

The future of business travel

Is market optimism outpacing capability?

Contents

03	Overview
04	Methodology
05	Executive summary
06	Key findings
07	Chapter 1: The optimism paradox
08	Chapter 2: The new business traveller
11	Chapter 3: The confidence gap
15	Chapter 4: The promise and the pressure of technology
16	Chapter 5: Where growth will be won
18	Chapter 6: What's holding the industry back?
22	Chapter 7: Investment is rising, but readiness lags
26	Winning in the new age of business travel
28	Partner takeaways: closing the confidence gap





Overview

A sector rebuilding and redefining itself.

Business travel has never been static, but few periods have demanded as much reinvention as the one the industry is navigating today. Since 2020, organisations have been forced to rethink not only when and why people travel, but how that travel is planned, managed, supported and justified.

What's emerging is not a simple return to pre-pandemic norms, but a reshaped landscape — one in which business travellers behave more like consumers, corporate clients expect greater transparency and control, and technology is no longer a back-office enabler but the foundation of the experience itself.

Against this backdrop, Expedia Group surveyed 214 senior decision-makers at travel management companies across 10 global markets to understand how the industry is feeling about the future — and how prepared travel management companies (TMCs) are to deliver it.

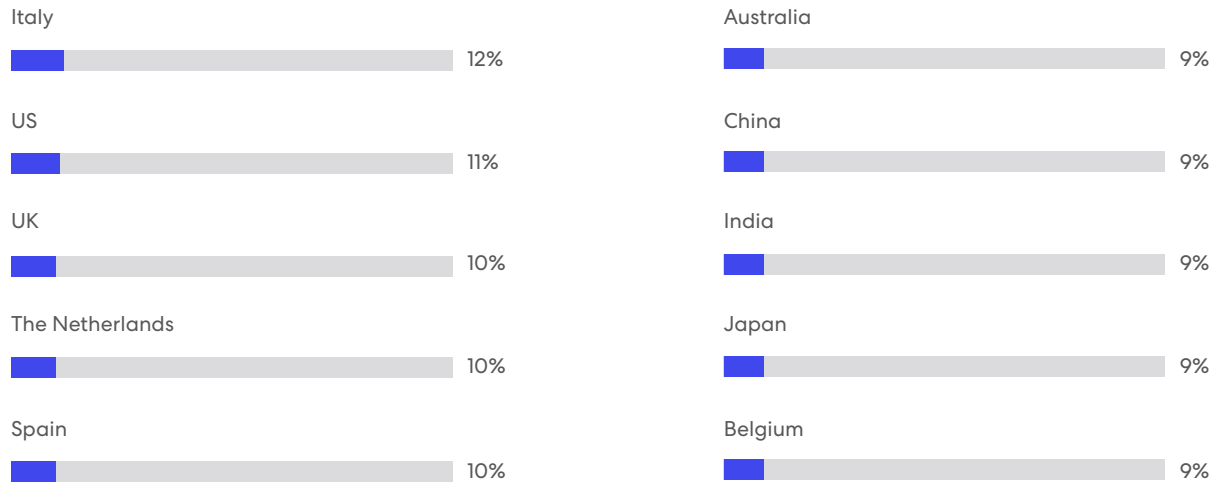
The research reveals a sector rich in confidence but facing a clear execution gap between what business travellers now expect and what travel organisations can actually deliver. This report provides specific guidance on how technology, integration and investment priorities must evolve to close that gap.

Methodology

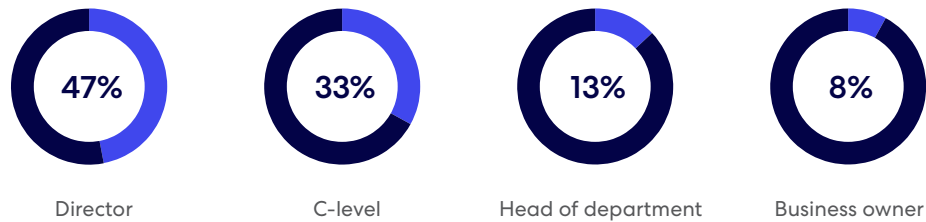
Expedia Group partnered with Censuswide to conduct an online survey of 214 senior decision-makers at travel management companies.

26/11/2025–04/12/2025

Sample breakdown by market:



Sample breakdown by role:



Censuswide abides by and employs members of the Market Research Society and follows the MRS code of conduct and ESOMAR principles. Censuswide is also a member of the British Polling Council.



Executive summary

Optimistic about the future. Less certain about delivery.

There is near-universal confidence in the future of business travel, with almost all survey respondents saying they feel optimistic about the industry's prospects over the next three years.

This optimism reflects a shared belief that business travel is essential for collaboration, growth and maintaining relationships in an increasingly distributed world.

Yet when leaders look inward — at their own systems, capabilities and readiness — a more complex picture emerges.

Business traveller expectations have risen sharply across almost every dimension, from personalisation and safety to booking simplicity, loyalty and flexibility. However, confidence in meeting those expectations remains low. Across most critical traveller and

organisational needs, fewer than half of the respondents say they feel very confident in their ability to deliver.

Technology is widely recognised as the most powerful opportunity to close these gaps. Data-driven personalisation, AI, automation and integrated platforms are viewed as the levers that will unlock future growth and competitiveness. While

investment levels are high, the greatest opportunity now lies in strengthening readiness, integration and skills to fully realise that ambition. The next phase of business travel will not be defined by intent alone, but by how effectively organisations execute against it.



Key findings

Optimism is high. Readiness is not.

Almost all (95%) senior decision-makers surveyed are optimistic¹ about the future of business travel; 51% are very optimistic. Yet across most traveller and organisational capabilities, fewer than half feel very confident in their ability to deliver.

Business traveller expectations have reset, not just risen.

