CANADA PROVINCE DE QUÉBEC DISTRICT DE MONTRÉAL

COUR SUPÉRIEURE (Action collective)

N°: **500-06-001041-207**

CHAFIK MIHOUBI

Applicant

C.

PRICELINE.COM, L.L.C.

HOTWIRE, INC.

HOMEAWAY.COM, INC.

ACCOR, S.A.

BEDANDBREAKFAST.COM, INC.

CANADASTAYS (1760335 ONTARIO INC.)

HILTON WORLDWIDE HOLDINGS, INC.

SIX CONTINENTS HOTELS, INC.

ORBITZ WORLDWIDE, L.L.C.

HYATT HOTELS CORPORATION

WYNDHAM HOTEL GROUP, L.L.C.

KAYAK EUROPE, G.M.B.H.

BENJAMIN & BROTHERS, L.L.C.

(RESERVATIONS.COM)

Defendants

APPLICATION FOR LEAVE TO ADDUCE RELEVANT EVIDENCE OF HILTON WORLDWIDE HOLDINGS, INC.

(Art. 574(3) CCP)

TO THE HONOURABLE JUSTICE MARTIN SHEEHAN J.S.C., SITTING IN AND FOR THE DISTRICT OF MONTREAL, RESPONDENTS HEREBY PLEAD AS FOLLOWS:

- 1. On January 27, 2020, the Applicant filed an *Application to Authorize the Bringing of a Class Action and to Obtain the Status of Representative Plaintiff* against multiple defendants, including Respondent/Petitioner Hilton Worldwide Holdings, Inc ("**Hilton**"), the whole as more fully appears from the Court record;
- 2. On December 16, 2020, the Applicant filed a *Modified Application to Authorize the Bringing of a Class Action and to Obtain the Status of Representative Plaintiff* (the "**Application for Authorization**"), the whole as more fully appears from the Court record:
- 3. As appears from the Application for authorization, the Applicant seeks to represent the following Class:

All consumers who, while located in Quebec, reserved accommodation on the internet with the defendants and who paid a price higher than the price initially advertised, except for any fees payable under a federal or provincial statute where, under such statute, those fees must be collected directly from the consumer for remittance to a public authority.

(hereinafter referred to as the "Class").

- 4. The Applicant's proposed class action alleges that the Respondents would have (i) laid lesser stress, in their advertisements, on the price of a set of goods or services than on the price of any goods or services forming part of the set and (ii) charged consumers a higher price than the one advertised for accommodation reservations.
- 5. Specifically, the Applicant contends that the Respondents, on their respective reservation websites, would have failed to announce the full price of a stay at the first step of the reservation process, as certain fees would have been added and charged later in said process.
- 6. The Applicant alleges that he made reservations on one of the Respondents' websites, www.priceline.com, in 2018 and 2019. He alleges that he paid a price higher than the one advertised at the first step of the reservation process due to the addition of certain service fees.

I. Causes of Action Alleged

- 7. The proposed class action alleges causes of actions under the *Consumer Protection Act*, sections 224 and 272;
- 8. Accordingly, the Applicant claims, for himself and on behalf of the putative class, reimbursement of the difference between the alleged announced price and the paid price, with the exception of taxes, as well as punitive damages.

- 9. As will be further detailed below, the Application for authorization does not provide a complete picture of (a) the booking process on Respondent Hilton's website and (b) the contractual relationship between Respondent Hilton and the class members.
- 10. Respondent Hilton's proposed relevant evidence therefore aims to fill those gaps and provide a more comprehensive factual and contractual background to the Court for its assessment of the authorization criteria in art. 575 CCP.

II. Respondents' Proposed Relevant Evidence

11. Respondent Hilton seeks to adduce its proposed relevant evidence by way of the draft Sworn Statement of Doriana Ensley filed in support of the present Motion as **Exhibit A**, which refers to the documentary evidence identified as **Exhibits A-1** and **A-2**.

A. The Booking Path

- 12. In the Application for authorization, Applicant details, at paragraphs 2.5 to 2.10, and at paragraphs 2.57 to 2.61 for Respondent Hilton more specifically, the alleged steps to complete a reservation, or booking path.
- 13. However, the Application for authorization fails to present a complete an accurate picture of said booking path.
- 14. The draft Sworn Statement and Exhibit A-1 will notably demonstrate the fee disclosures provided on multiple occasions in the course of Respondent Hilton's booking path before the reservation is finalized.

