



MBTA Hotel Panel

April 15, 2021

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Today's Panel



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Partner
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David Mollov
EVP Hotel Solutions
TRIPBAM, Inc.



Gus Vonderheide
VP Global Sales
Hyatt Hotels
Corporation



Shannon Blando
Global Category
Manager HR and
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Dell EMC



Hotel Trends (March 2021 versus March 2020)

Benchmark	Impact
Booking Activity	-80%
Average Booked Rate	-\$67
Average Market Rate	-\$100
Length of Stay	+0.9 days
Cancellation	+1%
Star Rating	-0.5
Advance Booking	-7 days

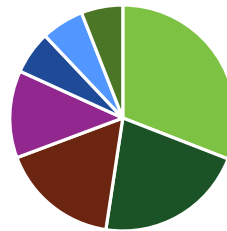
Hotel Trends Rate Types Used

Rate Type	Jan 2019	Jan 2020
Market Rates	28.7%	64.7%
Property Dynamic Rates	8.5%	0%
Static Rates	41.4%	8.9%
Chainwide Discounts	14.7%	11.8%
TMC Rates	6.7%	14.7%

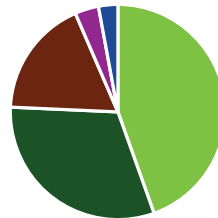
Sourcing Q1 Results

# of Customers	13
Average Program Size	200+ Hotels
Largest Program	570 Hotels

Bids by Chain



Legend for Bids by Chain:
 ■ Independent ■ Marriott
 ■ Hilton ■ IHG



Legend for Regional Distribution:
 ■ Americas ■ Asia ■ Europe ■ Oceania ■ Africa

Deal Type	91% Dynamic 9% Flat
Average Dynamic Rate	16%
% of Hotels that accepted first offer	66%
Average Negotiation Rounds	.6

Rollover Deals have Reduced Savings



Most programs generated 20-30% savings off retail in exchange for volume/market share.

Retail rates have reduced much more significantly than business travel rates.

*Rollover deals have reduced the value that business travel programs generate.
How will buyers address this value loss in 2022?*

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	Traditional RFP Tool	Re Shopping Platforms
Batch Sourcing	YES	In progress
Re shopping	No	YES
Booking Compliance	No	YES
Real Time Analytics - Property Performance - Program Performance	No	YES
Benchmarking	Bid Activity	Market Activity / Bid Activity
Hotel Directory	Yes	No
Program File Extracts	Yes	In progress
Mid year sourcing	Yes	Yes
Rate Auditing	Rate Audit (1 time) + Rate Availability (1 time)	Consistent Rate Monitoring

