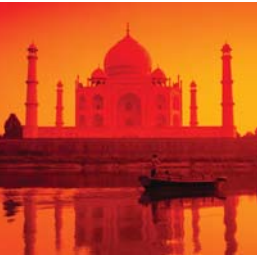




GO
THE EXPEDIA TEAM
we get the world going





ascend

TABLE OF CONTENTS

- + 1 we are here mile 003
- + 2 get going mile 016
- + 3 do it right mile 022
- + 4 take off mile 028
- + 5 link up mile 036
- + 6 laugh up mile 041
- + 7 must do mile 046

We get the world going
by building the world's largest and
most intelligent travel marketplace



we are here



Expedia, Inc. is the world's leading online travel company, empowering business and leisure travelers with the tools and information they need to easily research, plan, book and experience travel. Our companies operate in more than 60 global points of sale with sites in North America, South America, Latin America, Europe, Middle East, Africa and Asia Pacific.



we were here

- 10.1996** Expedia.com debuts on Internet wholly-owned division within Microsoft
- 05.1999** USA Networks – now InterActiveCorp (IAC), acquires Hotel Reservation Network – now Hotels.com
- 11.1999** Initial Public Offering: Expedia listed on NASDAQ
- 02.2002** USA Networks – now InterActiveCorp (IAC), led by Barry Diller buys the controlling stake in Expedia.com
- 03.2002** Hotels.com brand/site launched
- 07.2002** IAC acquires Metropolitan Travel, a Seattle-based corporate travel provider
- 10.2002** IAC acquires Newtrade; launches direct connect to hotel suppliers
- 08.2003** IAC acquires remainder of Expedia, forms IAC Travel
- 12.2004** IAC announces spin-off of Expedia, Inc.
- 08.2005** IAC and Expedia, Inc. are separated into two publicly traded companies
- 11.2005** Expedia, Inc. and UN Foundation form World Heritage Alliance partnership
- 12.2005** Expedia.com.au launches
- 10.2006** Expedia celebrates 10th Anniversary
- 11.2006** Expedia.co.jp launches

NOW WE'RE HERE...and going fast

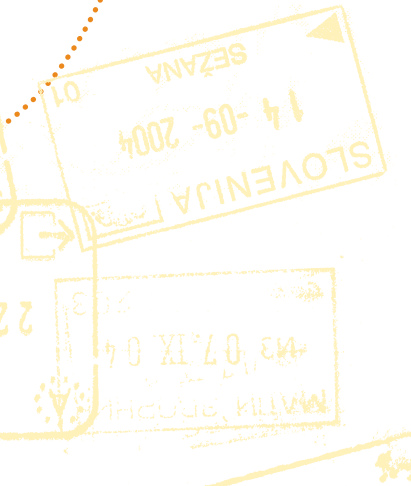
mile 006

1 We are here



highlights from 2007

- Full-year gross bookings totaled \$19.983 billion, up 16%
- Expedia sites grew bookings 21% worldwide, Hotels.com sites grew 27% worldwide, Hotwire almost doubled bookings in Q4 and secured J.D. Power's #1 ranking for "Highest Customer Satisfaction for Independent Travel Websites" for the second straight year
- Transactions and revenues grew 18% and 25% - highest rate of growth since 2004; worldwide air revenue grew 13%
- Continued investments in the business
- International revenues continued to accelerate – 36% of total revenue in Q4 2007 vs. 31% in Q4 2006
- Advertising and media businesses had \$183 million in revenue for the year, up 93% and accounting for 7% of total revenue

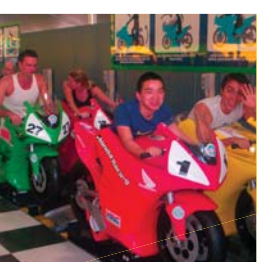
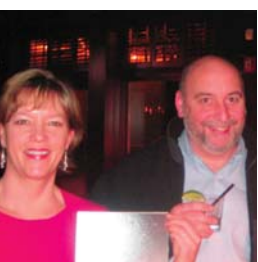




site launches

- New Expedia sites: Expedia.es (Spain), Expedia.nl (Netherlands), Expedia.at (Austria), Expedia.co.nz (New Zealand), Expedia.ie (Ireland)
- Hotels.com launches a Spanish site- espanol.hotels.com and five European local language sites in Greece, Turkey, Iceland, Hungary and the Czech Republic
- Egencia launches in Italy (expediacorporate.it) and in Spain (expediacorporate.es)
- Tripadvisor.de (Germany) and tripadvisor.fr (France) launch
- Smarter Travel Media launches BookingBuddy.co.uk
- Expedia Japan partners with 4travel.jp, the largest travel media site in Japan
- TravelPod and TripAdvisor launch travel applications on facebook – Travel IQ Challenge™, Cities I've Visited™, My Travel Blogs and Local Picks™ – and exceed 6 million installations





other exciting milestones in 2007

- Hotwire.com introduces a new tool: TripStarter™. This planning tool offers historical air and hotel pricing data – helping travelers decide when and where to go – and provides information on weather, local events and attractions
- ECT extends to China through a partnership with eLong
- TripAdvisor reaches more than 10 million reviews and opinions
- Expedia Japan launches affiliate partnership with Japan Airlines, the largest airline in both Japan and Asia
- Air Pacific and Expedia enter new global partnership. Air Pacific will utilize WWTE private label service. Australia is the first go live site. Expedia.com.au partners with Ninemsn, Australia's number one interactive media company
- USA Today names TripAdvisor “top travel milestone.” The list features 25 pivotal changes that transformed the way we travel. TripAdvisor was the only company to be singled out as a milestone
- Cruise Critic and Seat Guru named best travel sites by *Travel & Leisure Magazine*
- Expedia.com partners with the National Football League (NFL) to become the official travel sponsor for more than 140 million fans worldwide
- Hotwire rated “Best Independent Travel Site” (2 years in a row) by J.D. Power and Associates for sites satisfying customers who book reservations online





other exciting milestones in 2007

- Expedia.co.uk named "Best Online Booking Website" by the UK's *Travel Weekly Magazine*
- ECT wins UK award for "Best Website for Business Travel" for fourth year in a row by *Buying Business Travel Magazine*
- TripAdvisor acquired CruiseCritic.com, IndependentTraveler.com, smartertravel.com, bookingbuddy.com, SeatGuru.com, TravelPod.com and Travel-Library.com
- Hotwire.com rated #1 for customer service on Market Metrix Hospitality Index (again!)
- Hotels.com adds 1,000th Bed and Breakfast to its extensive property selection
- Estonian Air signs Expedia private

label partnership

- Expedia.com unveils the Expedia® Insider's Select™ list of the world's best hotels
- Air One, Italy's second largest airline and Expedia Private Label signs a partnership to offer hotels and destination services
- Expedia reaches global agreement with Shangri-La Hotels and Resorts, Asia Pacific's leading luxury hotel group
- Expedia.com will power travel bookings for Sam's Club, a division of Wal-Mart Stores and one of the largest U.S. warehouse clubs with more than 47 million members

