



Pulling the Future Forward:
How We Became the Company
Our Customers Want Us to Be



## Lisa Oswald

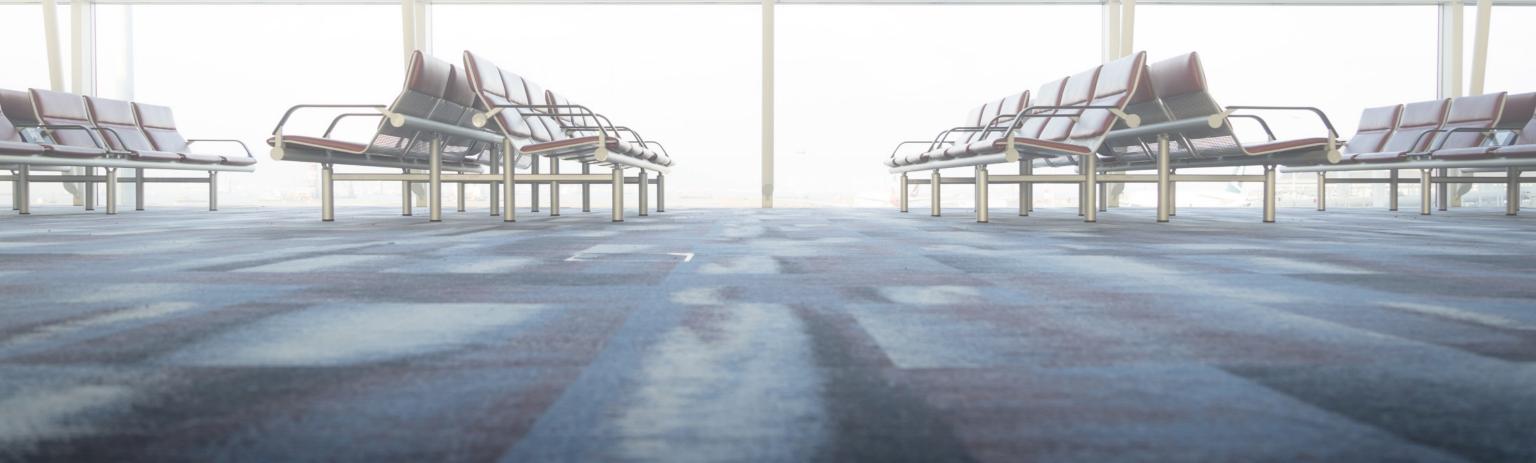
Senior Vice President of Customer Service

