
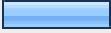




HEDNA Pre-Payment Survey






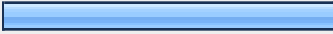
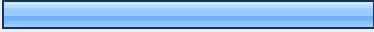
1. My contact information			Response Percent	Response Count
Name:	<input type="text"/>		100.0%	44
Company:	<input type="text"/>		100.0%	44
Email Address:	<input type="text"/>		100.0%	44
Phone Number:	<input type="text"/>		88.6%	39
<i>answered question</i>				44
<i>skipped question</i>				6

2. Organization segment			Response Percent	Response Count
Economy / Budget	<input type="text"/>		28.0%	14
Midscale	<input type="text"/>		48.0%	24
Upscale	<input type="text"/>		58.0%	29
Luxury	<input type="text"/>		58.0%	29
<i>answered question</i>				50
<i>skipped question</i>				0

3. Number of properties in the organization

		Response Percent	Response Count
1-100		40.0%	20
101-500		16.0%	8
501-1000		12.0%	6
> 1000		34.0%	17
answered question			50
skipped question			0

4. Location of properties

		Response Percent	Response Count
Africa		56.0%	28
Asia		72.0%	36
Europe		84.0%	42
Middle-East		72.0%	36
North-America		70.0%	35
South-America		50.0%	25
South Pacific(AU/NZ)		56.0%	28
answered question			50
skipped question			0

5. What percentage of the properties are located outside of the US?

		Response Percent	Response Count
25%		22.0%	11
50%		22.0%	11
75%		28.0%	14
100%		28.0%	14
answered question			50
skipped question			0

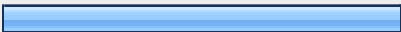
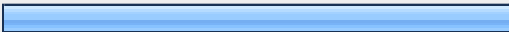
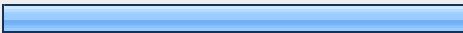

6. For my organization, Pre-Payment is currently:

		Response Percent	Response Count
Critical		6.7%	2
Important		70.0%	21
Minor		20.0%	6
Not a concern		3.3%	1
answered question			30
skipped question			20

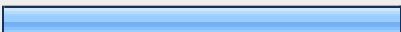
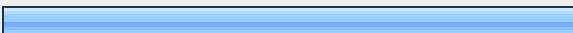
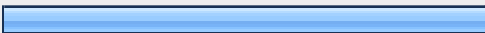
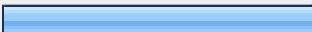
7. For my organization, Pre-Payment as envisioned in three years:

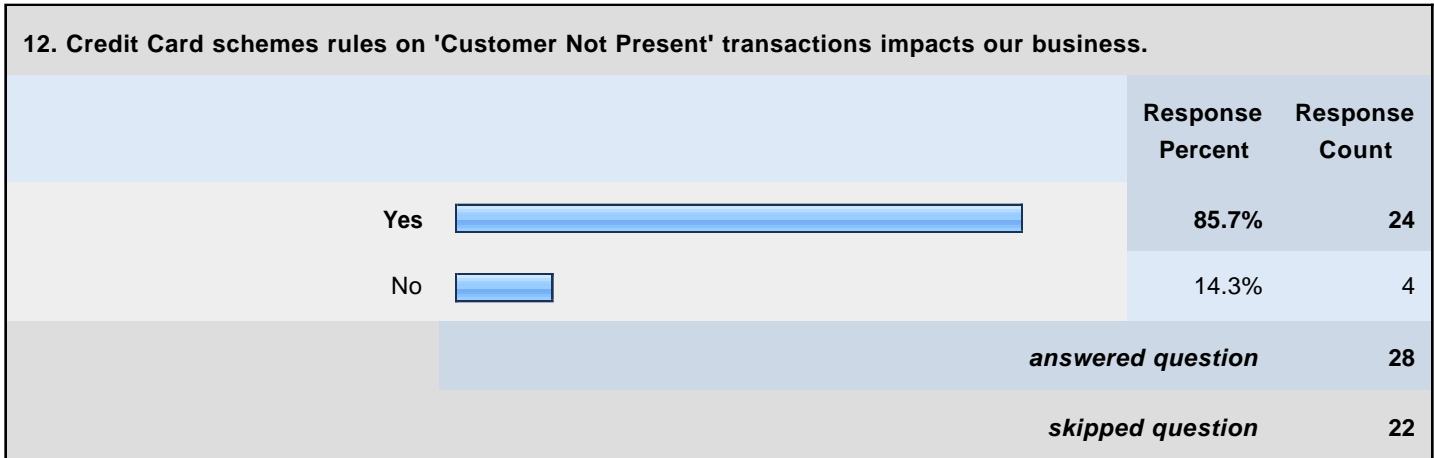
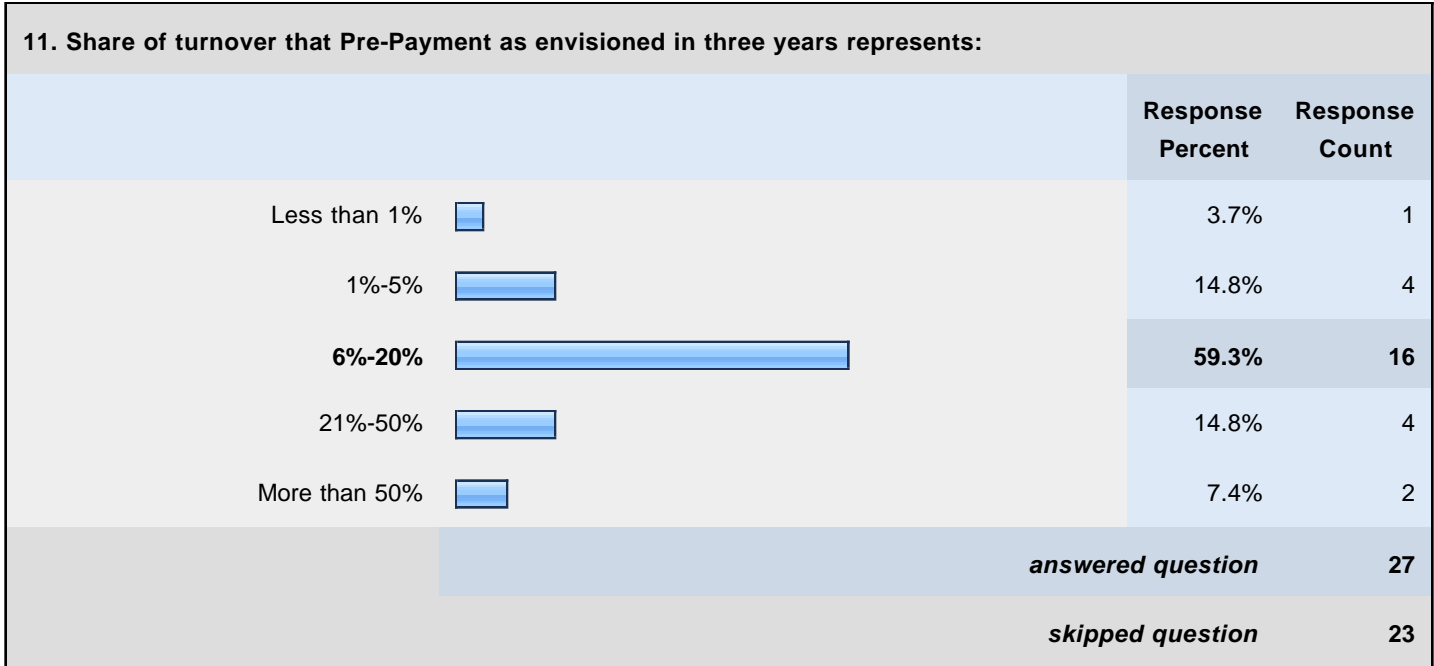
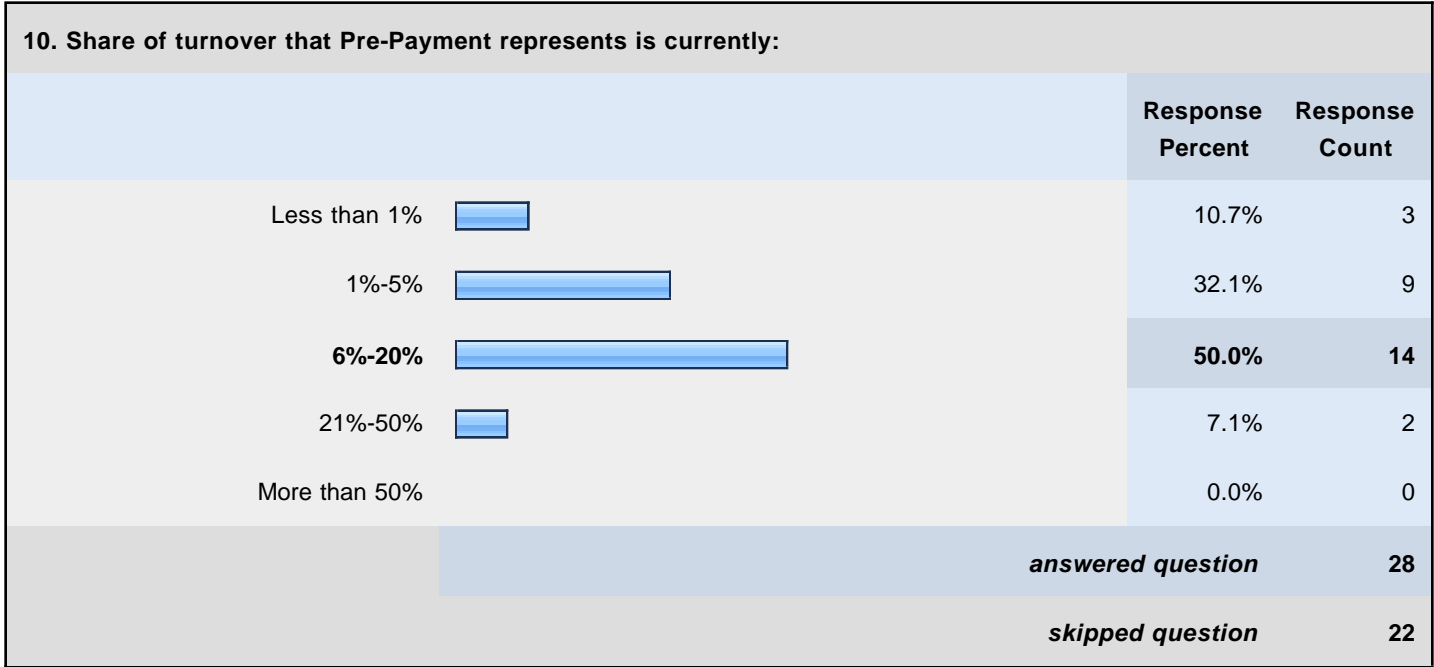
		Response Percent	Response Count
Critical		23.3%	7
Important		56.7%	17
Minor		16.7%	5
Not a concern		3.3%	1
answered question			30
skipped question			20

