

Certification Process Class One | Booking.com

Technical Details for the Interface

25/08/2014





Summary

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Real Page Analysis

<http://www.booking.com/>

The screenshots show the Booking.com interface for searching and booking a room at Sa Cabana Hotel & Spa. The first screenshot displays the search results page with a list of room types and their prices. The second screenshot shows the 'Availability' section with a table of room types and their prices. The third screenshot shows the 'Enter your details' form where the user's name and email address are entered. The fourth screenshot shows the 'Your secure booking starts here' page with a summary of the booking details, including the room type, price, and check-in/out dates.

| Booking SA CABANA | | |
|-------------------------------------|--------|--------|
| Room | SA | AD |
| HAB.DOBLE → No Refundable 10% s/STD | 131.94 | 158.94 |
| → STD | 146.60 | 176.60 |
| DOBLE SUPERIOR → NR | 158.94 | 185.94 |
| → STD | 176.60 | 206.60 |
| Suite Junior → NR | 176.95 | 203.94 |
| → STD | 196.60 | 226.60 |
| Suite → NR | 259.92 | 286.92 |
| → STD | 288.81 | 318.80 |
| Individual NR → NR | 121.86 | 135.36 |
| → STD | 135.40 | 150.40 |
| Basic Double Room | 152,00 | |
| Superior Triple Room (NR) | 238.41 | 278.41 |
| Superior Triple Room | 264.90 | 309.90 |



Inge Boutsma

Coordinator Interface & Connectivity

Inge Boutsma <inge.boutsma@booking.com>

Booking.com B.V.

Herengracht 597.

Amsterdam, 1017 CE, Netherlands

https://supply-xml.booking.com/documentation/hotels/documentation/B_XML_Availability.html

<https://supply-xml.booking.com/documentation/hotels/documentation/index.html>

Username: XMLSPECS

Password: SPECSXML

The interface is available in standard xml or in an OTA version of the same functionalities. Both specifications can be found on the mentioned link. Before you can actually use the XML-connection for any live hotel, we will provide you with a test hotel to test your connection & programming done. As filled out in the Inventory List you are supporting LOS pricing, I have included the specifications also about this feature. Please, find below the login details for your XML test account:

=====

Extranet:

Username: 393164

Password: 1234classone

=====

XML group account:

XML username: ClassOneXML

XML password: Classone1234

=====

Since we require all our providers to use group account, we have already added the ID of the test account in the group account above. Once you are certified, you will be use still the credentials given to manage all of the properties. To retrieve the internal Bookings room-ID's and rate-ID's, you can use the following request:

<https://supply-xml.booking.com/hotels/xml/rooms?xml={request}{username}xml-username{username}{password}xml-password{password}{request}>

<https://supply-xml.booking.com/hotels/xml/rates?xml={request}{username}xml-username{username}{password}xml-password{password}{request}>

<https://supply-xml.booking.com/hotels/xml/rates?xml={request}{username}xml-username{username}{password}xml-password{password}{request}>

These 2 URL's will also be available after going live for your 'real' account to retrieve the correct ID's at all times. Login for the back office (to see if your testing goes well): <http://www.booking.com/hotelaccess> (with Extranet username & password)

URL to create your test-reservations: https://secure.bookings.net/book.html?test=11;hotel_id= (indicate here the hotel's ID). https://secure.bookings.net/book.html?test=11;hotel_id=393164

By filling out the required details you can make a test booking (after filling out the rates & rooms to sell). For credit card you can use 'mastercard', with as number ' 5346330641608164', and CVC '123'. We expect you perform at least 10 test-reservations (including modifications, partial and total cancellations, and reinstated cancellations) before going for your certification. Please, make sure you are including all data in detail in your system as transmitted by Booking.com (by checking the xml messages you will receive). Note that modifications in booker and booking details will be tested during your certification process.

If you have questions during the programming of the XML-connection we kindly ask you to email me directly, otherwise please email the general inbox connectivity@booking.com

Please notify us when you are ready from your side in order to set a test appointment.