B. Rules and Restrictions of the Contractual Relationship

- 15. In the Application for authorization, Applicant fails to make any mention, or produce as evidence, the rules and restrictions of the contractual relationship between Respondent Hilton and members of the putative class at the time of making reservations on the Respondent's website.
- 16. These rules and restrictions are essential to a complete understanding of the respective parties' rights and obligations, including regarding Hilton's cancellation policy.
- 17. The draft Sworn Statement and Exhibit A-2 will notably fill the factual gap left by the Application for Leave on this topic, by providing said rules and restrictions which govern the relationship between the parties.

III. Conclusions

18. The evidence that Respondent Hilton wishes to adduce, as detailed in this Motion, is strictly circumscribed to the above two topics.

- 19. Said evidence is essential to provide this Court with a comprehensive picture of the factual background of the case as well as the contractual relationship between the Respondents and members of the putative class, which are both at the heart of the Applicant's alleged personal cause of action and proposed class action;
- 20. Accordingly, the Respondents' proposed relevant evidence will be useful for the Court in assessing the arguable test criterion pursuant to paragraph 575 CCP, namely the arguable case criterion and the scope of the class;
- 21. The present application is well-founded in fact and in law;

FOR THESE REASONS, MAY IT PLEASE THE COURT TO:

- [A] GRANT the present Application for Leave to Adduce Relevant Evidence;
- [B] ALLOW Respondent to file Exhibit A, the Sworn Statement of Doriana Ensley, and Exhibits A-1 to A-2;
- [C] THE WHOLE, with costs to follow.

Montréal, May 25, 2021

Bordenhactur Lerrais S.E.N.C.R.L., S.R.L.

BORDEN LADNER GERVAIS LLP

Lawyers for Respondent

Hilton Worldwide Holdings, Inc

Mtre. Jean Saint-Onge Mtre. Karine Chênevert

1000 De La Gauchetière Street West, Suite 900

Montréal, QC H3B 5H4

Tel.: 514.954.3180 Fax: 514.954.1905 JSaintonge@blg.com KChenevert@blg.com

NOTICE OF PRESENTATION

TO: Mtre. Lex Gill
Mtre Bruce W. Johnston
Mtre Mathieu Charest-Beaudry
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Montréal, QC H2Y 2X8

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Mtre Annie-Claude Authier
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Montréal, QC H3B 4W5

Attorneys for Hyatt Hotels Corporation

Mtre. Myriam Brixi
LAVERY, DE BILLY, LLP.

1, Place Ville Marie, Suite 4000
Montréal, QC H3B 4M4

Attorneys for Six Continents hotels, inc.

TAKE NOTICE that the present *Application for leave to Adduce Evidence* will be presented for adjudication before the Honourable Justice Martin F. Sheehan of the Superior Court of Québec, at the Montreal Courthouse, located at 1 Notre-Dame Street East Montreal, Quebec, H2Y 1B6, at a time and in a room to be designated by the Honourable Justice Sheehan.

PLEASE GOVERN YOURSELVES ACCORDINGLY.

Montreal, May 25, 2021

Bosden hacher Lerrais S.E.M.C.R.L., S.R.L.

BORDEN LADNER GERVAIS LLP Lawyers for Respondent Hilton Worldwide Holdings, Inc CANADA PROVINCE DE QUÉBEC DISTRICT DE MONTRÉAL

COUR SUPÉRIEURE (Action collective)

N° : 500-06-001041-207 CHAFIK MIHOUBI

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ρt

KAYAK EUROPE, G.M.B.H.

et

BENJAMIN & BROTHERS, L.L.C.

(RESERVATIONS.COM)

Defendants

RESPONDENTS' LIST OF EXHIBITS

EXHIBIT A: Sworn Declaration of Doriana Ensley dated May 25, 2021;

EXHIBIT A-1: Screenshots of the <u>www.hilton.com</u> booking process;

EXHIBIT A-2: Screenshot of Hilton's "Rules and Restrictions".

Montreal, May 25, 2021

Borden hacher Lerrais S.E.N.C.R.L., S.R.L.