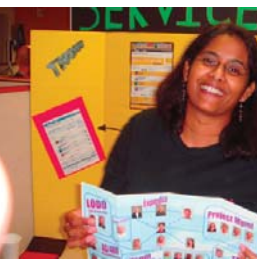




and in 2008 (first quarter)

- International points of sale account for nearly one-third of worldwide bookings
- New Expedia sites: Expedia.co.in (India) and Expedia.be (Belgium) – the 17th and 18th Expedia-branded points of sale
- Expedia, Inc. expands its brand portfolio with CarRentals.com, HolidayWatchdog.com and airfarewatchdog.com
- TripAdvisor enters content distribution partnership with Visit London
- Total reviews and opinions on TripAdvisor sites reach the 15-million mark
- hotels.com named the “Best Site for Booking Hotels in the United States” and “Best Site for Booking Hotels in Europe” by *Condé Nast Traveler Magazine*
- Egencia announces its flight price guarantee
- *New York Post* names TripAdvisor “Best Hotel Portal” (“our favorite source for candid hotel info”) and airfarewatchdog.com “Top Fare Finder”
- Hotwire launches its “Hotel Deal Engine” feature, allowing visitors to see a current list of Hotwire’s very best hotel deals
- Expedia.co.jp introduces a lowest price guarantee and eliminates cancellation fee (and offers the broadest selection of hotels of any travel site in Japan – more than 40,000 properties!)





in 2008 (second quarter)

- European bookings increased 30%
- Expedia acquires Venere SpA, a leading European online travel provider
- hotels.com launches its 42nd point of sale with Japan.hotels.com
- TripAdvisor acquires VirtualTourist and its affiliate OneTime. With these acquisitions, the TripAdvisor Media Network attracts 32 million unique monthly visitors
- Expedia Corporate Travel launches its own distinct brand, Egencia
- Expedia QuickConnect has been adopted by over 1,000 hotels in 35 countries worldwide
- Expedia unveils its 2nd annual Insider's Select list
- Hotwire launches TripWatcher, their latest cost-and time saving tool
- Expedia adds 1,700 European merchant hotels during the second quarter, largely through partnerships with Barcelo Hotels & Resorts and Sol Mediá Hotels & Resorts, bringing the European total to nearly 16,000
- Worldwide merchant portfolio grew 23% to over 42,000 properties



Expedia, Inc. customers worldwide can book reservations with nearly 80,000 hotel properties in 1,500 markets, including more than 34,000 merchant hotel properties.

what our customers & partners say **about us...**

“A BIG thank you to the staff at Expedia. You really came up trumps in assisting us. You cleverly sorted out our problem and we were most impressed. Expedia is the one to book with hereafter!”

Customer Rosemary, UK



what our customers & partners say **about us...**

“Supporting our partner’s success, Expedia has proven to be one of my strongest channels of revenue...”

Charleston Harbor

“Your agent was extremely helpful. She made sure I was completely satisfied and went above and beyond in getting my 89-year-old mother a front-row seat since she is in a wheelchair. Thank you for such great service!”

Customer John, Florida, U.S.

“During the last 6 months of 2007 bookings were not simply maintained but grew by more than 900% per month, year-over-year.”

Rancho Las Palmas Resort & Spa





GET this!

LEAD

We are the leading online travel company in the world

1 BILLION

We have nearly 1 billion searches on all our sites every day

6000

We have more than 6,000 employees worldwide

3RD

We are the 3rd-largest travel company in the world

800 BILLION

The overall annual travel marketplace is \$800 billion (USD) globally

60

Expedia, Inc.'s companies operate more than 60 global points of sale in more than 40 countries in 20 languages





mile015

we are here

fun, smart people
 intelligent
 relaxed but professional
 fast-paced and laid back
 innovative
 responsive
 trustworthy
 collaborative

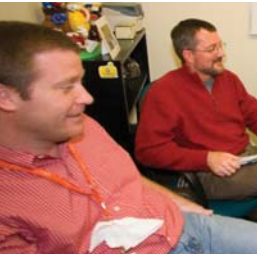


how we see
ourselves





get going



WHAT DRIVES ME ***

“The chance to inspire people to travel and help them get to where they want to go, no matter what their budget.”

Christine Sarkis
*Smarter Travel, Associate Editor
Berkeley, CA*





“Learning more and more about the industry every day...”

Suzanne Meyer
*Market Coordinator
Spain & Portugal*



“Helping others. I enjoy researching difficult problems that people have and helping to resolve them.”

Cheri Warden
*TravelNow
Springfield, MO*



“The people I work with and personal satisfaction that we are building something together.”

Scott Mowrer
*Egencia
Bellevue, WA*



WHAT DRIVES ME***



“Three things: good, solid, trustworthy peers who know having fun in the office is just as important as anything else to get the job done; a problem to fix whether it be a bugged system or a broken process that needs streamlining, then taking it upon yourself or team to resolve it; having a boss that respects your ability to make your own decisions but is always there to provide direction.”

Robert Morrison
*IT Solutions Analysis Team
Bellevue, WA*



“Everyone here!”

HR
Bellevue, WA





“Facing and tackling the array of challenges in this industry. Every day is different and this makes me excited about what might come next.”

Chris Wallis
EU Air Team
London

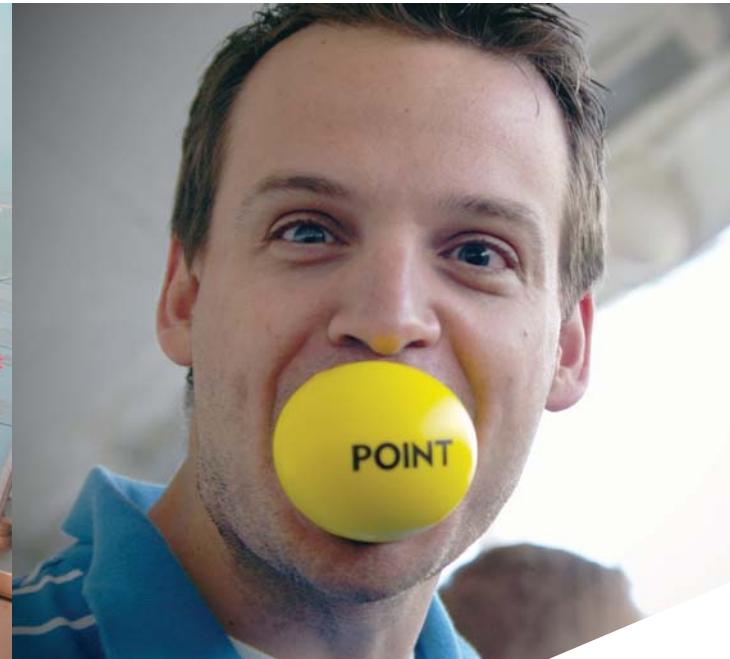
“Having a mentor – especially one who drives you to do your best work ever.”

