Product Advisory

Travelport Hotel Exclusive Rates

Product Advisory number: 3105
Version: 01
Load to production: Available immediately

High level description: Travelport has negotiated exclusive rates directly with hotels to bring Travelport agencies the best choice for their customers.

Impact summary: Travelport Exclusive Rates are available for all Business to Business (B2B) Agencies to shop and book using the 4TM rate access code in Travelport Apollo, Travelport Galileo and Travelport Worldspan and through a variety of Travelport point-of-sale products including Travelport Smartpoint.

Reason for issue: First notification

Impacted customers:
- ☒ Agency customers
- ☐ Internal only
- ☐ Developers
- ☐ Airline customers
- ☐ eCommerce customers
- ☐ Car, hotel, rail or cruise customers

System:
- ☒ Travelport Galileo
- ☒ Travelport Apollo
- ☒ Travelport Worldspan

Load to pre-production: Not applicable

Web services: (API and Messaging) Not applicable

Issue history: Version 01 issued 12-Jun-17
Overview

Many Agents spend time outside of their booking workflow searching for hotel deals on multiple websites or by picking up the phone. This is before spending more time manually updating the information into the system for customer itinerary and back office system purposes when they could be looking after the next customer and driving revenue for the Agency.

Welcome to Travelport Exclusive Rates where the best hotel deals can be found directly in the Travelport agent workflow. They are easy to find. Just use Rate Access Code 4TM when you search for a hotel and these rates will be included in your search results.

Travelport Exclusive Rates are rates that Travelport has negotiated directly with the hotel that contain at least one element exclusive to Travelport, whether that be a lower price or some benefit or attribute not available through other channels.

Customer benefit

- Provides agencies with the best choice for their customers with exclusive rate benefits which include:
  - Discounted rates – up to 30% off best available rate (BAR)
  - Increased agent commission
  - Competitive flat rates, often fully flexible
  - Length of stay promotions
  - Added value amenities which often include complimentary breakfast, Wi-Fi or similar
  - Explanatory rate descriptions
- Stay in the agent workflow to increase efficiency
- Save time by reducing manual processes
- Increase attachment rates, capture more bookings and inspire growth for the agency
**Detail and customer examples**

Below are some sample examples of how Travelport Exclusive Rates can be identified where the 4TM rate access code has been included in the search parameters.

Hotels are advised to use TRAVELPORT or TRAVELPORT EXCLUSIVE RATES to clearly identify the rate in the rate description and to ensure that the exclusive element is clearly highlighted.

The example provided below is the view of complete availability and rates (HOC) for a hotel taken from Travelport Smartpoint for Travelport Galileo / Travelport Apollo.

TRAVELPORT EXCLUSIVE RATES is clearly identifiable and in this example the exclusive element is the inclusive breakfast for the same price as the hotels BEST AVAILABLE RATE which is available further down the list.
The example provided below is the rate detail view for a hotel taken from Travelport Smartpoint for Travelport Worldspan.

TRAVELPORT is clearly identifiable and in this example the exclusive element in this case is the price which represents a discount over the standard rate as seen further down the list.
Frequently asked questions

Are Travelport Exclusive Rates available to all B2B Agencies globally?
Yes, although the Agencies who will benefit the most at the present time are those who book a lot of hotels in the UK or across major European cities as these are primarily where currently participating hotels are based. This will grow over time as we expand the program globally.

Are Travelport Exclusive Rates less expensive than rates available for booking elsewhere?
Travelport Exclusive Rates may be less expensive than rates available for booking elsewhere, but it is also possible that the exclusive component of the Travelport Exclusive Rates does not relate to the price, but rather some other non-price benefit. For example, some hotels are also providing Travelport with other benefits, such as a rate which includes breakfast or Wi-Fi. In some cases it may be that a hotel is providing access to room types which they do not generally distribute such as executive rooms or suites. Some hotels may pay an increased commission to Agencies. The rate description and rate rules will contain the information for a specific hotel offer. Please note however that hotels have the ability to change, remove or flex their offering to agencies at any time which means that rates being offered for any date are subject to change without advance notice by the hotel. Travelport Exclusive Rate benefits may include:

- Discounted rates – up to 30% off best available rate (BAR)
- Increased agent commission
- Competitive flat rates, often fully flexible
- Length of stay promotions
- Added value amenities which often include complimentary breakfast, Wi-Fi or similar

Do hotels need to assign the Agency PCC for the Agency to be able to use the 4TM rate code?
No. The Hotels do not need to do anything. The 4TM rate code is made available to all PCC's by default.

What type of Hotels are providing exclusive rates?
There is a great range of hotels providing exclusive rates from three to five star, luxury and boutique, city center and airport locations.

Are Travelport Exclusive Rates available to all Travelport Agencies in all platforms?
Travelport Exclusive Rates are available through, Travelport Apollo, Travelport Galileo, and Travelport Worldspan, and through a variety of Travelport point-of-sale products including Travelport Smartpoint and Travelport Universal API. However, Travelport Exclusive Rates are not permitted to be displayed directly to consumers and should not be incorporated into any online display or website that allows booking directly by consumers.

How can I provide Travelport with details on Hotels I would like to book in Travelport?
If you are currently booking hotels outside of the Travelport platform then let us know the details of those hotels and we can speak to them about providing Travelport Exclusive Rates. E-mail details to the team at TravelportExclusiveRatesEnquiry@travelport.com

Where can I find more information?
ASK Travelport ASK answer AN16151
Alternatively contact your Travelport Account Manager or Hospitality Business Development Manager.
Glossary

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