Bug Report For Booking Website

ID number	#1
Name	Incorrect distance calculation between hotels and center of the city
Reporter	Youssef Zaafan Atya
Submit Date	16/07/2025
Summary	When users search for hotels or accommodations in any governorate the search results often include listings located in another place. However, the displayed distance between these listings and city center is inaccurately calculated.
URL	https://www.booking.com/hotel/eg/tunis-camp-fayoum-fayoum.ar.html?aid=356980&label=gog235jc-1FCBQoggJCBWFib3V0SAFYA2hIiAEBmAEBuAEYyAEM2AEB6AEB-AECiAIBqAIEuALez9rDBsACAdICJDMyOWYyOTgyLTVlMmItNDZlNC1iZDU4LWJhYTI0NWMwZDVkZNgCBeACAQ&sid=a65647c1e5d25c6bbdf39f6ffca024df&all_sr_blocks=945058401_366953139_2_1_0_129223&checkin=2025-07-19&checkout=2025-07-20&dest_id=-290000&dest_type=city&dist=0&group_adults=2&group_children=0&hapos=8&highlighted_blocks=945058401_366953139_2_1_0_129223&hpos=8&matching_block_id=945058401_366953139_2_1_0_129223&no_rooms=1&req_adults=2&req_children=0&room1=A%2CA&sb_price_type=total&sr_order=popularity&sr_pri_blocks=945058401_366953139_2_1_0_129223_2003&srepoch=1752615967&srpvid=cbd42c26b39d61341c2a78c8dd2d2ce5&type=total&ucfs=1&
Screenshot	
Platform	iPhone SE2
Operating System	Ios 18.5
Browser	Safari
Severity	Medium (Affects user expectations and travel planning)
Assigned to	Booking.com Quality Assurance Team
Priority	High

Description

When users search for hotels or accommodations in **Fayoum Governorate**, the search results often include listings located in **Tunis village**. However, the displayed distance between these listings and **Fayoum city center** is **inaccurately calculated**.

For example:

- The property **"Tunis Camp Fayoum"** appears with a distance of **35 km** to Fayoum city on Booking.com.
- However, Google Maps shows the actual distance as approximately **47 km**.

This discrepancy can mislead users into believing the property is closer to the city center than it actually is. As a result, guests may book accommodations under false assumptions and face inconvenience upon arrival.

Steps to reproduce

1. Go to Booking.com
2. Search for "Fayoum, Egypt"
3. Observe the listings that appear from Tunis village
4. Note the listed distance to "Fayoum city center"
5. Cross-check that location on Google Maps
6. Compare the actual driving distance with the one displayed

Expected result

The platform should display **accurate distance data**, ideally synced with real-time calculations from **Google Maps API**, based on actual travel routes.

Actual result

Distances are **underestimated** by 10–15+ km in many cases, leading to user misinformation.

Impact

- Users may book based on inaccurate location data
- Leads to user dissatisfaction and negative reviews
- Affects trust in Booking.com's mapping accuracy

Notes

this citation only available for desktop users not for the smart phones users