



Welcome Pickups

About Welcome Pickups

- Founded in 2015, VC-backed and on track to Welcome over **1 million travellers** in 2019.
- Welcome is the best way to **arrive and discover** a travel destination.
- Welcome has transformed an airport pickup into an actual **5 star travel experience to major destinations around the world.**
- Welcome is the **global category leader** that redefines the way people travel by offering the most **personalized and complete in-destination travel services.**

97%

TripAdvisor &
Reviews.io
reviews

+90

NPS score



Services

We are a provider of in-destination private experiences:



Airport transfers

- English speaking, well-trained & knowledgeable drivers
- Meet & greet, spacious cars with wifi for travellers
- A welcome bag for all passengers with a bottle of water, a map and memorabilia
- Mini-tour on the way to the accommodation
- Free 60 minutes waiting time



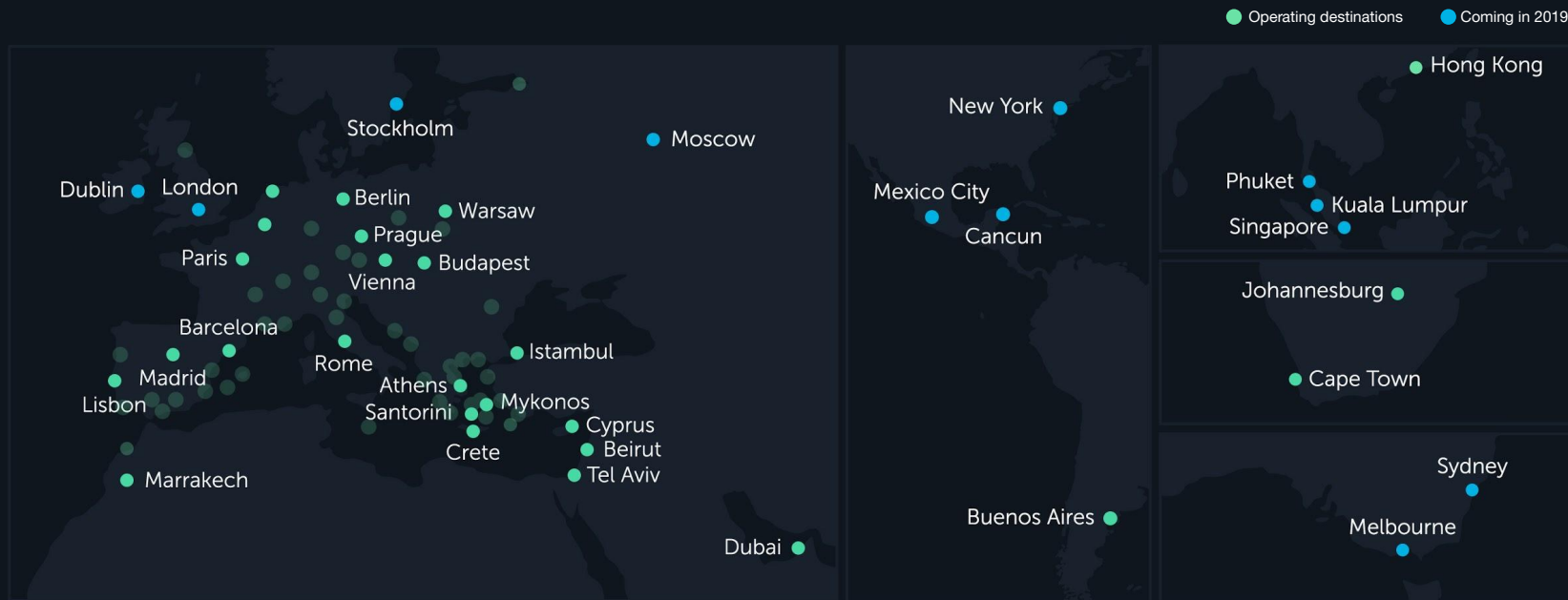
Sightseeing rides

- City tours ie. [Paris by Night Tour](#)
- Day trips ie. [Day Trip From Barcelona to Montserrat & Wine Tasting at Sant Sadurni d'Anoia](#)
- Layover experiences ie. [Half-Day Sightseeing in Athens](#)





