



News Release

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TravelCLICK Reports 9.5% Increase in Electronic Hotel Room Nights Worldwide in Q1

Hotel Revenue from Travel Agents Up Significantly

CHICAGO (May 11, 2004)--TravelCLICK's *eMonitor* results for the first quarter of 2004 show that worldwide hotel room nights booked electronically through the Global Distribution Systems (GDS) and key Internet sites grew 9.5%. Revenue jumped 15.4%, as average daily rate (ADR) rose 5.3% compared to the first quarter of 2003.

Surprisingly, hotel revenue from travel agents increased by 13.3% year-over-year, the greatest jump in well over two years.

"This supports the ongoing recovery of business travel within the hotel industry," said Kristina Paider, director of marketing for TravelCLICK. "Travel agent bookings remained the leading component of hotel GDS e-commerce for the first quarter of 2004, representing 83% of the total GDS room nights. Travel agents also produced more profitable bookings, with an ADR that is \$34.32 higher than those which originate from Internet sites. The consumer Internet channel experienced the highest growth in room nights, and represented 17% of all GDS and key Internet bookings for the quarter."

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. Viewed against the first quarter of 2003, the travel agent component of GDS bookings increased at a 6.9% rate in room nights and 6.0% in ADR.

Internet Component

Internet (consumer online) room nights displayed growth of 24.9% versus the first quarter of 2003. Average rate was also up for GDS and Pegasus-powered Internet bookings by 5.7% compared to the first quarter of last year.

First Quarter, 2004

	Room Nights	% Growth vs. Q1-2003	ADR	% Growth vs. Q1-2003
Total GDS and Pegasus Hotel e-Commerce	27,278,854	9.5%	\$123.18	5.3%
Travel Agent Component	22,765,255	6.9%	\$128.86	6.0%
Consumer Internet Component *Excludes Priceline & Hotwire	4,513,599	24.9%	\$94.54	5.7%

Performance by Market Segment

Results for the first quarter of 2004 by hospitality industry market segment are shown below. Compared against the first quarter of 2003, all segments posted increases in room nights and average rate. The greatest increase, however, was experienced in the luxury category, where hotel revenues booked electronically rose by over 22% versus the same period in 2003.

First Quarter 2004

Market Segment	Room Nights	% Growth vs. Q1-2003	ADR	% Growth vs. Q1-2003
Luxury	589,585	15.7%	\$298.44	6.5%
Upscale	8,511,181	6.1%	\$149.95	4.7%
Mid-scale	9,686,005	7.0%	\$99.21	4.8%
Economy	1,720,787	5.7%	\$68.54	1.9%

Top Destination Markets for Q1 - 2004

Market	Room Nights	% Growth vs. Q1-2003	ADR	% Growth vs. Q1-2003
1. New York	1,195,851	10.0%	\$189.80	4.1%
2. Los Angeles	1,065,632	10.9%	\$125.75	2.2%
3. San Francisco/Oakland/San Jose	882,316	5.6%	\$132.74	-3.7%
4. Washington/Baltimore	855,890	7.4%	\$142.00	5.8%
5. London	678,879	23.6%	\$226.19	14.4%

To receive a free listing of first 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 company's portfolio of E-commerce solutions enables hotels to better execute strategies that increase business into their own Web sites.

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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