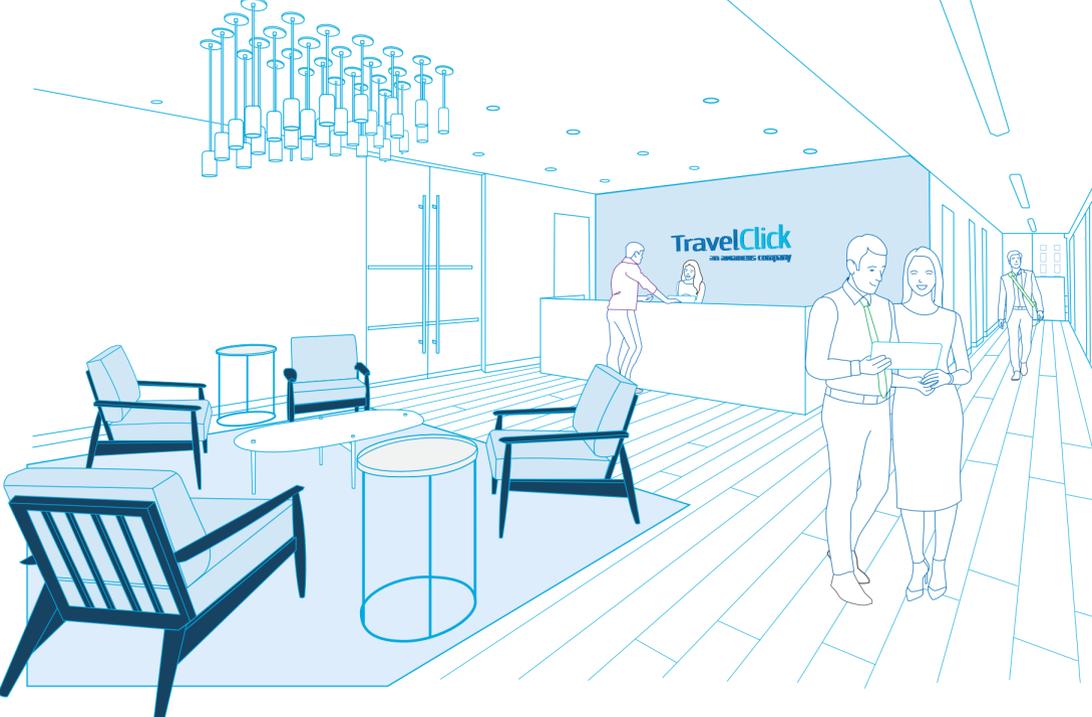


TravelClick 2019 Year in Review

2019 brought new changes, and with it, new growth



23%

YOY increase in revenue for hotels

32%

YOY increase/growth in transactions

\$1.3B

total revenue driven via iHotelier/5.4 Million Bookings

In 2019, we've launched new enhancements in iHotelier and GMS to help you increase demand and work smarter not harder



New Revenue Management and Rate Plan Screens

_Manage rate strategy quickly and easily with our new revenue management experience that consolidates 12 revenue management pages into one unified dashboard



Daily Promotions

_Combat issues with rate parity and by stacking new daily promotions with reservation-based promotions the way the OTAs do today

DAILY PROMOTIONS HAVE DRIVEN AN AVERAGE OF 15 ADDITIONAL BOOKINGS PER MONTH ACROSS ALL 200 BETA PARTICIPANTS



Call Center Enhancements

_Significant upgrades to the Call Center save time for voice agents by pulling in content, rates, imagery, and more directly from Booking Engine 4.0. Seamless shopping is now powered by rate search across multiple properties and advanced search and filter options



New Self-Service Taxes and Fees Module

_Maximize your value per booking and choose whether to send taxes to specific channels using our new and flexible taxes and fees module



New Performance Dashboards in iHotelier Analytics

_Drive more intelligent business decisions with more metrics per channel than ever before. In 2019, we've released new dashboards for tracking performance across Booking Engine, Metasearch, and Promotions to inform revenue strategy



Enterprise Chain Management

_We're maintaining laser focus on streamlining operations for hotel groups continuing to expand enterprise capabilities. In 2019, we've empowered hotel groups with the ability to create group-level policies, advertisements, and corporate rates

GMS Enhancements

Campaign Advisor integration with Demand360

_Identify the most impactful time periods to run an email marketing campaign with a Machine Learning-powered forecast based on future looking Demand360 data

Guest Portal Redesign

_Engage guests with a new and simplified Guest Portal that enables guests to view account details, manage preferences, and redeem loyalty offers

Expanded Loyalty Capabilities

_Drive higher repeat business and ADR with several new loyalty capabilities, including the ability to add private tiers, award points for guest birthdays, and grant free or upgraded wifi

Enhancements now included in Upsell Advisor via iHotelier

_Continue driving higher RevPAR and ADR by merchandising enhancement offers, like flowers or wine, directly to the guest with the industry leading Upsell Advisor



Please Welcome our Newest iHotelier Enterprise Partners

YTL HOTELS

CLASSIC HOTELS & RESORTS

VILLAGE HOTEL CLUB

WARWICK HOTELS AND RESORTS

Hesperia RESORTS

FALKENSTEINER Hotels & Residences

stoney creek HOSPITALITY

Oceania Hotels

Connectivity and Partnerships

146

New integrations

105

New OTAs

33

New PMS Connections

600+

Total connections



NEW PARTNERSHIP WITH BING

allows TravelClick hotels to be searchable for travel on a new Metasearch channel, giving hotels access to:

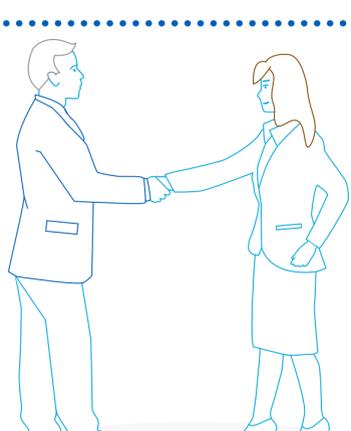
- 37 million+ new unique shoppers
- Drives 6,000 bookings amounting
- Generating \$2 Million of revenue for hotels



DIRECT CONNECTION WITH AIRBNB

We launched our direct connection with Airbnb in November, empowering hotels with a new place to distribute inventory. In the past two months, we have:

- Driven over 2,000 bookings amounting to an additional \$600,000 for hotels



Consortia

TravelClick's Consortia Program continues to enhance its preferred-level partnerships with the largest, global travel management companies resulting in increased revenue for subscribed hotels:

70%

Opted-In hotels received almost 70% of total GDS revenue

224

The team attended 224 events this year

3.7m

room nights for an average 9% growth year over year versus non-opted-in hotels

