



Madrid, 12 March 2013

To whom it may concern,

**Subject: « Closed Generic » gTLD Applications for HOTEL, HOTELS, HOTEIS, HOTELES**

The World Tourism Organization (UNWTO) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism.

As the leading international organization in the field of tourism, UNWTO promotes tourism as a driver of economic growth, inclusive development and environmental sustainability and offers leadership and support to the sector in advancing knowledge and tourism policies worldwide. It also promotes competitive and sustainable tourism policies.

UNWTO's membership includes 155 countries, 6 Associate Members and over 400 Affiliate Members representing the private sector, educational institutions, tourism associations and local tourism authorities.

We have been informed that companies applied for gTLDs consisting on the generic terms like: HOTELS, HOTEL, HOTEIS or HOTELES.

These requests call for our observations, as follows:

- As the main type of accommodation for tourists worldwide, the hotel industry provides several dozen of millions jobs and represents a large part of the US\$ 1,3 trillion generated by the international tourism sector every year.
- There is no question that the Internet has taken centre stage as a hotel reservation method across the world. The use of travel agents and dial-in phone reservations continues to decline. In an increasingly digital world, it is now second nature for most travellers to start their search for a hotel destination from their computer or mobile device.  
Online booking is a critical tool for marketing hotels in a global market insofar a large part of the reservations comes from online bookings.  
This booking model based on the internet reservation system is used internationally by an extremely large range of accommodation providers, including:

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**World Tourism Organization (UNWTO) - A Specialized Agency of the United Nations**

Capitán Haya 42, 28020 Madrid, Spain. Tel: (34) 91 567 81 00 / Fax: (34) 91 571 37 33 – [omt@unwto.org](mailto:omt@unwto.org) / [unwto.org](http://unwto.org)

- o hotel operators
  - o independent hotels & hotel chains
  - o tourist boards, travel agents & travel companies
  - o holiday villas
  - o guest houses
  - o self-catering apartments
- A number of companies have applied for TLDs consisting of generic terms and referring to a particular business or industry category. Some of the applicants for these generic terms have expressed the intent to reserve the name spaces for themselves rather than offering registrations to everyone. These applicants seek to operate these generic TLDs in a closed manner and to capture the exclusive use of these generic terms for their own business. If allowed to register as closed domains, a single player could control the entire domain string related to a generic word and prevent others from registering domain names within such string.
  - Furthermore, certain applicants have chosen to apply for closed control of a generic term designating a particular industry while they are in fact already engaged in the conduct of business activities in that particular industry, thereby increasing the risk that the delegation of a generic term matching an economic sector to one single player could lead to a monopoly by excluding direct and indirect competitors.
  - Some of these generic terms are critical for the conduct of an activity and should not be reserved for, or monopolized by, a single stakeholder in a business category. Generic words used in a generic way cannot be reserved by and in favour of a single organization.
  - Among the applicants seeking to obtain a monopoly on a generic term representing or closely linked to their own economic sector, two companies applied for the generic terms HOTELS, HOTEL, HOTEIS (hotel in Portuguese) and HOTELES (hotel in Spanish):

Consequently, we consider that the responsible organizations delegated by ICANN for the management of such top level domains should:

- Be totally independent and do not run any other activity related to the tourism sector, especially those which deal with hotel booking and/or travel organization and/or travel agencies;
- Guaranty the right of consumers to be sure that every hotel company, should it be an individual hotel or a hotel chain, could use the said TLDs without any restriction or discrimination;
- Guaranty the right of consumers to be sure that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.
- Operate the said TLDs in a close relation with the representatives of the hotel industry.

For these reasons, UNWTO fully supports HOTREC in filing formal "community objections" against the new gTLD applications identified by the following Application IDs: 1-1016-75482, 1-1249-36568, 1-1249-1940, 1-1249-87712.



Frédéric PIERRET  
Executive Director

cc: Mr Kent NYSTRÖM  
President  
HOTREC  
111, Boulevard Anspach Box 4  
B-1000 Brussels  
Belgium



INTERNATIONAL  
HOTEL & RESTAURANT  
ASSOCIATION

**Pully, 04 Mars 2013**

## **TO WHOM IT MAY CONCERN**

The International Hotel & Restaurant Association (IH&RA), the only Global Business Organization representing the hospitality industry worldwide, estimated at 300,000 Hotels and 7 millions restaurants supports the HOTREC in filing formal “community objections” against the new gTLD applications identified below:

**String: .hotels**

**Applicant name: Booking.com B.V.**

**Application ID: 1-1016-75482**

**String: .hotel**

**Applicant name: Despegar Online SRL**

**Application ID: 1-1249-36568**

**String: .hoteles**

**Applicant name: Despegar Online SRL**

**Application ID: 1-1249-1940**

**String: .hoteis**

**Applicant name: Despegar Online SRL**

**Application ID: 1-1249-87712**

IH&RA is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name. Only members of the hotel community described by HOTREC in its objections should be eligible to register domain names under these terms.

IHRA and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections. The new gTLD applications by Booking.com B.V.



INTERNATIONAL  
HOTEL & RESTAURANT  
ASSOCIATION

**and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.**

**In the light of the above, IH&RA requests that the objections filed by HOTREC be sustained.**

**Sincerely Yours,**

**Dr. Ghassan AIDI**

**President & Chief Executive Officer**

A handwritten signature in blue ink, appearing to read 'Ghassan Aidi', written over a light blue circular stamp.



March 11, 2013

To Whom It May Concern:

The American Hotel & Lodging Association (AH&LA) supports the Hotrec in filing a formal “community objection” against the new gTLD application identified below (the Application):

- String: .hotels
- Applicant Name: Booking.com B.V.
- Application ID: 1-1016-75482

Serving the hospitality industry for more than a century, the AH&LA is the sole national association in the United States representing all sectors and stakeholders in the lodging industry, including individual hotel property members, hotel companies, student and faculty members, and industry suppliers.