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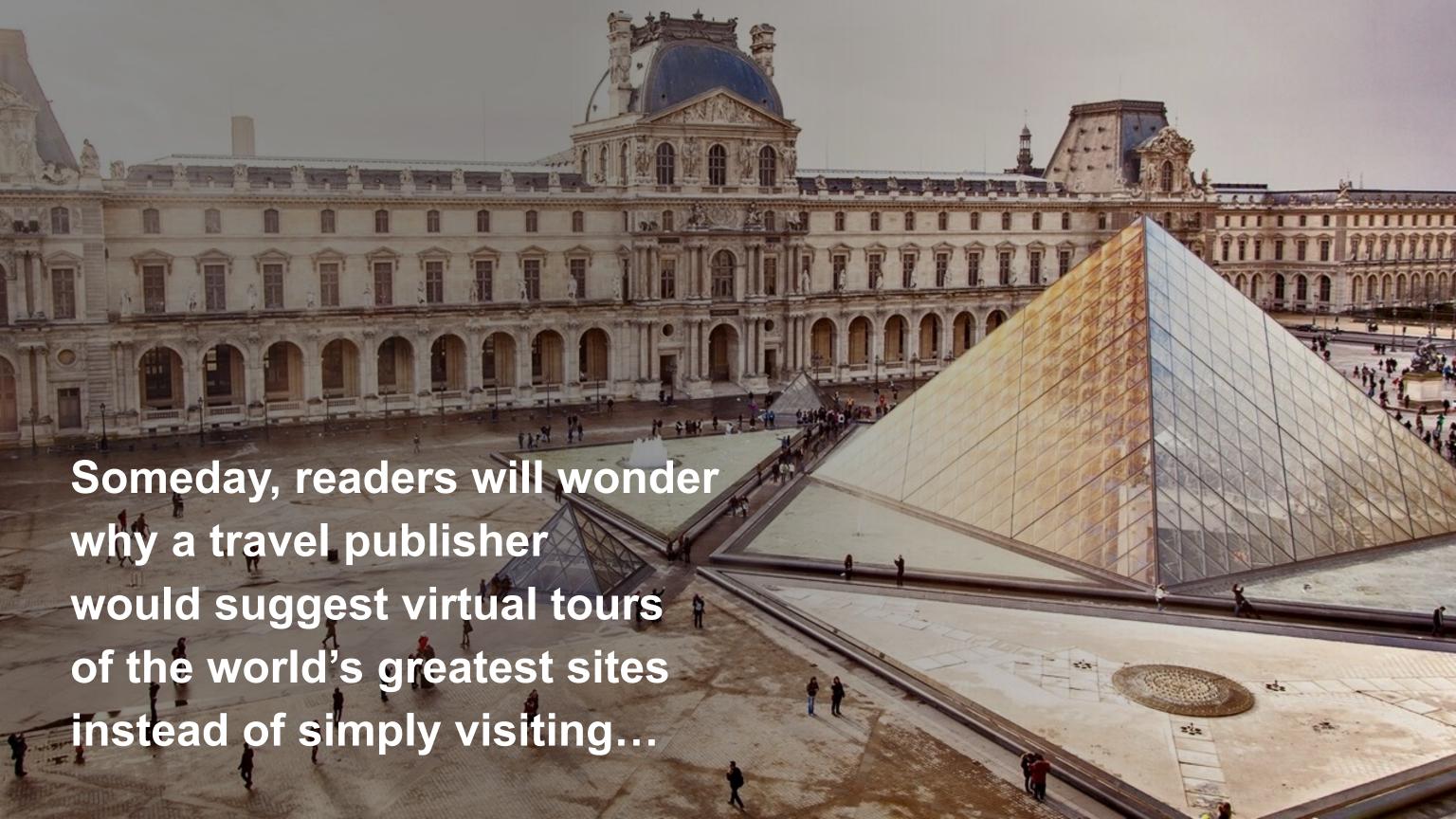




