

Travelocity Gives Travelers New Creative Tools and Powerful Information to Assist in Hotel Shopping

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Destination Alerts, Flexible Date Shopping and New Condo Ratings Save Travelers Time and Money

Giving its customers more inside scoop when shopping for hotels, Travelocity has rolled out powerful new tools and information that reinforce its commitment to being their champion, before, during and after their trip.

With Travelocity's new 'Destination Alerts,' consumers can now foresee possible on-the-road hassles with more specifics on a hotel property and regional/area events while reviewing their options. Whether it is a local festival drawing big crowds and filling up area hotels, severe weather or other ominous events impacting a destination, Travelocity posts an alert giving travelers insider knowledge as they make decisions. And, for customers considering condos or vacation homes, Travelocity has introduced a certification program to provide more in-depth information on those options during the shopping process.

Travelocity has also created a 90-day calendar shopping tool to give travelers the ability to see the most affordable days to stay at a GoodBuy hotel. The hotels flexible date shopping tool allows travelers to view the room rate for their selection over the next three months in one simple visual calendar.

'These enhancements help ensure that our customers are finding the right hotel match for their travel needs,' said Noreen Henry, vice president of hotels and packaging, Travelocity. 'Our commitment to Customer Championship and working hand-in-hand with our hotel suppliers makes booking a hotel on Travelocity easier and smarter than ever.'

Travelocity's Destination Alerts have already saved thousands of travelers from unknowingly arriving at their destination following an event that could have impacted their visit -- such as the Hawaii earthquake of October, 2006; Hurricanes Lane and John that impacted the Baja Peninsula and Acapulco, respectively; and a coup in Bangkok.

In a similar manner, Travelocity's 'Property Alerts' inform travelers of possible policy changes at a specific hotel property, such as a new smoke-free policy or current construction. Customers are alerted during the booking process so they can easily change their itinerary, if they so choose, prior to purchase. If the customer care team becomes aware of a change after the booking, Travelocity will contact each customer to offer to rebook the reservations and find a suitable hotel replacement. For example, when major hotel chains have instituted new non-smoking policies for their North American properties, Travelocity first noted this change with all customers and then used Property Alerts to let people shopping know of the new policy.

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