As of January 31, AH&LA had 8,755 properties in membership with 1,334,827 rooms. Of these memberships, the following are the larger companies in membership, with their number of properties and rooms:

Name	No. of Rooms	No. of Properties
Hilton Worldwide	183,353	899
Marriott International, Inc.	175,896	857
InterContinental Hotels Group	103,310	679
Starwood Hotels & Resorts	84,040	214
Best Western International, Inc.	52,565	601
Hyatt Hotels Corporation	50,547	101
Wyndham Hotel Group	41,875	479
Choice Hotels International, Inc.	45,923	554
Carlson Hotels Worldwide	20,513	148
LaQuinta Management, LLC	17,885	159

**The AH&LA and its members are a part of the hotel community described by Hotrec in its objection, and the AH&LA supports all of the arguments set forth in the Hotrec’s objection.**

The new gTLD Application identified above creates a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the Applicant is not acting and does not intend to act in accordance with the interests of the hotel community.

In light of the above, the AH&LA requests that the objection filed by Hotrec be sustained.

Sincerely,



Pam H. Inman, IOM, CAE, CMHS  
Executive Vice President-Chief Operating Officer



FÓRUM  
DE OPERADORES  
HOTELEIROS  
DO BRASIL



**Brazilian Association of the Hotel Industry**

**Brazilian Association of Resorts**

**Brazilian Federation of Food and Lodging**

**Forum of Brazilian Hotel Operators**

**12 March 2013**

To whom it may concern:

The representatives of the hotel industry in Brazil, such as (i) Brazilian Association of Hotel Industry (*Associação Brasileira da Indústria de Hotéis*), (ii) Brazilian Association of Resorts (*Associação Brasileira de Resorts*), (iii) Brazilian Federation of Food and Lodging (*Federação Brasileira de Hospedagem e Alimentação*) and (iv) Forum of Brazilian Hotel Operators (*Fórum de Operadores Hoteleiros do Brasil*) (hereinafter called as “**Associations**”), which represent almost all players of the Brazilian hotel industry, support the Hotrec Hospitality Europe, the umbrella association of the hospitality sector in Europe (“HOTREC”), in filing a formal “community objection” against the new closed gTLD application identified below:

- **String:** .hotels
- **Applicant name:** Booking.com B.V.
- **Application ID:** 1-1016-75482

Associations bring together companies (as hotels and similar establishments in Brazil) which employ (directly or indirectly) approximately one million people and involve approximately BRL 36,000,000,000.00 (thirty-six billion Brazilian reais).

Associations are of the opinion that the above closed Application demonstrates the selfish aspirations of the Applicant, who is an online travel agency and does not participate in the hotel market.

Besides the fact that the Applicant does not act on behalf of the community’s interests, it is clear that the Applicant intends to (i) monopolize a notoriously term which is shared by all companies of the hotel industry, (ii) constitute an unfair privilege over all the market players in the hotel market; (iii) restrict the freedom of choice of market players, in exactly the opposite direction of the goal outlined by the *Internet Corporation for Assigned Names and Numbers* (ICANN) and described in the gTLD Applicant Guidebook and (iv) lead consumers to errors, controlling the way in which the gTLD HOTELS would be used.



Associations and their members are a part of the hotel community described by HOTREC in its objection and they support all the arguments set forth in the HOTREC's objection. The closed gTLD application submitted by the Applicant does not work in accordance with the interests of the hotel community and, if approved, would negatively affect the whole hotel market.

In the light of the above, Associations, representing the players of the Brazilian hotel industry, request that the objection filed by HOTREC be sustained.

Yours sincerely



**Brazilian Association of the Hotel Industry**  
Enrico Fermi Torquato



**Brazilian Federation of Food and Lodging**  
Alexandre Sampaio



**Forum of Brazilian Hotel Operators**  
Roberto Rotter



**Brazilian Association of Resorts**  
Dilson Jatáhy Fonseca Jr.



Señores

**A quienes corresponda**

La Federación Empresaria Hotelera Gastronómica de la Argentina - FEHGRA, entidad que es firmante del convenio colectivo de trabajo en la Argentina representa a más de 60.000 empresas hoteleras – gastronómicas, respalda a la HOTREC y a la IH&RA en su presentación de “objeciones formales de la comunidad” en contra de las solicitudes de nuevos dominios de nivel superior genéricos (gTLD) identificadas a continuación:



Nombre de dominio: .hotels  
Nombre del solicitante: Booking.com B.V.  
Número de solicitud: 1-1016-75482

Nombre de dominio: .hotel  
Nombre del solicitante: Despegar Online SRL  
Número de solicitud: 1-1249-36568



Nombre de dominio: .hoteles  
Nombre del solicitante: Despegar Online SRL  
Número de solicitud: 1-1249-1940

Nombre de dominio: .hoteis  
Nombre del solicitante: Despegar Online SRL  
Número de solicitud: 1-1249-87712

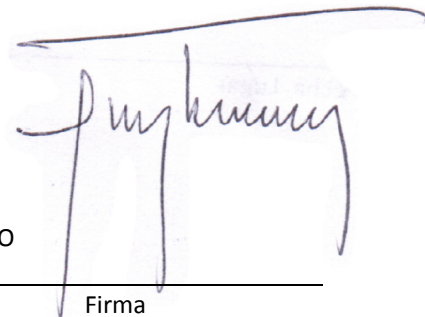


FEHGRA, considera que los solicitantes mencionados anteriormente no garantizan el acceso sin discriminación para todos los hoteles del mundo al nombre de dominio solicitado; tampoco se promueve la protección al consumidor, ya que no hay garantía alguna de que exista un hotel verdadero bajo el nombre de dominio “.hotel”, “.hotels”, “.hoteles” y “.hoteis”. Únicamente los miembros de la comunidad hotelera descrita por la HOTREC en sus objeciones deberían poder registrar los nombres de dominio anteriores.

objeciones y respaldan los fundamentos indicados en dichas objeciones. Las solicitudes de nuevos dominios de nivel superior genéricos (gTLD) por parte de Booking.com B.V. y Despegar Online SRL generan la posibilidad de que los derechos o intereses legítimos de una parte significativa de esta comunidad hotelera se vean afectados, y cabe destacar que los solicitantes no están actuando ni tienen la intención de actuar en pos de los intereses de la comunidad hotelera.

