

COMMITTEES

ENERGY AND COMMERCE

SUBCOMMITTEE ON
TELECOMMUNICATIONS AND
THE INTERNET
CHAIRMAN

SELECT COMMITTEE ON
ENERGY INDEPENDENCE AND
GLOBAL WARMING
CHAIRMAN

HOMELAND SECURITY

NATURAL RESOURCES

EDWARD J. MARKEY
7TH DISTRICT, MASSACHUSETTS

Congress of the United States
House of Representatives
Washington, DC 20515-2107

2106 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-2107
(202) 225-2838

DISTRICT OFFICES:

5 HIGH STREET, SUITE 101
MEDFORD, MA 02155
(781) 396-2900

188 CONCORD STREET, SUITE 102
FRAMINGHAM, MA 01702
(508) 875-2900

<http://markey.house.gov>

November 12, 2008

Ms. Michelle Peluso
President & CEO
Travelocity
3150 Sabre Dr.
Southlake, TX 76092

Dear Ms. Peluso:

As the holiday season approaches, many Americans are preparing to make travel plans. I am writing to request responses to the questions below, which relate to the information provided by Travelocity and its affiliates, if any, to prospective customers seeking to research, plan and potentially purchase international travel services from your company.

International travel can be an educational, culturally rewarding and entertaining experience. Unfortunately, in some circumstances, it also can pose significant risks to individuals' health and safety from, among other things, crime, unsafe food and drinking water, lack of adequate emergency medical care and facilities, and poor oversight of transportation. Learning from and engaging with the world through international travel offer substantial benefits. To achieve these benefits, it is imperative that consumers also are made aware of the risks that may be associated with their travel choices to enable them to make informed decisions about possible travel destinations as they consider their travel options.

Transparency and full disclosure is particularly important in marketing travel services for destinations located in less-developed countries, where health and safety standards may be considerably lower than those of the United States. In some cases, travelers may not be aware of these differences, or their expectations may not reflect the significant differential between the health and safety standards they are accustomed to at home and the capabilities operative at the travel destination of their choice.

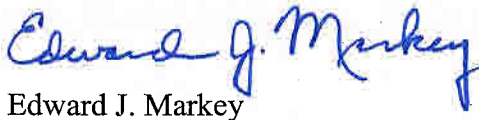
Accordingly, I would appreciate answers to the following questions regarding your company and its affiliates, if any:

1. Do you always inform your customers of relevant U.S. Department of State Travel Warnings? If so, how? If not, why not?
2. Do you always inform your customers of relevant U.S. Department of State Travel Alerts? If so, how? If not, why not?
3. Do you always inform your customers of the U.S. Department of State Country Specific Information relevant to their travel, especially regarding crime, safety and security, medical facilities and health information, traffic safety and road conditions, and aviation safety oversight? If so, how? If not, why not?

4. Do you always provide your customers with information regarding the emergency medical services available at the hotels and resorts advertised on your site? If so, how? If not, why not? If you do, how do you validate the accuracy of this information? How frequently?
5. Has your company ever terminated its relationship with a foreign vacation destination as a result of a poor health or safety record at its facilities? If yes, please provide the number of terminations that have occurred for this reason in the past two years.
6. Does your company collect, in a systematic manner, complaints from customers about poor medical care, unsafe or unsanitary facilities or other health-related problems they experienced at vacation destinations booked through your site? If yes, how does your company use such information? Is it made available to individuals who are considering purchasing a vacation trip to a destination about which your company has received health or safety complaints? If not, why not?
7. Do you have a discussion board or other interactive communication tool on your site where customers can share their travel experiences? If yes, do you consider travelers' postings that include information about the existence or quality of medical services or responsiveness to be appropriate content for discussion on your Web site? If not, why not?
8. What other information do you provide on your site to inform visitors of the potential risks associated with international travel to the various destinations marketed by your company?

Please provide your responses by December 1, 2008. If you have any questions, please have a member of your staff contact Will Huntington or Maura Quinn of my office at 202-225-2836. Thank you in advance for your cooperation.

Sincerely,

A handwritten signature in blue ink that reads "Edward J. Markey". The signature is written in a cursive style with a large, stylized "M".

Edward J. Markey