

# The Hotel Price Index

Review of 2008 – focus on Q4



Hotels.com wake up happy

# Introduction

The Hotels.com Hotel Price Index (HPI) is a regular survey of hotel prices in major city destinations across the world. The HPI is based on bookings made on Hotels.com, and prices shown are those actually paid by customers (rather than advertised rates), in the fourth quarter of 2008.

- The HPI tracks the real prices paid per room by Hotels.com customers around the world using a weighted average based on the number of rooms sold in each of the markets that Hotels.com operates in.
- Approximately 68,000 properties in more than 12,500 locations make up the sample set of hotels from which prices are taken.

The international scale of Hotels.com (in terms of both customers and destinations) makes the Hotel Price Index one of the most comprehensive benchmarks available, as it incorporates both chain and independent hotels, as well as options such as self-catering and bed and breakfast properties.

In Europe, approximately 25% of hotel rooms are part of a chain, the remainder being independent. The reverse is true of the US, in which approximately 70% of hotel rooms booked are in chain properties. In addition to the standard survey, the HPI includes occasional features on new or unusual booking and pricing trends.

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## In the HPI report, we focus on two main sources of data:

The first section (chapter 1) shows the global Hotel Price Index for Q4 (October 1- December 31, 2008).

The Index is compiled from all relevant transactions on Hotels.com, in local currency, weighted to reflect the size of each market. By representing hotel price movements in an index, Hotels.com can illustrate the actual price movements as felt by consumers without foreign exchange fluctuations distorting the picture.

The Index was started in 2004 at 100, and includes all bookings across all star ratings.

The report largely compares prices paid in Q4 2008 with prices paid in the same period in 2007, thereby removing the effect of seasonality.

The second section (chapters 2-7) shows hotel prices across the world as paid by Eurozone travellers in Euros. This shows the changes in real prices paid by consumers, reflecting both movements in exchange rates and hotel pricing.

# 1. Global price changes

According to the Hotels.com Hotel Price Index, hotel prices around the world fell by 12% between October and December 2008 when compared to the same period in 2007 – good news for travellers.

By the end of the year, global prices for hotel rooms had fallen to a level just 1% above those in 2004.

This was driven by falls across every continent, although North America's hotels experienced the steepest falls during Q4 2008 (down 12% versus one year before). Prices in Europe were down by a similar amount – by 10% on the same point a year before.

Figure 1 HPI monthly breakdown January 2004 to September 2008

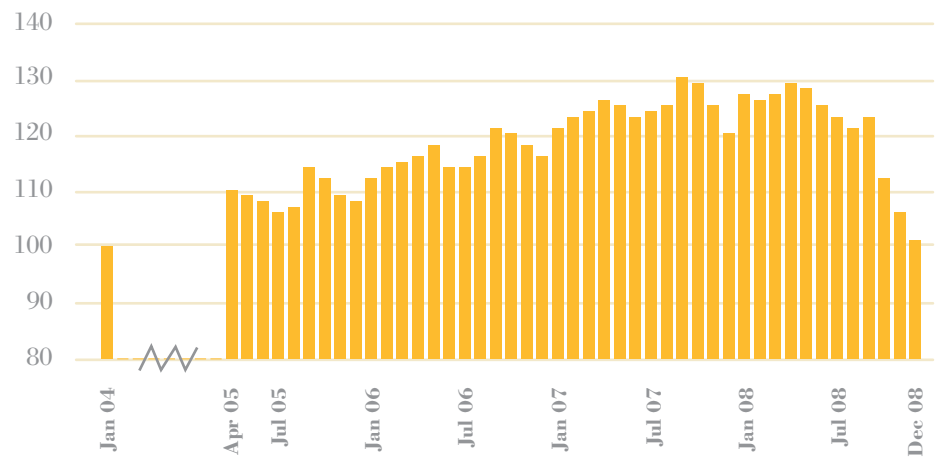
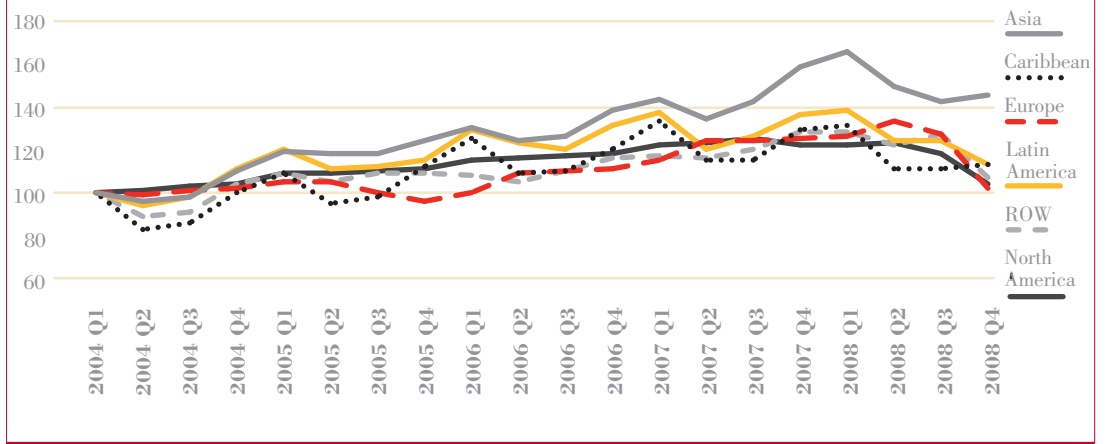