BORDEN LADNER GERVAIS LLP
Lawyers for Respondent
Hilton Worldwide Holdings, Inc

CANADA PROVINCE DE QUÉBEC DISTRICT DE MONTRÉAL COUR SUPÉRIEURE (Action collective)

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(RESERVATIONS.COM)

Defendants

SWORN DECLARATION OF DORIANA ENSLEY

I, the undersigned, Doriana Ensley, practicing my profession at 7930 Jones Branch Dr., McLean, Virginia, 22102, USA, solemnly declare:

- 1. I currently am Senior Manager, Dispute Resolution for the defendant Hilton Worldwide Holdings, Inc ("Hilton").
- 2. I have personal knowledge of the facts set forth herein and I have conducted internal inquiries to determine the information set forth in this affidavit.
- 3. On May 25, 2021, I visited Hilton's reservation website, at www.hilton.com.
- 4. On the same date, I went through the different reservation steps for 3 nights for 3 adults at the Gale South Beach, Curio Collection by Hilton hotel in Miami Beach, and I took the screenshots found at **Exhibit A-1.**
- 5. As appears from Exhibit A-1, page 6, as soon as a hotel is selected, a disclaimer appears on top of the page stating that "Daily Resort Charge includes: Guest internet access; beach club access with 2 chairs & towels; transportation within a 3 mile area via an electric cart; beach cruiser bikes; 2 bottled waters daily; 2 cups of American Coffee daily; local & toll-free calls."
- 6. As appears from Exhibit A-1, page 7, there is a specific mention under the rate for available rooms stating "Plus \$32.00 USD resort charge per night, plus tax".
- 7. As appears from Exhibit A-1, page 8, the same disclaimer as the one on page 7 appears on the top of the page regarding the Daily Resort Charge, and the same mention of the amount of the resort charge appears under the available rates from pages 8 to 10.
- 8. As appears from Exhibit A-1, pages 8 to 10, there is a link on the right of the available rate which provides the detailed rate, including taxes and fees, as appears from page 11.
- 9. As appears from Exhibit A-1, page 12, as soon as a rate is selected, the detailed rate, including taxes and fees appears on top of the page, as well as a link to the price details.
- 10. As appears from Exhibit A-1, page 15, the price details also include the taxes and fees.
- 11. As appears from Exhibit A-1, pages 12 to 18, the detailed rate, including taxes and fees, must be confirmed in order for a reservation to be made.
- 12. The booking process, as detailed in the screenshots provided as Exhibit A-1, has not undergone significant changes since at least January 2017.
- 13. The terms and conditions provided as **Exhibit A-2** are Hilton's Rules and Restrictions, which the clients agrees to at the time of payment, as appears from Exhibit A-1, pages 14 and 17.
- 14. All of the facts in this affidavit are true and correct.

AND I HAVE SIGNED in McLean, Virginia, this May 25, 2021:

Doriana Ensley

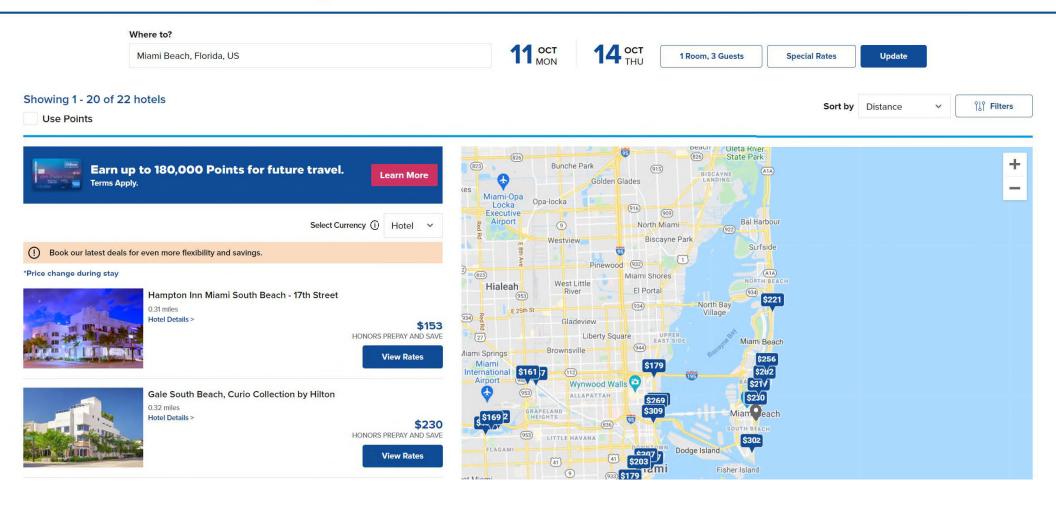
DECLARED UNDER OATH REMOTELY by technological means before me at Ste-Julie, Québeo May 25, 2021.

