

Australian hotels again rate highly

SYDNEY 11 December 2003 – Online accommodation provider, HotelClub.com (<http://www.HotelClub.com>) has released the second instalment of its consumer hotel survey this month. Once again Australian hotels have overall rated higher than their star rating according to over 13,000 hotel guests surveyed by HotelClub.com in the past six months.

Consumers are asked to rate the properties on a one to five scale based on cleanliness, facilities, service, location and price; they also have free text where they can comment on any aspect of their booking although this information does not influence the rating. These results are then published online at www.HotelClub.com on each hotel's page.

In the initial survey of hotel guests, cleanliness received the highest rating for two to five star properties. Results in the second survey found that guests have given location the highest mark for two, three and four star hotels.

In good news for the budget conscious traveller, the standard of Australian two and three star hotels has increased greatly according to these results. The average consumer rating for two star properties is 3.5* and for three star properties it is 3.9*. With an increased expectation in the four and five star categories consumer ratings are inline with industry expectations and ratings.

"Australian hotels have again reported strong results, and with the market becoming increasingly more educated in regards to standards and their expectations, this is a great achievement.

"This survey is the largest one conducted in Australia and provides great feedback for properties in relation to all aspects of their services and facilities offered to guests" said Ms Chloe Lim.

All users who have booked and stayed in a property via HotelClub.com are emailed the 'Rate a Hotel' review form upon checkout. Alternatively HotelClub.com members can elect to review hotels through their Member Account. The results are then used to provide independent advice to assist future guests' purchasing decisions.

HotelClub.com offers close to 7,000 accommodation varieties (two to five star) in 1,000 cities and 35 countries worldwide.

Quality of hotels as ranked by guests	
<p>2 Star hotels</p> <ol style="list-style-type: none"> 1. Location 2. Pricing 3. Cleanliness 4. Service 5. Facilities 	<p>3 Star hotels</p> <ol style="list-style-type: none"> 1. Location 2. Cleanliness 3. Pricing 4. Service 5. Facilities
<p>4 Star Hotels</p> <ol style="list-style-type: none"> 1. Location 2. Cleanliness 3. Service 4. Facilities 5. Pricing 	<p>5 Star Hotels</p> <ol style="list-style-type: none"> 1. Cleanliness 2. Location 3. Facilities 4. Service 5. Pricing

Source: www.HotelClub.com Consumer Survey

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For further information please contact:

Chloe Lim

Director of Marketing

Flairview Travel

Tel: +61 2 8263 5106

Fax: +61 29264 0559

Email: chloe@flairview.com

About HotelClub.com

HotelClub.com (www.HotelClub.com) is Australia's largest online accommodation provider. A full accommodation provider, HotelClub.com is a "full service" website offering hotel bookings for up to 12 months ahead. It offers a choice of over 7,000 hotels – at savings of up to 60% – in 35 countries and 1,000 cities worldwide. HotelClub.com is a global online travel/accommodation service and features its services in seven languages, Chinese, English, French, German, Italian, Japanese and Spanish. Its head office is in Sydney and customer and product offices in France, Germany, Hong Kong, Italy, Russia, Spain, Switzerland, the United Kingdom, the United States. Personal and corporate memberships to HotelClub.com are available that provide additional discounts and services.

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