

## **Hotelbeds Group's Ancillary Bank launches concierge service for travel intermediaries**

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- Travel intermediaries can now offer their travellers enriched in-destination experiences delivered by knowledgeable local assistants
- Punta Cana, Cancun, Riviera Maya, Bangkok, Phuket, Malta & Bodrum are the first destinations to offer this service
- Travellers once in destination able to access service 24/7 to receive information on local services and transport, plus cultural, sport and lifestyle activities

**Palma, 21<sup>st</sup> August 2018.** [Hotelbeds Group](#), the world's leading bedbank, has announced today that its Ancillary Bank will launch a concierge service for use by the end traveler of its travel intermediary customers.

This new product offering will be available in Hotelbeds Group booking platforms - aimed at Fully Independent Travelers (FIT) - and will be available in both the Wholesale and Retail channels of the Group - including the Hotelbeds, Tourico Holidays, GTA and Bedsonline brands.

Travelers will be able to access a personal assistance hotline operated 24 hours per day, seven days per week by local people in both English and Spanish. This service will enrich in-destination local experiences for travelers through the expertise of local assistants offering services such as:

- Meet your concierge in person on arrival (on request)
- Interpretation / translation services
- Information on local infrastructure, services and transport
- Arrange, book and buy tours, tickets, attractions, events, transfers and car rentals
- Information on culture, lifestyle, sports and local traditions.

Hotelbeds Group is now offering this service in its key Latin American destinations - Punta Cana, Cancun and Riviera Maya - as well as in key destinations in Thailand such as Bangkok and Phuket and in popular Mediterranean destinations like Malta and Bodrum. These locations are mainly visited by travelers on holiday. Additionally the Group is also planning to launch this service in many others geographies in the following months.

**Javier Arévalo, Ancillary Bank Director, Hotelbeds Group**, commented "We are very pleased to announce another strategic product offering that helps keep Hotelbeds Group's Ancillary Bank as a leading in-destination services specialist - and help give our travel intermediary clients an additional competitive edge with their customer, the end traveller.

"This allows us to offer the first service focused on Fully Independent Travelers (FIT), with the goal to offer advice and personalized attention by local experts from the very beginning of the stay. This service brings together a very complete value proposition for the traveler, allowing not only assistance during all the stay (solving doubts or covering any need), but also gives the possibility to improve the travel experience in-destination by adding additional and relevant services. All this through our local Hotelbeds Group trusted experts that will be available 24/7 via telephone. "

**About Hotelbeds Group**

Hotelbeds Group is the world's leading bedbank and business-to-business provider of services to the travel industry globally.

The Group's proprietary technology helps providers of travel services distribute their offering to travel sellers globally via an easy-to-use, advanced technology platform that increases reach, revenue and yield for both the provider and the seller.

Operating mainly under the Hotelbeds, Bedsonline, Tourico Holidays and GTA brands, the company connects over 60,000 travel intermediaries across more than 140 source markets globally with travel providers in over 185 countries representing more than 170,000 hotels, 24,000 transfer routes and 18,000 activities.

In September 2016, the company became independent under the ownership of Cinven and the Canadian Pension Plan Investment Board (CPPIB). In June 2017, Tourico Holidays became part of Hotelbeds Group, followed by GTA also joining the Group in October; both companies remain independent brands whilst they are being integrated into the Group.

The Group is headquartered in Palma de Mallorca, Spain.

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