Teniendo en cuenta las circunstancias mencionadas, FEHGRA solicita que las objeciones presentadas por la HOTREC sean aceptadas.

Cordialmente



11/03/2013

JORDI BUSQUETS CONSEJERO DELEGADO

Fecha, Lugar

Cargo/Sello

Firma



F.H.E.  
FRENCH HOSPITALITY IN EUROPE  
22 rue d'Anjou  
75008 Paris

HOTREC  
111, boulevard Anspach – Box 4  
B-1000 Bruxelles  
BELGIQUE

Paris, March 12<sup>th</sup> 2013

**Support letter to objections sent to ICANN (« .hotel »)**

French Hospitality in Europe (FHE), the umbrella organization of the five French associations representing the hospitality industry in Europe, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712


FHE is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

FHE and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections.

The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, FHE requests that the objections filed by HOTREC be sustained.

Yours sincerely,

A handwritten signature in blue ink, consisting of a large, stylized 'L' followed by several vertical strokes and a horizontal line at the end.

**Laurent Duc**  
President of FHE



Österreichische Hotelierversammlung  
Die freie Interessenvertretung

## Support letter

The Austrian Hotel Association (ÖHV), a voluntary, non-party special interest group who represents the interests of top hoteliers in Austria with more than 1,200 members in the 4 and 5-star category, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

The Austrian Hotel Association is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

The Austrian Hotel Association and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, The Austrian Hotel Association requests that the objections filed by HOTREC be sustained.

Yours sincerely

11.03.2013, Vienna, Austria

Secretary General

Date, Place

Function

Signature

HOTREC  
111, boulevard Anspach – Box 4  
B-1000 Bruxelles  
BELGIQUE

Paris, March 12<sup>th</sup> 2013

**Support letter to objections sent to ICANN (« .hotel »)**

FNT, the major Moroccan association representing the Hospitality Industry, supports HOTREC in filing formal “community objections” against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

FNT is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name.

FNT and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections.



The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, FNT requests that the objections filed by HOTREC be sustained.

Yours sincerely,



Marc THEPOT  
Membre du Bureau



C.D.O REGD # S.D 10/023

## HOTEL ASSOCIATION NEPAL

### Support letter

Hotel Association Nepal, a leading tourism association from its inception which has been able to make its presence felt by making an impact on governmental policy formulation and the setting up of regulations regarding the hotel & tourism industry, supports the HOTREC with IH&RA in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

Hotel Association Nepal is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name. Only members of the hotel community described by HOTREC in its objections should be eligible to register domain names under these terms.

Hotel Association Nepal and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, Hotel Association Nepal requests that the objections filed by HOTREC be sustained.

Yours sincerely

March 10, 2013



Date, Place

Function/Stamp

Signature



11 March 2013

To Whom It May Concern:

The Accommodation Association of Australia support the various organisations including the Hotel Consumer Protection Coalition (HCPC), Hotrec Hospitality Europe, the Brazilian Association of Hotel Industry, Brazilian Association of Resorts, Brazilian Federation of Food and Lodging & Hoteliers Operators Forum in Brazil, in filing a formal “community objection” against the new closed gTLD application identified below:

- **String:** .hotels
- **Applicant name:** Booking.com B.V.
- **Application ID:** 1-1016-75482

The Accommodation Association of Australia (the Accommodation Association) is the national industry body for the Australian accommodation industry. Members of the Accommodation Association include major hotels, resorts, motels, motor inns, serviced and holiday apartments, bed and breakfasts, guesthouses, backpackers and timeshare establishments in metropolitan, regional and rural Australia across all states and territories. The Association’s membership base includes almost 2000 properties and more than 110,000 guest rooms. The Association’s members include major hotel and motel chains, such as Accor Hotels, Hilton Hotels, Toga Hospitality, Mantra Group, Rydges Hotels, Amora Hotels, InterContinental Hotels Group, Best Western Australia and Quest Serviced Apartment.

The Accommodation Association is of the opinion that the above mentioned applicant is not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel service is behind every “.hotel” domain name.

The Accommodation Association is of the opinion that the above closed Application demonstrates an effort to gain an unfair market advantage for the applicant as an online travel agency to the detriment of the community within the hotel market.

The Accommodation Association believes the Applicant does not act on behalf of the community’s interests and will ultimately restrict competition within the market. The Accommodation Association proposes that should the application be successful the outcome would be contrary to the goals outlined by the *Internet Corporation for Assigned Names and Numbers* (ICANN) and described in the gTLD Applicant Guidebook.

The Accommodation Association and its members are a part of the hotel community described by HCPC in its objection and support all of the arguments set forth in the HCPC’s objection. The new gTLD application by Booking.com B.V. creates a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicant is not acting and does not intend to act in accordance with the interests of the hotel community.

In the light of the above, The Accommodation Association requests that he objection filed by HCPC be sustained.

Yours sincerely,



Richard Munro,  
Chief Executive Officer.

12 March 2013

To Whom It May Concern

Tourism Accommodation Australia (TAA) represents the needs and interests of the substantial operators of Australia's accommodation industry, providing leadership to its members through advocacy, industrial relations and legal support, intelligence, research, education and networking.

TAA currently represents 80% of the hotel chains throughout Australia, many of which are international branded hotels, who are directly affected by the proposed gLTD application identified below:

- **String:** .hotels
- **Applicant name:** Booking.com B.V.
- **Application ID:** 1-1016-75482

TAA is of the opinion that the above closed application does not represent the best interests of the hotel industry, nor does it work in accordance with the interests of the hotel community and, if approved, will have significant and negative impacts on the hotel and tourism market.