Lisa Foster
Senior Content Editor
Lodging Americas,
Bellevue, WA

“Being part of a team that works together and helps each other all for the common goal of having satisfied customers who continue to come back to our company.”

Conny Tracy
Customer Ops, Classic Vacations
San Jose, CA

WHAT DRIVES ME***



“I am driven by those moments when the code challenges me...”

Zachary Dwight
Technology
Bellevue, WA

“I get to help people with their travel plans and help them be happy about their reservations!”

Ryan Shannon
Redemption Agent
Las Vegas, NV

“The friendly environment of my team and the fun to working with Eastern Europe hotel partners – so many different ways of working compared to our western habits.”

Julie Cheneau
Market Manager
Germany



shimasu arigato
 dzajjeeahn ching shy
 obrigado boh m deea ahdyoosha sp
 dobri dyen do svidaniya pozhaluysta a
 pozhalusta spaseebo **SPANISH** buenos dias SWA
 bwaynos deeas adiohs por favohr graseeahs
 heri tafadhali ahsante jambo kwaheyree tafadhali a
 hej hejda° tack tack hay haydoh tack tack **HELLO**
GOOD-BYE PLEASE THANK YOU ARABIC sa
 el salama min fadlack shukran salam alaykum mah
 fadlack shoukran **FRENCH** bonjour au revoir s'il ve
 bonzhoor oh revwahr see voo play mehrsee **GERM**
 auf Wiedersehen **bitte danke gooten tahk owf veer**
 dahngkuh **GREEK** yassas adeio se parakalo efhari
 parakalo efhareesto **ITALIAN** buon giorno gratseeey
 bwon jorno areevhdairchee pear favoray gratseeey
 konnichi wa sayonara onegai shimasu arigato konn
 ohnegai shimasu arigato **MANDARIN** ni ha'o za'ij
 nee how dzajjeeahn ching shyeshye **PORTUGUES**
 por favor obrigado boh m deea ahdyoosha sp
 dosvidaniya pozhalusta spaseebo **SPANISH** buen
 favor gracias bwaynos deeas adiohs por favohr gr
 jambo kwa heri tafadhali ahsante jambo kwaheyree
 SWEDISH hej hejda° tack tack hay haydoh tack ta
DAY GOOD-BYE PLEASE THANK YOU ARAB
 maa el salama min fadlack shukran salam alaykum s
 min fadlack shoukran **FRENCH** bonjour au revoir s
 bonzhooor oh revwahr see voo play mehrsee **GERM**
 auf Wiedersehen **bitte danke gooten tahk owf veer**
 dahngkuh **GREEK** yassas adeio se parakalo efhari
 efhareesto **ITALIAN** buon giorno gratseeey
 onegai shimasu arigato konn
 konnichi wa sayonara onegai shimasu arigato konn
 ni ha'o za'ij
MANDARIN ni ha'o za'ij
PORTUGUES

we speak TRAVEL

GET this!

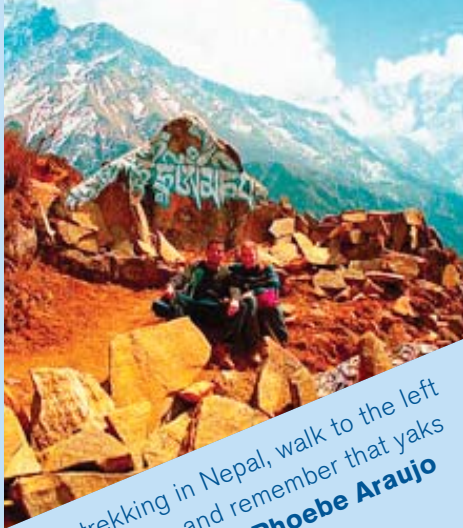
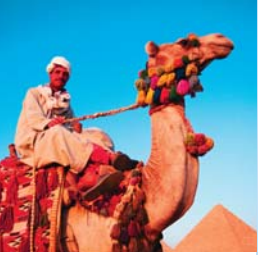
15M
 Hotels.com handles
 between 14-15 million
 phone calls per year

BEDS

If you lined up all the beds we fill
 each month end-to-end, you could
 build a bridge from New York City
 to London

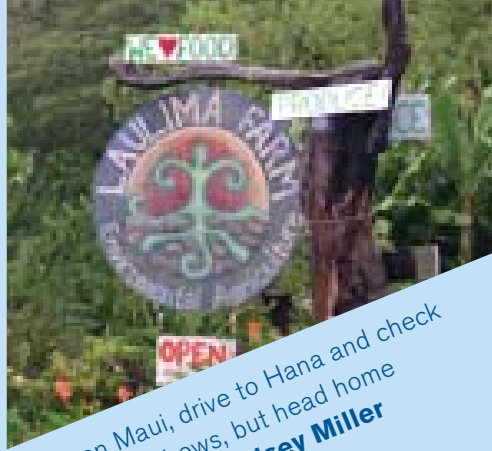
301

We book enough air seats
 to fill 301 A380s daily



#01

When trekking in Nepal, walk to the left of the chortens and remember that yaks have the right-of-way. **Phoebe Araujo**



#02

While on Maui, drive to Hana and check out the local shows, but head home before it gets dark. **Kelsey Miller**

#03



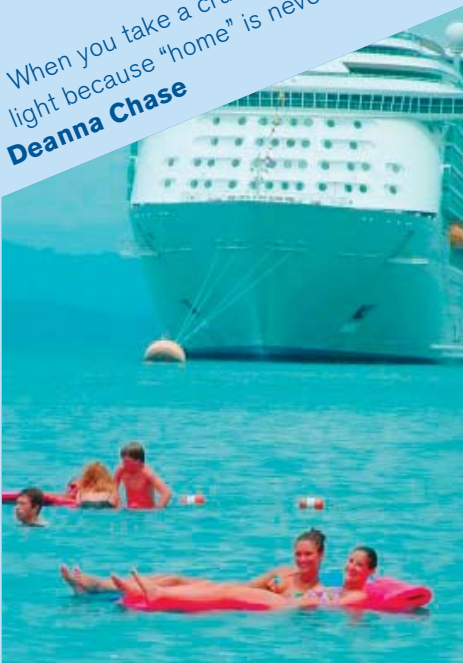
Take the train from Brussels to the historic town of Bruges from the 11th century. **Cyndi Cross**

we know YOU SHOULD

When parasailing in Hawaii, be sure to tell the boat driver whether or not you want to be dipped! **Kara Kirk**