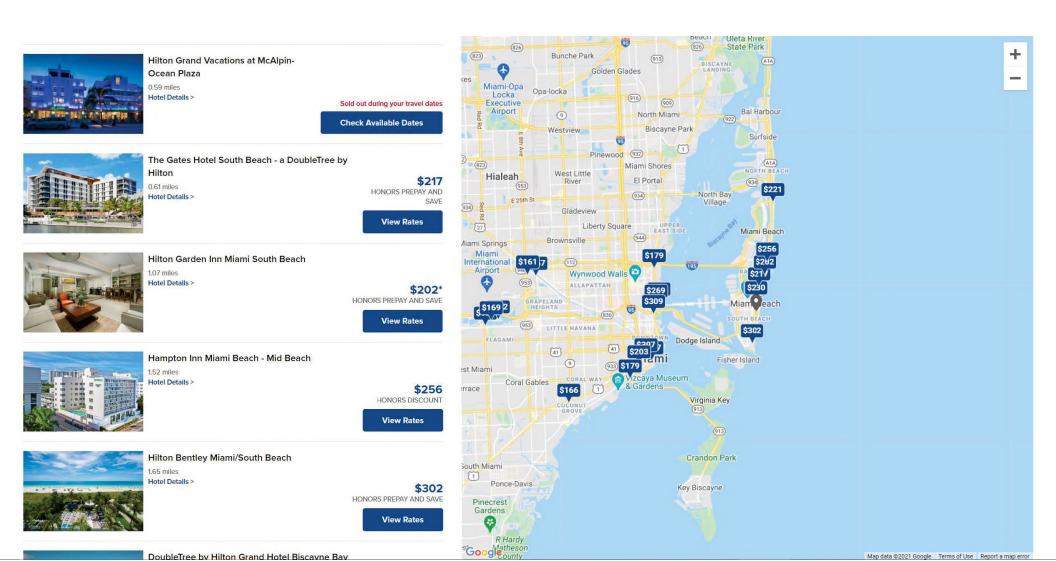
Nathalie Angers

Commissioner of Oaths #137908 Commissioner for Oaths for Québec

EXHIBIT A-1

Plans Change Look for our flexible booking options with free changes and cancellations available at every hotel.







