

Duff on Hospitality Law

## **OTA & Travel Distribution Update - March 26th, 2017**

By Greg Duff on 3.31.17 | Posted in OTA Update

This week's Update for the week of March 26, 2017 is below:

### **[Airbnb cracks down on San Francisco hosts, booting out hundreds](#)**

*San Francisco Business Times, Mar 24, 2017*

Home-sharing company Airbnb says it has evicted 923 listings in San Francisco for violating its "One Host, One Home" policy. In a statement this week, Airbnb disclosed the figures of listings it had booted because they "appeared to be shared by hosts with multiple entire unit listings that could impact long-term housing availability."

### **[Expedia Has a New Tool to Help Hoteliers Use Reviews to Improve Service](#)**

*Skift Travel News, Mar 23, 2017*

Today Expedia's computers are analyzing guest reviews. We predict that someday its computers will use the reviews to create software-generated, Zagat-style hotel summaries, for its search results.

### **[Why Hotel Chains' Loyalty Programs Don't Pose A Threat To OTAs](#)**

*Forbes Investing, Mar 21, 2017*

Online travel agencies (OTAs) and hotels seem to have somewhat of a love/hate relationship. Though OTAs bring more customers to hotels because of the increased exposure that they offer, hotels need to pay a certain percentage of commissions to the OTAs, thus reducing their share of the revenues.