Figure 2 HPI by quarter, by region, Europe, N. America, Asia, the Rest of the World 2004-Q3 2008



### Dramatic price cuts across Europe

- Prices paid by travellers for hotel rooms in Europe fell by 10% between Q4 2007 and Q4 2008.
- Hoteliers in Europe cut prices dramatically in an effort to maintain occupancy during the final three months of the year.
- The Hotel Price Index for Europe fell to 102 in Q4 2008 – down from 113 in Q3 2008 and a stark illustration of how sharply hoteliers cut prices at the end of the year.

### North America prices continue to fall

- Prices paid by travellers for hotel rooms in North America (the US and Canada) fell 12% between Q4 2007 and Q4 2008.
- Prices for hotels in the Caribbean fell by 7% year-over-year during the same period and by the same amount across Latin America.
- The fall in prices for hotels across the region reflect the impact on US domestic demand and the drop-off of demand from Europeans who have tightened their travel budgets.

### Asian prices follow the trend

- Prices in Asian hotels – which have held up better than those in the US and Europe – fell by 2% year-over-year in Q4 2008 when compared to the same period one year earlier.
- The falls are the first quarterly drops in prices recorded in the Asian region since the Hotels.com Hotel Price Index first began in January 2004.

## 2. Top global city destinations

The section that follows reflects the real Euro prices paid by travellers from across Eurozone countries during Q4 2008 – compared to prices paid during the same period a year before.

A combination of global slow-down and a strong Euro meant that travellers from across the main markets were able to spend substantially less on their hotel rooms in Q4 2008 than they had a year earlier: with prices in some cities falling by over one third – particularly in non-Euro destinations.

