

AI Terms of Use

By using any AI tools on our site, including Property Q&A, AI Compare and Activity Planner (collectively the "AI Tools"), you acknowledge that you have read, understood and agree with these AI Terms of Use. If you do not agree with any part of these terms, please do not use and interact with the AI Tools and instead use the Expedia app in the usual way.

Age requirements. You must be 18 years of age or older to use our AI Tools.

Interaction with AI Tools and AI Tools' content

Our AI Tools utilize artificial intelligence ("AI"), including generative AI. We may partner with or use technology provided by third-party service providers or use third-party large language models in developing and providing the AI Tools.

Please be aware that you are interacting with AI tools designed to provide automated responses based on your queries and input. Responses you receive while using our AI Tools are generated by a machine and not written by a human. While most of the responses and recommendations provided in our AI Tools (such as the hotels and activity suggestions) are mostly based on content available on Expedia (such as property information and guest reviews), the responses may also be based on publicly available information (the accuracy of which has not been verified by Expedia) along with the input you provide in the chat.

The AI Tools' responses might also include content or refer to services that are not available on Expedia. The AI Tools' responses do not necessarily reflect Expedia's views and should not be attributed to Expedia.

Although our AI Tools have been trained on a large amount of data and can produce realistic responses, they do not have the capacity for independent thought or decision-making and may generate unexpected or inaccurate responses. Please keep this in mind while using our AI Tools.

Feedback

We process data you may input into our AI Tools, including chat queries, feedback, comments, ideas and suggestions for improvements ("Feedback") and any generated data for purposes of providing you with access to the AI Tools, for product improvement purposes, for quality and troubleshooting purposes, and other purposes in accordance with our [Terms of Service](#) and our [Privacy Statement](#).

Sharing and use of personal data

In order for us to provide you with the most relevant responses, recommendations and information, we may process personal data such as your previous search history and booked trips on the Expedia site. If you disclose any personal data while using our AI Tools (for example disclosing information about your family, your health or special travel requirements) we will use, share, or disclose (including to third party service providers we use to power our AI Tools) such information to respond to your query and/or enable other functionality of the AI Tools.

Therefore, when using our AI Tools, you should avoid sharing any personal information or sensitive information about yourself or others unless strictly necessary for the purpose of booking. This may include, but is not limited to, names, phone numbers, email addresses, physical addresses, identification numbers, credit card information, sensitive information such as health, sexual orientation, or any other details that could be used to identify you or another individual.

For more information about how we may process your personal information when using our AI tools please review our [Privacy Statement](#).

Storage and deletion of messages

We will show your ongoing messages with Property Q&A and AI Compare for 3 days. Your conversation with Property Q&A and AI Compare may be resumed 3 days after your last interaction, and this is extended by a further 3 days each time you return to the chat. If you do not interact with Property Q&A or AI Compare after this time, your conversation will no longer be available for viewing or resuming.

We will show your ongoing messages with Activity Planner for 30 days. Your conversation with Activity Planner may be resumed 30 days after your last interaction, and this is extended by a further 30 days each time you return to the tool. If you do not interact with Activity Planner after this time, your conversation will no longer be available for viewing or resuming.

Any information, response or recommendations provided to you by the AI Tools will be retained and deleted in accordance with our Privacy Statement. For more information on how you can exercise your rights, please review our [Privacy Statement](#).

How our AI Tools generate recommendations

While using our AI Tools you may be provided with recommendations for accommodation, activities and restaurants. Our AI Tools generate these recommendations based on you search queries as well as other factors described in our "[How our sort order works](#)" page for each different travel service. Our AI Tools use AI to interpret your search criteria and provide you with the most relevant recommendations.

Recommendations generated by our AI Tools include recommendations for hotels and activities that are available and bookable on Expedia, subject to availability. We may also recommend activities or restaurants that are bookable outside of Expedia. To learn more about individual recommendations available on Expedia and to book, simply click on the result provided in the chat and check the relevant information page for the hotel or activity prior to booking. Our AI Tools are provided solely for travel

planning related purposes, such as planning an upcoming personal or business travel and you agree not to use these AI Tools for commercial purposes.

Intellectual Property Rights

All AI-generated content provided by our AI Tools, including but not limited to itineraries, recommendations, photos, and videos, is owned by us. Users are granted a limited, non-exclusive, non-transferable license to use the AI-generated content for personal, non-commercial purposes only. Any unauthorized use, reproduction, or distribution of AI-generated content is strictly prohibited and may result in legal action.

Limitations and Disclaimers

While we strive to provide accurate and useful information, AI-generated content is based on algorithms and may not always reflect the most current information or consider all variables. All information and content generated by our AI Tools is provided on an "as-is" and "as-available" basis.

We make no representations of any kind as to the relevancy, accuracy, or completeness of the AI-generated content and any recommendations made. Consumers have certain legal rights. Nothing in these AI Terms is intended to affect these legal rights, and we do not exclude our liability where we are not permitted to do so under the laws of your country of residence. For example, we do not limit or exclude our liability for fraud or personal injury or death (resulting from our negligence). For more information about your legal rights, contact your local consumer organization.

Liability

The use of the AI Tools is subject to Section 8 Liability in our [Terms of Service](#).

General

The Expedia [Terms of Service](#) and the Expedia [Privacy Statement](#) also apply to your use of the AI Tools.