



Open invoice now available for luxury holidays: Secret Escapes is collaborating with Ratepay

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Press release

In Germany, Austria and Switzerland, customers of the travel agency Secret Escapes can now choose to make payments via the Ratepay open invoice payment method. Open invoice is the most popular payment method among German consumers online and is also regularly used for online travel reservations – a total of 26% of all customers already pay for their holidays via open invoice.

In order to successfully position themselves within the market, travel portals are increasingly attempting to stand out from the crowd when it comes to customer service. Stefan Menden, DACH-region Managing Director of Secret Escapes explains: “We opted for the Ratepay open invoice payment method because we share the same concept of first-class customer care. As a leading supplier of exclusive travel holidays, we want to ensure that our customers receive the best possible purchase experience, during the purchase process itself and beyond in terms of after-sales support.”

In addition to open invoice, Secret Escapes is now offering its German-speaking customers direct debit payments as well. Stefan Menden: “Previously, we had the standard European payment methods available. Then we realised that traditional payment methods are very popular in Germany, Austria and Switzerland. We therefore decided to introduce these payment methods too. With us, everyone should be able to find their preferred payment method.”

Miriam Wohlfarth, Managing Director and founder of Ratepay, commented on the collaboration: “We’re delighted to have been successful in our pitch to Secret Escapes. We are offering our payment methods and customer service as a white label solution in order to facilitate a well-rounded shopping experience for all Secret Escapes customers. Buyers are in contact with Secret Escapes throughout the entire process without being bothered by third-party suppliers.”



About Ratepay

Ratepay provides payment solutions with a full payment guarantee for online retail in the DACH region. Products offered by Ratepay include invoicing, instalment payments with real-time online approval, direct debit and pre-payment. Ratepay GmbH, based in Berlin, was founded in December 2009, has more than 100 employees and is a member of the Otto Group. www.Ratepay.com/en

About Secret Escapes

Secret Escapes offers hand-picked travel offers at exclusive member prices with discounts of up to 70%. Secret Escapes collaborates with selected travel agencies and luxury, designer and boutique hotels worldwide. Their exceptional trips, specially tailored in part for Secret Escapes customers, are available at a special rate. This is guaranteed to be better value than all other comparable offers on the internet.

With 32 million registered members worldwide, Secret Escapes is an attractive platform in the tourism industry providing access to an exclusive customer base. Hotels and organisers can even secure numerous last-minute bookings within the closed member group.

Secret Escapes is Europe's market leader for luxury hotels and travel offers online at exclusive member prices. Secret Escapes is currently active in the UK, USA, Germany, Austria, Switzerland, Sweden, Norway, Denmark, Belgium, Netherlands, Spain, Italy, Poland, France, Slovakia, Hungary, Czech Republic, Singapore, Hong Kong, Malaysia and Indonesia. www.SecretEscapes.co.uk