8. Pre-Payment is currently used in the following channels:

		Response Percent	Response Count
Direct		60.0%	18
Brand Website		76.7%	23
Indirect B2C		70.0%	21
Indirect B2B		50.0%	15
<i>answered question</i>			30
<i>skipped question</i>			20

9. Pre-Payment envisioned in three years is:

		Response Percent	Response Count
Direct		60.0%	18
Brand Website		86.7%	26
Indirect B2C		73.3%	22
Indirect B2B		46.7%	14
<i>answered question</i>			30
<i>skipped question</i>			20



13. Impact of the Credit Card CVV/CVC rules on Pre-paid turnover is:

	Response Percent	Response Count
Major	39.3%	11
Average	28.6%	8
Minor	21.4%	6
Unknown	10.7%	3
<i>answered question</i>		28
<i>skipped question</i>		22

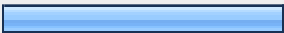
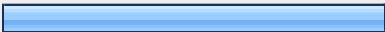
14. My organization centrally collects Pre-Payments on behalf of Hotels:

	Response Percent	Response Count
Yes	23.3%	7
No	76.7%	23
<i>answered question</i>		30
<i>skipped question</i>		20



15. My organization has selected/implemented a Pre-Payment collection mechanism:

	Response Percent	Response Count
Yes	37.9%	11
No	62.1%	18
<i>answered question</i>		29
<i>skipped question</i>		21

16. My organization is considering implementing a Pre-Payment collection mechanism:

		Response Percent	Response Count
Yes		42.3%	11
No		57.7%	15
<i>answered question</i>			26
<i>skipped question</i>			24

17. My organization is keen to lead/actively support an Industry initiative to adapt or define applicable rules or mechanism to facilitate the flawless collection of Pre-Paid bookings:

		Response Percent	Response Count
Yes		67.9%	19
No		32.1%	9
<i>answered question</i>			28
<i>skipped question</i>			22