Expectations have increased across every major dimension of the business traveller journey. Top areas of increased expectation include booking simplicity, the ability to book business and leisure in the same tool, loyalty rewards on business trips, personalisation, and mobile booking and management.

There is a clear confidence gap in delivery

TMCs are lacking confidence when it comes to personalisation, easy, streamlined booking, 24/7 traveller support and duty of care, and concierge-like service. Meanwhile, confidence is also constrained on organisational fundamentals such as tracking and reporting on travel spend and enforcing company travel policies.

Technology is seen as the answer — but execution lags

The biggest confidence enablers cited include data-driven personalisation, new or emerging technology integration, and enhanced self-service and digital tools. AI adoption is universal (100%)², yet only 44% say it has had a very positive impact so far, highlighting a gap between experimentation and scalable impact.

Growth opportunities are clear — and capability-led

Top growth opportunities over the next three years include end-to-end booking-to-expense consolidation, AI and automation, alternative lodging inventory, and traveller invoicing and finance management. Over 4 in 5 (83%) also say dynamic pricing will be important³ for unlocking future growth.

Competitive pressure is intensifying

Almost a third (32%) cite losing clients or market share as a key concern over the next three years. The need to diversify is clear, but execution remains difficult. Around a quarter (26%) cite difficulty expanding into new verticals or markets and building effective partnerships or collaboration as barriers.

Investment is widespread — but readiness has not caught up with ambition

Most organisations are actively investing across all major priority areas, from AI and automation to cybersecurity, sustainability and duty of care. Yet only 38% strongly agree budgets for emerging technologies are sufficient, while just 30% say the same for real-time data and analytics. Investment is high, but often fragmented and constrained by legacy infrastructure and competing priorities.

The industry is confident, invested and rich with opportunity — but success will be determined by execution. The organisations that lead the next era of business travel will be those that close the expectation-execution gap, prioritise integration and invest in the foundations needed to scale innovation with confidence.

¹Very optimistic' and 'Somewhat optimistic' responses combined.

²Reverse of 'N/a - we have not integrated AI yet'.

³Very important' and 'Somewhat important' responses combined.

Chapter 1:

The optimism paradox

Confidence in the market masks uncertainty beneath the surface

At first glance, the industry's outlook appears unequivocally positive.

Almost all (95%) of business travel leaders surveyed say they are optimistic about the business travel industry's prospects for the next three years, with just over half (51%) saying they are very optimistic.

This optimism is not unfounded. Organisations have learned to travel with greater intention. Travel budgets are more closely scrutinised, but trips that do take place are seen as higher value. At the same time, new

technology promises efficiency, insight and scalability that were difficult to achieve in the past. Yet this confidence in the market does not translate into confidence in capability.

As the findings show, many travel management companies are unsure whether their current systems, processes and operating models are equipped to meet what comes next. This disconnect — between optimism and uncertainty about readiness — runs through the entire dataset and shapes the challenges ahead.



95% are optimistic about the business travel industry's prospects for the next three years.

"Very optimistic" and "Somewhat optimistic" responses combined.

Chapter 2:

The new business traveller

Expectations haven't just risen — they've reset

One of the clearest signals from the research is how quickly and comprehensively business traveller expectations have changed. In the past year alone, expectations have increased across nearly every aspect of the customer journey.

What business travellers now want looks increasingly similar to what they experience in consumer travel — only with higher stakes.

They expect:

- Booking to be fast, intuitive and mobile-first, not constrained by legacy systems
- Travel to reflect their personal preferences, not generic policy defaults
- Support to be always-on, particularly when things go wrong
- Flexibility to blend business and leisure, without friction or workarounds
- Loyalty, perks and recognition – even when travelling for work

Between 76% and 85% of respondents say expectations have increased across areas such as booking simplicity, personalisation, mobile management, loyalty rewards and the ability to book business and leisure trips in the same tool.

¹Increased significantly' and 'Increase somewhat' responses combined.

To what extent, if at all, do you believe business traveller expectations have increased or decreased in the past year in the following areas?

% of respondents who say business traveller expectations have increased¹ in each particular area:

85%

Ability to book business and leisure trips using the same tool

81%

Duty of care and safety (ie proactive traveller risk management, 24/7 traveller support)

84%

Access to negotiated rates and perks (eg room upgrades or hotel lounge access)

79%

Sustainable travel

84%

Easy, streamlined booking process (ie quick and user-friendly booking platforms)

79%

High-quality, concierge-like service (attentive support that handles even small details, recognition when a traveller stays at a property regularly)

83%

Ability to earn loyalty rewards on business trips

77%

Breadth of lodging supply

81%

Personalisation (ie tailored travel arrangements based on individual preferences)

