

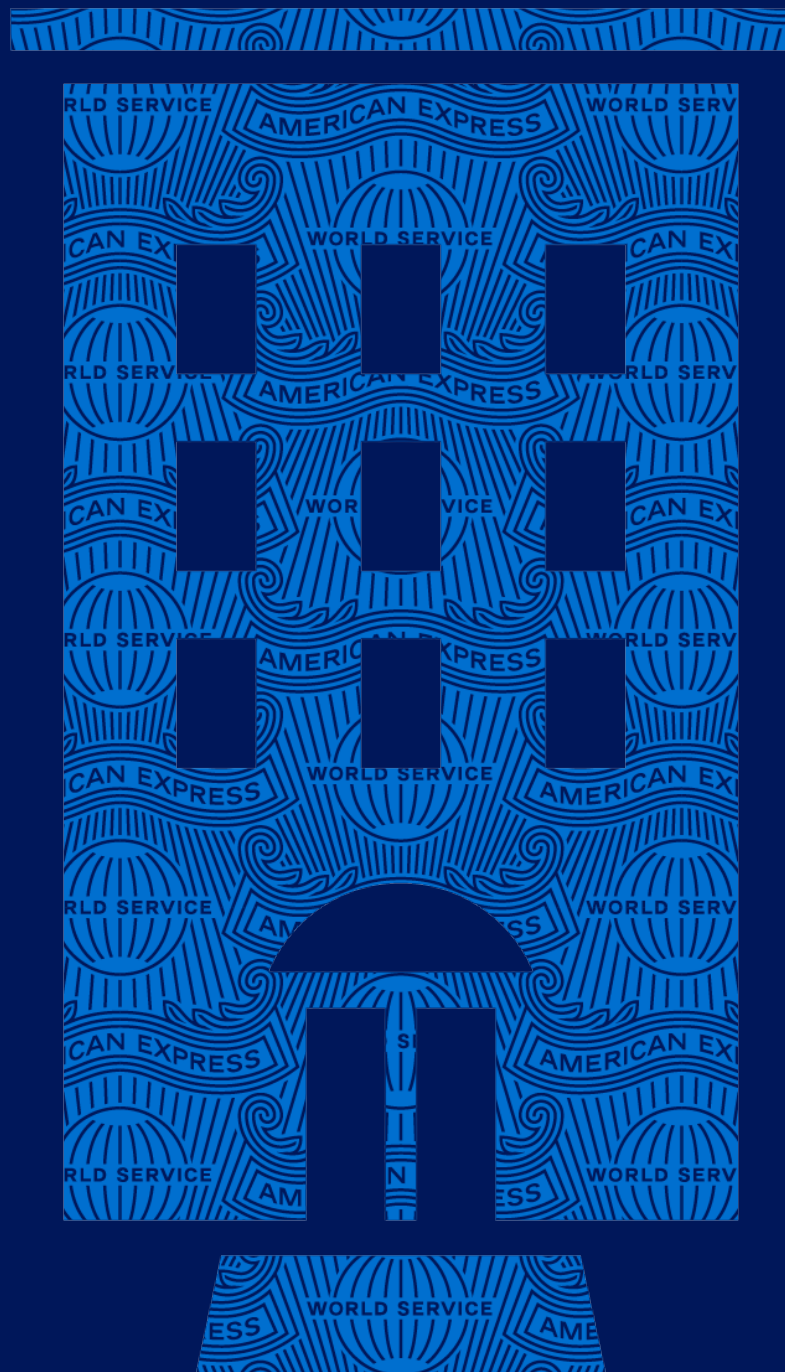


GLOBAL
BUSINESS
TRAVEL

Fact or Fiction?

Test your knowledge around accommodations and the benefits and value of booking accommodations through American Express Global Business Travel (GBT).

American Express Global Business Travel (GBT) is a joint venture that is not wholly owned by American Express Company or any of its subsidiaries (American Express). "American Express Global Business Travel," "American Express," and the American Express logo are trademarks of American Express and are used under limited license.





Travelers aren't eligible
for loyalty benefits or
hotel points when they
book through GBT.

FACT OR FICTION?



FICTION.

Most rates booked through GBT offer loyalty benefits (with only a few exceptions as pertains to integrations with third-party partner rates). GBT's negotiated hotel rates, called Preferred Extras™, will always include eligibility for loyalty benefits.¹



Travelers can book
alternative or extended-
stay accommodations
directly from their
booking tools.

FACT OR FICTION?



AMERICAN
EXPRESS

GLOBAL
BUSINESS
TRAVEL

FACT.

