BUSINESS TRAVEL SHOW AMERICA 2026
INNOVATION FACEOFF

KAYAK for Business Q&A

Q: Can employees change a hotel booking—for example, extend a stay by two days—directly with the hotel, or must they contact KAYAK for Business?

A: Stays booked through an interoperable 'true' direct connection can be changed directly with the hotel. Other stays must be changed through the platform.

Q: What is the difference between KAYAK for Business and Booking.com for Business? Both platforms help businesses book and manage corporate travel, combining broad choice with easy-to-use experiences.

A. Booking.com for Business offers a self-service way to book and oversee business travel, with tools for managing employee bookings, setting hotel budgets, and tracking spend -- while providing access to Genius loyalty discounts and rewards.

KAYAK for Business combines KAYAK's familiar search and compare experience with configurable program controls and a connected ecosystem of travel-management, payment and expense partners for companies that need a more structured managed program.

Both reflect Booking Holdings' commitment to making travel easier, with different approaches to supporting business travelers and the companies they work for.

Q: Does KAYAK for Business integrate with Slack?

A. Yes, with our agent-to-agent API connector, employees can access KAYAK for Business within Slack.

Q: Are all airfares bundled, or can an itinerary be split between two airlines?

A: Itineraries can be split between two airlines by adding two one-way tickets to their carts.

Q: What trip changes can travelers make online, and what exceptions require assistance?

A: Travelers can manage the entirety of their trip online.

Q: Can travelers apply a partial ticket credit?

A: Yes, travelers can partially pay for a flight with a credit that doesn't cover the entire cost.

Q: Does KAYAK for Business integrate with expense tools?

A: Yes. KAYAK for Business integrates payment and expense partners through an open and connected ecosystem for a seamless experience. Partners can be changed as needs evolve.

Q: Can administrators restrict class of service—for example, allowing business class only for GVP-level employees and above?

A: Yes, restrictions can be defined and applied to specific groups.

Q: How can hoteliers access the platform and ensure their properties are displayed accurately to corporate customers?

A: KAYAK maintains a massive database of hotel images, descriptions and reviews which often come from the chain property themselves or other leading travel platforms like Booking.com. We pride ourselves on having complete and accurate information and have a whole team of people dedicated to keeping this up to date. Hoteliers can also update their information with KAYAK.

Q: Can administrators hide hotels rated below 3.5 stars?

A: Yes, administrators can set restrictions based on a variety of criteria.

Q: Can clients add a preferred form of payment, and does the platform accept UATP?

A: Yes to both.

Q: Does the platform support pre-trip approval workflows?

A: We support approvals at book-time across a wide variety of dimensions (route type, policy group, policy applicability, cost, etc.).

Q: Do you work with all GDS systems?

A: We work with Amadeus for GDS content when a direct supplier connection or aggregator is not available.

Q: Does KAYAK for Business replace the need for a TMC, and what live-agent booking or support options are available?

A: No, KAYAK for Business does not replace the need for a TMC. We operate in an open ecosystem where we connect the right TMC for an integrated end-to-end experience that offers 24/7 live-agent support in addition AI chat trip support.

Q: Are executive assistants or travel arrangers included on disruption alerts sent to their travelers?

A: Yes, they can be included in notifications.

Q: Is KAYAK for Business available as a single global platform?

A: Yes, KAYAK for Business is a flexible, single global platform available in more than 25 languages.

Q: Are administrative functions available in the mobile app?

A: No.

Q: How does the platform track, apply, and manage unused nonrefundable tickets?

A: KAYAK for Business keeps eligible unused-ticket credits visible under each traveler's account, where travelers can review the airline, value, expiration date, PNR, and ticket number.

When a traveler searches for an eligible itinerary, the platform will automatically surface the credit in search results and at checkout and then attempt to apply it to the booking; the accepted amount is deducted from the fare, and the traveler pays any remaining balance. Eligibility depends on itinerary, airline and booking provider's rules.

When applying a nonrefundable credit, the new booking may become nonrefundable, so travelers should review the fare terms and confirmation message before proceeding.

Q: Can the platform be used for non-employee travel?

A: Yes, for both non-employee business travel and personal travel. For non-employees, they can receive an invitation to book a specific trip on the platform or can be granted recurring access for a limited period of time with a "Sponsor" who is notified of their actions. For personal travel, it is the same platform and mobile app – you just switch between personal and business modes.

Q: Can the tool manage negotiated airline contracts and discounts, or does it only display published fares?

A: Yes, you choose to display published fares or negotiated contracts and discounts.

Q: Can administrators block specific airlines or countries?

A: Yes, easily and instantly from the administrator control panel. No IT tickets or waiting, changes are live globally in a few clicks.

Q: Can administrators block NDC fares?

A: Yes, administrators have full control over the content displayed.

Q: If a traveler changes a booking directly with an airline, is the change captured in the application?

A: Yes, with interoperable 'true' direct connections changes made directly with the airline are seen in the platform.

Q: If a traveler extends a rental-car or hotel booking after the initial reservation, do the additional days or nights appear in reporting?

A: Yes, we update our reporting value based on all changes after booking.

Q: How many corporate accounts do you have?

A: We have a growing number of midsized companies and global enterprises, including two of the top five in BTN's Top 100 buyers.

Q: How many TMCs do you work with, and which ones?

A: We currently partner with Altour, FCM Travel, and Gant.

Q: How does the platform manage reshopping?

A: We work with 2 of the leading reshopping partners in the industry.

Q: Can the platform apply flight passes, such as Air Canada's?

A: Not as of now.