3.24 miles Hotel Details >

\$309 HONORS DISCOUNT

View Rates



Hilton Miami Downtown

3.34 miles Hotel Details >

\$269 HONORS DISCOUNT

View Rates



The Gabriel Miami, Curio Collection by Hilton

3.46 miles Hotel Details >

\$309 HONORS DISCOUNT

View Rates



Hampton Inn & Suites Miami Midtown

3.58 miles Hotel Details >

\$179* HONORS PREPAY AND SAVE

View Rates



Hilton Cabana Miami Beach

3.64 miles Hotel Details >

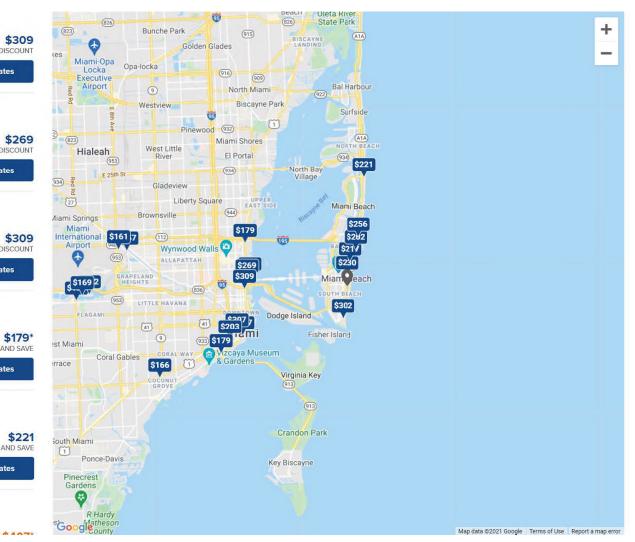
HONORS PREPAY AND SAVE

View Rates



Conrad Miami

4 16 miles Hotel Details >





\$407 HONORS TRAVEL/SAVE

View Rates



Hampton Inn & Suites Miami/Brickell-Downtown

4.27 miles Hotel Details >

\$307 HONORS DISCOUNT ADVANCE **PURCHASE**

View Rates



Homewood Suites by Hilton Miami Downtown/Brickell

4.65 miles Hotel Details >

\$203 HONORS DISCOUNT

View Rates



Hilton Garden Inn Miami Brickell South

Hotel Details >

\$179 HONORS PREPAY AND SAVE

View Rates



Hampton Inn Miami-Coconut Grove/Coral Gables

7.52 miles

Hotel Details >

\$166 HONORS DISCOUNT ADVANCE **PURCHASE**

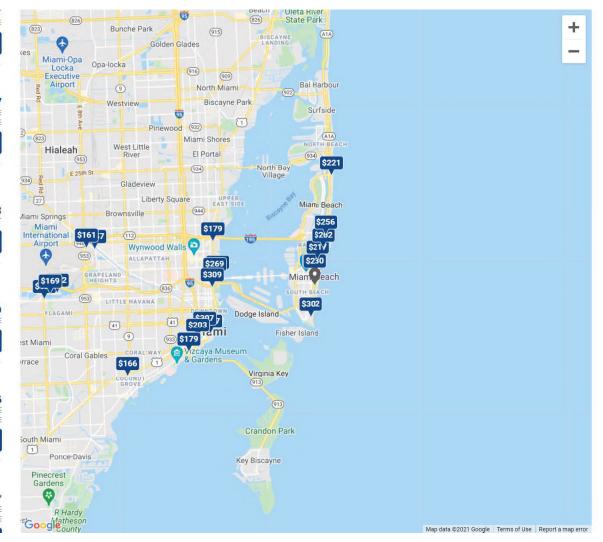
View Rates

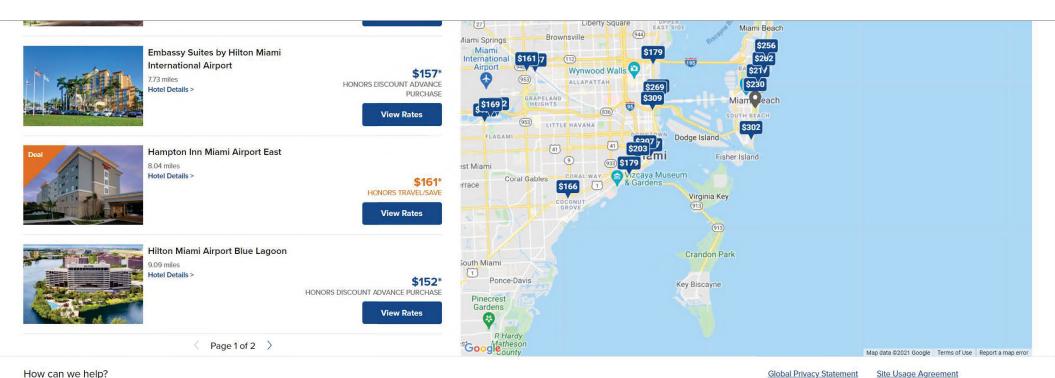


Embassy Suites by Hilton Miami International Airport

7.73 miles Hotel Details >

\$157* HONORS DISCOUNT ADVANCE **PURCHASE**





How can we help?

+1-800-4HONORS

Customer Support ₽ Call us, it's toll-free.

Online reservation assistance.

Careers Personal Data Requests Development Do Not Sell My Information 🗗 Media Modern Slavery and Human Trafficking Web Accessibility Hilton Honors Discount Terms & Conditions Cookies Statement Tourism Mediator AdChoices D

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Sign In | Join



Plans Change

Look for our flexible booking options with free changes and cancellations available at every hotel.

Amenities & Services Availability Learn More

Step 1 of 3

Select a Room





Gale South Beach, Curio Collection by Hilton ▼

11 Oct – 14 Oct 2021 (3 nights) 1 room for 3 adults Edit Stay

Daily Resort Charge includes: Guest internet access; beach club access with 2 chairs & towels; transportation within a 3 mile area via an electric cart; beach cruiser bikes; 2 bottled waters daily; 2 cups of American Coffee daily; local & toll-free calls.

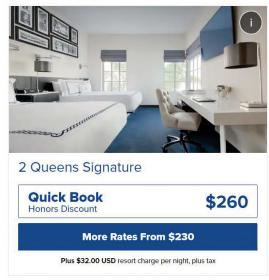
We found 1 room for you.

