

NEWS RELEASE

To all members of the press



Travel comparison site Travelko

March 3, 2025

OpenDoor Inc.

Travelko ranked No. 1 overall for the second consecutive year in the 2025 ORICON Customer Satisfaction Survey for Airline ticket comparison sites and Hotel comparison sites.

Travel comparison site Travelko (<https://www.tour.ne.jp/>), operated by OpenDoor Inc. (Minato-ku, Tokyo; President and Representative Director: Daisuke Sekine), was ranked No. 1 overall for the second consecutive year in the 2025 ORICON Customer Satisfaction Survey for "Airline ticket comparison sites" and "Hotel comparison sites" announced on Monday, March 3, 2025, by oricon ME Inc.



2025 ORICON Customer Satisfaction Survey
Airline ticket comparison sites No. 1 /
Hotel comparison sites No. 1

The rankings were announced based on the survey results of customer satisfaction questionnaires to those who actually used the service. The survey was conducted for two rankings "Airline ticket comparison sites" and "Hotel comparison sites" and Travelko was ranked No. 1 overall in both rankings. This is the second year in a row that Travelko has won the highest rating in the "Airline ticket comparison sites" and "Hotel comparison sites" in the ORICON Customer Satisfaction Survey. In addition, Travelko was ranked No. 1 in all factors on "Hotel comparison sites", the same as last year, in terms of the ease of use of the website and application, ease of search, richness of search results, and ease of comparison. Travelko was also ranked No. 1 among both "Airline ticket comparison sites" and "Hotel comparison sites" in all sectors of domestic, international, and app.

Details of 2025 ORICON Customer Satisfaction Survey results

Airline ticket comparison sites <https://life.oricon.co.jp/rank-bargain-airline-website/>

*Surveyed companies: 7 companies including Travelko, Skyscanner, and Tripadvisor

Hotel comparison sites <https://life.oricon.co.jp/rank-bargain-hotels-website/>

*Surveyed companies: 11 companies including Travelko, trivago, Tripadvisor, and Skyscanner

■ About Travelko

Travelko is one of the largest travel comparison sites in Japan that allows you to compare more than 1,500 domestic and international travel websites in a single search. The site provides almost all travel products, including domestic and international hotels, airline tickets, package tours, bullet train & airplane packages, optional tours, domestic rental cars, highway buses, overseas Wi-Fi rental, and overseas travelers insurance, making it easy for users to find the lowest-priced products that meet their needs. Travelko will continually strive to take the customer's point of view of every detail in order to meet user needs promptly, and will make every effort to provide even more satisfactory services.

■ What is the ORICON Customer Satisfaction Survey

The ORICON group started its customer satisfaction (CS) research business in 2006 targeting only actual service users. ORICON provides CS data in the ranking format for various industries and services. ORICON's surveys are planned and conducted by ORICON itself from a fair perspective of the third party instead of commissioned by a specific company or individual.

<https://cs.oricon.co.jp/>

About OpenDoor Inc. President and Representative Director: Daisuke Sekine Founded: April 21, 1997 Capital stock: 648.29 million yen Number of employees: 187 (as of March 2024) OpenDoor plans and operates internet content and software development. The company operates and manages the Japanese and multilingual versions of the travel comparison site Travelko and the Japanese traditional crafts information site Gallery Japan, among others.	For inquiries about this news <u>release,</u> <u>please</u> <u>contact:</u> OpenDoor Inc. Contact person: Waragaya TEL: 03-3586-8738 FAX: 03-3586-8708 e-mail: pr@opendoor.co.jp https://www.tour.ne.jp/press/
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Survey overview

2025 ORICON Customer Satisfaction Survey: Airline ticket comparison sites

- Survey entity: oricon ME Inc. ■ Survey method: Internet survey
 - Number of samples: 1,591 ■ Required minimum number of samples: 100 ■ Number of surveyed companies: 7
 - Definition: Companies which operate an airline ticket comparison site handling airline ticket information among travel information comparison sites which allow users to search and compare product information across multiple travel reservation sites. Sites which handle both domestic and international airline ticket information are eligible for overall ranking and the ranking by evaluation category. Sites which handle either domestic or international airline tickets are eligible for ranking by the segment (domestic/international). *Sites which perform a cross-search of product information on travel reservation sites for keywords (search word) and display all results in their own sites (metasearch type) are considered to be airline ticket comparison sites.
 - Survey period: from October 28, 2024 to November 5, 2024
 - Survey target: sex: unspecified, age: between 18 and 84, region: nationwide
- Condition: The target is those who have searched and compared airline ticket information on travel information comparison sites within the past year. Those who used the site for business purposes, such as business trips, are also included.

2025 ORICON Customer Satisfaction Survey: Hotel comparison sites

- Survey entity: oricon ME Inc. ■ Survey method: Internet survey
 - Number of samples: 1,936 ■ Required minimum number of samples: 100 ■ Number of surveyed companies: 11
 - Definition: Companies which operate a hotel comparison site handling hotel information (one night or more) among travel information comparison sites which allow users to search and compare product information across multiple travel reservation sites. Sites which handle both domestic and international hotel information are eligible for overall ranking and the ranking by evaluation category. Sites which handle either domestic or international hotels are eligible for ranking by the segment (domestic/international). *Sites which perform a cross-search of product information on travel reservation sites for keywords (search word) and display all results in their own sites (metasearch type) are considered to be hotel comparison sites.
 - Survey period: from October 25, 2024 to November 13, 2024
 - Survey target: sex: unspecified, age: between 18 and 84, region: nationwide
- Condition: The target is those who have searched and compared hotel information (one night or more) on travel information comparison sites within the past year. Those who used the site for business purposes, such as business trips, are also included.