

From: Valkys, Eric [mailto:eric.valkys@bestwestern.com]
Sent: 31 July 2012 11:44
To: Deleted
Subject: RE: Rate Discrepancies ... BW Sheldon Park and Roomex troubles

Just sent it to Booking.com Ireland and Expedia Ireland for the craic with the message SHAME ON YOU!! Thanks for sharing that

From: Deleted
Sent: Tuesday, July 31, 2012 10:44 AM
To: Valkys, Eric
Cc: reservations
Subject: RE: Rate Discrepancies ... BW Sheldon Park and Roomex troubles

You are welcome to share this with them :-

<http://www.bbc.co.uk/news/business-19060712>

Deleted
Deleted

Deleted

From: Valkys, Eric [mailto:eric.valkys@bestwestern.com]
Sent: 31 July 2012 10:33
To: Deleted
Cc: reservations
Subject: RE: Rate Discrepancies ... BW Sheldon Park and Roomex troubles

OK Deleted, I'll make sure they're not included in the future, was just trying to highlight the type of rate parity reports we get from some of our OTA's on a regular basis AND let them know we were working on the problem directly as this is causing us some serious headaches with the major OTA's and it's affecting our rankings on their pages. I'll be sure to leave them out in the future – cheers!

From: Deleted
Sent: Tuesday, July 31, 2012 9:46 AM
To: Valkys, Eric
Cc: reservations
Subject: RE: Rate Discrepancies ... BW Sheldon Park and Roomex troubles

Eric,

I will deal with this but would you please not copy in Expedia in your communications to me !

Thanks,
Deleted

Deleted

Deleted

From: Valkys, Eric [mailto:eric.valkys@bestwestern.com]
Sent: 30 July 2012 20:09
To: Deleted
Cc: reservations; Laura Gonzalez Lopez
Subject: Rate Discrepancies ... BW Sheldon Park and Roomex troubles
Importance: High

Hi Deleted,

Strange how we have the exact same problem here with BW Sheldon Park Hotel as we had with BW Dublin Skylon and as soon as you cancelled the connection with Roomex, it solved our rate parity issue with both Expedia and Booking.com. If you do have a wholesaler contract with BW Sheldon Park (I'm in Denmark and can't check with John at the moment), can you please do the exact same thing as you did for BW Sheldon Park as we do appreciate the business but cannot have these rates going out beyond the B2B signed contract.

Cheers,

Eric Valkys | Senior International Revenue & Systems Manager
Best Western International | **The World's Biggest Hotel FamilySM**
+ 353 1 4605100 • www.bestwestern.com

From: Valkys, Eric
Sent: Monday, July 30, 2012 8:05 PM
To: 'reservations'; Laura Gonzalez Lopez
Subject: RE: Rate discrepancies

Hi All from Copenhagen J

John – do you work with Deleted Travel?? We found our problem with Roomex came from Jacob Travel with the Best Western Dublin Skylon hotel so Shane (GM) emailed Deleted and Deleted cancelled the connection with Roomex and THIS WORKED for BW DUBLIN SKYLON and solved the problem!! If so, please Deleted and tell him you need the exact same thing to happen with your hotel immediately!!

Cheers,

Eric V-

From: reservations [mailto:reservations@sheldonpark.ie]
Sent: Monday, July 30, 2012 3:08 PM
To: Laura Gonzalez Lopez
Cc: Valkys, Eric

Subject: RE: Rate discrepancies

Hi Laura

I am dealing with this, through different OTA's.
Not so easy to deal with, believe me. They usually get away
And appear through other windows.

I also notice that we are not the only ones in this situation, (not using this as an excuse, since it causes damage in many ways)

But several straight competitor Hotels are being exposed as well with these trade only Rates offered to the Public directly. Just a few (Clarion Liffey Valley 47 Aspect 42, Abberley Court 49), Without mentioning the City Hotels in the range of the € 50'2 band. So, if were not to be listed on Expedia so quickly

We would expect that all of the others Hotels exposed would not be listed as well.

I keep working on it and please keep me updated in these issues.

Thanks & regards

John Quinn
Sales & Events Marketing Manager

Best Western
Sheldon Park Hotel Conference & Leisure Centre

Email: info@sheldonpark.ie

Tel: +353(0)1 460 1055 - Fax: +353(0)1 465 8580

Web address: www.sheldonpark.ie

Kylemore Road, Dublin 12

'All our Guests enjoy Free Indoor Pool - Fitness & Spa facilities – Free Wi-Fi throughout the Hotel – Free car park'

From: Laura Gonzalez Lopez [mailto:lagonzalez@expedia.com]

Sent: 29 July 2012 18:54

To: Info

Subject: Rate discrepancies

Importance: High

Hello John,

I hope you are well and you had a nice weekend. I was wondering how're you getting on with the Roomex issue? At this point its pressing to get it resolved as you are losing listing on the site. Can you please let me know?

CI Day	Expedia	Lastminute	Roomex
29-Jul	59	53.1	
30-Jul	59		47.63

31-Jul	59		47.63
01-Aug	59		47.63
02-Aug	59		47.63
03-Aug	69		47.63
04-Aug	79		47.63
05-Aug	71.1		55.97
06-Aug	53.1		47.63
07-Aug	53.1		47.63
08-Aug	53.1		47.63
09-Aug	53.1		47.63
10-Aug	71.1		47.63
11-Aug	62.1		47.63
12-Aug	53.1		47.63
13-Aug	62.1		47.63
14-Aug	62.1		47.63
15-Aug	53.1		55.97
16-Aug	53.1		59.2
17-Aug	71.1		55.97
18-Aug	85.5		55.97
19-Aug	62.1		59.8
20-Aug	62.1		60.17
21-Aug	62.1		47.63
22-Aug	62.1		47.63
23-Aug	62.1		69.37
24-Aug	62.1		61.52

25-Aug	62.1		69.37
26-Aug	62.1		61.52
27-Aug	53.1		47.63

Regards,

Laura Gonzalez

Revenue Specialist - Ireland
Expedia & Hotels.com

12 Merrion Square
Dublin 2

Ph: +353 (0)1 631 6094 <-- We have a new number!

Fax: +353 (0)1 247 6296

We are hiring in Dublin, email me to find out more.

Property Assistance Team

T +353 (1) 656 9494

assistanceie@expedia.com