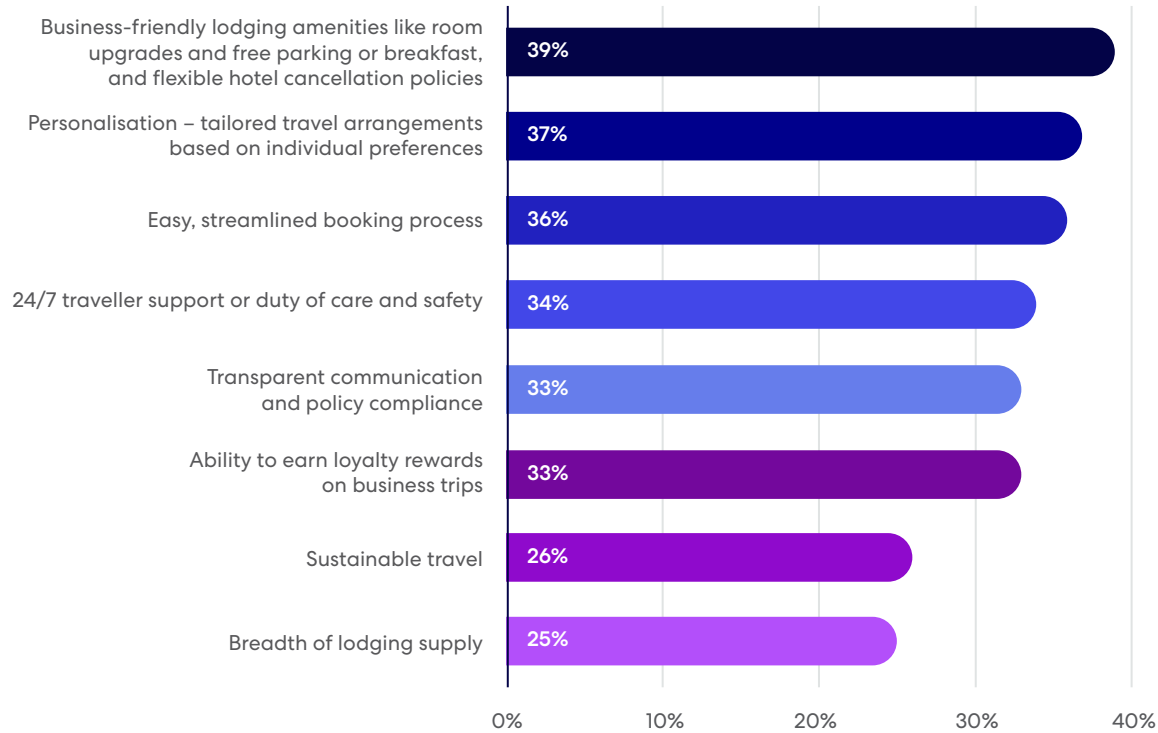
76%

Ability to manage bookings through mobile devices

Importantly, these are not expected to be short-term spikes. Looking ahead, respondents believe many of these priorities, particularly business-friendly lodging amenities, personalisation and seamless booking, will become most important to business travellers over the next three years.

What, if anything, do you think will become most important to business travellers over the next 3 years?

(Select up to 5)



The findings clearly show that baseline expectations have shifted. Travel management companies now have an opportunity to redefine their value by delivering consumer-grade

experiences within enterprise frameworks – using technology, data and service models to meet higher expectations without sacrificing control, compliance or cost efficiency.



Perceptions of traveller expectations evolve with scale

Top most important areas for business travellers according to company size

1-99 employees



41%

Easy, streamlined booking process

100-249 employees



39%

Business-friendly lodging amenities like room upgrades and free parking or breakfast, and flexible hotel cancellation policies

250+ employees



44%

Business-friendly lodging amenities like room upgrades and free parking or breakfast, and flexible hotel cancellation policies

These findings suggest that perceptions of traveller expectations become more experience-led as company size increases. Smaller organisations place greater emphasis on ease and efficiency, reflecting a belief that frictionless booking is the primary driver of satisfaction, while mid-sized and larger companies increasingly see differentiated lodging benefits and flexibility as central to traveller value.

This implies that as organisations scale, traveller expectations are viewed less as a functional requirement to be met and more as an experiential lever for retention, satisfaction and competitive differentiation.



Chapter 3:

The confidence gap

Knowing what matters doesn't mean being able to deliver it



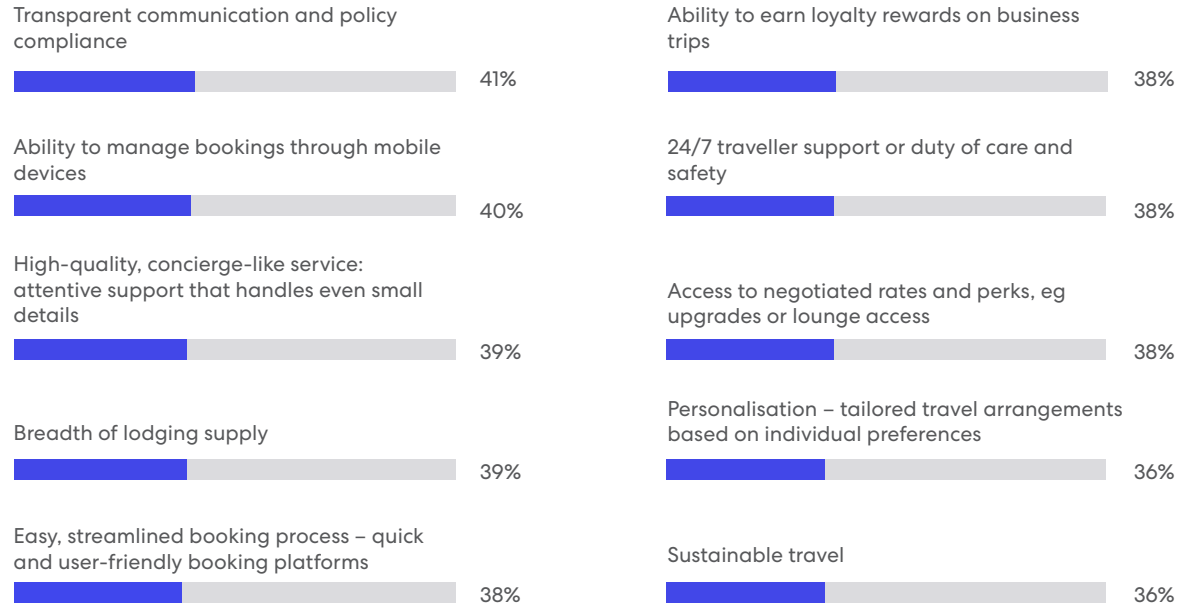
While leaders are aligned on what travellers want, far fewer feel confident they can deliver those experiences consistently.