Hotel del Carmen

<https://admin.bookings.org/hotel/>

Usuario: 91963

Contraseña: 2241

Hotel ADMINISTRATOR

Rates & Availability

Property Level

- Overview**
- Room / Rate Category
- Settings

Wizards

- Copy Yearly Rates
- Change Room Rate
- Adjust Rooms To Sell
- Open/Close Rooms
- Set Restrictions
- Room Upgrades
- Change Commission
- Override

Reports

- Search for Sold Out Rooms

Rate Category Level

- Standard Rate
- Special Rate
- Non Refundable

Rates & Availability overview

From Date: November 2014

Until & Including Date: December 2014

| | November 2014 | | | | | | | | | | December 2014 | | | | | | | | | | | | | | | | | | | |
|----------------------------|--------------------------|----|----|----|----|----|----|----|----|----|---------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
| Entire Property | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Commission Override | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Standard Single Room | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms To Sell (Room Level) | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Standard Rate | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Rate | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non Refundable | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Double Room | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms To Sell (Room Level) | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | |
| Standard Rate | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Rate | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non Refundable | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Deluxe Suite | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms To Sell (Room Level) | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | |
| Standard Rate | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Rate | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non Refundable | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Legend

- Bookable

Change Room Rate

- Adjust Rooms To Sell
- Open/Close Rooms
- Set Restrictions
- Room Upgrades
- Change Commission
- Override

Reports

- Search for Sold Out Rooms

Rate Category Level

- Standard Rate
- Special Rate
- Non Refundable

| | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 |
|----------------------------|--------------------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| Entire Property | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Commission Override | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Standard Single Room | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms To Sell (Room Level) | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Standard Rate | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Rate | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non Refundable | No Rooms and/or No Price | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Double Room | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms To Sell (Room Level) | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | |
| Standard Rate | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Rate | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non Refundable | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Deluxe Suite | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Rooms To Sell (Room Level) | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | |
| Standard Rate | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Special Rate | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Non Refundable | Bookable | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Legend

- Bookable
- Bookable with restrictions
- Closed
- Soldout
- No Rooms and/or No Price
- Parent rate
- Child rate



Booking.com 393164 · test

Property info Rates & Availability XML Website content Promotions Bookings XML Finance Statistics Inbox English

Change Commission Override

Reports Search For Soldout Rooms

Active Standard Rate (1347520)

| | | | | | |
|-----------------|---------------------------------|-----------------------------|------------------------------|-------------------------------|------------------------------|
| Single Use N/A | | Release Until None | Release From None | Policy Group General | Pricing Default pricing mode |
| Channel: Public | Breakfast: Excluded (EUR 10.00) | Lunch: Excluded (EUR 20.00) | Dinner: Excluded (EUR 30.00) | All-Inclusive: Not applicable | |

Active Special Rate (3356519)

| | | | | | |
|-----------------|---------------------|-----------------------------|------------------------------|-------------------------------|------------------------------|
| Single Use N/A | | Release Until None | Release From None | Policy Group General | Pricing Default pricing mode |
| Channel: Public | Breakfast: Included | Lunch: Excluded (EUR 20.00) | Dinner: Excluded (EUR 30.00) | All-Inclusive: Not applicable | |

Active Non Refundable (3356517)

| | | | | | |
|-----------------|---------------------------------|-----------------------------|------------------------------|-------------------------------|------------------------------|
| Single Use N/A | | Release Until None | Release From None | Policy Group Non-refundable | Pricing Default pricing mode |
| Channel: Public | Breakfast: Excluded (EUR 10.00) | Lunch: Excluded (EUR 20.00) | Dinner: Excluded (EUR 30.00) | All-Inclusive: Not applicable | |

Double Room (39316402) (Occupancy: 2 Adults; 0 Children)

Active Standard Rate (1347520)

| | | | | | |
|-----------------|---------------------------------|-----------------------------|------------------------------|-------------------------------|------------------------------|
| Single Use Yes | | Release Until None | Release From None | Policy Group General | Pricing Default pricing mode |
| Channel: Public | Breakfast: Excluded (EUR 10.00) | Lunch: Excluded (EUR 20.00) | Dinner: Excluded (EUR 30.00) | All-Inclusive: Not applicable | |

