



HOTEL EXPRESS INTERNATIONAL

BACKGROUND

Hotel Express International (HEI) is an international premier hotel discount program, established in 1987 in San Diego, USA. In the mid 90's the international head office moved to Kristiansand, Norway.

Since inception we have provided around 3.5 million travellers with 50%+ discounts at more than 10,000 hotels in 135 countries.

Our portfolio includes select hotels from major chains such as Sun International, Peermont Global, Hyatt, Westin, Hilton, Radisson, Three Cities and many more. Our hotels are normally 3-star and up and in SA alone, over 300 properties participate.

Our worldwide members book +/- 1,000,000 room night's pa at participating hotels.

HEI markets a range of memberships that offers discounts at hotels, self-catering resorts, car hire and flights.

With offices in Johannesburg, Cape Town, Gaborone, Harare Mbabane and Windhoek, we assist more than 100,000 regional members with discounted accommodation and travel services.

ABOUT HOTEL EXPRESS INTERNATIONAL

- ❖ ESTABLISHED **1987**
 - ❖ **10000** HOTELS - **135** COUNTRIES
 - ❖ BOOK MORE THAN **1 MILLION ROOM NIGHTS PA**
 - ❖ HOTEL GROUPS INCLUDE: SUN INTERNATIONAL, PEERMONT GLOBAL, HYATT, WESTIN, HILTON, ROYAL, RADISSON, THREE CITIES AND MANY MORE.
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HOTEL EXPRESS®

INTERNATIONAL



Sun International

A Million Thrills. One Destination.



PROTEA HOTELS



First in Car Hire. *First in Service.*



AFRICA'S EXCEPTIONAL HOSPITALITY GROUP

travelstart



(FOR USE IN SOUTH AFRICA ONLY) SILVER MEMBERSHIP

BENEFITS:

- UP TO **50% DISCOUNT AT OVER 300 SOUTH AFRICAN HOTELS**
- UP TO **40% AT OVER 120 SELF-CATERING RESORTS**
- UP TO **20% DISCOUNT OFF BROCHURE RATES ON FIRST CAR RENTALS**

- 5 X R150.00 TRAVELSTART LOCAL DISCOUNT BOOKINGS
- MEMBERSHIP FEE – **R1795 (PERSONAL*) R3915 (CORPORATE**)**

Gold Card

(FOR USE IN SOUTH AFRICA AND GLOBALLY) GOLD MEMBERSHIP

BENEFITS:

- UP TO **50% DISCOUNT AT OVER 300 SOUTH AFRICAN HOTELS**
- UP TO **50% DISCOUNT ON 10 000 INTERNATIONAL HOTELS**
- UP TO **40% AT OVER 120 SELF-CATERING RESORTS**
- UP TO **20% DISCOUNT OFF BROCHURE RATES ON FIRST CAR RENTALS**
- **10% discount off best available rate with Sixt Car Rental internationally**
- 12 x R150.00 TRAVELSTART LOCAL DISCOUNT BOOKINGS
- 1 x R250.00 TRAVELSTART INTERNATIONAL DISCOUNT BOOKINGS

- MEMBERSHIP FEE – **R2915 (PERSONAL*) R4865 (CORPORATE**)**

Platinum Card

(FOR USE IN SOUTH AFRICA AND GLOBALLY) PLATINUM MEMBERSHIP

BENEFITS:

- UP TO **50% DISCOUNT AT OVER 300 SOUTH AFRICAN HOTELS**
- UP TO **50% DISCOUNT ON 10 000 INTERNATIONAL HOTELS**
- UP TO **40% AT OVER 120 SELF-CATERING RESORTS**
- UP TO **20% DISCOUNT OFF BROCHURE RATES ON FIRST CAR RENTALS**

- **FREE PREMIER LOUNGE ACCESS AT ALL MAJOR SOUTH AFRICAN AIRPORTS.**
- **PERSONAL MEMBERSHIP RECEIVES R150.00 x 12 TRAVELSTART LOCAL DISCOUNT BOOKINGS AND R250 x 8 TRAVELSTART INTERNATIONAL DISCOUNT BOOKING**
- **CORPORATE/FAMILY R150.00 x 24 TRAVELSTART LOCAL DISCOUNT BOOKINGS AND R250 x 8 TRAVELSTART INTERNATIONAL DISCOUNT BOOKING**

- MEMBERSHIP FEE – **R3750 (PERSONAL*) R5965 (CORPORATE**)**

*Personal Card – Card Holder can book unlimited rooms in his name for him and his family.

**Corporate Card – Card is interchangeable. One card = One room/Car Hire per day.



HOW DOES YOUR DISCOUNT APPLY?

The 50% discount applies to the hotel's rack rate based on single or double occupancy. If you have additional guests in your room, an extra-person charge may apply. The 50% discount is off the rack rate and is valid for on a bed and breakfast or room only basis, which vary between hotels. This discount does not apply to special packages, seasonal, group or convention rates or travel agency bookings and may not be combined with other promotional offers, short term internet deals offered on individual hotel or third party accommodation and travel websites or with other discount programs. As hotels offer a variety of rates and packages, it is important to identify yourself as a "Hotel Express member" when making reservations. Advance reservations are advisable. Examples when hotel run their own specials:

HOTEL A: Rack Rate (Room Only) R750.00. Weekend Rate (special price, breakfast included) R550.00. Hotel Express rate R375.00 = 50% off Rack Rate (Room only)

HOTEL B: Rack Rate (B+B) R500.00. Winter Rate (special price) R350.00. Hotel Express rate R250.00 = 50% off Rack Rate (B+B)

WHAT IS A RACK RATE?