## A message to our members

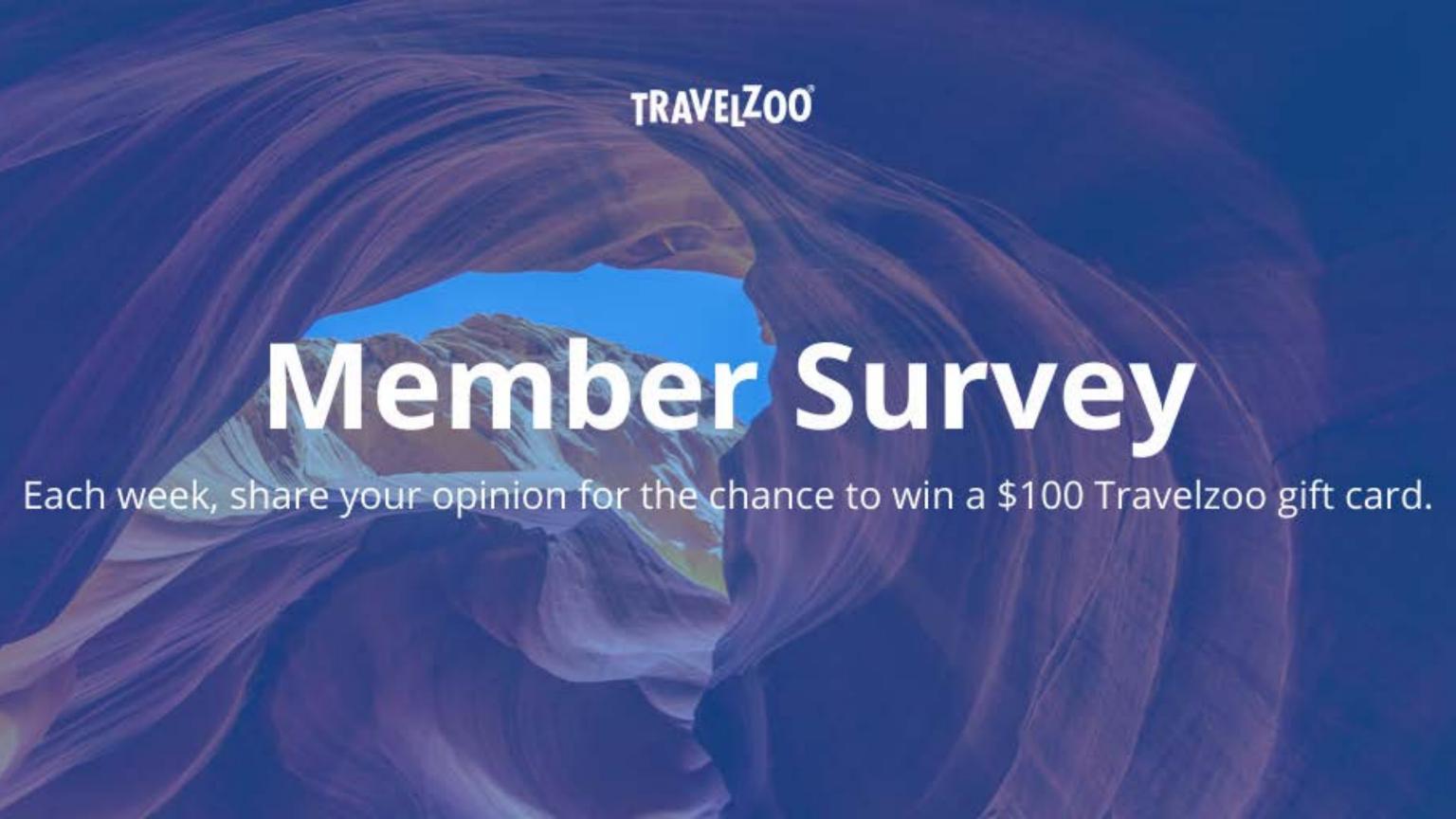
Lara Barlow General Manager, U.S. Travelzoo

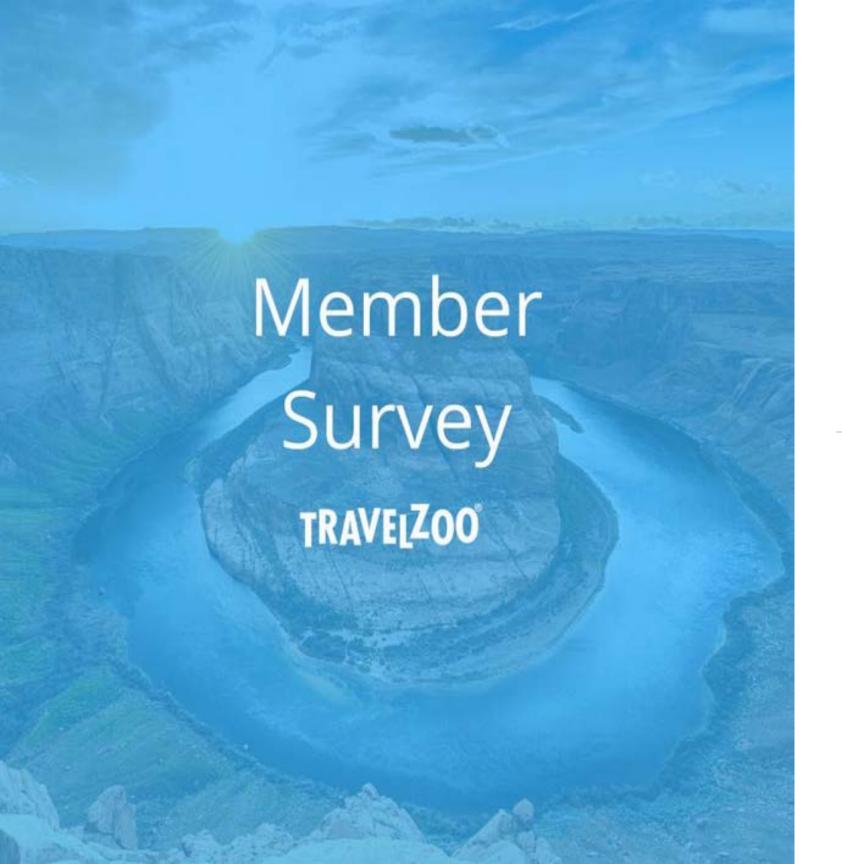
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are interested in receiving travel deals right now, up from 83% on the previous week