Global Expansion



52+

Destinations
across the globe

4

Expanding to 4 new
destinations per month

600

Affiliates are working
with Welcome Pickups

1000+

Hotels partner with
Welcome Pickups

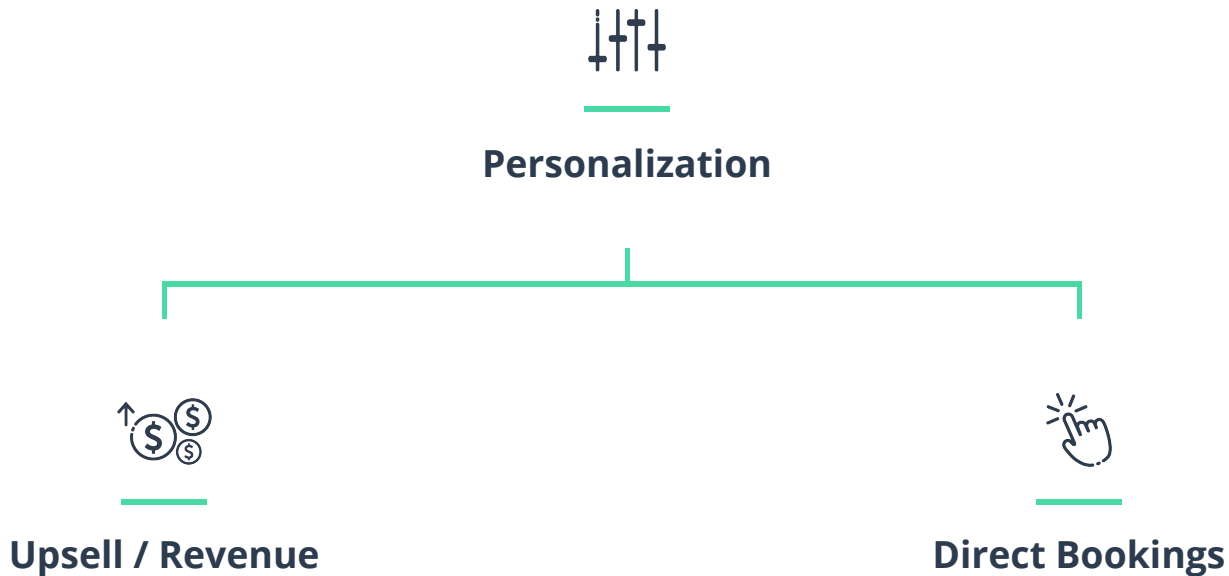
1M+

To reach 1M+
travelers in 2019



Topic of the day: Personalization & Extra Revenue

And how Welcome Pickups is helping





Personalization

And how Welcome Pickups is helping

1. Simple things matter: Address your guest with their first name when they arrive.
1. Customize your offering / check-in pitch to their needs and purpose of travel.
1. Be the hero of your guests trip when things go wrong.





Upsell Revenue

Pro-actively suggest Early check-in / Late Check-out

Scheduled Transfers

Search by name, guest or email

Opportunities

☐ Baby Seats
 ☐ No Return Transfer
 ☐ Early Checkin
 ☐ Late Checkout

May 2020

TYPE

TRAVELER

ARRIVAL/ DEPARTURE

FROM/

Fri, 1 May

→

Stephanie Wagner

Fri, 1 May, 11:46

Great Hotel - Demo

Mon, 4 May

←

Stephanie Wagner

Mon, 4 May, 12:00

Athens International A...

-

←

Henry Cavill

Mon, 4 May, 13:30

Athens International A...

-

Thu, 7 May

→

Line Steves

Thu, 7 May, 11:46

Great Hotel - Demo Acc...

☀️ 🚗

→

John Doe

Thu, 7 May, 13:46

Great Hotel - Demo Acc...

🚗

←

Eduardo Franz

Thu, 7 May, 14:40

Athens International A...

-



Our Features

Adjust your upsells based on interest

Scheduled Transfers \$ Opportunities May 2020

Result of filters: 12 of 14 transfers. [Remove](#)

TYPE	TRAVELER	ARRIVAL/ DEPARTURE	FROM/ TO
Fri, 1 May			
	Stephanie Wagner	Fri, 1 May, 11:46	Great Hotel
Mon, 4 May			
	Stephanie Wagner	Mon, 4 May, 12:00	Athens Inter
	Henry Cavill	Mon, 4 May, 13:30	Athens International A...
Thu, 7 May			
	Line Steves	Thu, 7 May, 11:46	Great Hotel - Demo Acc...
	John Doe	Thu, 7 May, 13:46	Great Hotel - Demo Acc...

