

# NEWSLETTER

M O S S E L B A Y

the Point

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## Explore Endless Horizons...

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## The Point Hotel joins Expedia Insider's Select List

[The Point Hotel](#) has been chosen for the Expedia Insiders' Select list - an annual award which is judged by Expedia's customers, and recognises the very best hotels in the global marketplace.

Expedia ([www.expedia.com](http://www.expedia.com)) belongs to the world's biggest online travel company (Expedia, Inc.), is the world's most visited online travel booking site, and generates more leisure travel bookings than any other online or offline travel agency.

Expedia, Inc. also owns the world's largest travel community - the TripAdvisor Media Network ([www.tripadvisor.com](http://www.tripadvisor.com)), where more than 35 million travellers post reviews and opinions about individual products and attractions - with 570,116 new opinions about hotels from around the world posted in 2009 alone.

To ensure authenticity, Expedia verifies every traveller's opinion by confirming that the reviewer has, in fact, stayed at the property in question within the last six months.

Travellers and potential travellers use Expedia for researching, planning, and purchasing airline tickets, hotel reservations, car rentals, cruises, and many other services from a broad selection of companies in the travel industry.

According to the site, the Expedia Insiders' Select list includes "The best hotels for any destination - and any budget. "Expedia Insiders' Select is an easy-to-browse list of top hotels in terms of value and quality, as determined by our experts — and millions of customers."

Expedia reviewed more than 114,000 hotels and resorts in the process of developing this year's Insiders' Select list. According to the site: "These scores are completely independent of advertisers and partners. Only the top hotels with the highest scores made it onto our Insiders' Select list.

"We systematically compared hotels and resorts to nearby properties with similar star ratings and amenities in order to determine the best value for your money."

This is a significant award for The Point Hotel because the voting process is completely voluntary, and the property's owners have no access to the comments before - or even after - they're submitted," said Mossel Bay Tourism's Marcia Holm.

The Point Hotel's Louis Harris was hugely excited about being included on the list. "It reflects the unsolicited opinions of our guests - so as far as I'm concerned, this is the most distinguished award we can get," he said. "I believe that over the years we've come to understand the needs of tour operators and travel agents and - more importantly - our individual guests.

"We've developed, maintained, and are continually improving our management and quality control systems around the needs of our guests, and we've implemented them through training at every level.

"Most recently, we've improved all our safety and security systems, and we've upgraded our wireless internet connectivity to comply with international standards.

"Being included in the Expedia Insider's Select list is confirmation that all of these things - and the involvement of every member of our team in the day to day operation of the hotel - have been worth the effort," he said.

The Point Hotel, Point Road, Mossel Bay

Tel +27 (0) 44 691 3512 Fax +27 (0) 44 691 3513

Web site: [www.pointhotel.co.za](http://www.pointhotel.co.za)

Email: [admin@pointhotel.co.za](mailto:admin@pointhotel.co.za)

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