Deluxe Suite (39316403) (Occupancy: 4 Adults; 0 Children)

Active Standard Rate (1347520)

| | | | | | |
|-----------------|---------------------------------|-----------------------------|------------------------------|-------------------------------|------------------------------|
| Single Use Yes | | Release Until None | Release From None | Policy Group General | Pricing Default pricing mode |
| Channel: Public | Breakfast: Excluded (EUR 10.00) | Lunch: Excluded (EUR 20.00) | Dinner: Excluded (EUR 30.00) | All-Inclusive: Not applicable | |

Active Special Rate (3356519)

| | | | | | |
|-----------------|---------------------|-----------------------------|------------------------------|-------------------------------|------------------------------|
| Single Use Yes | | Release Until None | Release From None | Policy Group General | Pricing Default pricing mode |
| Channel: Public | Breakfast: Included | Lunch: Excluded (EUR 20.00) | Dinner: Excluded (EUR 30.00) | All-Inclusive: Not applicable | |

Active Non Refundable (3356517)

| | | | | | |
|-----------------|---------------------------------|-----------------------------|------------------------------|-------------------------------|------------------------------|
| Single Use Yes | | Release Until None | Release From None | Policy Group Non-refundable | Pricing Default pricing mode |
| Channel: Public | Breakfast: Excluded (EUR 10.00) | Lunch: Excluded (EUR 20.00) | Dinner: Excluded (EUR 30.00) | All-Inclusive: Not applicable | |

Basic Triple Room (39316404) (Occupancy: 3 Adults; 0 Children)

Apartment (1 Adult) (39316405) (Occupancy: 1 Adults; 0 Children)

| Room | Code | Description |
|----------------------|----------|---------------------------------|
| Standard Single Room | 39316401 | Occupancy: 1 Adults; 0 Children |
| Double Room | 39316402 | Occupancy: 2 Adults; 0 Children |
| Deluxe Suite | 39316403 | Occupancy: 4 Adults; 0 Children |
| Basic Triple Room | 39316404 | Occupancy: 3 Adults; 0 Children |
| Apartment | 39316405 | Occupancy: 1 Adults; 0 Children |

| Rates | Code | Description |
|----------------|---------|-------------|
| Standard Rate | 1347520 | |
| Special Rate | 3356519 | |
| Non Refundable | 3356517 | |

Booking.com
393164 · test

Property info
Rates & Availability **XML**
Website content
Promotions
Bookings **XML**
Finance
Statistics
Inbox
English

Property Level

Overview

Room / Rate Category Settings

Wizards

- Copy Yearly Rates
- Change Room Rate**
- Adjust Rooms To Sell
- Open/Close Rooms
- Room Upgrades
- Change Commission Override

Reports

- Search For Soldout Rooms

Change Room Rate

on:

 All Days

| | |
|----------------------|------|
| Standard Single Room | None |
| Double Room | None |
| Deluxe Suite | None |

or on one or more of these Days:

 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

<< < From Date: 11 November 2014 Select Period > >>

Until & including Date: 10 December 2014

Single Use Rate Per Night: EUR (use '0' to remove single use prices, an empty field will leave values unchanged)

Room Rate Per Night: EUR

Update & Stay Here
Update & Show Changes

Need help?
Video Tutorials

Booking.com

Because you have access to sensitive guest information, we ask that you please keep your username and password strictly confidential. Booking.com will never request your login details by any means of communication.

- How can I change the room rate?
- How can I load / modify my availability?
- What do the different colours mean in the overview of my rates & availability?
- Can Booking.com staff load rates for my property?

