

TravelCLICK Reports 6.3% Increase in Electronic Hotel Room Nights Worldwide in Q4

Travel Agent Bookings Represent 40% Higher ADR
than Consumer Internet Channel

Chicago (February 18, 2004)--TravelCLICK's *eMonitor* results for the fourth quarter of 2003 show that worldwide hotel room nights booked electronically through the Global Distribution Systems (GDS) and key Internet sites grew 6.3%. Revenue jumped 10.3%, and average daily rate (ADR) rose 3.8% compared to the fourth quarter of 2002.

The positive year-over-year showing in the fourth quarter of 2003 resulted in electronic room nights for all of 2003 finishing with an upswing of 3.3% versus 2002, and an overall increase in ADR by 0.9%. This fueled a 4.2% increase in 2003 electronic revenue compared to 2002.

"Travel agent bookings remained the leading component of hotel GDS e-commerce for Q4 and 2003, and now represent 81% of the total GDS room nights. Travel agents also produce more profitable bookings, with an ADR that is 40% higher than those which originate from Internet sites," said Kristina Paider, director of marketing for TravelCLICK. "The consumer Internet channel experienced the highest growth in room nights, and now represents 19% of all GDS e-commerce bookings."

eMonitor results are compiled from TravelCLICK's comprehensive database, which is the exclusive source of hotel industry electronic distribution data from the Amadeus, Galileo, SABRE, and Worldspan GDSs. TravelCLICK's *eMonitor* data also includes hotel bookings made through third-party Internet Web sites powered by Pegasus Solutions.

Travel Agent Component

Travel agents remained the dominant source of hotel e-commerce, generating 81% of total GDS room nights for both the fourth quarter and total year. Viewed against the fourth quarter of 2002, the travel agent component of GDS bookings increased at a 1.6% rate in room nights and 5.1% in ADR. On a year-to-date basis, travel agent booked room nights were down slightly by 2% from 2002, while the average daily rate increased slightly by 2.2%.

Internet Component

Internet (consumer online) room nights displayed growth of 32.1% versus the fourth quarter of 2002. Average rate was also up for GDS and Pegasus-powered Internet bookings by 3.7% compared to the fourth quarter of last year. The ADR of Internet bookings through the GDSs and Pegasus was \$92.06.

The Internet component displayed the highest growth in room nights with an increase of 34.7% over the full year of 2003. At the same time, average rate increased slightly at 1.1%, and revenue from this channel increased by 36.2% for the year.

<i>Fourth Quarter, 2003</i>				
	Room Nights	% Growth	ADR	% Growth

Total GDS Hotel e-Commerce	26,187,839	6.3%	\$121.62	3.8%
Travel Agent Component	21,141,699	1.6%	\$128.68	5.1%
Consumer Internet Component	5,046,140	32.1%	\$ 92.06	3.7%
Total Year 2003				
	Room Nights	% Growth	ADR	% Growth
Total GDS Hotel e-Commerce	106,304,685	3.3%	\$117.86	0.9%
Travel Agent Component	86,330,266	-2.0%	\$124.02	2.2%
Consumer Internet Component	19,974,419	34.7%	\$ 91.23	1.1%

Performance by GDS

Results by GDS for the full year 2003 are shown below. Amadeus displayed the most dramatic growth with a 12.1% increase in bookings and a 6.4% increase in ADR.

Total Year 2003

GDS	Room Nights	% Growth	ADR	% Growth
Amadeus	10,810,671	12.1%	\$130.22	6.4%
Galileo	27,816,640	-0.5%	\$121.73	1.0%
SABRE	44,621,823	1.5%	\$121.75	0.4%
Worldspan	12,349,294	-0.8%	\$107.23	0.2%

Performance by Market Segment

Results for the fourth quarter by hospitality industry market segment are shown below. Compared against the fourth quarter of 2002, all segments posted increases in room nights and average rate.

Fourth Quarter 2003

Market Segment	Room Nights	% Growth	ADR	% Growth
Luxury	569,975	2.8%	\$302.18	6.7%
Upscale	8,066,361	4.2%	\$149.35	2.0%
Mid-scale	9,020,101	4.8%	\$97.05	3.7%
Economy	1,698,074	8.2%	\$66.50	0.9%

Results for the full year 2003 by industry market segment are shown below. Compared to 2002 performance, the Economy segment showed the most growth in electronic room night bookings at 3%, while the Luxury segment showed the highest growth in ADR at 4.7%.

Total Year 2003

Market Segment	Room Nights	% Growth	ADR	% Growth
Luxury	2,169,270	-1.5%	\$290.48	4.7%
Upscale	32,471,338	-0.1%	\$144.78	-0.8%
Mid-scale	37,233,769	1.3%	\$96.06	2.2%
Economy	7,365,295	3.0%	\$68.14	0.8%

Top Destination Markets for Q4 - 2003

Based on total GDS room nights:

Market	Room Nights	% Growth	ADR	% Growth
New York	1,276,199	3.5%	\$214.18	2.9%
Los Angeles	981,066	13.6%	\$119.24	-1.7%
Wash., D.C./Baltimore	839,036	6.5%	\$137.78	1.6%
SF/San Jose/Oakland	799,233	-1.2%	\$132.95	-6.2%
Chicago	682,927	-2.4%	\$129.56	-2.5%

To receive a free listing of fourth quarter results by top 50 cities worldwide in electronic bookings, please e-mail emonitor@travelclick.net.

About TravelCLICK

TravelCLICK (www.travelclick.net) is the leading provider of solutions that help hotels and other travel industry suppliers maximize profit from electronic distribution channels. TravelCLICK's competitive benchmarking reports provide hotels with price and booking performance information unavailable through any other source. The company's exclusive electronic marketing networks allow hotels and other travel related suppliers to target promotional messages to specific travel agents, consumers, and group meeting planners when they are booking travel. The TravelCLICK Interactive division assists hotels with online strategies to increase consumer direct business.

Established in 1996 and headquartered in the Chicago area, TravelCLICK operates in more than 140 countries around the world. The company has over 6,000 clients, including national and international companies such as Accor, Air France, Avis, Best Western International, British Airways, Carlson Hotels Worldwide, Choice Hotels, Fairmont Hotels & Resorts, Four Seasons Hotels & Resorts, Grupo Posadas, Hilton Hotels Corporation, Hyatt Hotels & Resorts, Kempinski Hotels & Resorts, Leading Hotels of the World, Loews Hotels, Lufthansa, Marriott International, NH Hotels, The Peninsula Group, The Ritz-Carlton Hotel Company, SAS, The Savoy Group, Shangri-La Hotels, Sol Melia, Starwood Hotels & Resorts, Thistle Hotels, USAirways, Virgin Atlantic and Wyndham Hotels & Resorts.

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