



December 5, 2008

Honorable Edward J. Markey
U.S. House of Representatives
Washington, DC 20515-2107

Dear Congressman Markey:

We are pleased to provide you with information requested in your letter of November 12, 2008.

Like you, we believe that international travel provides innumerable benefits to the American public. Expedia.com enables customers to book airline tickets, hotel reservations, car rentals, cruises, vacation packages and various in-destination services in the United States and for many international destinations.

One of the great advantages of the Internet is that it enables ordinary people to access a world of information that had previously only been available to a small group of professionals. Now, instead of being limited to consulting a single source (e.g., a traditional off-line travel agent) for advice, prospective travelers can visit dozens, if not hundreds, of online sources featuring recommendations, reviews, ratings, descriptions, photographs, virtual tours and other content to help them research and plan their trip. Most travelers booking online tend to visit several websites, comparing and gathering information, before finally making a booking.

Part of a consumer's research is, no doubt, focused on the suitability of destinations or accommodations to a particular traveler's needs and comfort level. Expedia.com provides a number of tools to assist travelers in making this determination.

Notices and Links on Expedia.com

With respect to your first three questions, we provide a general notice in the terms of use of Expedia.com to our customers regarding the risks of traveling to international destinations, as well as links to where they can easily find more detailed, country-specific information:

Although most travel, including travel to international destinations, is completed without incident, travel to certain destinations may involve greater risk than others. Expedia urges passengers to review travel prohibitions, warnings, announcements and advisories issued by the United States Government prior to booking travel to international destinations. Information on conditions in various countries and the level of risk associated with travel to particular international destinations can be found at www.state.gov, www.tsa.gov, www.dot.gov, www.faa.gov, www.cdc.gov, www.treas.gov/ofac and www.customs.gov.

Expedia.com links back to the primary, official websites maintaining travel notices so that our customers have access to the most current information, including all relevant U.S. Department of State Travel Warnings, Travel Advisories and County Specific Information relevant to their travel.

Customers must affirmatively represent that they have read and agree to the terms of use (including the notices with respect to risks of travel) in order to complete a travel booking on Expedia.com.

Hotel Content

Expedia provides extensive information about lodging properties offered through the Expedia.com site. This information may include descriptions of rooms, lists of amenities, photographs, virtual tours, maps, points of interest, star ratings and other content to help our customers find the right hotel for their needs. We obtain this content in a variety of ways; some is provided by the hotel, some may be created by Expedia employees or contractors, and some may be licensed from a third party. Our in-region market managers work directly with our hotel suppliers to keep the hotel information updated and accurate.

With respect to your fourth question, information regarding emergency medical services available at a particular property is sometimes made available to Expedia by the hotel. For example, as part of a hotel's amenities, the description may note that a nurse or a doctor is available on-site. If provided by the hotel, we will include such information in the property details on Expedia.com. As Expedia.com features tens of thousands of properties worldwide, we do not independently gather or confirm information regarding medical services available at particular hotels.

Complaints

With respect to your fifth and sixth questions, Expedia believes that the long term commercial prosperity of the industry and our own organization is closely linked to increasing consumer confidence in all aspects of our product, including safety. Expedia's standard lodging contract requires suppliers to meet the local and

national requirements of their own country's law, which would include all applicable health and safety regulations.

Expedia also monitors hotel property reviews and customer care complaints to determine whether any health and safety issues are raised by a customer. If such issues are raised, customer care agents may assign the case for investigation to the Expedia market manager responsible for the affected property. The market manager will then work with the hotel to investigate the claim and determine what remedial steps may be necessary. In some cases, the property may be removed from listing on Expedia.com. As a result of health and safety concerns, at least 12 properties have been removed from Expedia.com in the past two years.

Hotel Reviews

With respect to your seventh question, Expedia.com offers over half a million reviews of individual hotel properties, written by customers who have booked their stay at that property through Expedia.com. Reviews typically focus on the quality of accommodations and service, but may also include information on the surrounding area, travel tips and/or available facilities. Provided that a review meets our submission guidelines, postings may include information about the existence or quality of medical services or responsiveness at a destination.

We believe that the opinions and experiences of travelers who have recently visited a location are an excellent resource for customers who are trying to understand whether a particular property or destination will meet their needs and expectations.

Conclusion

With respect to your last question, the answers given above outline the primary ways in which Expedia.com provides information to customers regarding travel to international destinations. As you note in your letter, travel to international destinations (indeed, domestic destinations) inherently contains some element of risk. However, we believe that travelers today are better equipped than in any previous era to research prospective travel destinations and choose a trip that meets their individual needs and preferences. The Internet provides a wide array of travel information and tools that are literally only a click away.

Consumers can easily and directly access travel information from a range of official government websites, including the U.S. State Department. Thousands of news stories, current events updates and relevant sites are instantly available via a traveler's favorite search engine. Additionally, Expedia's informational websites are a significant source of information for prospective travelers. For example:

- www.tripadvisor.com is the leading travel review website, providing over 20 million user reviews of hotels and destinations to assist in travel research.
- www.travelpod.com is the world's largest travel blogging website, providing in-depth accounts of user's travel experiences in a variety of destinations.
- www.smartertravel.com provides travel guides, editorial content and travel advice to help users plan their trips.

Of course, when travelers are ready to book their trip, we hope that they visit www.expedia.com to make their reservations. Although our websites may not be the only source that a traveler might consult when planning their trip, we do believe that our travel tools and resources are unparalleled in the industry and provide a compelling service to the American public.

If you have any further questions, please let me know. Alternatively, please feel free to contact Brent Thompson, our VP of government affairs at 202-449-4737 or email at brthompson@expedia.com.

Sincerely,



Dara Khosrowshahi
Chief Executive Officer
Expedia, Inc.