

Egencia Europe Launches *Promise* to deliver unprecedented quality of service assurances and price guarantee

New *Flight Price Guarantee* pledges lowest available prices for air travel booked online for companies dealing with tough economy

London, 24 September 2008 - Egencia™, today announced the launch of the 'Egencia Promise' in Europe. Already introduced in the United States, the "Egencia Promise" is part of the company's global initiative to deliver outstanding value and savings coupled with exceptional service not only during the booking process but also throughout Egencia customers' trips. The Egencia Promise also includes a guarantee of the best possible price for flights booked.

With the Egencia *Flight Price Guarantee* if a customer can find a cheaper price for the exact same flight within the same day of booking, Egencia travel consultants will change the booking to the cheaper flight for no extra charge. If there is no availability on the flight, Egencia will refund the difference. The *Flight Price Guarantee* is part of Egencia's commitment to maximising value without compromising service.

In addition to the flight price guarantee, the Egencia Promise in Europe also offers customers assurance that:

- **Customer service is our top priority.** If you need assistance, you will be able to tap into our pool of experienced corporate travel consultants. A team of up to eight travel consultants will be dedicated to the booking management of your company.
- **We ensure that the travel for every business trip is as successful, rewarding and pleasant as possible.** If a hotel or a car booking is somehow missing or inaccurate, Egencia will manage the supplier directly to secure a comparable hotel room or car.
- **We provide flexibility and choice.** We work with our travel supply partners every day to ensure you have a broad range of travel options available. Whether it's deeply discounted hotel rates, specially negotiated airfares or additional discounts on rental cars, our technology platform ensures that we offer unparalleled access to the best inventory in the marketplace. If a hotel or airline is not offered via the Egencia online portal, Egencia will find and book a comparable hotel or airline for a similar price.
- **We make sure of the quality and traceability of your booking.** Each booking will be confirmed with a minimum of 25 check-points (to confirm, for example, the correct passenger name and the price) either online or offline to ensure the consistency of the booking. Every booking will be traced and Egencia will send confirmation of any booking updates which are stored in dedicated personal inboxes.
- **We value your privacy.** If you provide us with your personal information, we will stand by our privacy policy to ensure the security and confidentiality of your information.

Christophe Pingard, Senior Vice President of Egencia in Europe comments: *"The Egencia Promise embodies our commitment to both present our customers with the best offers possible whilst at the same time providing them with the proactive customer service they need to anticipate any problem. The Egencia Promise is also an assurance to our customers that*

the entire booking process is seamless, from the pricing of the flight to the stay in the hotel and the car rental at the other end. We cannot always control everything that happens on the road, but our second to none customer service will always help make it right.”

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About Egencia, an Expedia, Inc. Company

Egencia is the fifth largest travel management company in the world. As part of Expedia, Inc., (NASDAQ: EXPE), the world's leading online travel marketplace, Egencia helps business get ahead by offering the only truly integrated corporate travel service. Egencia's industry expertise and the partnerships the company has built help drive results that matter, delivering meaningful advancements that have a real impact. By combining a powerful offline and online service, Egencia delivers a complete corporate travel offering supported by global market expertise and a best-in-class technology platform.

For more information, go to Egencia.co.uk

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