In light of the above, TAA requests that the objections filed by HOTREC be sustained and accordingly, the above application submitted by Booking.com B.V. is rejected.

Yours sincerely



Rodger L Powell  
Managing Director  
Tourism Accommodation Australia

**Tourism & Transport Forum (TTF)**

A Division of Advocacy Services Australia Ltd | ABN 54 050 036 041

8th Floor | 8-10 Loftus Street | Sydney NSW 2000

PO Box R1804 | Royal Exchange NSW 1225

T +61 2 9240 2000 | F +61 2 9240 2020

E contact@ttf.org.au | [www.ttf.org.au](http://www.ttf.org.au)



12 March 2013

To whom it may concern:

Tourism & Transport Forum (TTF) is the peak national advocacy body for the tourism, transport and aviation sectors. It is a CEO forum representing the interests of 200 leading Australian institutions and corporations in the private and public sectors. In particular, TTF represents the largest owners and operators of accommodation product in Australia, including Accor Pacific, InterContinental Hotels Group, Hilton Hotels, Hyatt Hotels & Resorts, Marriott International, Starwood Hotels and Resorts, Toga Hotels and Mantra Group.

The visitor economy, including the hotel industry, plays a critical role to the broader Australian economy. Tourism's contribution to Australian gross domestic product (GDP) totalled \$73.3 billion, including \$34.6 billion in direct GDP and another \$38.7 billion in flow-on indirect GDP, a 5.2% share of the Australian economy. More than 900,000 jobs are supported by visitor expenditure, including 514,000 jobs directly in the tourism industry, and another 393,000 in other related industries, representing 1 in every 12 jobs across the country.

TTF supports Hotrec Hospitality Europe, the umbrella association of the hospitality sector in Europe ("HOTREC"), in filing a formal "community objection" against the new closed gTLD application identified below:

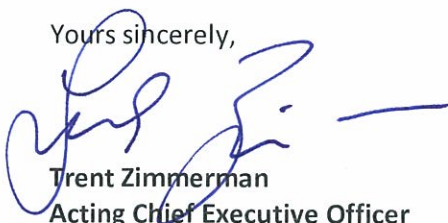
<b>String:</b>	.hotels
<b>Applicant name:</b>	Booking.com B.V.
<b>Application ID:</b>	1-1016-75482

TTF has significant concerns regarding the proposed application's impact on the hotel market and the potential damage to the reputation of Australia's tourism industry. The applicant is seeking exclusive access to a common term that relates to a broad market sector. TTF is concerned that the failure to provide non-discriminatory access to top-level domains for actual hotel operators will provide a single player with an unfair advantage in a highly competitive market and diminish certainty and competition for consumers in the hotel market.

More broadly, the application by a single online travel agent to monopolise widely used terms within the tourism sector has the potential to damage the reputation of one of Australia's most significant industries. The proposed application would provide no guarantee that a real hotel service is behind every ".hotel" domain name resulting in greater uncertainty and diminishing protections for consumers in the travel market.

In the light of the above, TTF requests that the objection filed by HOTREC be sustained.

Yours sincerely,



Trent Zimmerman  
Acting Chief Executive Officer



# AUSTRALIAN HOTELS ASSOCIATION

24 Brisbane Avenue Barton ACT 2600 • PO Box 4286 Manuka ACT 2603 • Australia  
email: aha@aha.org.au • Facsimile: (02) 6273 4011 • Telephone: (02) 6273 4007  
Web: www.aha.org.au

March 12, 2013

To Whom It May Concern:

## **Re: Support for HOTREC objection to gTLD application**

The Australian Hotels Association (AHA) supports the Hotrec Hospitality Europe (HOTREC) in filing a formal "community objection" against the new gTLD application identified below:

- String: .hotels
- Applicant name: Booking.com B.V.
- Application ID: 1-1016-75482

The AHA represents the Australian hotel industry which is a significant contributor to the national economy, both in terms of supporting local suppliers and by employing some 300,000 Australians. Hotels are also ingrained in the nation's social fabric as important meeting places and entertainment venues.

AHA's membership of more than 5,000 licensed hotel businesses includes pub-style hotels plus three, four and five-star accommodation hotels located in each state and territory. The AHA's members are serviced by branches located in every Australian capital city and a Canberra-based national office.

The AHA is of the opinion that the above mentioned applicant is not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel service is behind every ".hotel" domain name.

AHA and its members are a part of the hotel community described by HOTREC in its objection and support all of the arguments set forth in the HOTREC's objection. The new gTLD application by Booking.com B.V. creates a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicant is not acting and does not intend to act in accordance with the interests of the hotel community.

In the light of the above, the AHA requests that the objection filed by HOTREC be sustained.

Yours sincerely,

Mr Des Crowe  
National Chief Executive Officer  
Australian Hotels Association (AHA)

March 11, 2013

Three Ravinia Drive  
 Suite 100  
 Atlanta, GA 30346-2149  
[www.ihg.com](http://www.ihg.com)

To Whom It May Concern:

I am writing in my capacity as chairman of the Hotel Consumer Protection Coalition (“HCPC”). The HCPC was founded in 2006 to address problems arising from unfair, false, misleading, or deceptive practices that harm consumers and, in turn, HCPC’s members and their respective brands.

The HCPC supports HOTREC, the umbrella association of the hospitality sector in Europe, in filing a formal “community objection” against the new gTLD application identified below (the Application):

- String: .hotels
- Applicant Name: Booking.com B.V.
- Application ID: 1-1016-75482

HCPC’s members include the world’s largest hotel companies, namely, Accor; Choice Hotels; Hilton Worldwide; Hyatt; InterContinental Hotels Group; Marriott; Starwood Hotels and Resorts; and Wyndham Hotel Group. Objector’s members represent the top seven hotel companies worldwide, based on number of rooms, according to HOTELS magazine. Objector’s members provide more than 31,000 hotels offering more than 4 million hotel rooms in more than 100 countries.