Across almost every traveller-facing capability, only around 2 in 5 senior leaders surveyed say they feel very confident in their organisation's ability to deliver.

This includes areas that are now central to traveller satisfaction such as personalisation, streamlined booking and 24/7 service.

How confident do you feel in meeting business traveller expectations around the following?

% of respondents who say they are very confident:



Confidence is equally constrained when it comes to organisational expectations. Only a third (33%) feel very confident in tracking and reporting on travel spend and only around 2 in 5 (43%) feel very confident when it comes to enforcing company travel policies.



How confident, if at all, do you feel in meeting organisations' expectations around the following?

% of respondents who say they are very confident

85%

Enforcing company travel policies (for example, only booking within budget, requiring approvals for certain trips)

38%

Negotiating special rates and perks with hotels, airlines and car hire companies for business travellers

41%

Securing corporate negotiated rates — these are pre-arranged deals for businesses, which guarantee better value, consistency and more predictable booking experiences for both the company and hotel

36%

Offering 24/7 traveller support for things like missed flights or emergencies

38%

Providing one easy-to-use booking platform for all business travel needs

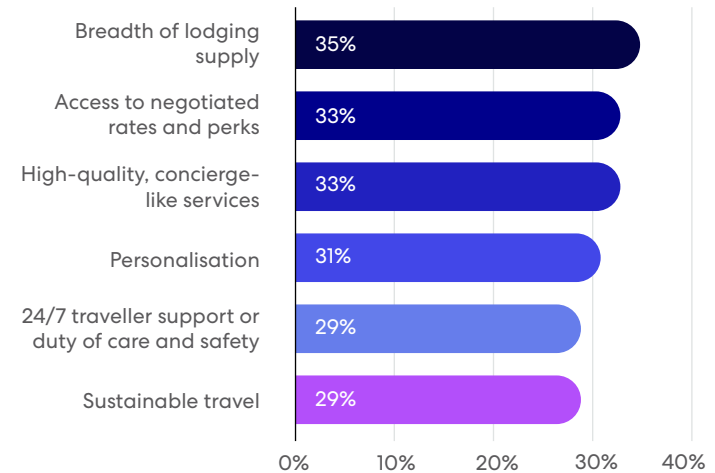
33%

Tracking and reporting on travel spend to help with budgeting and compliance

This gap between expectation and execution is one of the defining challenges facing the industry. It is also where differentiation will be won or lost.

Larger TMCs report lower levels of confidence

Interestingly, respondents from larger TMCs (250+ employees) are the least likely to say they are very confident in their ability to meet business traveller expectations in a range of areas, including:



This may be because larger TMCs operate across more complex, global environments, where scale, legacy systems and varied client requirements make consistent delivery harder to achieve. With greater visibility into operational gaps and higher expectations from enterprise clients, larger organisations may also assess their capabilities more critically, resulting in lower confidence despite broader resources.

The findings highlight that larger businesses in particular have an opportunity to strengthen capabilities in integration, consistency and scalable service delivery to ensure that scale enhances, rather than hinders, the traveller experience.



Chapter 4:

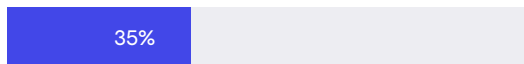
The promise and the pressure of technology

Why tools alone aren't enough

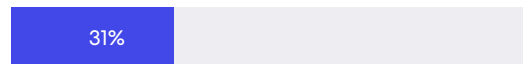
When asked what would increase their confidence in meeting rising expectations, business travel leaders consistently point to technology, but with an important caveat. What they are asking for is not more tools, but better ones.

What, if anything, could improve confidence in meeting business travellers' changing expectations over the next three years?

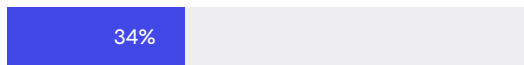
Data-driven personalisation



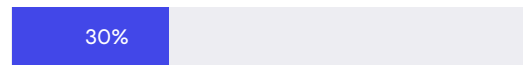
Dedicated account management and concierge services



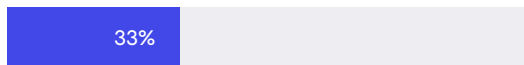
New/emerging technology integration



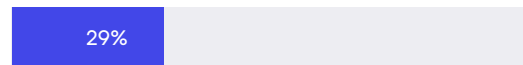
Integrated duty of care and well-being services



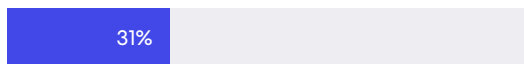
Enhanced self-service and digital tools



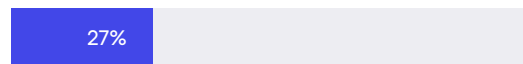
Training and empowerment of service teams



24/7 multi-channel support personalisation



Partnerships



The use of AI and automation sits at the centre of this vision and is identified by senior leaders as one of the biggest opportunities for growth for their business over the next three years (31%). All (100%) senior leaders surveyed say they have integrated AI to some extent.¹

However, so far under half (44%) say this has had a very positive impact on their businesses, suggesting that while adoption and experimentation are widespread, the ability to confidently deliver on traveller and organisational expectations remains elusive. Indeed, while respondents cite positive impacts such as increased data analysis and predictive analytics capabilities (35%) and enhanced customer experience (eg personalisation, better recommendations, chat support) (33%), the data also highlights that AI adoption has created new challenges to overcome.

These include:

- Skills gaps and recruitment challenges related to AI expertise (31%)
- Increased competitive pressure from AI-enabled rivals (31%)
- Implementation challenges (eg integration with existing systems, cost of adoption) (27%)
- Compliance, regulatory or ethical concerns around AI use (22%)

In short, the industry is convinced of AI's potential but is still learning how to operationalise it.

¹Reverse of 'N/a - we have not integrated AI yet'.

