



# Hotels.com and ZUJI increase customer experience with ArrivalGuides destination guides

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*The ArrivalGuides destination guides are now included in Hotels.com and ZUJI booking confirmation emails to increase the customer experience and brand loyalty.*

GOTENBURG, SWEDEN, June 18, 2013 /EINPresswire.com/ -- The [ArrivalGuides](#) pdf destination guides are now included in [Hotels.com](#) (for selected destinations) and [ZUJI](#) booking confirmation emails to increase the customer experience and brand loyalty.

"With ArrivalGuides integrated into the ZUJI platform, customers will be able to automatically receive up-to-date destination information, which they can download in pdf from their booking confirmation email. This adds a value to customers who can print out the guide (or save onto their smart phone) and bring along with them during their holidays. ArrivalGuides is also available in multiple languages for non-English speaking customers – hence enhancing the experience for our customers", says Desmond Phua, Head Customer Experience & Direct Channels, ZUJI.

ArrivalGuides director of distribution clients Ola Zetterlof says "This adds two leading travel brands to a range of other brands already using our partner branded pdf guides as a value-add/customer retention tool. This feature is very appreciated by travellers and we can see that around 20% of customers receiving the email downloads the guide and 90% print it and bring it on the trip". Last year over 10 million travellers used the ArrivalGuides pdf guides on their trip.

Hotels.com is a leading provider of hotel accommodation worldwide, offering reservation services through its own network of localized websites and telephone call centers. Hotels.com is part of the Expedia travel group.

ZUJI is one of Asia Pacific's leading online travel agencies, a position the company has held for more than 10 years. ZUJI was recently acquired by Webjet. Webjet is Australia's largest and most successful online travel agency and also operates offices in Canada, USA, New Zealand, UK, Hong Kong and Singapore.

ArrivalGuides is the global leader in supplying B2B destination content solutions to the travel industry. Over 170 travel companies use the information to increase their online business offering. ArrivalGuides provide updated information for over 450 destinations, in various

languages. ArrivalGuides has created a unique network of information sourced and updated directly by the official tourist bureaus.

Ola Zetterlof

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