CSC 431

First presentation question answering

1. Doesn’t hotel let you do that/ the one who pays has to check in at the front desk?

Our system is actually a platform dedicated to helping hotels sell vacant rooms due to customers checking out. We will cooperate with hotels to establish an online platform for hotels and customers. Customers who need to check out register on our platform for a price that is lower than the hotel room price but not less than the hotel room price minus the check-out fine. Once a customer selects a room for registration and completes the online payment, our system will automatically send the customer's information to the hotel for registration. Through our platform, hotels can avoid the loss of room vacancy caused by customers checking out, and customers who check out do not have to pay excessive check-out fees.

1. Would you be going through hotels to fill these rooms? If not, are you worried about the legal issues surrounding using a third-party source to give your room to somebody else, as the hotel guest responsible hold the original hotel guest responsible for any damage done to the room?

Just like the previous question, the foundation of our platform operation lies in the cooperation with the hotel. Once a customer registers a room that needs to be unsubscribed on our platform, as we said in the function requirements, our system will automatically send the check-in guest and room information to the hotel system for verification. When a customer in need chooses to purchase a room, our system will also send the customer's information to the hotel for registration. Our platform only acts as an interactive link between the customer and the hotel, so we do not think we will bear the legal responsibility you pointed out.

1. Are there potential legal issue you might face with reselling purchased hotel rooms? How would you prevent things like scalpers (people buying up rooms and selling them at incredibly high prices)?

Regarding the legal aspect, our platform only helps hotels sell rooms that are vacant due to customers checking out. All customer registration information on our platform will be shared with the hotel. The right to use the room ultimately belongs to the hotel. So, we don't think we will have legal disputes during the sale of the room. In theory, scalpers will appear on our platform, but we do not think they will profit from our platform. Because the customers who buy rooms on our platform are looking for customers who are lower than the direct purchase price of the hotel. They will not buy rooms above the hotel price through our platform. Most of the customers who sell rooms on our platform are groups who do not want to pay a high check-out penalty, so they sell the room at a price lower than the hotel purchase price but higher than the hotel price minus the penalty price. We do not think that scalpers will have any market on our platform, although they may indeed exist.

1. How do you generate a profit? Do you take a commission on the resell?

Our platform is profitable in two main ways. The first is the hotel aspect. We help hotels avoid losses by helping them sell vacant rooms. Correspondingly, we will charge the hotel accordingly. This fee is determined by the number of rooms we sell. In addition, our platform makes profit by charging advertising fees. Hotels can place their advertising information on our platform for display, and we will collect advertising fees from it. Our platform will cooperate with the hotel, and we will only resell the room with the hotel's permission.

1. How are you going to prevent fraud? For example, somebody books a room, sell it, and then cancels the reservation though the hotel?

Our platform is in cooperation with the hotel's system. After a customer who needs to check out registers a room on our platform, our system will automatically contact the hotel to verify the room. We will only display the customer’s room information on our platform after receiving confirmation from the hotel. This is also mentioned in our speech, the establishment of the platform is base on the cooperation with the hotel.

1. How would you deal with potential security issues? I.e., how would you ensure the buyer safety?

Our platform will not disclose any information of users on our platform to the outside world. Before sending customer information to the hotel for verification, our platform will also ask customers whether the information can be passed to the hotel. Without the customer's permission, our platform will not display any customer information or we use virtual address or phone number.