#04



#05



3

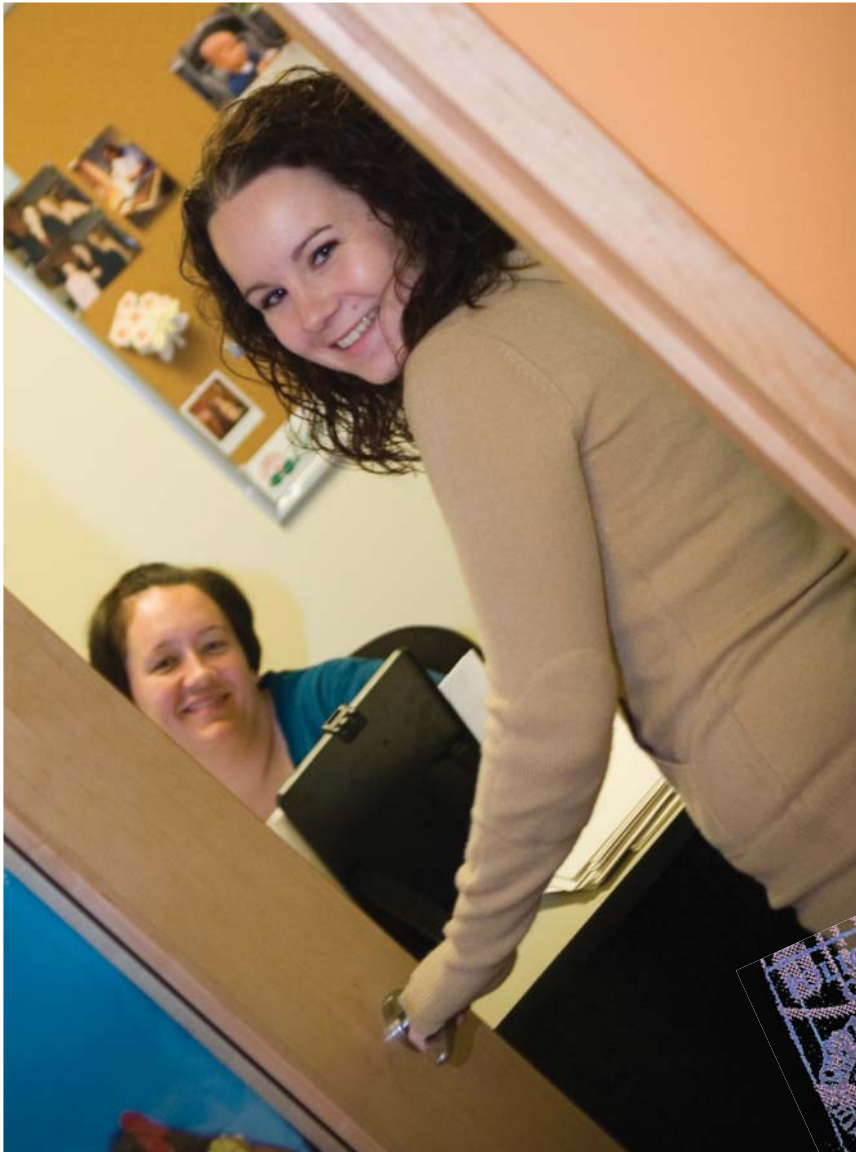
do it right

letters & quotes

customer

“I want to acknowledge one of your representatives. She assisted me and was creative in resolving my problem. Not only did she save me money, she was courteous and innovative. She is one of the many reasons I continue to use Expedia.”

From Annette,
a traveler out there





Louise *Florida, U.S.*

"Your agent spent considerable time on the phone with me. I have been a management consultant for years and I know good customer service when I encounter it. Your agent was an excellent example of great customer service – professional, pleasant and persistent to help me."

Robert *Las Vegas, U.S.*

Your employee was the most efficient and pleasant customer service person I have dealt with in years and this includes all aspects of my professional and personal life. I suspect one of the reasons Expedia is so great is because you select the right people – thanks!

Ranajit *India*

The person helping me was very patient and helpful in understanding MY situation. He acted as if it were his own problem and was diligent in follow up. Thank you for your hard work in putting together such a great team!

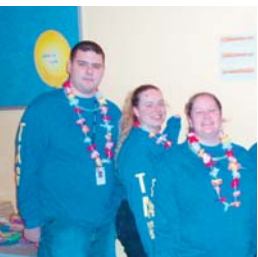
A happy and efficient
corporate travel customer

When they started working with us we had a series of accordion file folders with hand-written purchase orders. We made a bet in working with Egencia to challenge them and ourselves to get adoption of our global travel program. Today, we can provide immediate access and insight into our travel policy and compliance. It is amazing!

“We are passionate about our customers!”

We have been given a mission to improve our IT processes and procedures and every member of our team works to do just that. Coming together as a team to identify a pain point or gap, working cross functionally and cross-departmentally to devise a solution to enact (and document) is a very fulfilling way to not only help the company, but drive community at Expedia.

Robert Morrison *IT, Bellevue, WA*



“We are passionate about our customers!”

We are obsessive about figuring out what our readers want to know. We listen to the feedback and analyze popular stories to determine our future stories.

Christine Sarkis *Smarter Travel*

Our team is dedicated to getting the best rates, inventory and promotions in order to provide our customers with extremely attractive booking options. In sourcing the best hotels in the best locations and making sure we are giving them value for the money is how I demonstrate my passion for our customers.

UK & Ireland team

One time, I discovered a bug in our TravelShops functionality resulting in a woman and her child not receiving their Disney Park passes. I bought Disney passes on my own credit card and had them delivered to her room so they would be waiting for her when she arrived. She never had any idea there was an issue!

Adam Cohn *Sr. Program Manager, Bellevue, WA*

In our Worldwide Product Development group we host our infamous “Hack Day” where all and any Developers, Project Managers, and Testers can try their hand at product development from scratch with their own ideas for services they feel would be best used on the Expedia site for customers.

Cyndi Cross *Expedia Technology Group, Bellevue, WA*

I am passionate about accuracy and honesty. I do whatever I can to make sure we have only accurate information on our sites.

Cheri Warden *TravelNow, Springfield, MO*





#06

When sending your kid down a waterfall, keep your camera ziplocked. **Ali Amai**

When planning your wine-tasting/ ostrich-riding trip to Klein Karoo, South Africa, do the ostrich riding BEFORE the wine tasting. **Mark Mosely**



#08

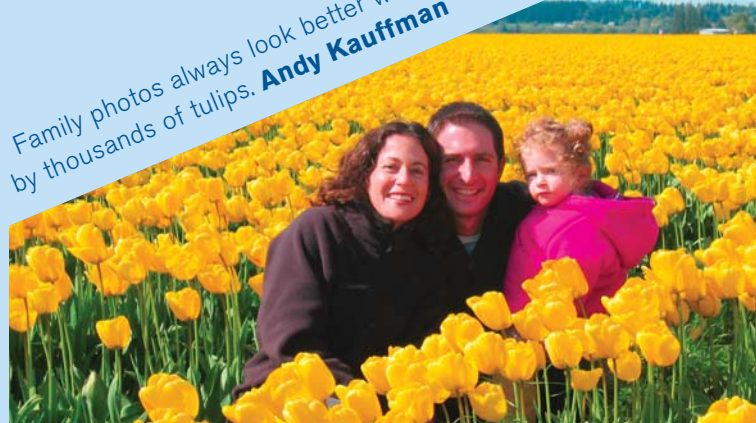


#07

The Tibetan Plateau is often more than 15,000 feet above sea level, making it hard to breathe. Don't overexert yourself. **Adam Cohn**

we know
YOU SHOULD

Family photos always look better when your family is surrounded by thousands of tulips. **Andy Kauffman**