Avg/night in \$USD ▼



Daily Resort Charge includes: Guest internet access; beach club access with 2 chairs & towels; transportation within a 3 mile area via an electric cart; beach cruiser bikes; 2 bottled waters daily; 2 cups of American Coffee daily; local & toll-free calls.

Avg/night in \$USD ▼ We found 1 room for you.



How can we help?

+1-888-225-9664

Customer Support ₽

Call us, it's toll-free.

Online reservation assistance.

Hilton Honors Discount Terms & Conditions

Site Usage Agreement

Global Privacy Statement

Do Not Sell My Information 🗗

Personal Data Requests

Modern Slavery and Human Trafficking P

Cookies Statement P

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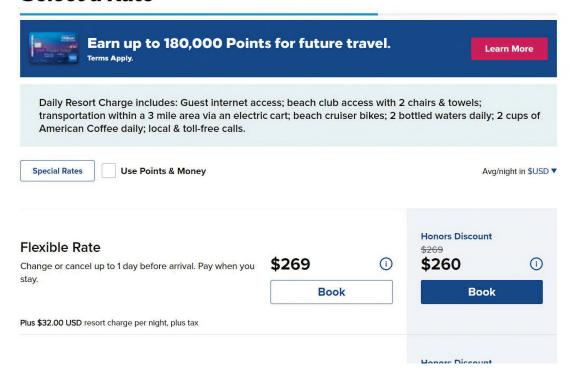


Plans Change Look for our flexible booking options with free changes and cancellations available at every hotel.

Amenities & Services Availability Learn More

Step 2 of 3

Select a Rate



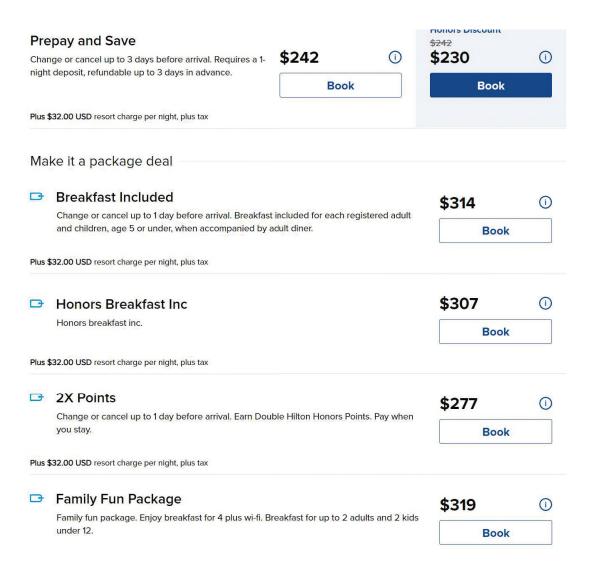


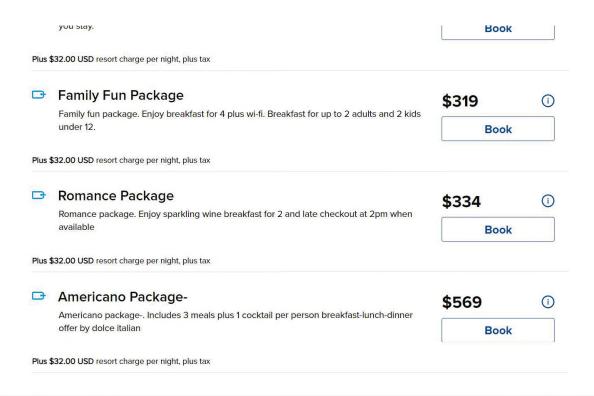
Gale South Beach, Curio Collection by Hilton ▼

11 Oct - 14 Oct 2021 (3 nights) 1 room for 3 adults Edit Stay

O 2 Queens Signature Change Room O Select a Rate

O Payment and Guest Details





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Site Usage Agreement

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How can we help?

+1-888-225-9664

Call us, it's toll-free.

Customer Support @

Online reservation assistance.

Flexible Rate

Change or cancel up to 1 day before arrival. Pay when you stay.

2 Queens Signature

Avg \$269.00/night in \$USD

Total room charge	\$807.00
13 Oct 2021	\$269.00
12 Oct 2021	\$269.00
11 Oct 2021	\$269.00

Resort Charge: \$32.00 per room, per night

Total fees \$96.00

7.00 % per room, per night

4.00 % per room, per night 3.00 % per room, per night

Total taxes \$126.42

> **Book** Total for stay: \$1,029.42



Guarantee Policy

This reservation requires a credit card deposit of \$343.14 USD which will be charged to your card.