HCPC’s member’s hotel brands are among the most famous and oldest in the world, including the following trademarks:

HCPC Member	Hotel Brands/Trademarks
Accor	Sofitel, Pullman, MGallery, Grand Mercure, Novotel, Suite Novotel, Mercure, Adagio, ibis, ibis Styles, ibis Budget, Hotel Formule 1, hotelF1 and Thalassa sea & spa

HCPC Member	Hotel Brands/Trademarks
Choice Hotels	CAMBRIA SUITES®, COMFORT INN®, COMFORT SUITES®, CLARION®, QUALITY®, SLEEP INN®, MAINSTAY SUITES®, SUBURBAN EXTENDED STAY HOTEL®, ECONO LODGE®, RODEWAY INN®, and ASCEND HOTEL COLLECTION®
Hilton Worldwide, Inc.	Waldorf Astoria Hotels & Resorts, Conrad Hotels & Resorts, Hilton Hotels & Resorts, DoubleTree by Hilton, Embassy Suites, Hilton Garden Inn, Hampton, Homewood Suites, Home2 Suites by Hilton, Hilton Grand Vacations
Hyatt	Park Hyatt, Andaz, Grand Hyatt, Hyatt, Hyatt Regency, Hyatt Place, Hyatt House, Hyatt Residence Club
InterContinental Hotels Group	InterContinental® Hotels & Resorts, Crowne Plaza® Hotels & Resorts, Hotel Indigo®, Holiday Inn® Hotels & Resorts, Holiday Inn Express®, Staybridge Suites®, Candlewood Suites®, EVEN™ Hotels and HUALUXE™ Hotels & Resorts
Marriott	Bulgari Hotels & Resorts, The Ritz-Carlton, The Ritz-Carlton Destination Club, JW Marriott, Edition, Autograph Collection, Renaissance Hotels, AC Hotels by Marriott, Marriott Hotels & Resorts, Courtyard, Springhill Suites, Fairfield Inn & Suites, Residence Inn, TownePlace Suites, Marriott Executive Apartments, Marriott Vacation Club, Grand Residences by Marriott
Starwood Hotels & Resorts Worldwide, Inc.	Le Meridien, Aloft, Four Points, Westin, The Luxury Collection, W, Sheraton, St. Regis, Element
Wyndham Hotel Group	Wyndham Hotels and Resorts, Wyndham Grand Collection, Wyndham Garden, TRYP by Wyndham, Wingate by Wyndham, Hawthorn Suites by Wyndham, Microtel Inn & Suites by Wyndham, Dream Hotels, Planet Hollywood, Ramada Worldwide, Night Hotels, Days Inn, Super 8, Baymont Inn & Suites, Howard Johnson, Travelodge, Knights Inn



**The HCPC and its members are a part of the same hotel community as HOTREC, and the HCPC supports HOTREC's objection.** The new gTLD Application identified above creates a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the Applicant is not acting and does not intend to act in accordance with the interests of the hotel community.

In light of the above, the HCPC requests that the objection filed by HOTREC be sustained.

**FOR THE HOTEL CONSUMER PROTECTION COALITION**

Sincerely,



Michael Menis  
Vice President, Web & Interactive Marketing, InterContinental Hotels Group  
Chairman, Hotel Consumer Protection Coalition





## Support letter

The Czech Association of Hotels and Restaurants representing the interests of hotels in Czech Republic supports HOTREC in filing formal “community objections” against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

The Czech Association of Hotels and Restaurants is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name.

The Czech Association of Hotels and Restaurants and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, The Czech Association of Hotels and Restaurants requests that the objections filed by HOTREC be sustained.

Yours sincerely

Václav Stárek

President, The Czech Association of Hotels and Restaurants

Asociace hotelů a restaurací  
České republiky o.s.  
Revoluční 13, 110 00 Praha 1  
IČ: 549436 (1)

8<sup>th</sup> of March, 2013 Prague

Date, Place

President

Function

Signature





## Support letter

Association of Hotels, Restaurants and Similar Portugal (AHRESP), and is intended to defend and promote the collective interests of business entities representing the economic activities suchlike catering, beverage, hospitality, local lodging, tourism, food and beverage industry and trade, and vouchers meals issuing in Portugal, supports HOTREC in filing formal “community objections” against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

AHRESP is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name.

AHRESP and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, AHRESP requests that the objections filed by HOTREC be sustained.

---

12 March 2013

**Austrian Professional Hotel Association**  
Wirtschaftskammer Österreich  
Wiedner Hauptstraße 63 | 1045 Wien  
T 05 90 900-3554 | F 05 90 900-3568  
E hotels@wko.at  
W <http://www.hotelverband.at>  
W <http://www.hotelsterne.at>

## Support letter

Austrian Professional Hotel Association, representing the interests of hotels in Austria supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

Austrian Professional Hotel Association is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

Austrian Professional Hotel Association and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, Austrian Professional Hotel Association requests that the objections filed by HOTREC be sustained.

Yours sincerely

11.03.2013, Vienna

Date, Place

CEO

Function



Die Hotellerie

Fachverband Hotellerie  
Wiedner Hauptstraße 63  
A-1045 Wien

Signature



British Hospitality Association  
Queens House  
55-56 Lincoln's Inn Fields  
London WC2A 3BH

T 020 7404 7744 F 020 7404 7799  
E bha@bha.org.uk www.bha.org.uk

11 March 2013

To Whom It May Concern

Dear Sirs,

The British Hospitality Association, the national association representing hotels, restaurants and catering establishments in the United Kingdom, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

The British Hospitality Association is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.



OVER 100 YEARS OF SERVICE TO THE HOSPITALITY INDUSTRY



The British Hospitality Association and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, the British Hospitality Association requests that the objections filed by HOTREC be sustained.

Yours faithfully,



MARTIN COUCHMAN  
DEPUTY CHIEF EXECUTIVE  
BRITISH HOSPITALITY ASSOCIATION

Signed at its Registered Office: Queens House, 55-56 Lincoln's Inn Fields,  
London, WC2A 3BH, on Monday 11 March 2013.



