



Dorian Harris &lt;dorianharris@gmail.com&gt;

**Re: RE: New inquiry was submitted on Skoosh.co.uk**

1 message

Dorian Harris &lt;dorian@skoosh.com&gt;

To: Reservations Manager <reservations2@hireadinghotel.com>, Christina <christina@meridianleisure.com>  
Cc: nelson.jung@oft.gst.gov.uk

9 November 2012 16:03

Hi Icynth,

As noted on the telephone this morning, Skoosh will not partake in what it understands to be illegal activity.

Your lawyers should take whatever action they deem appropriate.

Yours sincerely,

Dorian

www.skoosh.com  
Tel: +44 (0)1273 728862  
Fax: +44 (0)1273 784979

On 9 November 2012 15:47, Reservations Manager &lt;reservations2@hireadinghotel.com&gt; wrote:

Dorian

Thank you for your email

As mentioned in my previous email and during our telephone conversation, I am formally instructing you to stop advertising our hotel on your website with immediate effect. We are an independently run hotel and have never authorized for our rates to be displayed on your website. In consequence of your unauthorized actions, we have now incurred a penalty from IHG which we will not accept responsibility for due to your breach.

Our legal in-house team has advised us that we require your immediate confirmation by today latest that you have removed our hotels from skoosh.com site and will compensate for any bookings made resulting in a low internet rate guarantee.

I trust that you will co-operate with us and bring this matter to a close by close of business today.

**Kind Regards****Icynth Ferrao**

Reservations

Holiday Inn Reading M4 Jct 10

Wharfedale Road, Winnersh Triangle, Reading, Berks, RG41 5TS United Kingdom

Main Switchboard (44) 01189 440 444

Direct Line (44) 01189 444 209

Fax (44) 01189 440 033

Email: [reservations2@hireadinghotel.com](mailto:reservations2@hireadinghotel.com)Hotel Web Site: <http://www.holidayinn.com/readingbrackn>Group Web Site: <http://www.meridianleisurehotels.com/reading>**Disclaimer**

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Registered Office: Holiday Inn Reading M4 Jct 10, Wharfedale Road, Winnersh Triangle, Wokingham RG41 5TS

**From:** [dorianharris@gmail.com](mailto:dorianharris@gmail.com) [<mailto:dorianharris@gmail.com>] **On Behalf Of** Dorian Harris**Sent:** 09 November 2012 11:21**To:** Reservations Manager**Cc:** [nelson.jung@oft.gst.gov.uk](mailto:nelson.jung@oft.gst.gov.uk)**Subject:** Re: RE: New inquiry was submitted on Skoosh.co.uk

Hi Icynth,

Thank you for taking the time to discuss the issue below with me this morning.

As noted, I'm rather surprised to hear any rate parity challenges at this stage. I imagined the O.F.T.'s case would have filtered down by now to every I.H.G. hotel.

Here's a [link to the case](#) itself and I've attached an article explaining the wider context.

I've also cc'd Nelson Jung at the O.F.T. as he is best positioned to discuss any concerns you may have.

Thank you in advance for your understanding.

Cheers,

Dorian

www.skoosh.com  
Tel: +44 (0)1273 728862  
Fax: +44 (0)1273 784979

**Subject:**RE: New inquiry was submitted on Skoosh.co.uk

**Date:**2012-11-09 10:23

**From:**Reservations Manager <reservations2@hireadinghotel.com>

**To:**"res@skoosh.com" <res@skoosh.com>, Reservations <Reservations@hireadinghotel.com>

**Cc:**Ian Du Toit <sales@meridianleisure.com>

Hi Matt

Thanks for your email:

Our Hotel: Holiday Inn Reading M4 J10

A Guest has made a reservation for the 19<sup>th</sup> of November 2012 @ £144.10 bed and breakfast which is an advance purchase rate, non refundable non cancellable. The lowest rate that we are offering at the hotel and via ihg websites is £134.10 on a room only basis.

Your website however is advertising a rate of £127.27 and this has caused us a problem with rate parity, can you please advise as to how you are selling at these rates as we have not authorized anything and request you to stop advertising our hotel on your websites.

Another example down below is:

Our cheapest rate is £100.80 on room only basis and you are advertising it at £74.37.

The screenshot shows a web browser window with the URL [http://www.skoosh.co.uk/twibo/booking\\_review.html?result\\_id=jTLERQx-c2147-4121122-n1-11a2-curGBP&hotel\\_id=1048245&currency\\_name=#details](http://www.skoosh.co.uk/twibo/booking_review.html?result_id=jTLERQx-c2147-4121122-n1-11a2-curGBP&hotel_id=1048245&currency_name=#details). The page content includes:

- Header: Reading, 22 Nov 2012, 1 night, 2 adults: 74.37 GBP
- Buttons: Check Details, Book
- Hotel Name: Holiday Inn M4 Jct 10 (4 stars)
- Location: Reading, United Kingdom
- Room Option: Standard (74.37 GBP)
- Meal plan: Bed and breakfast is included in the rates
- Address: Wharfedale Road, Winnersh Triangle, Reading, RG41 5TS
- Total (including all taxes, discounts and fees): 74.37 GBP
- Buttons: Continue Booking, more info
- Security: Secured by Thawte
- Right sidebar: Need some help? 0845 050 2550, Your reference is: DEIWU, You may also like... (listing other hotels like pentahotel Reading at 65.67 GBP, Hillingdon Prince Hotel at 63.64 GBP, and Quality Hotel Reading at 86.25 GBP)
- Bottom sidebar: What happens next?, What if I need to amend or cancel?

Kind Regards

Icynth Ferrao

Reservations

Holiday Inn Reading M4 Jct 10

Wharfedale Road, Winnersh Triangle, Reading, Berks, RG41 5TS United Kingdom

Main Switchboard (44) 01189 440 444

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Registered Office: Holiday Inn Reading M4 Jct 10, Wharfedale Road, Winnersh Triangle, Wokingham RG41 5TS

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**From:** Skoosh Reservation [mailto:res@skoosh.com]  
**Sent:** 09 November 2012 10:16  
**To:** Reservations  
**Subject:** Re: New inquiry was submitted on [Skoosh.co.uk](http://Skoosh.co.uk)

Hi Icynt,

Please provide more details regarding your request regarding the full name of your hotel, the reason for your request and provide examples of the rates involved.

Best regards,

Matt

Skoosh Reservations

[www.skoosh.com](http://www.skoosh.com)

[res@skoosh.com](mailto:res@skoosh.com)

On 2012-11-09 10:14, [reservations@hireadinghotel.com](mailto:reservations@hireadinghotel.com) wrote:

Name: Icynt Ferrao

Email: [reservations@hireadinghotel.com](mailto:reservations@hireadinghotel.com)

Session reference: DEIWU

Contact Number: 01189444209

IP: 212.250.5.193

Message:

Please urgently close out or rates on your websites!!

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Best regards,

Twibo Contact Form Processor

<http://www.twibo.com>