

UK Hotels rated first in Location and Cleanliness!

SYDNEY 20 December 2004 – Online accommodation provider, HotelClub.com (<http://www.HotelClub.com>) has released its consumer hotel survey for 2004 this month. Over 245,050 customers have completed the customer survey after staying in hotels booked through HotelClub.com with cleanliness and location, rating the highest from their hotel stay over the past ten 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.

Cleanliness and location share the top ranking this year, in rating a hotel stay throughout three, four and five star hotels. Over 19800 UK consumers reviewed their stay. 60% of customers also post comments about their stay. In the initial survey (conducted in 2002) of hotel guests, cleanliness received the highest rating for two to five star properties. Results in the second survey (conducted in 2003) found that guests gave location the highest mark for two, three and four star hotels.

In good news for the budget conscious traveller, the standard of United Kingdom two and three star hotels has increased greatly according to these results. The average consumer rating for two star properties is 3.31* and for three star properties it is 3.73*. With an increased expectation in the four and five star categories consumer ratings are inline with industry expectations and ratings.

Average Rating of hotels as ranked by guests	
Star Rating	Average rating by customers
1.0	3.23
1.5	2.76
2.0	3.31
2.5	3.45
3.0	3.73
3.5	3.83
4.0	3.97
4.5	4.11
5.0	4.19

"United Kingdom hotels have again reported strong results, and with consumers becoming increasingly savvy in regards to standards and their expectations of hotels, this is a great achievement.

"This survey is the largest one conducted in Europe 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 over to 10,000 accommodation varieties (one to five star) in 1,400 cities and 48 countries worldwide.

Quality of hotels as ranked by guests	
2 Star hotels <ol style="list-style-type: none">1. Location2. Cleanliness3. Pricing4. Service5. Facilities	3 Star hotels <ol style="list-style-type: none">1. Location2. Cleanliness3. Pricing4. Service5. Facilities
4 Star Hotels <ol style="list-style-type: none">1. Cleanliness2. Location3. Service4. Facilities5. Pricing	5 Star Hotels <ol style="list-style-type: none">1. Cleanliness2. Location3. Facilities4. Service5. Pricing

Source: www.HotelClub.com Consumer Survey

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About HotelClub.com

HotelClub.com (www.HotelClub.com) is a full service website offering hotel bookings for up to 12 months in advance. It offers users the choice of over 10,000 hotels – at savings of up to 60% – in 48 countries and 1,400 cities worldwide. HotelClub.com is available in seven languages – Chinese, English, French, German, Italian, Japanese and Spanish.

About Flairview Travel

Flairview Travel Pty Ltd, a wholly owned subsidiary of Cendant Corporation and part of Cendant Travel Distribution Services Division, is a world leading global accommodation e-wholesaler and specialist distributor of hotel room inventory over the Internet. Flairview Travel was established in 1995 and has since held the position of Asia Pacific's leading online accommodation provider. The company operates two websites – HotelClub.com (www.HotelClub.com) and RatesToGo.com (www.RatesToGo.com). Flairview Travel is recognised as one of the few highly successful and profitable e-commerce businesses - experiencing up to 500% year on year growth since 1999. Flairview Travel has expanded operations beyond Asia Pacific, opening offices in 2001 throughout Europe and in North America in 2003. Flairview Travel currently operates ten offices worldwide in Australia, France, Germany, Hong Kong, Italy, Russia, Spain, Switzerland, the United Kingdom, the United States

About Cendant Travel Distribution Services

Cendant's Travel Distribution Services Division is one of the world's largest and most geographically diverse collections of travel brands and distribution

businesses. The division, employing nearly 5,000 people in more than 116 countries, includes: Galileo, a leading global distribution services (GDS) company, serving more than 43,000 travel agencies and over 60,000 hotels; hotel distribution and services businesses (Trust, THOR, WizCom, Neat Group); leading travel agencies (Cheap Tickets, Lodging.com, HotelClub.com and RatesToGo.com); Shepherd Systems, an airline market intelligence company; Travelwire, an international travel technology and software company; Travel 2/Travel 4, a leading international provider of long-haul air travel and travel product consolidator; and Travelport, a provider of online global corporate travel management solutions.

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