**CEHAT**  
CONFEDERACIÓN ESPAÑOLA DE HOTELES  
Y ALOJAMIENTOS TURÍSTICOS

On behalf of CEHAT, the Spanish Confederation of Hotels and Tourist Accommodation, which represents the interests of the Spanish hotel industry, is supports HOTREC in filing formal “community objections ” against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

CEHAT is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name.

CEHAT and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, CEHAT requests that the objections filed by HOTREC be sustained.

Yours sincerely

Ramón Estalella

Madrid (España)

CEO

11 March 2013

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Date, Place

Function

Signature

11 March 2013



## Support letter

The Cyprus Hotel Association, representing the interests of hotels in Cyprus, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

Cyprus Hotel Association is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

Cyprus Hotel Association and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, Cyprus Hotel Association requests that the objections filed by HOTREC be sustained.

Yours sincerely

Zacharias Ioannides  
Director General

**P.O.Box 24772, 1303 NICOSIA**  
**Tel: 22452820, Telefax: 22375460**  
**E-mail: [cha@cyprushotelassociation.org](mailto:cha@cyprushotelassociation.org)**  
**Web-site: [www.cyprushotelassociation.org](http://www.cyprushotelassociation.org)**

## Support letter

German Hotel- and Restaurant Association (DEHOGA Bundesverband), about 70.000 members, representing the interests of hotels in Germany supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

The German Hotel- and Restaurant Association is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

The German Hotel- and Restaurant Association and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, The German Hotel- and Restaurant Association requests that the objections filed by HOTREC be sustained.

Yours sincerely

2013-03-11

President

Date, Place

Function

Signature

Ernst Fischer

**DEHOGA**  
Deutscher Hotel- und  
Gaststättenverband e.V.  
Am Weidendamm 1 A  
10117 Berlin

HOTREC  
111, boulevard Anspach – Box 4  
B-1000 Bruxelles  
BELGIQUE

Chambéry, March 12<sup>th</sup> 2013

**Support letter to objections sent to ICANN (« .hotel »)**

FAGIHT, one of the five French associations representing the hospitality industry, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

FAGIHT is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

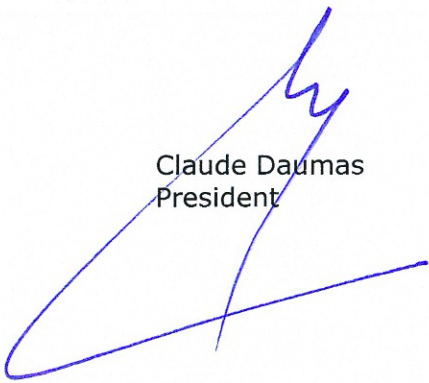
FAGIHT and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections.



The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, FAGIHT requests that the objections filed by HOTREC be sustained.

Yours sincerely,



Claude Daumas  
President

12 March 2013

### **Support letter**

GastroSuisse is the Swiss association for hotels and restaurants and has over then 20'000 members. GastroSuisse supports the HOTREC with IH&RA in filing formal “community objections ” against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

GastroSuisse is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name. Only members of the hotel community described by HOTREC in its objections should be eligible to register domain names under these terms.

GastroSuisse and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel

#### **GastroSuisse**

Für Hotellerie und Restauration  
Pour l’Hôtellerie et la Restauration  
Per l’Albergheria e la Ristorazione

Direction  
Blumenfeldstrasse 20 | 8046 Zurich  
T +41 44 377 53 52 | F +41 44 377 55 82  
direktion@gastrosuisse.ch | www.gastrosuisse.ch

community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, GastroSuisse requests that the objections filed by HOTREC be sustained.

Yours sincerely



Klaus Künzli  
President



Bernhard Kuster  
CEO



SIEGE SOCIAL  
22, rue d'Anjou - 75008 Paris  
Tél. : 01 44 94 19 94  
Fax : 01 42 65 16 21  
gnc.siege@umih.asso.fr

HOTREC  
111, boulevard Anspach – Box 4  
B-1000 Bruxelles  
BELGIQUE

Paris, March 12<sup>th</sup> 2013

## **Support letter to objections sent to ICANN (« .hotel »)**

GNC, one of the five French associations representing the hospitality industry, supports HOTREC in filing formal “community objections” against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

GNC is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name.

GNC and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections.

The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, GNC requests that the objections filed by HOTREC be sustained.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'JB', with a large loop and a horizontal stroke across the bottom.

Jacques BARRE  
Président du GNC



## Support letter

Hungarian Hotel & Restaurant Association (with a membership of 370 hotels and 8 hotel chains), representing the interests of hotels in Hungary supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

Hungarian Hotel & Restaurant Association is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

Hungarian Hotel & Restaurant Association and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, Hungarian Hotel & Restaurant Association requests that the objections filed by HOTREC be sustained.

Yours sincerely

11.03.2013. Budapest

General Secretary

István Kovács

Date, Place

Function

Signature

**Magyar Szállodák és Éttermek Szövetsége**  
Budapest Kongresszusi Központ  
1123 Budapest, Jageikó út 1-3.  
Tel.: 466-9462 Tel./Fax: 322-3854  
OTP Bank: 11705008-20426420  
Adószám: 18013849-1-43

HOTREC  
Mrs. A. Torres  
Boulevard Anspach 111f  
1000 BRUSSELS, BELGIUM

Woerden, March 11, 2013

Subject : Support letter  
Contact : +31 (0) 348 489 470 / h.vanderkooij@khn.nl

To whom it may concern,

The Royal Dutch Hospitality Association, representing the interests of 80% of hotels in the Netherlands supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

The Royal Dutch Hospitality Association is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name, neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

The Royal Dutch Hospitality Association and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

[www.khn.nl](http://www.khn.nl)

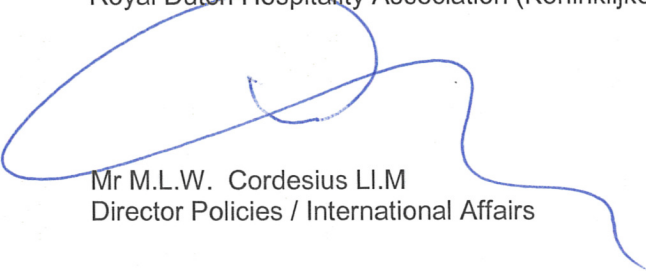
**Koninklijke Horeca Nederland**  
Postbus 566  
3440 AN Woerden  
Pelmolenlaan 10  
3447 GW Woerden

T 0348 489 489  
F 0348 489 400  
info@khn.nl



In the light of the above, The Royal Dutch Hospitality Association requests that the objections filed by HOTREC be sustained.