are likely to book a travel deal right now (if it is fully refundable and changeable refundable and changeable with no fees), up from 57% on the previous week









Send Message













## TRAVELZOO





"There really is only one way to travel in my mind...by using a Travelzoo deal. The last deal I used was for Italy. It included 6 nights with hotel, flight, car and priceless memories with my parents. We went to Como, Pisa, Lucca, Florence, San Gimignano, Volterra and took a train to stop at each of the cities in Cinque Terre. We are serious travelers and sleep once we get back home. I cannot sing enough praises (of Travelzoo). I have been a member for about 15 years and have never once been disappointed."

RACHEL, US MEMBER



...We couldn't have planned it better ourselves or gotten such great deals! We always look to Travelzoo for travel because, as he says, 'I won't travel without Travelzoo now.'"

SUSIE, US MEMBER



## Travelzoo Data Download: Rise of the Road Trip

- 2020 is the Year for Domestic Travel: 78% of Travelzoo members will take a U.S. trip this year
- Rise of the Road Trip: 61% will drive to their U.S. vacation destination
- Expanded Drive Markets:
   More than one-quarter will drive 12+ hours

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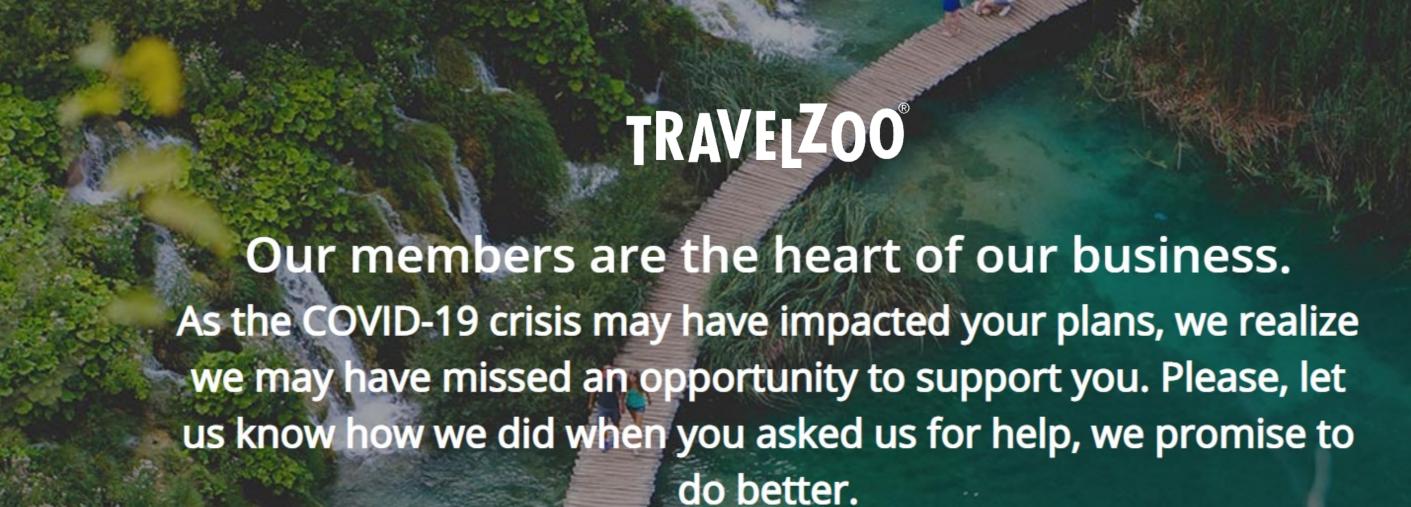