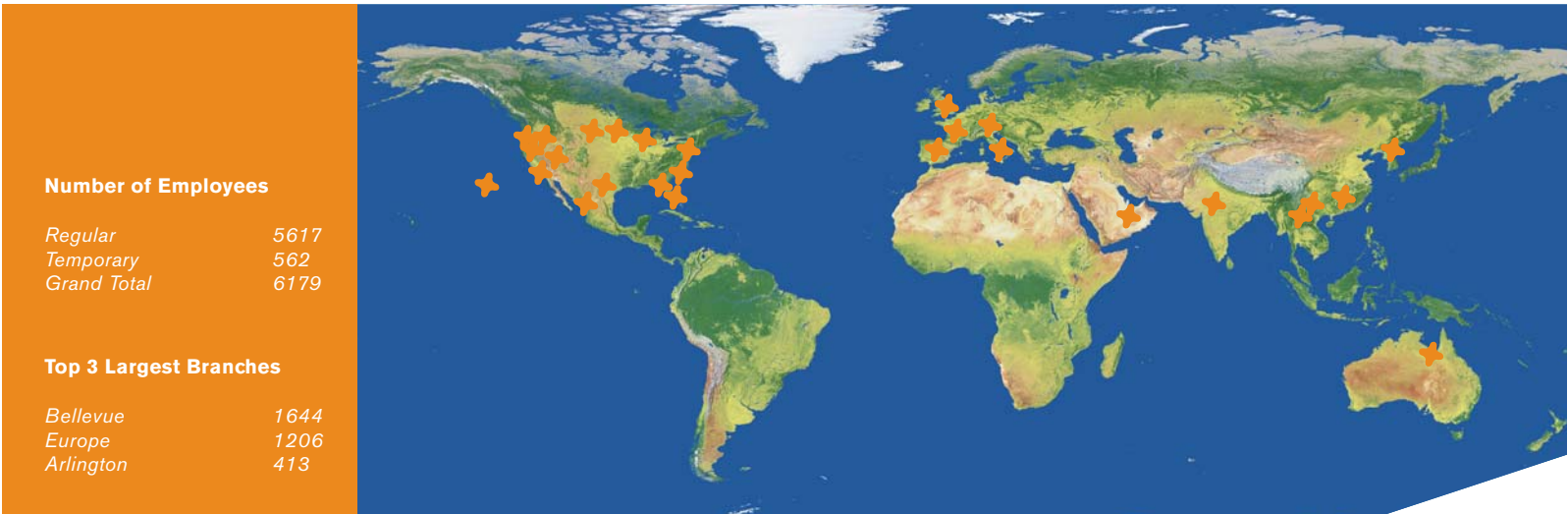
#09



4

take off

WE'RE EVERYWHERE...almost



Number of Employees

Regular	5617
Temporary	562
Grand Total	6179

Top 3 Largest Branches

Bellevue	1644
Europe	1206
Arlington	413

Expedia, Inc. as of 06/30/2008

Location	Reg	Temp	Grand Total	Location	Reg	Temp	Grand Total
Arlington	369	44	413	Hawaii - Expedia!Fun	209	7	216
Asia Pacific	61	5	66	India	9		9
Bangkok	2		2	Las Vegas	293	77	370
Bellevue	1567	77	1644	Mexico	6		6
Canada - Montreal	79	4	83	Needham	167	19	186
Canada - Toronto	55	2	57	Orlando - Premier Getaways	96	1	97
Charlestown - Smarter Travel	76	6	82	Pennington - Ind Traveler	13		13
China	6		6	San Francisco - Hotwire	187	11	198
Dallas	385	105	490	San Jose	187	7	194
Dubai	4		4	Singapore	2		2
Europe	1091	115	1206	Springfield	223	40	263
Ft. Lauderdale	24		24	Tacoma	226	38	264
Grand Rapids - PSG	8		8	US Remote	272	4	276





mile 030
4
take off

a few of our **JOBS & ROLES**





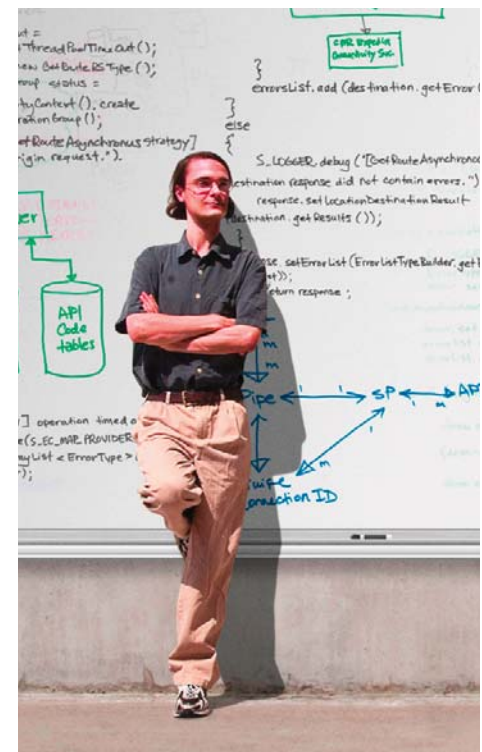
Amey Heinen

I am a Software Test Engineer for the Expedia North America test team. I verify functionality and user experience for the ENA points of sale. I also consult on testing issues with projects and write test automation. How I describe what I do to others: I verify a new feature on our site works like it is supposed to and then I try to break it.



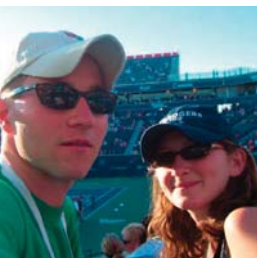
Arpan Sinha

I am a Program Manager, Technology Platform. I support early-adopter projects migrating Expedia's retail and transactional functionality to a new technology platform. How I describe what I do to others: Trust me...I am not a travel agent.



Jason Enevoldsen

I am a Senior Software Design Engineer on the Cruise, Cars, Destination and Trains team. I come up with new ways to solve problems within the Supply Layer, and design new architectures and code to improve scalability, flexibility, and extensibility. I am also writing new supply services for the Car LOB – one to retrieve data about internally-managed inventory and another for GDS connectivity. I provide support and do maintenance work to keep the Car and Cruise LOBs running. How I describe what I do to others: I design and write software that allows Expedia to communicate better/faster/more reliably with our vendors.