Property Level

Overview

Room / Rate Category Settings

Wizards

- Copy Yearly Rates
- Change Room Rate
- Adjust Rooms To Sell**
- Open/Close Rooms
- Set Restrictions
- Room Upgrades
- Change Commission Override

Reports

- Search for Sold Out Rooms

Adjust Rooms To Sell (Room Level)

From Date: 2014-11-11 To Date: 2014-12-10 Select period

On:

Or on one or more of these days:

 Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

One or more of these Rooms:

[Select all] [Unselect all]

 Standard Single Room
 Double Room
 Deluxe Suite
 Basic Triple Room
 Apartment (1 Adult)

Number of rooms to make available:

Update Rooms for Sale

Rooms To Sell (Room Level) Grid

| | November 2014 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|----------------------|---------------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|--|--|--|--|--|--|--|--|
| | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 01 | 02 | | | | | | | | |
| Standard Single Room | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Double Room | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | 10 | | | | | | | | |
| Deluxe Suite | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | 7 | | | | | | | | |
| Basic Triple Room | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Rafael Alberti, 6 Bajo 15172 - Perillo (Oleiros) 981 613709 981 613789 www.classone.es soporte@classone.es

Promotions & Deals



Our Basic deals are the easiest to create, just decide on the discount and the dates for the rooms you want to create a promotion for and that's it!



Minimum Stay deals require that the booking is for 2 or 3 nights.



Early booker deals are for people booking very early. You can tell us how long in advance they must book - days, weeks, or months!



Last minute deals are only available to people booking very late. Restrict it to the last few days or hours before arrival!



24 hour promotions are limited time offers that can only be booked on one particular day.



These are exclusive offers for our Booking Geniuses.



Configuration File (OTA exclusive) PMS ADMINISTRATOR

Booking.com vs Class One (external variables)

Every OTA will be linked to an Agency in Seven Stars. Rates #3, #4 and #5 will be used within the Interface.

A configuration file will be used to support the connection between Booking.com and Seven Stars by Class One (PMS). This file (hot91boo.cfg) allows the connection between both parts, and implies no change for the Hotel staff when using the PMS. It comprises the following attributes:

Booking.com vs Class One (external variables)

- NRODIAS=365 → Number of days to be sent
- CtrlBkgUser=ClassOneXML → User
- CtrlBkgPsw=Classone1234 → Password
- CtrlBkgHotid=393164 → Hotel ID
- CtrlBkgVer=1.0 → Version
- CtrlBkgAge=BOOKI → Booking.com ID
- CtrlBkgOcup=D → Ocup.default
- CtrlBkgReg=AL → No Meal Plan
- CtrlBkgDes=AD → Breakfast ID
- CtrlBkgMP=MP → Half Board ID
- CtrlBkgPC=PC → Full Board ID
- CtrlBkgPC=AI → All Include
- CtrlBkgSeg=IN → Segment
- CtrlBkgPaisDef=ESP → Default Country

<----- **Class One / Booking.com Room equivalence** ----->

CtrlBkgRoom=**39316402** ;DB

CtrlBkgRoom=**39316403** ;DM

CtrlBkgRMRT=DB ;CON-DSY ;CON-MP ;CON-PC ;CON-AI ;HB-MEN1 ;HB-PER3 ;DSY-MEN1 ;DSY-PER3 ;HB-MEN1 ;HB-PER3 ;PC-MEN1 ;PC-PER3 ;AI-MEN1 ;AI-PER3 ;Doble

CtrlBkg02RT=DB ;CON-DSY2 ;CON-MP2 ;CON-PC2 ;CON-AI2 ;HB-MEN12 ;HB-PER32 ;DSY-MEN12 ;DSY-PER32 ;HB-MEN12 ;HB-PER32 ;PC-MEN12 ;PC-PER32 ;AI-MEN12 ;AI-PER32 ;Doble

| Tipo | Descripcion | Pax | Preco | N.Hab. | T.S. | Grupo | Tipo IVA | IVA | Cta.Ventas | C.A.D. |
|------|-----------------------|-----|-------|--------|------|-------|----------|-------|------------|--------|
| DB | DOBLE DOS CAMAS | 2 | 1 | 72 | | | 1 | 10,00 | 70001 | |
| DM | DOBLE CAMA MATRIMONIO | 2 | 1 | 32 | | | 1 | 10,00 | 70001 | |
| DS | DOBLE SUPERIOR | 2 | 1 | 7 | | | 1 | 10,00 | 70001 | |
| IN | INDIVIDUAL | 1 | 1 | 23 | | | 1 | 10,00 | 70001 | |
| TR | TRIPLE | 3 | 1 | 8 | | | 1 | 10,00 | 70001 | |
| | | | | 142 | | | | | | |

