

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.