Chapter 5:

Where growth will be won

Integration, intelligence and flexibility.

When leaders look to the future, it is clear that growth will not be driven by incremental change or by simply restoring pre-existing models.

Instead, respondents consistently point to transformation — how travel is integrated, automated and experienced — as the primary source of competitive advantage.

What, if anything, could improve confidence in meeting business travellers' changing expectations over the next three years?

Along with AI and automation, top growth opportunities for the next three years include:

E2E booking-to-expense consolidation

33%

Moving to direct supplier relationships

28%

Use of AI and automation

31%

Dynamic pricing

28%

Alternative lodging inventory (aparthotels, short-term rentals, etc.)

30%

Package bookings (multiple trip elements booked together)

27%

Traveller invoicing and finance management

30%

Continued shift to commissionable rates

26%



At the top of the opportunity list is end-to-end booking-to-expense consolidation, cited by a third (33%) of respondents as one of the biggest growth opportunities over the next three years. This reflects a broader shift in how value is defined: away from stand-alone booking tools and towards connected ecosystems that reduce friction, improve visibility and support both traveller experience and corporate oversight.

Another major growth lever is broader lodging content, including alternative accommodation such as aparthotels and short-term rentals, highlighted by 30% of respondents. As business travellers seek greater flexibility, comfort and value — particularly for longer stays and blended business-leisure trips — access to a wider range of lodging options is becoming a strategic differentiator rather than a niche offering.

Meanwhile, dynamic pricing brings this moment of opportunity and complexity into sharp focus. On one hand, over 4 in 5 (83%) respondents say dynamic pricing will be important¹ for unlocking future growth, signalling strong recognition

of its revenue and yield potential. On the other, a third (33%) cite competition with dynamic offers available on OTAs as a major barrier to growth, reflecting concern about margin pressure, loss of differentiation and disintermediation.



Together, these findings highlight a defining tension for the industry. Growth opportunities are increasingly tied to capabilities — integrated systems, intelligent automation, flexible content and dynamic pricing models — that promise both efficiency and experience gains. Yet the same forces also introduce new competitive pressures and execution challenges.

This duality — opportunity on the one hand, disruption on the other — captures the reality of the current landscape. The organisations best positioned for growth will be those that can harness integration and intelligence not just to keep pace, but to reassert their value in an increasingly dynamic and competitive ecosystem.

83%

say dynamic pricing will be important¹ for unlocking future growth.

¹Very important' and 'Somewhat important' responses combined.



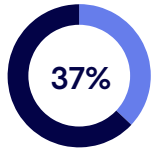
Chapter 6:

What's holding the Industry back?

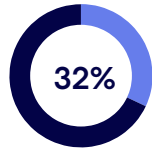
Cost pressure, complexity and capability gaps.

Despite widespread optimism about the future of business travel, senior leaders recognise the obstacles that could slow progress or limit growth. The risks ahead are not abstract but immediate, operational and interconnected.

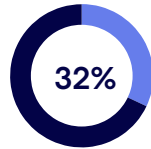
Top business concerns over the next 3 years



Corporate client budget cuts/reduced travel spend/continued move to virtual meetings/rising operational costs (fuel, insurance, tech, etc)

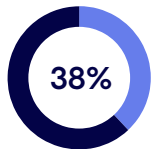


Increased demand for personalisation and traveller experience

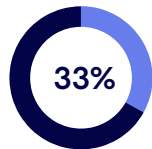


Losing clients and/or market share

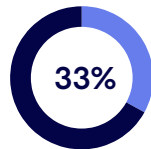
Top barriers to growth in the next 3 years



Technology limitations (eg outdated systems, lack of integration, difficulty scaling, fragmented supply technology ecosystems)



Budget constraints or limited financial flexibility (ie cost structure rigidity and limited access to volume-based discounts)



Competition with dynamic offers available on OTAs



Cost pressure is the dominant concern

Financial pressures sit at the top of the risk agenda for the next three years. Almost 2 in 5 (37%) respondents cite corporate client budget cuts, reduced travel spend, a continued shift to virtual meetings and rising operational costs as a major concern. Meanwhile, a third (33%) cite budget constraints or limited financial flexibility (ie cost structure rigidity and limited access to volume-based discounts) as one of the biggest barriers to growth, reflecting the ongoing scrutiny placed on business travel spend.

Travel management companies are being asked to deliver more value — better experiences, stronger duty of care, richer reporting — often without a corresponding increase in budgets.

Technology limitations constrain execution

Alongside cost pressures, technology limitations are the most commonly cited barrier to growth, highlighted by 38% of respondents. These limitations include outdated systems, lack of integration between platforms, difficulty scaling solutions and fragmented supply and content ecosystems.

While there is clear excitement about AI and automation, the findings suggest a readiness gap:

- Legacy infrastructure makes it difficult to deploy new technologies quickly
- Fragmented systems limit the ability to deliver seamless, end-to-end experiences
- Data silos reduce the effectiveness of personalisation, analytics and automation

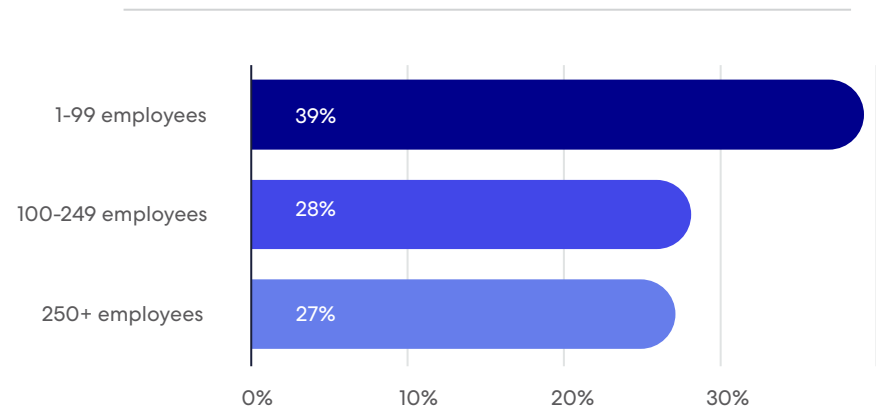
As a result, innovation often remains confined to pilots rather than fully embedded, scalable solutions.