If you use a debit/credit card to check in, a hold may be placed on your card account for the full anticipated amount to be owed to the hotel, including estimated incidentals, through your date of check-out and such hold may not be released for 72 hours from the date of check-out or longer at the discretion of your card issuer.



Cancellation Policy

If you wish to cancel, please do so 1 day prior to arrival to avoid cancellation penalties.

At check in, the front desk will verify your check-out date. Rates quoted are based on check-in date and length of stay. Should you choose to depart early, price is subject to change.

We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.

Totals listed here are estimated based on current taxes and exchange rates (if applicable) and do not include additional fees/charges that may be incurred during your stay.



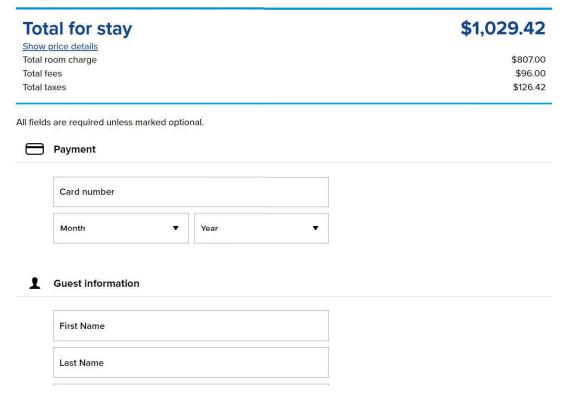
Optional services for an additional charge



Plans Change Look for our flexible booking options with free changes and cancellations available at every hotel.

Step 3 of 3

Payment and Guest Details





Gale South Beach, Curio Collection by Hilton ▼

11 Oct - 14 Oct 2021 (3 nights) 1 room for 3 adults

Edit Stay

O 2 Queens Signature

Change Room

O Flexible Rate

Change Rate

O Payment and Guest Details

Email	
Phone	
Country/Region USA	
Address	
Address 2 Optional	
Zip	
City	
State	

SKIP THE FRONT DESK AND GO STRAIGHT TO YOUR ROOM WITH DIGITAL CHECK-IN & DIGITAL KEY

Instantly join Hilton Honors, subject to the <u>Hilton Honors program terms and conditions</u> &, & don't forget to download the app before your stay.

Yes, I want to join Hilton Honors now.



	and the second s	
-	Special	requests
_	Special	requests

Traveling with a pet, service animal, etc.



Add special requests

View optional services ▼

Guarantee and Cancellation Policy

This reservation requires a credit card deposit of \$343.14 USD which will be charged to your card. If you wish to cancel, please do so 1 day prior to arrival to avoid cancellation penalties.

By clicking "Book Reservation," I agree to the Rules and Restrictions, Site Usage Agreement &, and acknowledge that Hilton will collect, use, share and transfer my information as set out in Hilton's Global Privacy Statement ...

Book Reservation

*In-Room WiFi Internet access may not be complimentary at properties with a resort charge.

How can we help?

+1-888-225-9664

Call us, it's toll-free,

Customer Support &

Online reservation assistance.

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Global Privacy Statement

Personal Data Requests

Cookies Statement -

Site Usage Agreement &

Do Not Sell My Information

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Plans Change Look for our flexible booking options with free changes and cancellations available at every hotel.

Step 3 of 3

Payment and Guest Details

Total for stay	\$1,029.42	
Hide price details	Avg \$269.00/night in \$USD	
Flexible Rate		
11 Oct 2021	\$269.00	
12 Oct 2021	\$269.00	
13 Oct 2021	\$269.00	
Total room charge	\$807.00	
Resort Charge: \$32.00 per room, per night		
Total fees	\$96.00	
7.00 % per room, per night		
4.00 % per room, per night		
3.00 % per room, per night		
Total taxes	\$126.42	
	Total for stay: \$1,029.42	
Il fields are required unless marked optional. Payment		
Card number	I	