Laura Forsythe

call center sales agent

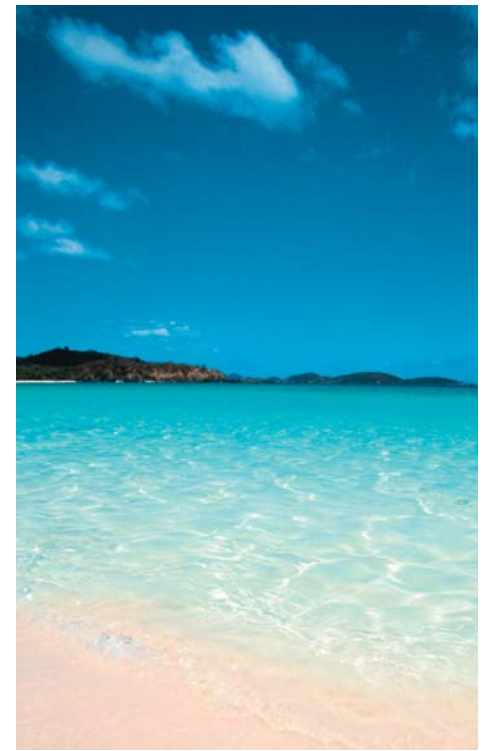
I am a telesales agent for the Tacoma call center. I assist customers with the planning and purchasing of travel. I went to the Manila office in the Philippines to assist our new sales agents, providing training and verbiage so that our customers get the best service possible! How I describe what I do to others: Travel agent.



Indrajit Bavan

air account director

I am an Air Account Director. I manage many of Expedia's key airline relationships and negotiate our airline agreements. How I describe what I do to others—I'm sort of a travel agent who takes a lot of punishment from the airlines :^)



Heather Morelli

Expedia Technology Group

I am a Tester. I get paid to pretend to go on vacation every day. How cool and fun is that? As testers at Expedia, we find ways to break our website and that means we have to use our website as our customers do or might.



Kim Solem

corporate social responsibility

I am the Director of Corporate Social Responsibility and have an incredible opportunity twice a year to lead teams of Expeditors into small communities surrounding World Heritage sites to help develop sustainable tourism economic development plans.

Tommy Hanuna

concierge

I am a concierge at the Hyatt Regency and the Hawaii Prince Hotels in Honolulu, Hawaii. My job is to service both English and Japanese-speaking guests. I arrange tours and other activities. Hawaiian customs and traditions have taught us to share what little we have with those around us – simple things like a happy smile, a piece of coconut or a piece of good counsel.

The Global Supply Operations (GSO) team

supports the Partner Services Group and points of sale. The team has about 180 members in Bellevue, Tacoma, San Francisco, Arlington, Dallas, Toronto, London and Paris. GSO serves its customers by supporting air ticketing; supplying correct hotel information, photos and maps; offering various destination activities; and assisting when hotels overbook or airlines require paper tickets.

GET this!

106 MILLION

There are 106 million emails sent from Expedia.com and Hotels.com monthly

400

On a given day, Expedia Direct Connect processes over 400 lodging updates per second

18 MILLION

Every day, there are over 18 million flight searches, 14 million hotel searches, and 2 million car searches on the Expedia.com site alone

2.8 MILLION

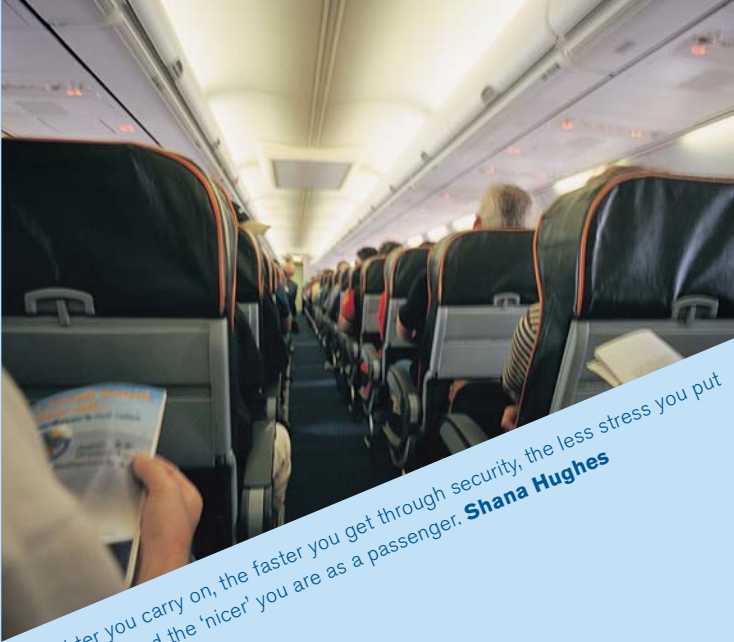
We have more than 2.8 million lines of database code at Expedia.com alone

41

Every minute, 41 travelers fly using a ticket purchased on an Expedia point of sale



The Hungry Tra



10

The lighter you carry on, the faster you get through security, the less stress you put on your body and the 'nicer' you are as a passenger. **Shana Hughes**

Never get in a taxi without asking how much it will be for the trip ahead of time!
Camden Garrett

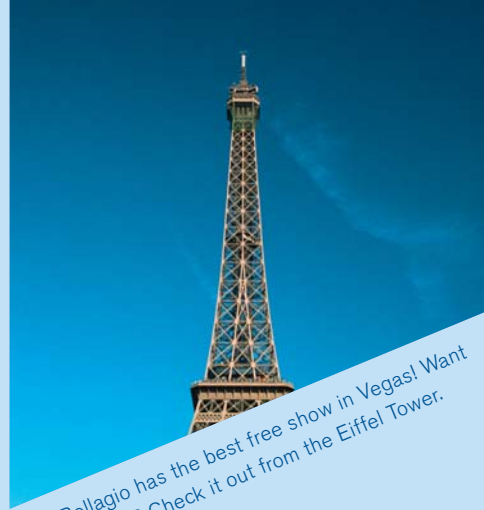


12

we know YOU SHOULD

13

Carry hand sanitizer, face lotion and baby wipes with you. They are life savers on long flights.
Adam Pacheco



11

The Bellagio has the best free show in Vegas! Want a better view? Check it out from the Eiffel Tower.

mile 035

4 take off



5

link up



PSG

partner success stories
With more than 5,000 branded affiliates and 300 private-label clients, the Partner Services Group has the expertise to connect partners with the right contacts at Expedia to achieve and surpass our partners' business goals.

By partnering with Expedia, the Crane has seen its market share double from 5% to 10% year over year. The property was the top room-night booker among Expedia partners in Barbados last year despite a multimillion dollar renovation. "Working with The Crane has been a true pleasure," says Caribbean Market Manager **Courtney Steward**. "They take advantage of everything Expedia has to offer and it has really paid off for them."



Today, Expedia is one of the top accounts for Mexico's Hoteles Solaris, with production, ADR and exposure growing year after year. Hoteles Solaris has learned a new way to conduct business more easily and in a more secure manner, with a relatively low inversion, limited risk, and very rewarding return on investment.
Hoteles Solaris, Mexico

"Expedia has shown tremendous growth for us," says Mohamed Yusof, Director of Yield Management and business Development for **Royal Plaza on Scotts** in Singapore. "In fact, Expedia delivered the highest yield customers (net revenue room plus on property spend) at the longest length of stay and longest booking window. The results speak for themselves."