Smaller TMCs are feeling the weight of competition.

Competitive pressure is intensifying

There is also a strong undercurrent of competitive anxiety. Nearly a third of respondents (32%) cite losing clients or market share as a key concern over the next three years.

% of respondents who say losing clients and/or market share is a main concern –



This pattern may have emerged due to smaller TMCs facing disproportionate pressure from consolidation, limited access to capital and technology investment and greater vulnerability to digitally enabled competitors that can compete more aggressively on price, scale and experience.

Competitive pressure is driving a need for diversification — whether through new products, services, partnerships or markets — to protect and grow market share. However, ambition is being tempered by execution challenges. Just over a quarter of respondents (26%) say that difficulty expanding into new verticals or markets is one of the biggest barriers to growth over the next

three years, while the same percentage cites a lack of effective partnerships or collaboration (26%). The result is a tension between the strategic imperative to diversify and the practical constraints that make doing so difficult.





A complex balancing act

Taken together, these barriers point to a complex balancing act:

- 1 Controlling costs while investing in transformation
- 2 Innovating quickly without exacerbating technical debt
- 3 Competing on experience while maintaining margins, compliance and trust
- 4 Diversifying revenue streams while overcoming structural and capability constraints

The organisations that succeed will be those that can navigate this complexity — prioritising investment, modernising technology foundations and building capabilities that allow them to move forward with confidence rather than caution.



Chapter 7:

Investment is rising, but readiness lags

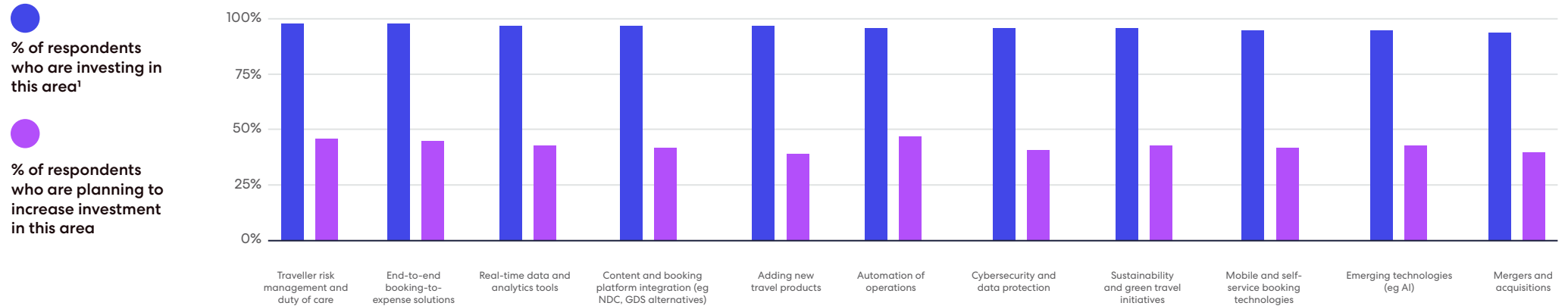
Commitment is clear. Confidence is not.

Across the business travel ecosystem, investment signals a strong and shared commitment to transformation.

Nearly all respondents report active investment across a wide range of strategic priorities, from technology and

automation to security, sustainability and traveller safety.

What, if anything, best describes your organisation's approach to investment in the following areas?



On the surface, these figures paint a picture of an industry leaning decisively into the future. However, beneath this momentum lies the challenging reality.

Despite high investment levels, confidence in budget sufficiency

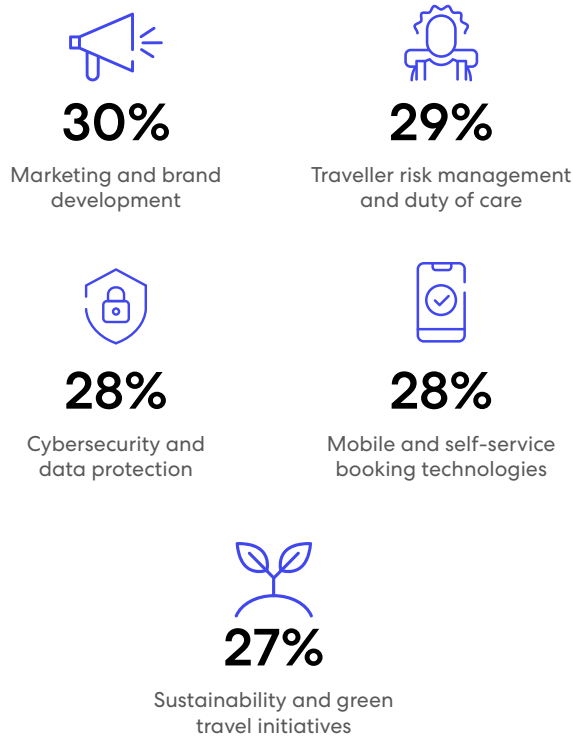
remains low. For example, only 38% strongly agree that budgets allocated to emerging technologies over the next three years are sufficient to meet their objectives. Meanwhile, confidence drops further when it comes to real-time data and analytics, with just 30%

strongly agreeing that budgets are adequate.