Figure 3 Average hotel prices for Q4 2008, compared to same period 2007

City	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year	City	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
Moscow	€ 231	€ 274	-16%	Helsinki	€ 105	€ 113	-8%
Abu Dhabi	€ 224	€ 181	24%	Brussels	€ 105	€ 112	-7%
Dubai	€ 202	€ 211	-5%	Marrakech	€ 103	€ 104	-1%
New York	€ 187	€ 224	-16%	Rotterdam	€ 101	€ 95	6%
Geneva	€ 177	€ 153	15%	Florence	€ 101	€ 111	-9%
Rio De Janeiro	€ 146	€ 130	12%	Madrid	€ 100	€ 117	-14%
Monte Carlo	€ 142	€ 181	-22%	New Delhi	€ 100	€ 156	-36%
Washington	€ 140	€ 129	8%	Munich	€ 98	€ 103	-5%
Tokyo	€ 138	€ 137	1%	Cape Town	€ 98	€ 124	-21%
Cancun	€ 138	€ 124	11%	Montreal	€ 97	€ 107	-10%
Zurich	€ 137	€ 123	11%	Istanbul	€ 96	€ 104	-8%
Boston	€ 136	€ 150	-9%	Toronto	€ 94	€ 110	-14%
Venice	€ 133	€ 148	-10%	Warsaw	€ 92	€ 95	-3%
Cairo	€ 131	€ 112	18%	Sydney	€ 92	€ 115	-20%
Copenhagen	€ 126	€ 135	-7%	Lisbon	€ 90	€ 100	-10%
Chicago	€ 123	€ 146	-16%	Seville	€ 90	€ 107	-16%
London	€ 123	€ 161	-24%	Beijing	€ 88	€ 104	-16%
Edinburgh	€ 121	€ 141	-14%	Dublin	€ 86	€ 107	-20%
Paris	€ 119	€ 127	-6%	Mexico City	€ 86	€ 81	5%
Oslo	€ 118	€ 146	-20%	Shanghai	€ 85	€ 87	-2%
Hong Kong	€ 116	€ 126	-7%	Berlin	€ 85	€ 91	-7%
Cologne	€ 116	€ 127	-8%	Vancouver	€ 84	€ 107	-22%
Bucharest	€ 116	€ 98	18%	Krakow	€ 82	€ 91	-10%
Mumbai	€ 113	€ 184	-38%	Budapest	€ 81	€ 87	-7%
Rome	€ 112	€ 128	-12%	Pisa	€ 78	€ 86	-8%
Vienna	€ 112	€ 120	-6%	Prague	€ 78	€ 91	-15%
Amsterdam	€ 112	€ 123	-9%	Marseille	€ 77	€ 87	-12%
Stockholm	€ 112	€ 122	-8%	Kuala Lumpur	€ 76	€ 75	1%
Frankfurt	€ 111	€ 112	-0%	Bangkok	€ 71	€ 82	-13%
Barcelona	€ 109	€ 126	-14%	Las Vegas	€ 71	€ 101	-30%
Milan	€ 109	€ 122	-11%	Tallinn	€ 70	€ 71	-1%
Gothenburg	€ 109	€ 114	-5%	Reykjavik	€ 68	€ 94	-27%
Buenos Aires	€ 107	€ 112	-4%				

## Overall most expensive destinations

Figure 4 The world's most expensive cities in Q4 2008, compared to same period 2007

City	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
Moscow	€ 231	€ 274	-16%
Abu Dhabi	€ 224	€ 181	24%
Dubai	€ 202	€ 211	-5%
New York	€ 187	€ 224	-16%
Geneva	€ 177	€ 153	15%
Rio De Janeiro	€ 146	€ 130	12%
Monte Carlo	€ 142	€ 181	-22%
Washington	€ 140	€ 129	8%
Cancun	€ 138	€ 124	11%
Tokyo	€ 138	€ 137	1%

- Moscow remained the world's most expensive city in Q4 2008. While prices for rooms in the city fell by 16% year-on-year, at €231 per room on average, the city's hotels remained expensive compared to other global and European destinations.
- Prices paid by travellers to Abu Dhabi rose by a quarter (24%) to make it the world's second most expensive city, where average prices paid averaged €224 in the final three months of the year. Prices in Dubai also proved resilient (as European travellers sought some winter sun), averaging €202 per night.
- Geneva was Western Europe's most expensive city in Q4 2008, where average prices rose 15% year-on-year to €177.
- The strong Euro meant that most of the continent's traditionally most expensive tourist cities (including Paris, Barcelona, Berlin, Madrid and Vienna) all dropped well below the top-10 most expensive cities globally.

