

HotelREZ Hotels & Resorts in Numbers

A brief look into HotelREZ's hotel portfolio and customer ratings.

Customer Service

resolve now



66%

support tickets resolved within 1 touch



2.1 hours

average 1st response time



98%

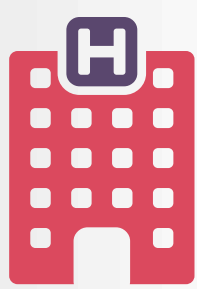
customer satisfaction rating



17.5 hours

Median full resolve time

HotelREZ Portfolio



Over **1,000**

customers of HotelREZ products and services



400

cities worldwide



40,357

rooms bookable on the GDS



756

restaurants



307

coffee shops



43%

4 & 5 star properties



2,052

meeting rooms & event venues



19,654

UK rooms under the HO chain code

Testimonials

"I would definitely recommend HotelREZ to any colleague in the industry. Switch was very straightforward and seamless, the system is very easy to use, and all the staff are helpful and readily available."

Tori Ackling, Group Revenue Distribution Manager at Legacy Hotels

"The switch over from our previous provider was smooth and virtually seamless, and the HotelREZ team have been extremely professional."

Paul Beddoe, Sales & Marketing Director for the Vale Resort, Cardiff

"AX Hotels has been working with HotelREZ for quite some time now, and we believe this partnership has helped us succeed and improve our hotels revenue considerably."

Andy Tanti, AX Hotels, Malta



HotelREZ Hotels & Resorts is a company dedicated to helping independent and small group of hotels compete worldwide. We aim to grow by way of reputation and a commitment to excellence in all we do. **View our customer charter here.**

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