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Online Travel Update: Sabre Records Win in Showdown Between Major CRS Platforms and Expedia Conducts Layoffs Across Multiple Departments

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This week's Online Travel Update is below. With summer now in full swing, it is no surprise that last week was another relatively quiet week in the online travel world. Speculation continues around the Expedia / Hopper termination and the possible fallout for the entire online travel industry. For those of you interested in learning more about the recent split, we've included a link to Skift's recent podcast on the issue. Enjoy.

- **Sabre Records Win in Competition Between Major CRS Platforms**. Hyatt announced last week that it was partnering with Sabre for its new central reservation system to be rolled out in 2024. Hyatt's selection of Sabre breaks the long string of victories by Sabre competitor, Amadeus, which has previously announced similar CRS platform deals with IHG, Marriott and MGM.
- **Expedia Cuts Staff in Several Departments**. Word began to spread (unofficially) last week that Expedia had laid off staff across multiple departments (including IT, support, recruiting, marketing and B2B services) affecting Expedia's offices in the United States and abroad. In response to inquiries, Expedia stated that the layoffs were part of the company's ongoing reprioritization and simplification of its resources. Expedia would provide no details on the number of employees impacted.

Hyatt partners with Sabre for central reservations tech

July 20, 2023 via Phocus Wire

Sabre's SynXis central reservation system is to become the main reservation system for Hyatt properties from the beginning of next year.

What the Expedia-Hopper Split Means for Online Travel

July 20, 2023 via Skift Travel News

Skift editors discuss last week's breakup news from Expedia and Hopper and explain what it means to both competitors and consumers in the online travel booking space. Jose Marmolejos Share Skift Podcast

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Marriott Seeks Sanctions Against DC In 'Deceptive' Fees Suit

July 17, 2023 via Law360

Marriott International INC. has accused the District of Columbia of ignoring court orders and failing to provide evidence in its suit claiming the hotel chain uses "deceptive" resort fees, urging a judge to bar D.C. from imposing civil penalties on the company.

Expedia Group lays off employees in U.S. and abroad: Report

July 17, 2023 via Travel Weekly US

Expedia Group has laid off staff in multiple departments, including travel operations, support, IT, recruiting, marketing and B2B services, according to a tip sent in to PhocusWire. The company, No. 2 on the Travel Weekly Power List, has not provided details of the layoffs but sent a statement: "We continue simplifying and reprioritizing resources to achieve our business goals. This resulted in eliminating some roles and realigning our investments to ensure we can deliver great technology and experiences for our travelers. We remain confident in our strategy and are excited about our future as travel demand remains high."

Posted in Online Travel Update

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