Figure 5 The biggest price rises in Q4 2008, compared to same period 2007

City	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
Abu Dhabi	€ 224	€ 181	24%
Cairo	€ 131	€ 112	18%
Bucharest	€ 116	€ 98	18%
Geneva	€ 177	€ 153	15%
Rio De Janeiro	€ 146	€ 130	12%
Cancun	€ 138	€ 124	11%
Zurich	€ 137	€ 123	11%
Washington	€ 140	€ 129	8%
Rotterdam	€ 101	€ 95	6%
Mexico City	€ 86	€ 81	5%

- Prices in Abu Dhabi rose by a quarter (24%) to make it the world's second most expensive city. The fact that the city has attracted travellers looking for luxury breaks with its high-end hotels has contributed to the rise in average prices paid.
- Prices in Cairo were also up – by almost a fifth (18%) year-on-year. The city has attracted European travellers looking for winter sun in 2008, which has been a major contributor to the rise in prices.
- The highest rises in Europe were seen in Bucharest, where prices also rose by a fifth (18%).

Figure 6 The biggest price falls in Q4 2008, compared to same period 2007

City	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
Mumbai	€ 113	€ 184	-38%
New Delhi	€ 100	€ 156	-36%
Las Vegas	€ 71	€ 101	-30%
Reykjavik	€ 68	€ 94	-27%
London	€ 123	€ 161	-24%
Monte Carlo	€ 142	€ 181	-22%
Vancouver	€ 84	€ 107	-22%
Cape Town	€ 98	€ 124	-21%
Oslo	€ 118	€ 146	-20%
Dublin	€ 86	€ 107	-20%

- The Indian cities of Mumbai and New Delhi saw prices fall by over one third year-on-year in Q4 2008 – down by 38% and 36%, respectively. This was in large-part due to the impact of the terrorist attacks on the former city, which deterred travellers. However, the impact of the strong Euro also played a part.
- Las Vegas, the only city in the USA to appear in the table of cities where prices fell furthest, has seen average prices paid drop by 30% year-on-year. The city has been hit by the US downturn and the lack of convention trade that is a hotel-market mainstay.
- Reykjavik was the European city where prices fell most substantially – down over a quarter (27%) year-on-year. As the economy went into freefall and hoteliers tried to maintain business, and the currency fell, prices dropped to just €68 per night on average at the end of 2008.
- Prices in London also fell substantially – particularly for travellers paying for the city’s hotels in Euros. Prices dropped by almost a quarter (24%) between Q4 2007 and 2008, meaning that the costs of hotels in the UK capital have never been so attractive for European visitors.
- Dublin also saw big price falls of 20%.

# 3. Major European country comparisons

Switzerland rises to become Europe's most expensive country for Irish travellers, while the UK sees the biggest fall.

- Prices paid by travellers to Switzerland rose by 7% between Q4 2007 and Q4 2008 to make it the most expensive European destination. Prices averaged €144 for travellers booking in the country between October and December 2008.
- Switzerland was the only European country destination to see prices rise in the final three months of the year.
- Prices in Denmark fell by 6% year-on-year – to €126 – making it the second most expensive European nation. Prices in Norway were down to an even greater degree – by almost a fifth (18%) to average €121.
- The UK – where prices fell furthest, by some 24% in Q4 2008 when compared to Q4 2007 – dropped to fourth in the table.
- The most expensive Eurozone country destination in Q4 2008 was Austria, where prices averaged €111 per night – despite a 6% fall year-on-year.

Figure 7 Average room prices and changes Q4 2008 for major European country destinations

Country	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
Switzerland	€ 144	€ 135	7%
Denmark	€ 126	€ 135	-6%
Norway	€ 121	€ 147	-18%
United Kingdom	€ 116	€ 152	-24%
Austria	€ 111	€ 118	-6%
Sweden	€ 110	€ 121	-10%
Italy	€ 108	€ 118	-9%
Netherlands	€ 108	€ 116	-7%
Belgium	€ 105	€ 109	-3%
Finland	€ 104	€ 112	-7%
Germany	€ 95	€ 101	-6%
France	€ 94	€ 97	-3%
Spain	€ 91	€ 103	-12%
Greece	€ 90	€ 97	-7%
<b>IRELAND</b>	€ 89	€ 108	-17%
Poland	€ 85	€ 91	-7%
Hungary	€ 81	€ 87	-7%
Czech Republic	€ 78	€ 91	-14%
Portugal	€ 77	€ 87	-12%