Interests

- ☐ Archeological Sites
- ☐ Museums
- ☐ Explore neighborhoods
- ☒ Local Cuisine
- ☐ Sea & Sun
- ☐ Visit sights outside the city

Group Type

- ☐ Family
- ☐ Friends
- ☐ Special Other
- ☐ None



Personalization > Upsells

And how Welcome Pickups is helping

Personalization



Pro-active upsell pitch



Adjusted pitch




Upsells bookings







Personalization


Use our Drivers Personalization feature for your front-desk:




Stephanie Wagner

 2  0  1  0

Opportunities

 **No return transfer**

 **Early check-in**

First time in city**Yes**

Days of visiting**-**

Purpose of travel**Leisure**

Coming with**Special Other**


Number of kids**0**

Stayed in the past?**No**





Going afterwards**Santorini and Crete**

Interests**Archeological sites, Museums,
Explore neighborhoods, Local
cuisine**


Notes**This is our Honeymoon! My family is
Greek-American and I would like to learn
more about my heritage and the
wonderful history behind it, so any**




Balkrushna Dhondage

 5  0  7  0

Opportunities

 **No return transfer**

 **Early check-in**

First time in city**Yes**

Days of visiting**4 Days**

Purpose of travel**Leisure**

Coming with**Family**


Number of kids**2**

Stayed in the past?**No**





Going afterwards**No**

Interests**Archeological sites, Museums,
Local cuisine**


Notes**Travelling with relatives and kids. We
will have suitcases and two baby
strollers.**




Jane Mcdonald

 2  0  1  0

Opportunities

 **No return transfer**

 **Early check-in**

First time in city**No**

Days of visiting**-**

Purpose of travel**Leisure**

Coming with**Family**

Number of kids**0**

Stayed in the past?**No**

Going afterwards**Leaving Athens to visit
Santorini next**
















Interests**Explore neighborhoods, Local
cuisine**

Notes**I am travelling alone with my adult
daughter. I was in Athens 30 years ago:)
Don't remember a lot. It is my daughter's
first trip and I want her to take the most**



Personalization

When things go wrong - be a hero - they will remember you forever

	Eduardo Franz	Sun, 17 November, 15:02	Athens International A...	Great Hotel - Demo Acc...		On Time
	Henry Cavill	Sun, 17 November, 15:52	Athens International A...	Great Hotel - Demo Acc...		Delayed + 205 min.
	Stephanie Wagner	Sun, 17 November, 19:57	Athens International A...	Great Hotel - Demo Acc...		On Time
	Driver Xenia Michelakis	Car model Volkswagen Passat	Phone +1-317-555-0123	Car plate TAB 3333	Car color 	Status  Waiting
	Stephanie Wagner	Mon, 18 November, 01:46	Great Hotel - Demo Acc...	Athens International A...		On Time
	Henry Cavill	Mon, 18 November, 06:26	Great Hotel - Demo Acc...	Athens International A...		Canceled
	Line Steves	Sun, 17 November, 17:55	Athens International A...	Great Hotel - Demo Acc...		On Time



Personalization > Direct & Referred Bookings

And how Welcome Pickups is helping

Personalization



Surprise



Memorable



Direct Bookings

One more note for direct bookings

- Direct Bookings is the #1 initiative for revenue optimization at hotels.
- Why:
 - a) No OTA costs 15-20%
 - b) Higher probability for loyal customers booking again

The big question is How?





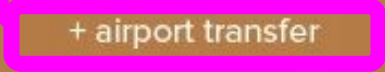
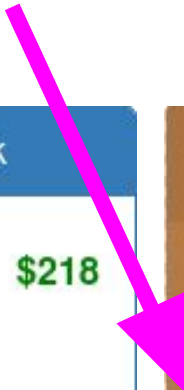
From better Price to Free Perks

Offer your ancillary products to increase direct bookings

✔ Price Check	
Booking.com	\$132
Expedia.com	\$133
Hotels.com	\$130
Direct Price	\$128
Learn more	

✔ Live price check	
This website	\$218
<ul style="list-style-type: none">• Best available rate• Free WiFi included• Free welcome drink on arrival	
Booking.com	\$243
Expedia	\$243
Hotwire	\$250

✔ PRICE CHECK	
★ Direct price + breakfast + airport transfer	€72 per room, per night
Booking.com	€90
Expedia	€90
Hotels.com	€112



OTAs are already working on it

Booking.com launched their own program in late 2019

- OTAs like Priceline Group are already attacking back the Direct Booking initiatives with their loyalty programs.
- 1 month ago, Booking.com officially announced their “free Airport Taxi” perk if you book from Booking.com.
- **Welcome Pickups** will launch a program integrated with Booking Engines and Direct Booking platforms in **April** to help Hotels maximize their revenue with Direct Bookings.

Booking.com Partner Hub

[Home](#) > [Partner Help](#) > [Your reservations](#)

> Free taxi promotion provided by Booking.com

Free taxi promotion provided by Booking.com

Updated 1 month ago

The promotion is limited to the following cities: Adelaide, Amsterdam, Athens, Baku, Barcelona, Bratislava, Brussels, Bucharest, Budapest, Cancun, Cape Town, Chengdu,



Thank you!



Welcome Pickups

welcomepickups.com/hotels