<----- **Class One / Booking.com Rates equivalence** ----->

CtrlBkgRate="**1347520**" ;BOOFS; → Rate(5) BOOKI Standard Rate

CtrlBkgRate="**3356519**" ;DIR → Rate (4) BOOKI Special Rate

CtrlBkgRate="**3356517**" ;TE → Rate (3) BOOKI Non Refundable

WARNING

Debido a que Booking.com no contempla Personas Extras, ni menores y además los Meal Plan, los trata como Addons, si quisiéramos ampliar la inclusión de estos conceptos, en Booking.com significa Tarifas diferentes para cada Habitación. En Seven Stars, hemos diseñado la interface de tal forma que UNA UNICA TARIFA en Seven Stars, podría explotar a 15 Tarifas por habitación en Booking.com.

Según el ejemplo superior:

| CtrlBkgRMRT=DB | Booking | | Booking | | Booking |
|--------------------|----------------|-------------------------|-----------------|--------------------------|----------------|
| Standard Rate (ST) | 1347520 | ST + Child | HB-MEN1 | ST + Extra + Half Board | HB-PER3 |
| ST + Breakfast | CON-DSY | ST + Person Extra | HB-PER3 | ST + Child + Full Board | PC-MEN1 |
| ST + Half Board | CON-MP | ST + Child + Breakfast | DSY-MEN1 | ST + Extra + Full Board | PC-PER3 |
| ST + Full Board | CON-PC | ST + Extra + Breakfast | DSY-PER3 | ST + Child + All Include | AI-MEN1 |
| ST + All Include | CON-AI | ST + Child + Half Board | HB-MEN1 | ST + Extra + All Include | AI-PER3 |

Y de igual forma pasa en la generación de Tarifas con Y&R Management (explicación en siguientes paginas)

| CtrlBkg02RT=DB | Booking | | Booking | | Booking |
|--------------------|-------------------|-------------------------|------------------|--------------------------|-----------------|
| Standard Rate (ST) | 1234567890 | ST + Child | HB-MEN12 | ST + Extra + Half Board | HB-PER32 |
| ST + Breakfast | CON-DSY2 | ST + Person Extra | HB-PER32 | ST + Child + Full Board | PC-MEN12 |
| ST + Half Board | CON-MP2 | ST + Child + Breakfast | DSY-MEN12 | ST + Extra + Full Board | PC-PER32 |
| ST + Full Board | CON-PC2 | ST + Extra + Breakfast | DSY-PER32 | ST + Child + All Include | AI-MEN12 |
| ST + All Include | CON-AI2 | ST + Child + Half Board | HB-MEN12 | ST + Extra + All Include | AI-PER32 |

Como resumen diremos que una única tarifa en Class One pudiera explotar hasta 30 Tarifas en Booking.com

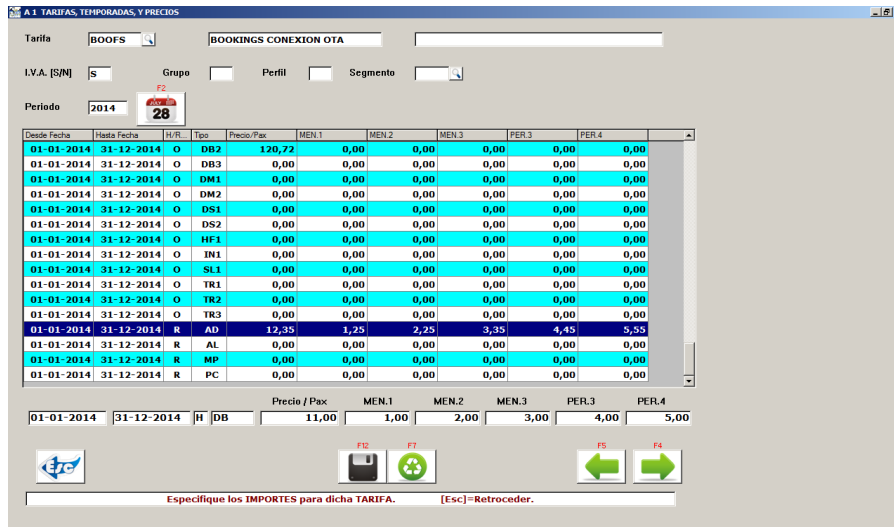
Precio a sumar en la Habitación por ocupación de un Menor // Persona Extra

