

## TripAdvisor Ranks the "Most Excellent" Hotel Chains in the World World's Largest Travel Site Recognizes the Hotel Chains with the Most TripAdvisor Certificate of Excellence Recipients in 2018

NEEDHAM, Mass., Oct. 24, 2018 /PRNewswire/ -- TripAdvisor®, the world's largest travel site\*, today announced the "Most Excellent" hotel chains that have the highest percentage of TripAdvisor Certificate of Excellence recipients globally. Now in its eighth year, the Certificate of Excellence is given to accommodations, as well as other travel businesses, that deliver great service and consistently achieve high traveler reviews on TripAdvisor.

"Travelers all over the world look to our Certificate of Excellence as a sign of consistently high quality service, and you'll find these certificates proudly displayed in hotel windows and lobbies from one destination to the next," said Neela Pal, vice president of brand marketing, TripAdvisor. "Now, for the first time in TripAdvisor's history, we're shining a light on the hotel chains – not just the individual properties – that have earned the most this year. Every single brand announced in our rankings today should be proud of the recognition they're getting from our traveler community."

TripAdvisor determined<sup>1</sup> which hotel chains had the highest percentage of Certificate of Excellence recipients across small, medium and large chain categories:

| <b>Global "Most Excellent" Large Hotel Chains (&gt;500 properties)</b> |                                     |
|--|-------------------------------------|
| 1.   | Preferred Hotels & Resorts          |
| 2.   | Hyatt Hotels Corporation            |
| 3.   | Hilton Worldwide Holdings           |
| 4.   | Premier Inn                         |
| 5.   | Marriott International              |
| 6.   | Best Western International          |
| 7.   | Radisson Hotel Group                |
| 8.   | La Quinta Holdings (Wyndham)        |
| 9.   | InterContinental Hotels Group (IHG) |
| 10.  | Travelodge Hotels Limited (UK)      |

| <b>Global "Most Excellent" Medium Hotel Chains (50-500 properties)</b> |   |
|--|---|
| 1.   | Four Seasons Hotels and Resorts             |
| 2.   | Drury Hotels Company                        |
| 3.   | The Indian Hotels Company (Taj and Vivanta) |
| 4.   | The Leading Hotels of the World             |
| 5.   | Shangri-La Group                            |
| 6.   | Paradores                                   |
| 7.   | Relais & Châteaux                           |
| 8.   | Kempinski Hotels                            |
| 9.   | H10 Hotels                                  |
| 10.  | Omni Hotels & Resorts                       |

| <b>Global "Most Excellent" Small Hotel Chains (20-50 properties)</b> |                               |
|--|-------------------------------|
| 1.   | Belmond                       |
| 2.   | The Oberoi Group              |
| 3.   | Loews Hotels & Co             |
| 4.   | Mandarin Oriental Hotel Group |
| 5.   | Jurys Inn                     |
| 6.   | Jumeirah Group                |
| 7.   | Casa Andina Hoteles           |
| 8.   | Aman Group                    |

|                               |
|-------------------------------|
| 9. Pan Pacific Hotels Group   |
| 10. Rosewood Hotels & Resorts |

### **Certificate of Excellence Methodology**

Certificate of Excellence recipients were selected using a proprietary algorithm that takes into account the quality, quantity, and recency of user reviews, as well as the business' tenure on the site. Recipients must maintain an overall TripAdvisor rating of at least four out of five, have a minimum number of reviews and have been listed on TripAdvisor for at least twelve months. A business must be listed for the full 12-month qualifying period between April 1, 2017 to March 31, 2018 to be considered. Recipients are announced only once a year.

### **"Most Excellent" Methodology**

"Most Excellent" hotel chains were calculated as a percentage of Certificate of Excellence recipients relative to their total number of properties, with small chains 20-50 properties, medium chains 50-500 properties and large chains >500 properties. To qualify at least one third of each chain's properties must have been Certificate of Excellence recipients during the most recent Certificate of Excellence period.

### **About TripAdvisor**

TripAdvisor, the world's largest travel site\*, enables travelers to unleash the full potential of every trip. With over 661 million reviews and opinions covering the world's largest selection of travel listings worldwide – covering approximately 7.7 million accommodations, airlines, experiences, and restaurants -- TripAdvisor provides travelers with the wisdom of the crowds to help them decide where to stay, how to fly, what to do and where to eat. TripAdvisor also compares prices from more than 200 hotel booking sites so travelers can find the lowest price on the hotel that's right for them. TripAdvisor-branded sites are available in 49 markets, and are home to the world's largest travel community of 456 million average monthly unique visitors\*\*, all looking to get the most out of every trip. TripAdvisor: Know better. Book better. Go better.

The subsidiaries and affiliates of TripAdvisor, Inc. (NASDAQ: TRIP) own and operate a portfolio of websites and businesses, including more than 20 travel media brands:

[www.airfarewatchdog.com](http://www.airfarewatchdog.com), [www.bokun.io](http://www.bokun.io), [www.bookingbuddy.com](http://www.bookingbuddy.com), [www.citymaps.com](http://www.citymaps.com), [www.cruisecritic.com](http://www.cruisecritic.com), [www.familyvacationcritic.com](http://www.familyvacationcritic.com), [www.flipkey.com](http://www.flipkey.com), [www.thefork.com](http://www.thefork.com) (including [www.lafourchette.com](http://www.lafourchette.com), [www.eltenedor.com](http://www.eltenedor.com), [www.iens.nl](http://www.iens.nl) and [www.dimmi.com.au](http://www.dimmi.com.au)), [www.gateguru.com](http://www.gateguru.com), [www.holidaylettings.co.uk](http://www.holidaylettings.co.uk), [www.holidaywatchdog.com](http://www.holidaywatchdog.com), [www.housetrip.com](http://www.housetrip.com), [www.jetsetter.com](http://www.jetsetter.com), [www.niumba.com](http://www.niumba.com), [www.onetime.com](http://www.onetime.com), [www.oyster.com](http://www.oyster.com), [www.seatguru.com](http://www.seatguru.com), [www.smartertravel.com](http://www.smartertravel.com), [www.tingo.com](http://www.tingo.com), [www.vacationhomerentals.com](http://www.vacationhomerentals.com) and [www.viator.com](http://www.viator.com).

\* Source: comScore Media Metrix for TripAdvisor Sites, worldwide, November 2017

\*\* Source: TripAdvisor log files, average monthly unique visitors, Q2 2018

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<https://tripadvisor.mediaroom.com/2018-10-24-TripAdvisor-Ranks-the-Most-Excellent-Hotel-Chains-in-the-World>