for			
	magnificent temples, exotic jungles, white sand beaches and romantic			
	colonial towns tops 2013's best values.			



	Country 2012	2012	VoV	
	Country 2013	2012	YoY	
	1. Cambodia \$66	\$69	-4%	
	2. Vietnam \$72	\$76	-5%	
	3. Philippines \$97		-4%	
	4. = Bulgaria \$101		-19%	
	4. = Honduras \$101			
	6. Poland \$102			
	7. Thailand \$103	-	1%	
	8. Tunisia \$111	-	1%	
	9. Nicaragua \$112	-	3%	
On and this a Mills are	10. Egypt \$115		12%	V-V
Countries Where	Country	2013	2012	YoY
Canadians Paid the	1. French Polynesia	\$365	\$330	11%
Most	2. Turks and Caicos	\$338	\$316	7%
	3. Cayman Islands	\$302	\$281	7%
	4. Bahamas	\$293	\$294	0%
	5. Bermuda	\$287	\$305	-6%
	6. Aruba	\$261	\$238	9%
	7. Monaco	\$257	\$363	-29%
	8. Saudi Arabia	\$254	\$207	23%
	9. Barbados	\$235	\$228	3%
011 11	10. St. Martin	\$234	\$283	
Other Interesting	-	•		el Rooms in Canada: Thai and
Info from the Report	Icelanders are top –	American	s are on	ily 24th!
	- Prices Paid by Travellers Internationally: the Swiss pay the mostCanadians are in the middle			
	- Cabs: London comes topagain. Globally, the survey found that more people tend to text or email while in a cab (19%), while sleeping was the second most popular activity (15%), followed by eating (10%) and kissing (9%)!			
	- One of the strangest and "most Canadian" stories to make international headlines this past year came out of Newfoundland as two men rescued a moose-eating shark near the harbour in Norris Arm North. In November, Derrick Chaulk and Jeremy Ball, discovered a beached Greenland shark that had choked on a large chunk of moose hide. Thanks to their quick thinking, the two men were able to remove the piece of moose from the shark's mouth and move the animal into deep water to help it swim back into the ocean.			
Twitter	Hotels.com on Twitter features all kinds of wonderful infolike the world's top 50 most visited tourist attractions (#1 Las Vegas Strip!!)			
	world's top 50 most v	risited tou	rist attra	ictions (#1 Las vegas Strip!!)