This disconnect highlights a readiness gap. Many organisations are funding innovation, but often in ways that are incremental, fragmented or constrained

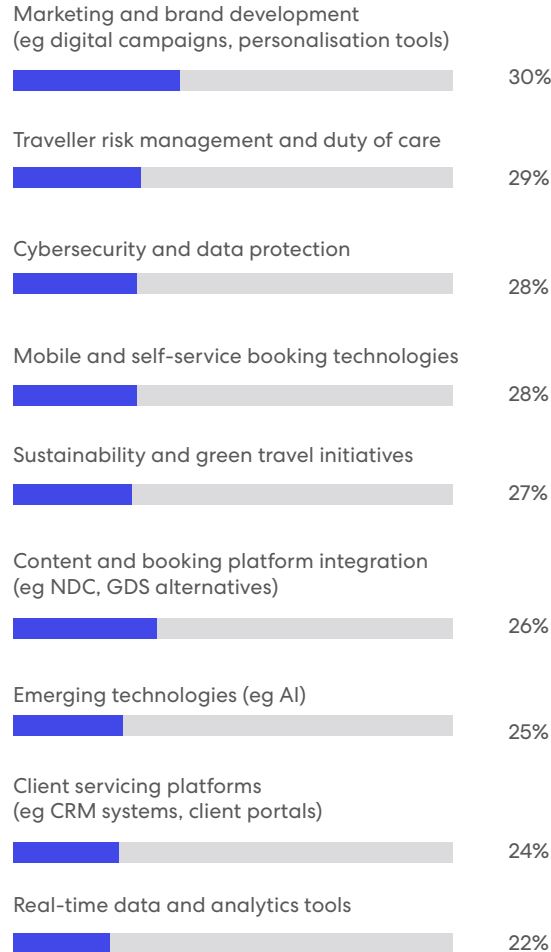
by legacy infrastructure. Investment is spread across multiple priorities at once, while foundational challenges — such as system integration, data quality and skills — remain unresolved.

Competing priorities further complicate the picture. When asked where budgets will be focused over the next three years, respondents most frequently point to:



While these investments are critical, emerging technology (25%) and real-time data and analytics rank lower (22%) despite being widely recognised as essential enablers of personalisation, automation and efficiency.

What do you expect to be the top areas of budget spend over the next three years, if any?



The findings suggest an industry in transition. Commitment to change is clear and investment is flowing. Yet many organisations are constrained by legacy decisions, fragmented systems and difficult trade-offs between near-term pressures and long-term capability building. Closing this gap — between where money is being spent and where confidence is built — will be critical to turning investment into impact.



Top three investment priorities by company size

	1-99 employees	100-249 employees	250+ employees
1	Traveller risk management and duty of care (36%)	Marketing and brand development (eg digital campaigns, personalisation tools) (35%)	Client servicing platforms (eg CRM systems, client portals) (36%)
2	Mobile and self-service booking technologies (36%)	Sustainability and green travel initiatives (28%)	Marketing and brand development (eg digital campaigns, personalisation tools) (35%)
3	Sustainability and green travel initiatives (33%)	Traveller risk management and duty of care (27%)/ Mobile and self-service booking technologies (27%)	Content and booking platform integration (eg NDC, GDS alternatives) (33%)

These findings show that investment priorities diverge by company size, reflecting different strategic pressures and stages of maturity. Smaller organisations are focused on safeguarding travellers and delivering core digital functionality, mid-sized firms are prioritising visibility, differentiation and sustainability to drive growth, while larger players are investing in scalable platforms, client servicing and content integration to strengthen enterprise capability and competitive advantage.



¹Investing in currently – planning to sustain investment' and 'Investing in currently – planning to increase investment' responses combined.



Winning in the new age of business travel

Turning optimism into advantage — a call to
action for the next era of business travel

The future of business travel is not in question. Senior leaders across the industry are confident in its resilience, relevance and long-term potential. What is in question is who will be ready to lead it.

The findings in this research reveal an industry at crossroads. Business traveller expectations have reset, not just risen. Technology investment is widespread, but confidence in delivery remains uneven. Experimentation is happening at scale, yet execution is where differentiation will be won or lost.

This moment demands leadership, not just belief.

Over the next three years, advantages will accrue to organisations that move decisively beyond pilots and point solutions and instead commit to building the foundations required for scale. The data points to a clear mandate for action.

To lead the next phase of business travel, organisations must:

Close the expectation execution gap

With fewer than 40% feeling very confident in delivering many of the experiences travellers now expect, leaders must prioritise operational confidence as much as market optimism. This means aligning strategy, systems and service models around what matters most to travellers and corporate clients alike.