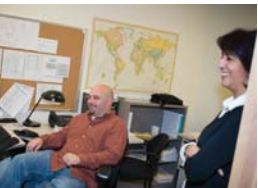


Our partnership with Expedia has allowed us to effectively reach both leisure and corporate travelers all over the world. With Expedia's support, we have been able to improve our product offerings and maximize our marketing efforts. The quality of the service provided from the first click to the welcome back questionnaire and the expertise of the entire Expedia team are hard to match." Nicola Arnese, Sr. Director of Sales for USA and Mexico, **Alitalia**



Permitted to remain
6 MAY 1997

HONG KONG
3 APR 1997
(GRATON
(GRATS))



PSG

partner success stories

"As a global partner, Expedia continues to expand its marketing reach to touch potential customers in various continents. Together with the uniqueness and sexiness of the Virgin Atlantic brand, our joint customers are able to experience the excitement of two very strong customer-service oriented companies." - Frances A. Antolino, Director, Specialized Sales, **Virgin Atlantic Airways**



"The partnership with Expedia enabled us to communicate our unique traveler experience to the right customers," said Duane Dickson, General Manager **WorldQuest Resort**, Orlando, Florida. "We have the flexibility to promote rates that make sense, while still reaching our desired booking goals."

The **Sofitel Philadelphia** joined Expedia in mid-2006 and went from a fresh start to one of the top 10 producers in 2007. Year over year gross bookings were up 34.95%, room nights up 21.3%, Average Daily Rate up 11.25%. They finished 2007 as the 7th-largest revenue producer in Philadelphia. Frequent and open communication was the key!



The NCL and Expedia partnership has been nothing short of meteoric in both volume and partnering activities. In just a few short years, we have more than quadrupled our sales, partnered in exclusive marketing initiatives and reached millions of potential cruisers with our Freestyle message." Terri Burke, Vice President, Business Development, **Norwegian Cruise Lines**





keep it up

- drive innovation ✘
- improve pricing & availability ✘
- build on our lead in travel media ✘
- always push forward ✘
- constantly improve customer service ✘
- react quickly to the changing markets ✘



#14

The statues in some places can be kind of scary! **Patty Hagar**

In Australia, Kirra Beach is a great location to learn surfing. Get a quick lesson from a local. It will be well worth it. **Darren Milam**



#16



#15

A giraffe's tongue is 18 inches long and can be used to clean its ears. Children should not attempt this. **Craig Tucker**

we know **YOU SHOULD**

Tampa Bay Busch Gardens admission includes 2 free beers - which might help take your mind off riding "Shiekra," the tallest dive coaster in the world. **Cyndi Cross**



#17

Camels are bitter and ornery creatures. Bring your patience and extra padding when riding one in Jordan. **Adam Cohn**

#18





laugh often



giveback



WORLDHERITAGE

The World Heritage Alliance (WHA) is a 15-member partnership founded by Expedia, Inc. and the United Nations Foundation in 2005 to support conservation, sustainable tourism and local economic development.



Five Expedia employees visited the Caribbean as part of the World Heritage Alliance partnership. The employee team included Diego Lofeudo (Madrid), Brenda Semrow (San Francisco), Sonja Bjork (Boston), Kristen Lee (Bellevue) and David Brigham (London). This was Expedia's third trip to develop tourism assets around WHA sites. In March 2008, an employee team went to Baja California Sur in Mexico.

giveback



Expedia is involved with partners such as National Geographic, Rain Forest Alliance and other organizations to offer travelers options for green travel.

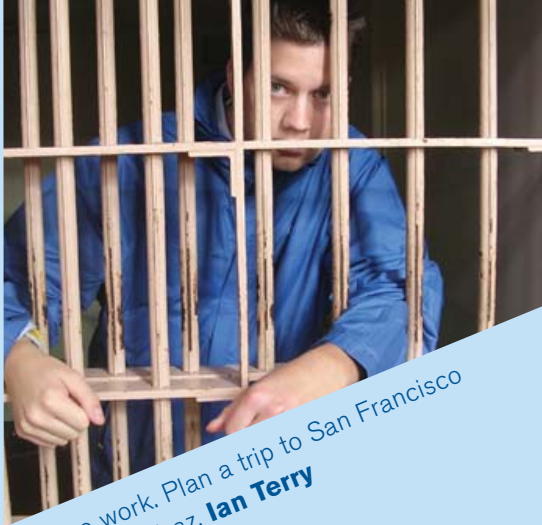
Classic Vacations donated \$50 for every new booking made to the Yucatan region from January through March 2007... all told, a \$10,000 donation to a local branch of Caritas Internationalis to aid in rebuilding efforts.

Egencia offers carbon neutral through its program to offset carbon for its corporate travel customer by partnering with TerraPass, a leading retailer of greenhouse gas reduction projects.

Hotels.com has been supporting a football/ soccer team in South Africa for over four years. All players are 19 or younger and from underprivileged backgrounds. Hotels.com pays for their schooling, transportation and sports equipment. Two players have made the South African national team and many go on to continue their education and achieve success.

In May 2007, members of the TravelNow supervisor team spent the day building a house with Habitat for Humanity.

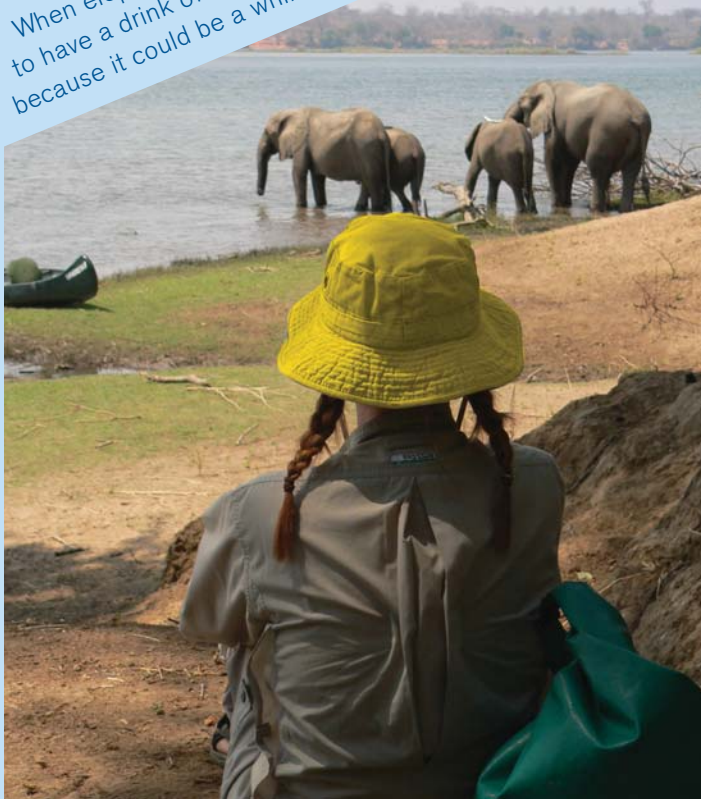
In January, the Springfield Accounting team volunteered for the Ozarks Food Harvest Mobile Food Pantry.



