



## Protea Hospitality Group Upgrades to Travelport's latest hotel booking technology

Protea Hotels enhances connectivity to Galileo and offers the lowest public rates

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Travelport, a leading distribution services and e-commerce provider for the global travel industry, has worked closely with the Protea Hospitality Group to enhance the quality and relevance of the data they provide travel agents in both Southern Africa and worldwide. This has been achieved by supporting Protea Hotels in a migration of their Central Reservation System (CRS) to Opera Reservations System (MICROS Systems Inc.), and consequently implementing upgraded Travelport functionality to improve the shop and book process.

As part of the CRS migration, Protea Hospitality Group has implemented Complete Pricing 1, a Travelport hotel function which addresses the needs of travellers and bookers by providing them with the total cost of the hotel stay upfront, including any known taxes. This allows the travel agent to give more accurate quotes to customers prior to booking, eliminating manual calculations and reducing any potential customer service issues. Another benefit of this enhancement is that Protea Hospitality Group is also now supporting functionality which allows travel agents to shop and book rooms for 3 and 4 person occupancy, meaning that hotels only respond with room options and prices that can accommodate the number of adults requested.

"With the upgraded hotel booking functionality now deployed by Protea Hospitality Group, hotel results will be both more accurate and more relevant earlier in the booking process, which is key for our joint travel agency customers, " said Paul Adams, Travelport Hospitality Director, EMEA.

Travel agents and travellers are also assured of receiving the best available public rates when booking Protea Hospitality Group's properties via Travelport, as the hotel group also guarantees that their lowest public rates are made available for sale in Galileo and Worldspan, regardless of the booking conditions. This improves agency efficiency and improves confidence, by eliminating the need to search outside the GDS.



“The implementation of this new functionality for the Protea Hospitality Group is vital as it will ensure greater availability of contracted rates specifically for multiple day stays,” commented Bryan Mulliner, Protea Hospitality Group - Strategic Development & Revenue Director.