



## *Hotel Price Assurance* *powered by Overseer*

### ***New Hotel Cost Savings Resource Available to Acendas Travel Clients, beginning Oct. 1***

Earlier this year, Acendas Travel launched a new technology focused on saving money on airline ticket purchases.

This technology, Air Price Assurance - powered by Overseer, has been extremely successful in saving a considerable amount for clients of Acendas Travel.

We are pleased to share that starting Oct. 1, Acendas Travel will be utilizing that same concept for client hotel bookings. This more streamlined approach, known as Hotel Price Assurance - powered by Overseer, automates hotel cost savings opportunities after booking a hotel.

#### **What it Means for the Traveler?**

It's actually quite simple. After booking your hotel, this technology will search for lower hotel rates up to 72 hours before check-in for the exact same hotel and room type. Lower hotel rates that are found will be automatically rebooked on behalf of travelers. If there are no lower rates, then the original itinerary is kept.

However, if a lower rate is found, a revised booking is created, and the traveler receives an alert and an updated itinerary reflecting the lower rate.

#### **How Does this Differ from the Previous Hotel Price Assurance Process?**

This is an automated service. In the past, the traveler had to respond to opt in to the lower rate.

#### **If There is a Change, Do I Get My Same Room Type?**

Great care is being taken to rebook on a "like-for-like" basis, maintaining exact itinerary, hotel property, room preferences, loyalty numbers, and anything else that travelers may have within their booking that is important to them. There is **NOT** a guarantee for the exact **SAME** room.

#### **What are the Fees to the Purchaser?**

Acendas doesn't charge the traveler any fees for searching or rebooking the lower rate! The traveler gets the savings without

any additional fee beyond their original booking fee. Acendas Travel will also search for a rate that is commissionable if the original room rate is not commissionable, allowing this to be completely free of charge to customers.

#### **Are All Bookings Eligible for Rebooking?**

No. Instant purchase hotel rooms, hotel rooms with negotiated rates or attached commission will not be tracked.

#### **Will Hotel Price Assurance Search for Lower Rates until Check In?**

Hotel Price Assurance will search for lower fares until 72 hours before check-in, where a hotel room can be canceled without incurring charges and fees.

#### **What is the Savings Threshold?**

Acendas uses a \$20 threshold per stay to determine whether to take action. If there is savings in excess of \$20, Acendas Travel will rebook the hotel stay for the lower rate. If this threshold is not met, the booking remains as is.