

SideStep.com Setup Procedures

Offer Summary:

Travel search engine site for retail/public rates through the SideStep Toolbar, downloadable desktop application, and online at SideStep.com and its affiliate sites such as Amazon.com and ForbesTraveler.com.

- SideStep Toolbar is a downloadable application that facilitates side-by-side comparison shopping across dozens of travel websites.
- Participating Hotel's rates appear in the Toolbar and on www.sidestep.com.
- At point of purchase, traveler is passed to the transaction page of the suppliers website (could be Hotel's Booking Engine, online travel agency, e.g. hotels.com, Lodging.com, etc.). Website displayed for booking is the site with the lowest public rate displayed for the Hotel.
- The agreement with SideStep is to guarantee that as long as the Hotel's proprietary website is displaying parity of lowest available rate, consumer will be taken to Hotel Booking Engine to buy the room.

Rate Setting Strategy:

Retail rates (non-negotiated, public) are displayed as transient rates on SideStep Toolbar, website and affiliate sites. Rate displayed is set by Hotel based on demand forecasted for dates.

Rate Type:

Retail/Public rates.

Package rates coming in the future (hotel combined with air, car, etc.)

How To Participate:

1. Hotel must use the Synxis CRS system to maintain rates and availability, and must utilize the Booking Engine channel.
2. Hotel or Hotel Company should contact Don Smith at SideStep to engage in SideStep agreement at dsmith@sidestep.com phone 408-200-4945.
3. Account Manager assigns the SideStep user "sidestep" to the Hotel or chain. Chain access should be granted if most of the hotels in the chain will be participating in the SideStep program.
4. Once the Hotel is live, the SideStep search page will return all available Retail/Public products. The links will take the guest to the Hotel's branded website or an online travel agency (hotels.com, Lodging.com, etc.). The site guest is to book is contingent upon the SideStep agreement, and the site displaying the lowest public rate.
5. If the Hotel's branded website contains a Sabre Hospitality Booking Engine (Guest Connect), clicking the link will automatically bring the guest to the availability results page. No additional work on the part of the Hotel is required. However, if the Hotel's branded website contains a Channel Connect Booking Engine, the Hotel will need to work directly with SideStep to determine the proper linking information to accomplish the same.

Channel:

Booking Engine for rates, availability and reservation delivery. Hotel descriptive content is accessed via Channel Connect for SideStep.

Rate Access/Pseudo Information:

N/A

Commission and/or Margin:

Fee assessed by SideStep if booked via Hotel website / Booking Engine channel. Fee agreed upon by Hotel and SideStep. If booked with online travel agency, applicable commission and/or margin will apply.

Cancellation Policy:

Follow Hotel's cancellation policy.

Guarantee Policy:

Follow Hotel's guarantee policy.

Days of Week Available:

Day of week restrictions are set at Hotel's discretion, and are determined by forecasted demand for Hotel. Rates will display as managed by Hotel.

Promotional Support:

See SideStep presentation at <https://na4.salesforce.com/01560000000BT5B>.
Properties listed on www.sidestep.com

Rate Loading Procedures:

SideStep utilizes existing public rates as built in Booking Engine channel. Special rate loading is not required.

Front Office Procedures:

Guest is responsible for room, tax, and incidentals.

Accounting Procedures:

SynXis will invoice Hotel / Chain for Booking Engine fee.

Source on Channel Production Report:

Trackable via Channel Production Report on End-of-Month report under rate codes.

- Main Source is Channel Connect; Sub Source is SideStep

Restrictions:

Subject to Hotel's availability.

SideStep Contact:

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