#19

Escape work. Plan a trip to San Francisco and visit Alcatraz. **Ian Terry**

When elephants decide your lunch spot is where they want to have a drink of water, find some shade and have a seat – because it could be a while! **Tracy Couvillion**



#21



#20

When in Dubai, be sure to play in the indoor snow. **Ian Terry**

we know **YOU SHOULD**

Plan an early arrival at sunrise at the Louvre to spend time with Mona Lisa before the crowds swarm the museum. **Katrina Thomas**



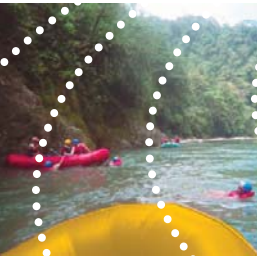
#22



Santa Monica
LOS ANGELES
Long Beach

SANTA
CATALINA
ISLAND

must do



LIVE THE VALUES

We are passionate about our customers
Our employees are the life of our business

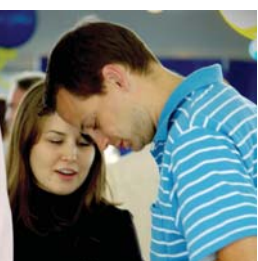
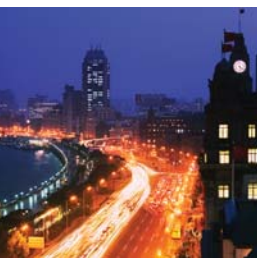
We love travel

We are transparent

We move quickly but with discipline

Innovation + execution = success

We have fun



must do

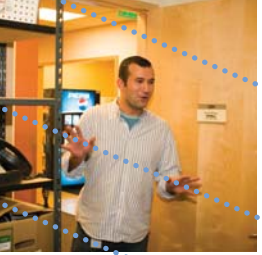
“ Communicate as much as possible with everyone at every level and find out who is responsible for what. Ask others, how can we interact successfully? ”
Julie Cheneau Market Manager, Germany

- + Make friends with an IT person to expedite IT issues
- + Get up to speed quickly on all the travel acronyms and the ones we use at Expedia! **Barrie Stone**, Classic Vacations
- + Don't be afraid to ask what may seem to be dumb questions. The only daft questions are the ones you don't ask! **Adrian Osbourn**, HR, London
- + Check out the org charts on ExpediaWeb look up what group people work in
- + Brace yourself for random contacts emailing to ask if you can hook them up with a travel deal for their trip to <<insert destination>>

For US employees:

- ✦ Get an IATAN card
- ✦ Memorize the Helpdesk and Facilities aliases
- ✦ Sign up for the social email distribution lists
- ✦ Study the floor map of your floor
- ✦ Browse the intranet and Expedia's consumer sites to get familiar with the company
- ✦ Learn how to VPN and access OWA
- ✦ Open a Concur (a.k.a. GELCO) account (to get your expenses refunded quickly!)
- ✦ Prepare to hear everyone from your Grandmother to your dentist sing the ".com" jingle when you tell them where you work

must Do



GET this!



23 MILLION

Last year, we helped people book more than 23 million rooms for the night and put more than 22 million travelers on airplanes

ENTIRE YR

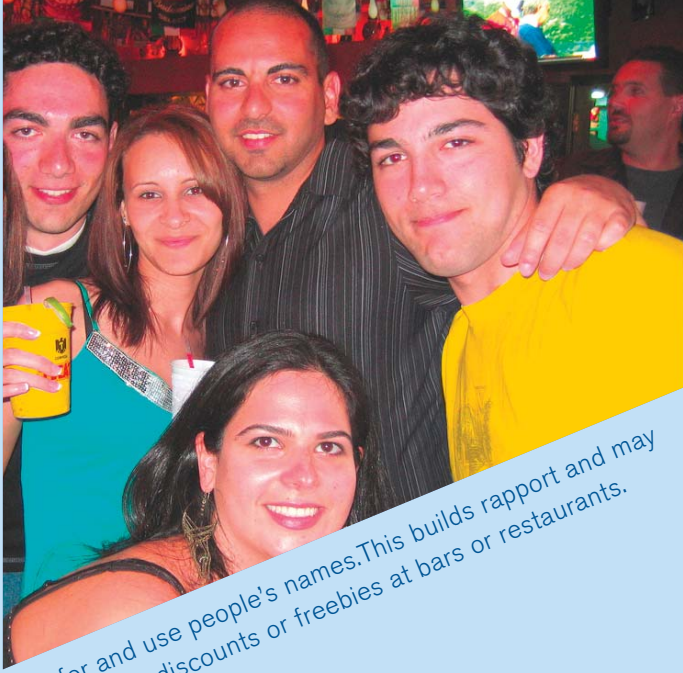
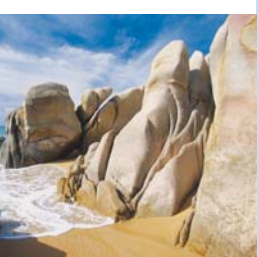
Expedia cruise passengers could fill every transatlantic voyage of the Queen Mary II, the world's largest cruise ship, for an entire year

66 MILLION

More than 66 million unique visitors each month visit the Expedia, Inc. network of global brands

1.5 BILLION

1.5 billion air itineraries are priced each year

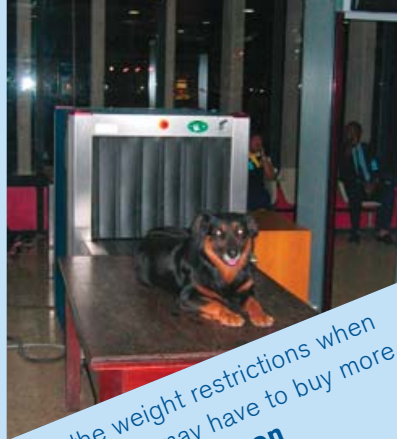


Ask for and use people's names. This builds rapport and may even get you discounts or freebies at bars or restaurants.
Adam Pacheco

When in Japan, you should learn to play the banjo in an arcade to impress your friends back home.
Heather Uhring



#19



Know the weight restrictions when traveling; you may have to buy more luggage!
Chera Jackson

#20

#21



Sometimes you have to resort to whatever beverage is close by!
Darren Milam

we know...
CHECK IT OUT FOR YOURSELF SOON!

If you are catching the train from the Munich airport to the city (or the office), make sure you are seated in the half of the train that is going that way, as the train divides on the journey and you could end up somewhere else!
Adrian Osbourn



#22

#23

Content & project management



THE HUMAN FACTOR, Inc.

...optimizing human assets to achieve organizational success

Concept, design & production



PARALLAX

visual communication