5 Factors Driving Canadian Members to Book Today

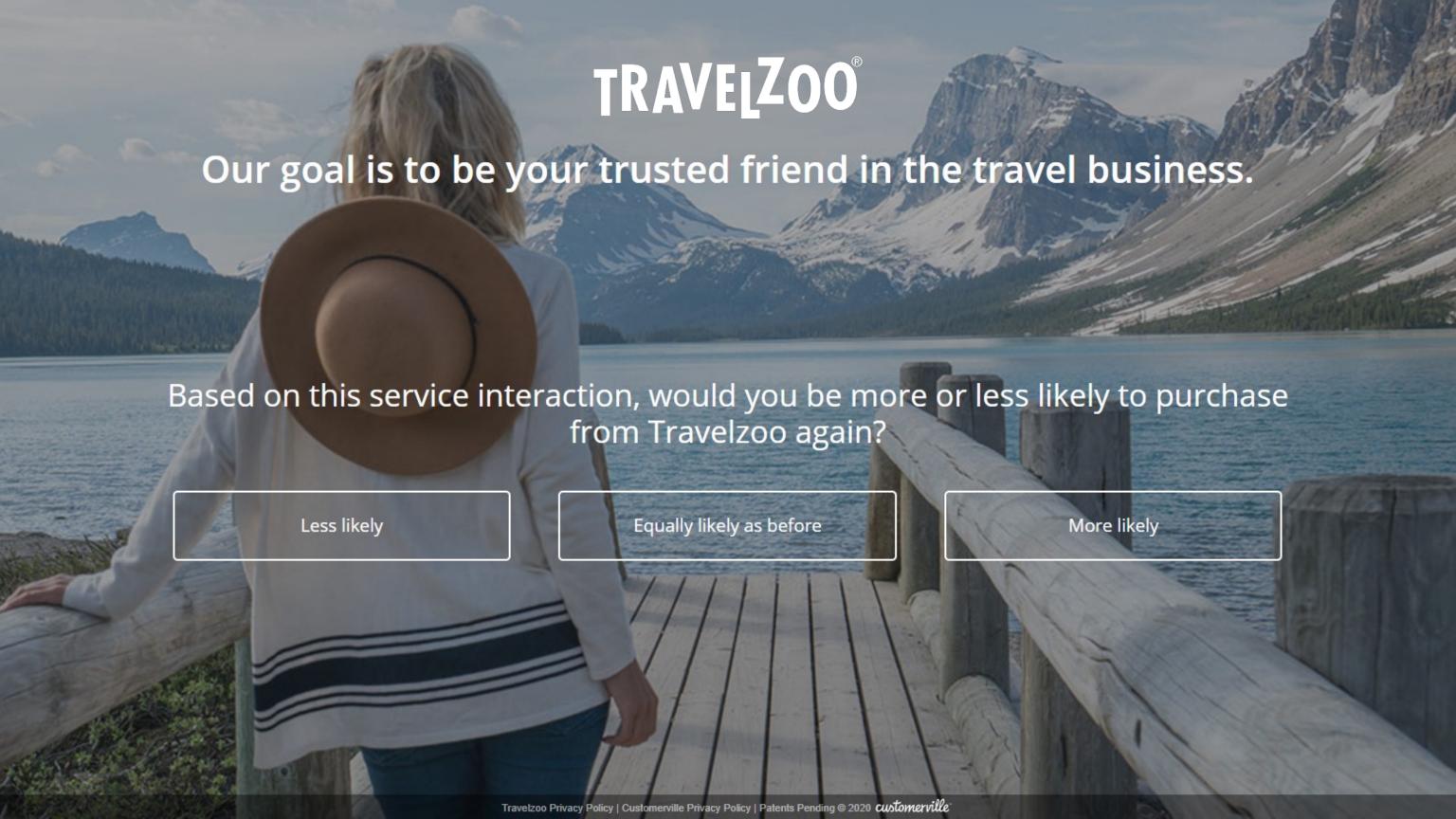








Let's go







Thank you for attending this session. This event will be available for on-demand replay.