The rack rate is a hotel's maximum non-published rate that all rates are discounted from.

DO YOUR HOTELS ALWAYS OFFER A 50% DISCOUNT?

Participating hotels accept discounted member bookings throughout the year, subject to availability as determined by hotels' management. Availability may be restricted, severely limited or blocked out during peak periods, which vary between destinations. For instance, a peak period can be expected during school holidays and long weekends at popular holiday destinations or perhaps during particular week days or conventions at hotels near business centers. Please note that during peak periods, hotels may have a restricted number of rooms available but not necessarily at the discounted member rate.

WHAT IS AVAILABILITY?

The 50% discount is available for a selected number of rooms at each hotel or until a participating hotel expects to reach a level of occupancy whereby they can no longer accept any further discounted bookings, including the Hotel Express rate. If you choose to travel during a busy season, you may find that the discount is restricted because of availability or may not be available every night of your stay. A hotel's projection for occupancy may change. If you cannot confirm your Hotel Express discount, you may wish to call back at a time closer to your travel date, or check other hotels in the area.

WHY WOULD I BECOME A MEMBER IF I AM NOT GUARANTEED THE DISCOUNT?

Statistics from Hotel Express' reservation service shows that between 80 and 90% of all reservations are accepted at the Hotel Express rates. Receiving a 50% discount 8 - 9 times out of 10 is very good, and a lot of money saved!



WHY WOULD ANY HOTEL OFFER 50% OFF THEIR RATES?

Very few hotels have occupancy of 100%. Instead of leaving the rooms empty, they are selling them to Hotel Express members at half price. After all it is better to make 50% than lose 100%. The rooms are there anyway and it is a waste to let them remain empty. Not only the hotels are making money on this, but members are also saving 50% at the same time.

HOW MANY MONTHS DOES ONE MEMBERSHIP LAST?

Normally 12 months from date of purchase. It does not follow the calendar year.

HOW MANY ROOMS IS ONE CARD VALID FOR? CAN I BOOK FOR MY COLLEAGUE TOO?

One Hotel Express card is required per discounted room. This means that you cannot book one room for you and one for your colleague, the second person needs a card of his own. Seeing that it only takes 2 or 3 nights at a hotel to make the card worth its cost - it is really worth recommending Hotel Express to all your colleagues.

IS THE CARDHOLDER THE ONLY PERSON WHO CAN USE THE CARD?

Yes, it is a personalized card and the cardholder needs to be present in the room. No one else is entitled to use the card except corporate cards that may be used by any associate of your company.

CAN I GO WITH MY FAMILY?

Yes, provided the hotel has a room type able to accommodate your family.

HOW DO I MAKE RESERVATIONS?

Silver, Gold and Platinum cardholders make local reservations directly by telephone, fax or e-mail. Hotel details are indicated in the hotel directory or online. For local and international bookings please contact Hotel Express free reservation service.

CAN I PAY WITH MY CARD?

No. The Hotel Express card is a membership card. The valid card is to be provided upon check-in with an ID for verification.

WHAT DO I DO IF MY HOTEL EXPRESS CARD IS LOST OR STOLEN?

Contact our office immediately. Be careful with your card. There is a charge for replacement. To organise a replacement card, please contact your office.



HOW LONG CAN I STAY?

You can stay as long as you want, as many times as you want, whatever period of the year, subject to availability. You can stay in different hotels during the same journey. There are no limits to usage during the membership year.

IF I PURCHASE THE CARD THROUGH THE COMPANY, CAN I THEN USE IT FOR PRIVATE TRAVELS?

Yes, of course! There are no limitations as to how often you can use the card or to what purpose the travel has. The only restriction is that the cardholder is present and that ID can be shown along with the Hotel Express card, if requested at check-in.

IF MY COMPANY IS INTERESTED IN SEVERAL CARDS FOR ITS TRAVELING STAFF, ARE THERE ANY DISCOUNTS APPLICABLE?

Hotel Express International offers special rates on multiple memberships. Please contact us for more details.

ARE MEMBERSHIP CARDS RENEWED AUTOMATICALLY OR WHERE DO I DO SO?

No, they are not renewed automatically. If you have bought your card through our local sales office, you should receive a call or a letter with question of renewal just before your current card expires. If not, then you are most welcome to contact us.



TESTIMONIALS

- ❖ We made back the annual membership fee in less than one month
Angela Kendal , Safcor Panalpina

- ❖ In January we made our first reservation using Hotel Express for one of our employees. This saving equated to a **330% return on investment** for the first month's membership
John Flach. Johannesburg (SA)

- ❖ Our company has been a member of Hotel Express since 1990 and have today about 70 cards. Last year we saved about **1 million Swedish Kroner**
Harrieth Wigström - Ravema

- ❖ I work as an agent for various foreign companies and abroad. Thanks to the Hotel Express discount I have been able to **save about SEK 50,000 every year.**
P.G. Stockholm

- ❖ We have **never had a booking rejected** and have managed to get into the hotels we have wanted. With travel accommodation at half price no company should be without membership
Thorbjorn Ottesen, Raflatac South Africa

- ❖ On our first trip to Tanzania on a single room accommodation for four days the card's cost was covered due to the huge saving involved". Due to the impact of the cost saving and great customer service **we were happy to introduce one of our shareholders (Group 5) to HEI**
Belinda van Heerden - DPI Plastics

- ❖ I asked for a room at a hotel in London where I had paid £ 150 per night the week before. I had barely placed the receiver when the fax rang and voila ! **Same hotel, half price of last week!**
Morten Gray