

GLOSSARY OF TECHNICAL TERMS

This glossary contains definitions of certain technical terms used in this document in connection with us and our business. These may not correspond to standard industry definitions, and may not be comparable to similarly terms adopted by other companies.

“AI”	artificial intelligence
“automation rate”	percentage of our user’s issues that could be resolved with automated user support on Ctrip mobile application
“business travel”	travel for work or business purposes
“domestic travel”	visits within a country by travelers who are residents of that country
“GDS”	global distribution system, a computerized network system that has real-time link to our ecosystem partners’ inventory
“GMV”	gross merchandise volume, the total value of merchandise sold through our platform during a given period
“inbound travel”	visits to a country by travelers who are not residents of that country
“mass leisure travel”	leisure-oriented travel involving expenditure on budget hotels (three-star and below), train and coach tickets, tour tickets, lower-end packaged tours, self-guided tours, and daycations, excluding those included in quality leisure travel
“OTA”	online travel agencies
“our platform” or “our one-stop travel platform”	mobile applications, other mobile access channels, multi-lingual websites, offline stores, and customer service centers through which we provide a wide range of products, service, and content offerings to our users
“outbound travel”	visits by residents of a country outside that country
“quality leisure travel”	leisure-oriented travel involving expenditure on mid-to-upscale hotels (four-star and above), air tickets, car rental and chauffeured car services, smaller-group (with less than 10 travelers) packaged tours and self-guided tours with customized tour plan and butler services, and mid-to-upscale hotel products, private daycations with customized tour plan and butler services, VIP tour tickets, and other premium leisure travel features