Gale South Beach, Curio Collection by Hilton ▼

11 Oct - 14 Oct 2021 (3 nights) 1 room for 3 adults

Edit Stay

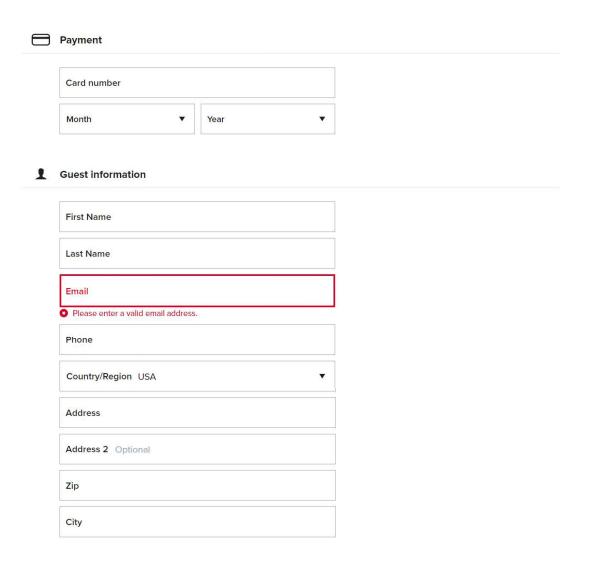
O 2 Queens Signature

Change Room

O Flexible Rate

Change Rate

O Payment and Guest Details



·		
	Special	requests
-	Special	requests

Traveling with a pet, service animal, etc.



Add special requests

View optional services ▼

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Site Usage Agreement &

Do Not Sell My Information

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EXHIBIT A-2

Rules and Restrictions

At check in, the front desk will verify your check-out date. Rates quoted are based on check-in date and length of stay. Should you choose to depart early, price is subject to change.

We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error.

Totals listed here are estimated based on current taxes and exchange rates (if applicable) and do not include additional fees/charges that may be incurred during your stay.



(%) Taxes

7.00 % per room, per night

4.00 % per room, per night

3.00 % per room, per night



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Angers, Nathalie

De: Angers, Nathalie Envoyé: May 25, 2021 4:58 PM

lex@tjl.guebec; mathieu@tjl.guebec; bruce@tjl.guebec; À:

> bgrenier@grenierverbauwhede.ca; cverbauwhede@grenierverebauwhede.ca; famine@millerthomson.com; Chênevert, Karine; eprefontaine@osler.com;

aauthier@osler.com; mbrixi@lavery.ca; notifications-mtl@lavery.ca; tpinos@cassels.com; simon.seida@blakes.com; anthony.cayer@blakes.com; Lefebvre, Eric; Pousht-Mashhad,

Saam

Cc: De Zordo, Alexander L.; Saint-Onge, Jean; Chênevert, Karine

Objet: NOTIFICATION / Chafik Mihoubi vs. Priceline.com, L.L.C. et als. / S.C.M.:

500-06-001041-207 - Application for Leave to adduce evidence (Defendant Hilton) /

Our file: 299542.1

Pièces jointes: 2021-05-25 - Application for leave to adduce evidence - Defendant

Hilton(122028217.1).pdf

BORDEREAU DE NOTIFICATION PAR COURRIER ÉLECTRONIQUE

(ARTICLE 134 C.P.C.)

DATE: Montréal, le 25 mai 2021

EXPÉDITEUR:

Nom: Me Jean Saint-Onge / Me Alexander L. De Zordo / Me Karine Chênevert

Étude : BORDEN LADNER GERVAIS S.E.N.C.R.L., S.R.L. Adresse: 1000, rue De La Gauchetière Ouest, bureau 900

Montréal, Québec, H3B 5H4

Avocats de la défenderesse HILTON WORLDWIDE HOLDINGS, INC.

Téléphone: 514.879.1212

Ligne directe: 514.954.2551 (JSO) / 514.954.3191 (ADZ) / 514.954.3180 (KC) Courriel: jsaintonge@blg.com / adezordo@blg.com / kchenevert@blg.com

299542.000001 Notre dossier:

DESTINATAIRE(S):

Nom: Me Lex Gill Me Bruce W. Johnston / Me Mathieu Charest-Beaudry

Étude : TRUDEL JOHNSTON & LESPÉRANCE, s.e.n.c.

750, Côte de la Place d'Armes, bureau 90 Adresse:

Montréal, Québec, H2Y 2X8

Me Bruno Grenier / Me Cory Verbauwhede **GRENIER VERBAUWHEDE AVOCATS INC.**

5215, rue Berri, bureau 102 Montréal, Québec, H2J 2S4

Attorneys for Plaintiff

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Votre dossier: 1432-1

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APPLICATION FOR LEAVE TO ADDUCE RELEVANT EVIDENCE OF HILTON WORLDWIDE HOLDINGS, INC

(Art. 574 (3) CCP)

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