Make integration a strategic priority

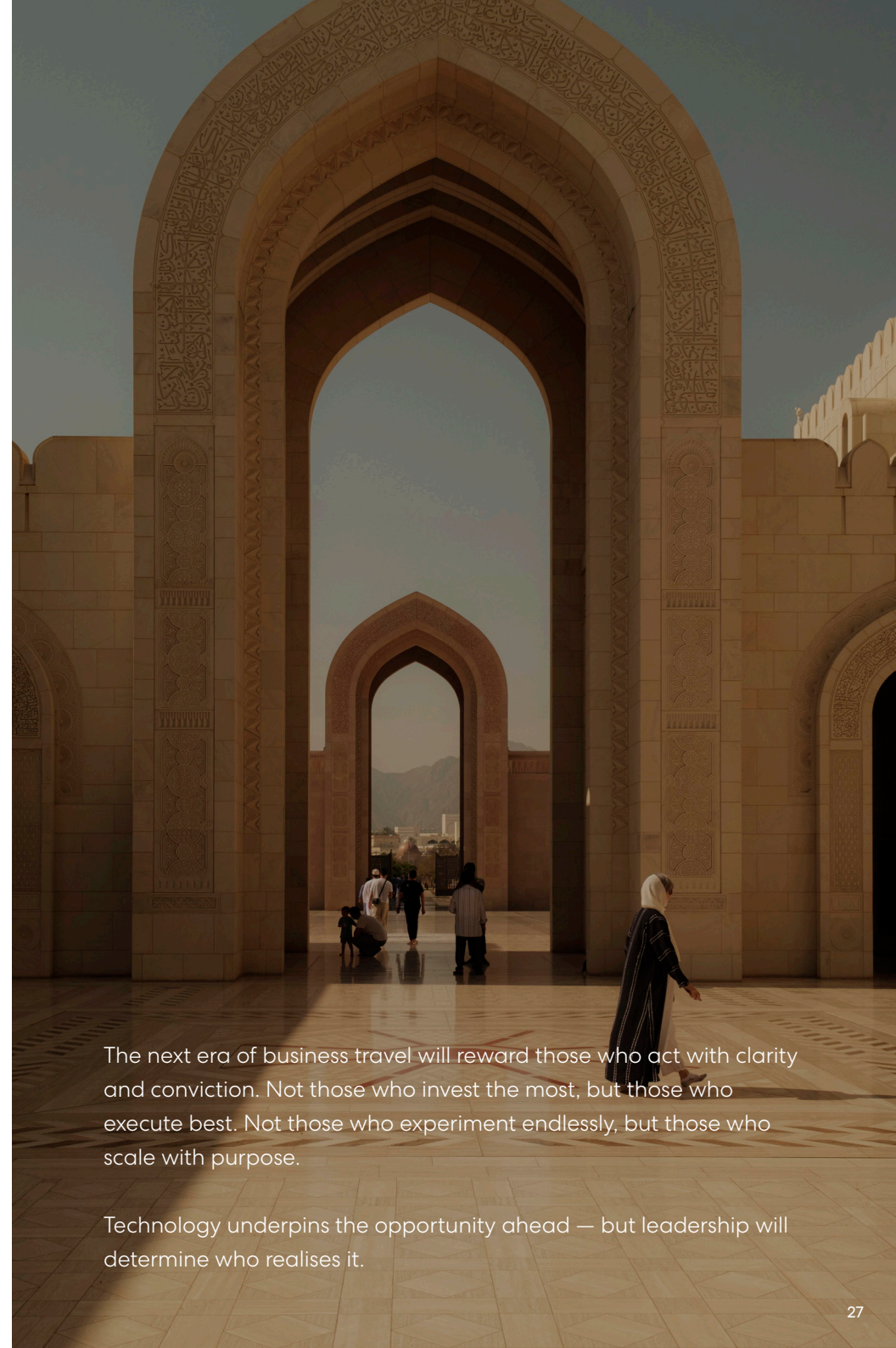
Growth opportunities such as end-to-end booking-to-expense integration (33%) and AI-driven automation (31%) depend on connected data and platforms, not fragmented tools. Leadership requires simplifying complexity, not adding to it.

Invest for readiness, not just intent.

With fewer than 38% strongly agreeing that technology budgets are sufficient, leaders must ensure investment is targeted at the foundations – data quality, integration, skills and change management – that enable execution.

Turn AI from potential into performance

While 93% report a positive impact from AI, only 44% describe that impact as strongly positive. Leaders will be those who embed AI into everyday workflows – enhancing personalisation, insight and service at scale – rather than confining it to experimentation.



The next era of business travel will reward those who act with clarity and conviction. Not those who invest the most, but those who execute best. Not those who experiment endlessly, but those who scale with purpose.

Technology underpins the opportunity ahead – but leadership will determine who realises it.



**Build for business travel
without compromise**

As traveller expectations rise, many travel managers report low confidence in their ability to keep pace. Expedia Group builds specifically for the realities of modern business travel, combining scale, flexibility and innovation to help partners move beyond reactive solutions and confidently deliver experiences that meet (and exceed) evolving traveller needs.



**Replace friction with confidence
at every touchpoint**

Expedia Group helps overcome operational complexity by enabling critical booking context, such as payment and invoicing instructions to be shared directly with properties via API. Tools like Property Message Centre and Conversation API further support seamless traveller-agent-property communication, reducing errors, last-minute issues and service breakdowns before they happen.



**Replace friction with confidence
at every touchpoint**

Many organisations struggle to translate sustainability goals into action. Through Rapid Lodging API, Expedia Group gives partners access to verified property sustainability certifications and room-level sustainable amenities, enabling clear in-platform badging and filtering. This transforms sustainability from a perceived risk into a tangible, confidence-building capability for both travel managers and travellers.

Partner takeaways:

Closing the confidence gap



Expand offerings without adding complexity

Keeping up with traveller expectations often means offering more without overwhelming teams or systems. Expedia Group is extending Rapid API beyond lodging to include car hire, flights, insurance and activities, empowering partners to deliver more complete business and leisure experiences through a single, trusted platform.



Reinforce confidence through the right inventory

Access to consistent, high-quality, business-ready inventory plays a critical role in restoring confidence. Expedia Group negotiates competitive rates with business traveller-friendly benefits across a global portfolio of properties.

Expedia business rates offer discounts, flexible cancellation, complimentary perks like breakfast or parking, and the ability to earn hotel loyalty points.

Rapid Lodging API also unlocks thousands of holiday homes and aparthotels, including a growing number of Stayz properties in high-traffic destinations, alongside mobile-only and package discounts that help partners stay competitive.



Partner to move from uncertainty to leadership

In a period marked by rapid change, confidence comes from collaboration. Expedia Group serves as a strategic partner to some of the world's leading corporate travel providers, offering not just technology, but insight, expertise and shared accountability.

Our partnership model is built on co-innovation, helping partners close the confidence gap, adapt faster and lead the next era of business travel with certainty.



To find out more about our TMC offering or to become an Expedia Group partner, visit:

<https://partner.expediagroup.com/en-au/join-us/rapid-api>