Figure 8 Average room prices and changes Q4 2008 for major country destinations (by price rise)

Country	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
Switzerland	€ 144	€ 135	7%
France	€ 94	€ 97	-3%
Belgium	€ 105	€ 109	-3%
Austria	€ 111	€ 118	-6%
Denmark	€ 126	€ 135	-6%

- Switzerland – Europe’s most expensive country for Irish travellers – also headed the price-rise table with average room rates up 7% in Q4 2008 when compared with the same period in 2007. All other countries saw prices fall year-on-year.

Figure 9 Average room prices and changes Q4 2008 for major country destinations (by price falls/lowest rises)

Country	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
United Kingdom	€ 116	€ 152	-24%
Norway	€ 121	€ 147	-18%
<b>IRELAND</b>	€ 89	€ 108	-17%
Czech Republic	€ 78	€ 91	-14%
Spain	€ 91	€ 103	-12%

- As has been observed, the UK was the country in which prices fell furthest, and fastest of the major European destinations – down 24% year-on-year in Q4 2008. The impact of the weak Pound and the economic downturn combined to mean that the country has never been better value for European travellers.
- Norway also saw the average prices paid by Irish travellers in its hotels fall – down by almost a fifth (18%) year-on-year.
- Prices in Ireland dropped by a similar level – down 17% year-on-year, meaning that it stands at third in the price-drop league table.

## 4. Focus on Irish and UK cities

### Ireland

The prices paid for rooms in Ireland fell by 17% in the final three months of 2008 – with Limerick the only city to see prices rise.

- The relatively small drop of 1% (when compared to Cork and Dublin) in the average prices paid for Galway's hotels meant that it maintained its position as having the most expensive hotels in the country at €129 per night on average.
- The fact that prices held up in Galway was largely due to the fact that visitors to the city tend to look for a more luxurious experience from their breaks, reflected in the prices they are willing to pay.
- Cork was the second most expensive city despite prices falling 21% in Q4 2008 compared to those paid by travellers in Q4 2007. It cost €100 per night to stay in the city during this period, on average.
- Prices in Dublin fell dramatically – down by one fifth (20%) to average €86 per night. This makes the Irish capital remarkably good value for travellers looking for cheaper hotel stays within the Eurozone.

Figure 10 Average room prices and changes Q4 2008: major Irish cities

City	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
Galway	€ 129	€ 130	-1%
Cork	€ 100	€ 127	-21%
Dublin	€ 86	€ 107	-20%
Limerick	€ 76	€ 75	2%

## UK cities

- Prices in every major UK city fell in the final three months of 2008 for travellers from the Eurozone – particularly reflecting the weak pound relative to the Euro.
- North of the border, prices fell by over a third (35%) in Belfast to average just €102 in Q4 2008. Prices in London fell by almost a quarter (24%) to €123 on average.
- The weaker pound means that UK cities are remarkably good value for Irish travellers.

Figure 11 Average room prices and changes Q4 2008: major UK cities

City	Average price per room per night Q4 2008	Average price per room per night Q4 2007	% Change year-on-year
London	€ 123	€ 161	-24%
Edinburgh	€ 121	€ 141	-14%
Belfast	€ 102	€ 157	-35%
Liverpool	€ 97	€ 127	-23%
Manchester	€ 87	€ 115	-24%
Glasgow	€ 82	€ 107	-23%
Birmingham	€ 78	€ 115	-32%

- Prices across Aberdeen, Edinburgh and Glasgow all fell in Q4 2008, when compared with Q4 2007.
- Leading the falls was Aberdeen, where prices dropped 13% to average £104 during the final three months of the year.
- Prices in Edinburgh and Glasgow were down by a smaller degree – falling 3% and 4% respectively.

## 5. Prices paid at home and away

Irish travellers are Europe's biggest spenders when they leave their own country according to the research by Hotels.com, spending on average €134 per night on hotels. They are closely followed by Italian and Spanish travellers (who spend €132 and €131 each per night, respectively according to the HPI).