Yours sincerely,  
Royal Dutch Hospitality Association (Koninklijke Horeca Nederland)

A handwritten signature in blue ink, consisting of a large, stylized loop followed by a long, sweeping tail that extends to the right.

Mr M.L.W. Cordesius LI.M  
Director Policies / International Affairs





## Support letter

**HORESCA, Fédération Nationale des Hôteliers, Restaurateurs et Cafetiers du Grand-Duché de Luxembourg, representing the interests of hotels in Luxembourg** supports HOTREC in filing formal “community objections” against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

**HORESCA** is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name.

**HORESCA** and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, **HORESCA** requests that the objections filed by HOTREC be sustained.

Yours sincerely

François Koepp

---

March 9<sup>th</sup> 2013 Luxembourg Secretary General François Koepp

Signature

**Support letter****Hotel · Restaurant  
& Turisterhvervet**Vodroffsvej 32  
1900 Frederiksberg C**Tel. +45 35 24 80 80**  
Fax +45 35 24 80 88www.horesta.dk  
horesta@horesta.dk

cvr.nr. 17 01 48 11

HORESTA - the national trade association for the hotel, restaurant and tourism industry in Denmark with about 2,000 members - supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

HORESTA is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

HORESTA and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, HORESTA Name requests that the objections filed by HOTREC be sustained.

Yours sincerely

Copenhagen march 19, 2013



Head of Business Law

Date, Place

Kaare Friis Petersen  
Signature

Function

## Letter of Support

The Irish Hotels Federation which is the national representative body of the hotel and guesthouse sector in Ireland supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

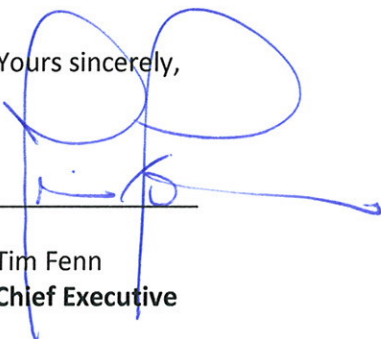
String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

The Irish Hotels Federation is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

The Irish Hotels Federation and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, the Irish Hotels Federation requests that the objections filed by HOTREC be sustained.

Yours sincerely,



Tim Fenn  
Chief Executive

8th March 2013

**Irish Hotels Federation**  
**13 Northbrook Road**  
**Dublin 6**



MALTA HOTELS  
& RESTAURANTS  
ASSOCIATION

Malta Hotels & Restaurants Association  
2, Gallina Street, Kappara SGN4111 - Malta

Tel: +356 2131 8133/4 - Fax: +356 2133 6477  
info@mhra.org.mt - www.mhra.org.mt

Malta, 11 March 2013

## Support letter

The Malta Hotel & Restaurants Association (MHRA), that represents the majority of the hotels and restaurants establishments in Malta, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

MHRA is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

MHRA and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, the Malta Hotels & Restaurants Association requests that the objections filed by HOTREC be sustained.

Yours sincerely

Andrew Agius Muscat  
Chief Executive Officer



MHRA Official Bankers



MHRA is a member of HOTREC and World Tourism Organisation



WORLD TOURISM ORGANIZATION  
ORGANISATION MONDIALE DU TOURISME  
ORGANIZACION MUNDIAL DEL TURISMO  
ВСЕМИРНАЯ ТУРИСТИЧЕСКАЯ ОРГАНИЗАЦИЯ  
منظمة السياحة العالمية



MHRA Leading  
Communications Partner

To whom it may concern

**Support letter.**

The Norwegian Hospitality Association, representing the interests of hotels i Norway, supports HOTREC in filing formal “community objections ” against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

The Norwegian Hospitality Association is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name.

The Norwegian Hospitality Association and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, The Norwegian Hospitality Association requests that the objections filed by HOTREC be sustained.

Yours sincerely  
The Norwegian Hospitality Association



2013.03.13 – Oslo, Norway

CEO

Date, Place

Function

Signature

## Support letter

Hotelleriesuisse is the national Hotel Association of Switzerland. It's member hotels represent 67 % of the room capacity in Switzerland and realize almost 80 % of all bednights in Switzerland. Hotelleriesuisse supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712


hotelleriesuisse is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

hotelleriesuisse and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, hotelleriesuisse requests that the objections filed by HOTREC be sustained.

Yours sincerely

March, 11<sup>th</sup> 2013



Thomas Allemann  
Member of the management board

# SYNHORCAT

*Syndicat National des Hôteliers  
Restaurateurs, Cafetiers et Traiteurs*

HOTREC  
111, boulevard Anspach – Box 4  
B-1000 Bruxelles  
BELGIQUE

Paris, March 12<sup>th</sup> 2013

## **Support letter to objections sent to ICANN (« .hotel »)**

Synhorcat, one of the five French associations representing the hospitality industry, supports HOTREC in filing formal “community objections” against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

Synhorcat is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every “.hotel”, “.hotels”, “.hoteles” and “.hoteis” domain name.

Synhorcat and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC’s objections.

# SYNHORCAT

*Syndicat National des Hôteliers  
Restaurateurs, Cafetiers et Traiteurs*

The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, Synhorcat requests that the objections filed by HOTREC be sustained.

