



VERTICAL BOOKING USA

Testimonial

"We've used Vertical Booking for over two years now, but I've been associated with the management of Vertical Booking for probably 15 to 20 years.

We were looking for solution for our lodging systems, and were looking for having a system that was reliable, management that we could access and get answers from, customer service, and we looked at the various options out there for our properties and we chose Vertical Booking because we had a history with them. We looked at their platform, we knew some of their representatives, and it just was a very good fit for us.



We use Vertical Booking with Budgetel and Haven Hotels and they've grown nicely with us. As we've been expanding and adding properties, they've been a partner in getting the new properties on board, getting them trained, working with the customer service, and it's been a very good working relationship between, not only us and Vertical Booking, but also our franchisees and Vertical Booking.

We've had very good feedback - we've had no complaints. In reservations, no news is good news. As far as the things going wrong, the system is always up, the connections are made to the various outlets, the inventory is ready to go, and the franchisees have been very happy with the service.

We would highly recommend Vertical Booking. They're a good company to work with. There are some behemoth-type properties out there you might get lost in the shuffle. On the reservations, my viewpoint is a lot of it is an automated function, as far as taking the order and fulfilling it. But, the real separation is with the customer service, the attention to detail, and the interaction between the property and the account manager at Vertical Booking, so I would highly recommend their services."

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Doug Collins

CEO of Hospitality Lodging Systems, owner of the Budgetel and Haven Hotels Lodging hotel chains, Atlanta, Ga