At the other end of the scale, Finnish and German travellers are those who spend least abroad according to Hotels.com. The average Finn or German spends just €113 per night on their hotel rooms when overseas. They are closely followed by Norwegian and Swedish travellers (who each spend €114 per night).

Figure 12 Average room prices and changes paid by travellers when travelling within their own countries versus those paid overseas: Q4 2008

Nationality	Average price paid per room when travelling within own country	Average price paid per room when travelling abroad
Ireland	€ 102	€ 134
Italy	€ 104	€ 132
Spain	€ 91	€ 131
Portugal	€ 75	€ 129
France	€ 82	€ 123
Austria	€ 103	€ 122
Denmark	€ 104	€ 121
Belgium	€ 132	€ 121
Netherlands	€ 109	€ 118
United Kingdom	€ 116	€ 116
Sweden	€ 115	€ 114
Norway	€ 91	€ 114
Germany	€ 127	€ 113
Finland	€ 108	€ 113

## 6. Beating the crunch: where to go for €100 per night

Couples in search of luxury with €100 per night between them to spend on their hotel rooms would do well to head to Budapest, Marrakech or Berlin for weekend breaks or further afield to Bangkok, Las Vegas, Mexico City or Sydney, according to the Hotels.com Hotel Price Index. In each of these cities, €100 per night will easily buy a five star hotel room.

Those with more to spend can find five star luxury for €150 per couple per night in a wide range of the world's most exciting cities, according to Hotels.com

New York was still the city where you got the fewest stars for your money at just 1.6 stars for €100.

Dublin ranked among the top ten cities where €100 would buy four stars or more for the night.

Figure 13 The star rating that can be purchased by travellers spending €150 or €100 per night in the world's top cities

City	What star rating €150 per night will buy in each city's hotels	What star rating €100 per night will buy in each city's hotels	City	What star rating €150 per night will buy in each city's hotels	What star rating €100 per night will buy in each city's hotels
Bangkok	5.0	5.0	Amsterdam	4.8	3.9
Las Vegas	5.0	5.0	Frankfurt	5.0	3.9
Mexico City	5.0	5.0	Vancouver	5.0	3.9
Sydney	5.0	5.0	Edinburgh	5.0	3.8
Warsaw	5.0	5.0	Orlando	5.0	3.7
Budapest	5.0	4.9	Nice	5.0	3.7
Marrakech	5.0	4.8	Montreal	5.0	3.6
Prague	5.0	4.8	San Francisco	5.0	3.5
Dublin	5.0	4.6	Copenhagen	4.8	3.4
Berlin	5.0	4.5	London	4.4	3.4
Lisbon	5.0	4.5	Venice	4.3	3.2
Munich	5.0	4.4	Dubai	4.1	3.2
Madrid	5.0	4.4	Los Angeles	3.8	3.2
Cape Town	5.0	4.4	Geneva	4.0	3.1
Istanbul	5.0	4.3	Paris	3.8	3.1
Vienna	5.0	4.3	Chicago	5.0	3.0
Beijing	5.0	4.2	Miami	3.6	3.0
Stockholm	5.0	4.2	Boston	5.0	2.8
Barcelona	4.6	4.1	Moscow	3.2	2.7
Rome	4.5	4.0	Rio De Janeiro	3.4	2.4
Toronto	5.0	4.0	New York	2.6	1.6

## 7. Average room prices by star rating

Hotels.com analysed the average prices paid for hotel rooms across different star ratings in the world's top cities.

The data demonstrates where European travellers can find the best bargains. It also shows those cities where it pays to shop around for the best deal: in some cases, travellers can end up paying more for a property with a lower star rating, according to Hotels.com.

Dublin is one of the most inexpensive cities for four star hotels in the world, on a par with cities such as Marrakech, Berlin and Munich.