With more than 2 million properties all in one place, there's no need to go anywhere else to book corporate accommodations. This includes alternative accommodations and extended-stay options.

AMERICAN
EXPRESS

GLOBAL
BUSINESS
TRAVEL





Travelers can find lower
hotel rates elsewhere.

FACT OR FICTION?



**GLOBAL
BUSINESS
TRAVEL**



FICTION.

Travelers will have a difficult time finding a lower hotel rate than GBT can provide. GBT integrates special member-only rates from the major hotel chains, accessible by all GBT clients.

External benchmarking intelligence shows that GBT meets or beats hotel rates from online competitors 96% of the time.²



**GLOBAL
BUSINESS
TRAVEL**



Travelers have special
access to highly
discounted hotel rates.

FACT OR FICTION?



**GLOBAL
BUSINESS
TRAVEL**



A man with grey hair and a beard, wearing a light grey suit, blue shirt, and dark tie, is smiling and looking down at a card being handed to him by a hotel employee. The employee's hand is visible on the left, holding a white card. They are at a dark, reflective hotel desk. In the background, there are shelves with bottles and a floral arrangement on the right.

FACT.

All GBT clients have access to Preferred Extras™ hotel rate, which carry discounts up to 25% off the best available rates and special access to Booking.com's closed user group rates.^{3, 4}



**GLOBAL
BUSINESS
TRAVEL**



AMERICAN
EXPRESS

GLOBAL
BUSINESS
TRAVEL



Companies should
always follow the
traditional hotel RFP
process to secure the
best rates.

FACT OR FICTION?

A woman with long dark hair, wearing a red dress, is looking up at tall city buildings. The background is a blurred city street with modern skyscrapers.

FICTION.

Many companies that have a travel management company are using mixed content to drive traveler satisfaction and program adoption, which ultimately leads to better data and more savings.



GLOBAL
BUSINESS
TRAVEL



Hotel star ratings are
arbitrary and not based
on a formalized set
of criteria.

FACT OR FICTION?



**GLOBAL
BUSINESS
TRAVEL**

FICTION.

Since the 1950s, Forbes Travel Guide has assessed hotels on up to 900 objective criteria. American Automobile Association's Diamond rating, like Forbes Travel, assesses levels of service, facility, and amenities typical of each rating level. Unofficial third-party rating systems also exist.

AMERICAN
EXPRESS

GLOBAL
BUSINESS
TRAVEL





AMERICAN
EXPRESS

GLOBAL
BUSINESS
TRAVEL



Unused hotel soap,
if not recycled, is
discarded and typically
ends up in area landfills.

FACT OR FICTION?



FACT.

Organizations such as Clean the World collect and recycle partially used bar soap, bottles of shampoos, conditioners, and bodywashes from hotel partners. The organization then recycles, remolds, repackages, and distributes hygiene kits to vulnerable communities around the world.⁵

In the U.S. alone, 2 million bars of partially used hotel soap are thrown away every day.



GLOBAL
BUSINESS
TRAVEL



In countries throughout the world, the 13th floor is typically omitted from hotel floor levels.

FACT OR FICTION?



FACT.

In many countries, the 13th floor is often omitted by name to put superstitious clients at ease. Likewise, out of respect for clients from many Asian countries, the fourth floor and repetitions of the number four are also omitted from floor levels. All are considered “unlucky.”



**GLOBAL
BUSINESS
TRAVEL**



Learn how to get the most from your corporate travel program at amexglobalbusinesstravel.com

- 1** Must be registered in hotel loyalty program to receive loyalty benefits; not available when booking rates from third-party hotel aggregators (Booking.com and Expedia, for instance).
- 2** Benchmarking comparisons made on rates inclusive of all taxes and fees, on the top 500 global properties booked by American Express Global Business Travel clients globally. Weekly room pricing and availability analysis retrieved between March 2019 and October 2019 for check-in between March 13, 2019 and October 30, 2019, directly by RateGain Technologies from Sabre and each OTA's public website. Findings are based on standard single-occupancy room for one night. Excludes prepaid and nonrefundable rates. Wednesday check-in dates booked one week to four weeks out from the date of the monthly audit.
- 3** American Express Global Business Travel internal reporting; rates effective January 2020. Subject to availability. Individual results may vary.
- 4** Closed user group rates are not available to the general public, including rate products like Secret Deals, Genius, and others. Reported by Booking.com as of September 2019.
- 5** Clean the World, 2019.

American Express Global Business Travel (GBT) is a joint venture that is not wholly owned by American Express Company or any of its subsidiaries (American Express). "American Express Global Business Travel," "American Express," and the American Express logo are trademarks of American Express and are used under limited license.