Yours sincerely,



Didier CHENET  
President





Turistik Otalciler İşletmeciler ve Yatırımcılar Birliği  
Touristic Hotels & Investors Association

Istanbul, 11.03.2013  
Ref:13/24-231

### Support Letter

TUROB, Touristic Hotels & Investors Association, Turkey was founded in 1971. The Association represents 400 hotels and over 80.000 beds capacity, of which all the members are registered by Turkish Ministry of Tourism&Culture. TUROB supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hotels

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

TUROB is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

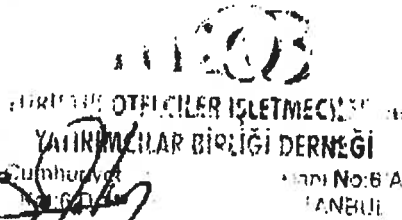
TUROB and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, TUROB requests that the objections filed by HOTREC be sustained.

Yours sincerely,

Timur BAYINDIR

The President



ihra

Ministry of Tourism  
Cemalpaşa Cad. No: 6/A Kat: 8 D.12 Harbiye 34437 ŞİŞLİ İSTANBUL Tel: (0212) 296 08 80 (pbx) Fax: (0212) 343 84 36

hotrec

ECOLAB

METRO

Y

Member of

International Union of Touristic Organizations

Cumhuriyet Cad. Pak Apt. No:6/A Kat:8 D.12 Harbiye 34437 ŞİŞLİ İSTANBUL Tel: (0212) 296 08 80 (pbx) Fax: (0212) 343 84 36  
www.turob.com e-mail: info@turob.com

P.01/01

10:17

11 Mar '13

Fax:90-212-2961739

TUROB



## Union des Métiers et des Industries de l'Hôtellerie

HOTREC  
111, boulevard Anspach – Box 4  
B-1000 Bruxelles  
BELGIQUE

Paris, March 12<sup>th</sup> 2013

### **Support letter to objections sent to ICANN (« .hotel »)**

UMIH, the main french association representing the hospitality industry, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

UMIH is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

UMIH  
CAFÉS, BRASSERIES ET  
ETABLISSEMENTS DE NUIT

UMIH  
RESTAURATION

UMIH  
HÔTELLERIE  
FRANCAISE

UMIH  
SAISONNIERS

GROUPEMENT NATIONAL  
DES CHAÎNES HÔTELIÈRES

UMIH and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections.

The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, UMIH requests that the objections filed by HOTREC be sustained.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'RH' with a horizontal line extending to the right.

Roland HEGUY  
Président Confédéral

Stockholm 2013-03-11

## Support letter

Visita is an employer's and trade organization, organizing the Swedish hospitality industry and thus representing the interests of hotels in Sweden, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

Application ID: 1-1249-87712

Visita is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

Visita and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, Visita requests that the objections filed by HOTREC be sustained.

Yours sincerely,



Eva Östling Ollén  
CEO



CONFEDERATION DES PROFESSIONNELS  
INDEPENDANTS DE L'HOTELLERIE

HOTREC  
111, boulevard Anspach – Box 4  
B-1000 Bruxelles  
BELGIQUE

Paris, March 12<sup>th</sup> 2013

**Support letter to objections sent to ICANN (« .hotel »)**

CPIH, one of the five French associations representing the hospitality industry, supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels  
Applicant name: Booking.com B.V.  
Application ID: 1-1016-75482

String: .hotel  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-36568

String: .hoteles  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-1940

String: .hoteis  
Applicant name: Despegar Online SRL  
Application ID: 1-1249-87712

CPIH is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

CPIH and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections.

The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, CPIH requests that the objections filed by HOTREC be sustained.

Yours sincerely,

A handwritten signature in black ink, consisting of several overlapping, fluid strokes that form a stylized, somewhat abstract shape. The signature is positioned above the printed name and title.

Gérard Guy  
President



## Zväz hotelov a reštaurácií Slovenskej Republiky

Hotel und Gaststättenverband der Slowakischen Republik

The Slovak Association of Hotels and Restaurants

---

### The Slovak Association of Hotels and Restaurants

#### Support letter

The Slovak Association of Hotels and Restaurants, representing hotels and restaurants in the Slovak Republic supports HOTREC in filing formal "community objections" against the new gTLD applications identified below:

String: .hotels

Applicant name: Booking.com B.V.

Application ID: 1-1016-75482

String: .hotel

Applicant name: Despegar Online SRL

Application ID: 1-1249-36568

String: .hoteles

Applicant name: Despegar Online SRL

Application ID: 1-1249-1940

String: .hoteis

Applicant name: Despegar Online SRL

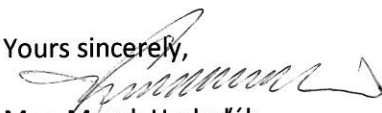
Application ID: 1-1249-87712

The Slovak Association of Hotels and Restaurants is of the opinion that the above mentioned applicants are not ensuring the non-discriminatory access for all hotels around the world to the applied for domain name; neither the protection of consumers, as there is no guarantee that a real hotel is behind every ".hotel", ".hotels", ".hoteles" and ".hoteis" domain name.

The Slovak Association of Hotels and Restaurants and its members are a part of the hotel community described by HOTREC in its objections and it supports all of the arguments set forth in the HOTREC's objections. The new gTLD applications by Booking.com B.V. and Despegar Online SRL create a likelihood of material detriment to the rights or legitimate interests of a significant portion of this hotel community and, notably, the applicants are not acting and do not intend to act in accordance with the interests of the hotel community.

In the light of the above, The Slovak Association of Hotels and Restaurants requests that the objections filed by HOTREC be sustained.

Yours sincerely,

  
Mgr. Marek Harbuľák  
Secretary General

**ZVÄZ HOTELOV A REŠTAURÁCIÍ  
SLOVENSKEJ REPUBLIKY  
BANSKÁ BYSTRICA**

Bratislava, March 11,