



Friedreich Ataxia Network

“Queensland’s FA support group”

6<sup>th</sup> August 2018

Trivago N.V.

**Attn: Rolf Schrömgens, Chief Executive Officer**

Kesselstraße 5-7

40221 Düsseldorf

Germany

Dear Rolf,

### **Wheelchair-accessibility**

First of all, congratulations on your website. It’s a very clever idea!

I write to you as a conduit to all the booking sites. I’m sure the functionality of your site requires that everything’s automated, but I hope you also have a live connection with each. I write to address an issue that starts on Trivago (as any search should of course!), and continues through any site I’d make a booking with.

This suggestion is essential to anyone who uses a wheelchair as I do: wheelchair-accessibility should be a search *criterion*, not a filter, if it’s selected, show *only* results that match.

Your site, and most booking sites, offer an extraordinary array of options that someone can use to filter their search, and you show results that fulfil some up to all of those filters, then it’s up to the user to prioritise them.

However, for someone who uses a wheelchair, wheelchair-accessibility is non-negotiable. It’s essential. Search results not fulfilling that criterion are irrelevant.

Currently a search on Trivago with wheelchair-accessibility selected as a filter brings up options from all properties that have a wheelchair-accessible room *in their portfolio of rooms* but the results aren’t specific to the wheelchair-accessible room. And I’ve never found it possible on a booking site to book a wheelchair-accessible room.

What that means is that when I identify a shortlist of acceptable properties, it’s necessary for me to search separately for details of each and call them directly to find then book a wheelchair-accessible room. (To illustrate how critical it is, I usually confirm my booking, specifying wheelchair-accessibility, by email).

**Postal address: 12 Lowrie Court, Cleveland, QLD 4163**

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[https://d.docs.live.net/3960e0141da1583c/FARA/FAN QLD/Correspondence/Trivago-6-8-18-Show disabled-filtered rooms only.docx](https://d.docs.live.net/3960e0141da1583c/FARA/FAN%20QLD/Correspondence/Trivago-6-8-18-Show%20disabled-filtered%20rooms%20only.docx)



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Hence I use your website for suggestions only. Your much-touted search-of-all-sites to bring me the best price on offer is meaningless because your search doesn’t filter out rooms that don’t fit wheelchair-accessibility needs.

What it means for all the booking sites you might have forwarded me to is that none will ever get to process my booking or earn a fee for that.

As I said, I write to you as a conduit to all booking sites. If someone specifies wheelchair-accessibility as a search criterion they should be shown *only* results featuring wheelchair-accessible rooms. In one is booked, it should be prominently noted in the booking confirmation that the booking specified wheelchair-accessibility. If the booking sites add this functionality, it can be added on Trivago too.

People with wheelchairs are travelling more every day. It would be good for everyone if wheelchair-accessibility became a usable booking criterion for online bookings. I look forward to learning if you can get the booking sites to do it, and will add this functionality to Trivago in turn.

Yours faithfully

Terry O’Hanlon  
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