



Lee Huat

by Jenni Merigan

WITH the myriad of websites available for holiday bookings it pays to check out the features of each site before using its services.

I recently spoke to Lee Huat the managing director of HolidayCity.com about his travel website which operates from Malaysia but is a worldwide service.

This website has been in existence since 1999 and only specialises in accommodation bookings and lists more than 9000 hotels in 600 destinations.

The website is easy to get around and offers the visitor information about destinations, guest reviews on the hotels offered and the opportunity to online chat with

Accommodation online

their customer service department.

Mr Huat noticed when looking at the information about his customers that 30 per cent were over 45s and that often they were first time users.

When I took a look at the website, apart from it being easy to get around, one of the main things that appealed to me was the fact that customers did not have to pay up front for their reservations. A credit card is used to secure the booking but no charge is credited to the card and customers can pay on arrival or departure at the hotel by credit card or cash.

I asked Mr Huat if this was common practise with online services and he said that this part of the service is exclusive to HolidayCity.com.

“Customers of HolidayCity.com do not get charged booking fees or cancellation fees and of course they pay at the hotel on arrival or departure, this offers them the best exchange rates and our accommodation rates are highly competitive. This booking process seems to be very attractive to over 45s.

“People can be assured that the hotels listed will meet all their expectations and they will generally receive an instant response to their booking,” said Mr Huat.

Bookings can be made in advance with no payment up front which seems to me to be a very attractive part of the service, if you are interested in finding out more take a look at www.holidaycity.com.