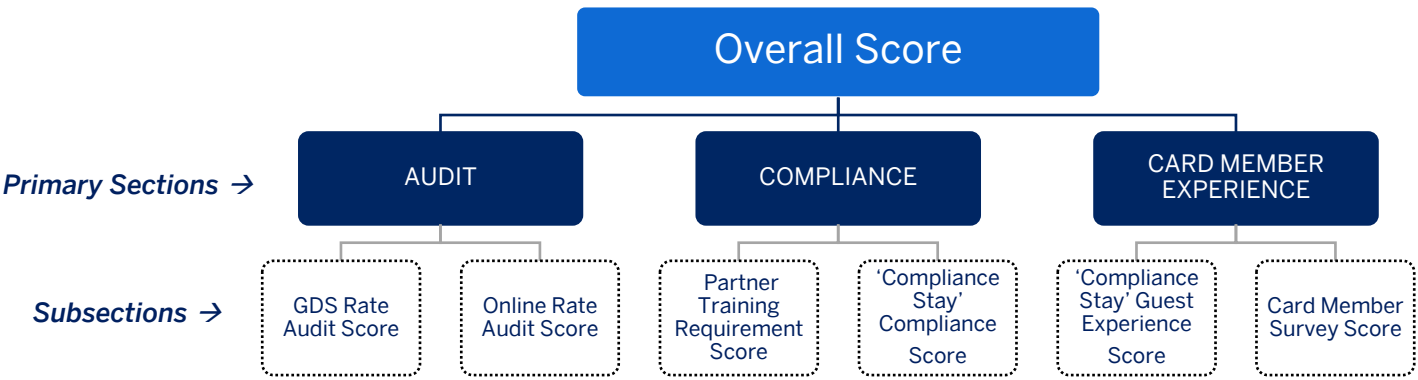


Scoring Methodology

How do we score the scorecard?

The hotel's overall score is based upon Pass, Warn and Fail scores in our three primary sections: **Audit**, **Compliance**, and **Card Member Experience**.

- If the hotel passes all three primary sections, the overall score is a Pass
- If the hotel receives a Warn in any of the primary sections (without any Fails), the overall score is a Warn
- If the hotel receives a Fail in any of the primary sections, the overall score is a Fail



Please note, if a primary section is unscored due to insufficient data, the hotel will receive an overall score based upon only the available data.

The **Audit** section is scored as follows:

Amex performs rate audits to ensure contractual compliance across the GDS and Expedia.

- Pass = 0 failed rate audits across GDS and Expedia
- Warn = 1 failed rate audit across GDS and Expedia
- Fail = 2 or more failed rate audits across GDS and Expedia

If an audit finds issue with program BAR rates (higher than BAR or not loaded), the hotel will receive ‘failed rate audit.’ If an audit finds issue with a special offer rate (at launch or during offer period), Amex Travel will provide two notifications to correct the rate issue. If the property doesn’t fix the rate issue after the second notification, the hotel will receive a ‘failed rate audit.’ If the hotel receives an overall Fail in the Audit section, they can request a detailed audit report which includes Expedia audits versus GDS program rate audits and Expedia audits versus GDS special offer rate audits.

The **Compliance** section is scored as follows:

- The hotel must receive a score in at least one subsection of **Partner Training Requirement** or **‘Compliance Stay’ Compliance** in order to be eligible to receive an overall Compliance score. If the hotel only has one scored subsection, the subsection score will serve as the overall score for the Compliance section.
 - For example, if the hotel is only being scored for the *Partner Training* subsection and receives a “Warn,” then the overall score for the *Compliance* section is a “Warn.”
- If the hotel is scored in both subsections, then the average of those will serve as the overall score for that primary section.
 - For example, if the hotel receives a “Pass” in the *Partner Training* and a “Fail” in *‘Compliance Stay’ Compliance*, then the overall score for the *Compliance* section is a “Warn.”
- If the hotel is scored in both subsections and receives a Warn and a Pass, then the overall score is the worst of the two (i.e., Warn).

The **Card Member Experience** section is scored as follows:

- The hotel must receive a score in at least one subsection of **‘Compliance Stay’ Guest Experience** or **Card Member Survey** in order to be eligible to receive an overall Card Member Experience score. If the hotel only has one scored subsection, the subsection score will serve as the overall score for the Card Member Experience section.
 - For example, if the hotel is only being scored for the Card Member Survey subsection and receives a “Warn,” then the overall score for the *Card Member Experience* section is a “Warn.”
- If the hotel is scored in both subsections, then the average of those will serve as the overall score for that primary section.
 - For example, if the hotel receives a “Fail” in the *‘Compliance Stay’ Guest Experience* and a “Pass” in *Card Member Survey*, then the overall score for the *Card Member Experience* section is a “Warn.”
- If the hotel is scored in both subsections and receives a Warn and a Pass, then the overall score is the worst of the two (i.e., Warn).
- Hotels will only receive a score for the Card Member Survey subsection if the hotel received enough responses for Amex Travel to consider it statistically relevant. Additionally, hotels will only receive either a Pass or a Warn in the Card Member Survey subsection (no Fails).