Figure 16 Average hotel room prices by star rating during Q4 2008

City	Average price of two star room per night Q4 2008	Average price of three star room per night Q4 2008	Average price of four star room per night Q4 2008	Average price of five star room per night Q4 2008
Amsterdam	€ 71	€ 76	€ 102	€ 160
Bangkok	N/A	€ 38	€ 84	N/A
Barcelona	€ 64	€ 81	€ 90	€ 190
Beijing	€ 30	€ 44	€ 89	€ 133
Berlin	€ 51	€ 54	€ 72	€ 131
Boston	€ 76	€ 106	€ 126	N/A
Budapest	€ 38	€ 43	€ 62	€ 107
Buenos Aires	N/A	€ 86	€ 116	N/A
Cancun	N/A	€ 126	€ 133	N/A
Cape Town	N/A	€ 53	€ 90	€ 117
Chicago	€ 65	€ 100	€ 119	N/A
Copenhagen	€ 69	€ 92	€ 111	€ 159
Dubai	€ 88	€ 89	€ 141	€ 259
Dublin	€ 61	€ 64	€ 78	€ 117
Edinburgh	N/A	€ 84	€ 105	€ 137
Frankfurt	N/A	€ 73	€ 103	€ 151
Geneva	N/A	€ 96	€ 146	€ 252
Hong Kong	N/A	€ 74	€ 109	N/A
Istanbul	N/A	€ 43	€ 80	€ 141
Las Vegas	€ 34	€ 44	€ 88	N/A
Lisbon	N/A	€ 57	€ 79	€ 123
London	€ 66	€ 88	€ 119	€ 200
Los Angeles	€ 60	€ 86	€ 169	N/A
Madrid	€ 65	€ 75	€ 79	€ 134
Marrakech	N/A	€ 42	€ 77	€ 105
Melbourne	N/A	€ 70	€ 91	N/A
Mexico City	€ 37	€ 77	€ 95	N/A
Miami	€ 66	€ 102	€ 185	N/A
Montreal	€ 59	€ 71	€ 120	N/A
Moscow	N/A	€ 135	€ 197	N/A
Munich	€ 59	€ 74	€ 80	€ 125
New York	€ 122	€ 169	€ 243	€ 353
Nice	€ 48	€ 58	€ 120	N/A
Orlando	€ 36	€ 67	€ 115	N/A
Oslo	N/A	€ 87	€ 105	N/A
Paris	€ 68	€ 97	€ 163	€ 288
Pisa	N/A	€ 61	€ 71	N/A
Prague	€ 46	€ 49	€ 65	€ 108
Rio De Janeiro	€ 86	€ 119	€ 203	N/A
Rome	€ 53	€ 82	€ 95	€ 206
San Francisco	€ 65	€ 84	€ 119	N/A
Seattle	€ 70	€ 111	N/A	N/A
Shanghai	N/A	€ 49	€ 81	N/A
Singapore	N/A	€ 84	€ 109	N/A
Stockholm	€ 62	€ 83	€ 94	€ 122
Sydney	€ 47	€ 68	€ 98	N/A
Tallinn	N/A	€ 44	€ 64	N/A
Tokyo	N/A	€ 98	€ 153	N/A
Toronto	€ 58	€ 81	€ 100	N/A
Vancouver	€ 53	€ 65	€ 106	N/A
Venice	€ 63	€ 93	€ 122	€ 232
Vienna	N/A	€ 67	€ 84	€ 137
Warsaw	N/A	€ 62	€ 85	€ 83
Washington	N/A	€ 117	€ 130	N/A

## About Hotels.com

As part of the Expedia group which operates in all major markets with dedicated staff, Hotels.com offers more than 99,000 quality hotels worldwide. If a customer can find the same deal for less on a prepaid hotel, Hotels.com will match it. Hotels.com benefits from one of the largest hotel contracting teams in the industry negotiating the best rates for its users, plus user-contributed reviews of its properties. Travellers can book online or by contacting one of the multi-lingual call centres on 1 800 55 33 38.

The company currently operates 52 Hotels.com sites around the world including 31 sites in 24 languages across EMEA.

The European sites launched in the UK in 2001 and now attract several million unique users every month. Thousands of people book bed nights through Hotels.com every day.

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