Rate: Breakfast, Half Board, Full Board, All Include, by Room, + Child, + Extra

<----- Booking.com Meal Plan values ----->

Meal Plans will be addressed using AddOns.

The following equivalences must be defined, in order to make this solution compatible with Seven Stars:



| Desde Fecha | Hasta Fecha | H/R | Tipo | Precio/Pax | MEN.1 | MEN.2 | MEN.3 | PER.3 | PER.4 |
|-------------|-------------|-----|------|------------|-------|-------|-------|-------|-------|
| 01-01-2014 | 31-12-2014 | O | DB2 | 120,72 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | DB3 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | DM1 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | DM2 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | DS1 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | DS2 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | HF1 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | TR1 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | TR2 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | O | TR3 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | R | AD | 12,35 | 1,25 | 2,25 | 3,35 | 4,45 | 5,55 |
| 01-01-2014 | 31-12-2014 | R | AL | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | R | MP | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |
| 01-01-2014 | 31-12-2014 | R | PC | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 | 0,00 |

| Precio / Pax | MEN.1 | MEN.2 | MEN.3 | PER.3 | PER.4 | | | | |
|--------------|------------|-------|-------|-------|-------|------|------|------|------|
| 01-01-2014 | 31-12-2014 | H | DB | 11,00 | 1,00 | 2,00 | 3,00 | 4,00 | 5,00 |

<----- Booking.com Meal Plan values ----->

- REGIMEN=AL ;NNN;00
- REGIMEN=AD ;SNN;0102030405
- REGIMEN=MP ;NSN;06
- REGIMEN=MP ;NNS;07
- REGIMEN=MP ;SNS;08
- REGIMEN=PC ;SSS;09

Ex: Breakfast = Addons ("01"+"02"+"03"+"04"+"05")
The first "S" indicates Breakfast.



<----- AddOns (booking.com) / Services (Seven Stars) ----->

| Codigo | Descripcion | H/ | Dt. | Precio DIR. | Precio Age. | IV | Ti | %IVA | Cta. Mas | C.A.D. |
|--------|---------------------|----|-----|-------------|-------------|----|----|-------|----------|---------|
| MAD2 | MADRID CARD CULTURA | S | N | 28,00 | 28,00 | S | 1 | 10,00 | 75915 | |
| MALE | MALETEROS | S | N | 0,00 | 0,00 | N | 5 | 0,00 | 41000027 | |
| MASC | MASCOTA | S | N | 18,00 | 18,00 | S | 1 | 10,00 | 75925 | |
| MD | MADRID ABIERTO | H | N | 48,68 | 48,68 | N | 1 | 10,00 | 70001 | |
| MP | MEDIA PENSION | R | S | 27,27 | 27,27 | S | 5 | 0,00 | 41000128 | |
| PC | PENSION COMPLETA | R | S | 54,55 | 54,55 | S | 5 | 0,00 | 41000128 | |
| PX | PERSONA EXTRA | H | N | 30,00 | 30,00 | N | 1 | 10,00 | 70001 | |
| SOS | GLOBAL HUMANITARIA | S | N | 1,00 | 1,00 | N | 5 | 0,00 | 75918 | |
| SPA | TRATAMIENTOS SPA | S | N | 0,00 | 0,00 | S | 2 | 21,00 | 75922 | 111.222 |
| TAP1 | TAPAS MENU 1 | R | N | 22,00 | 22,00 | S | 1 | 10,00 | 70011 | |
| TAP2 | TAPAS MENU 2 | R | N | 22,00 | 22,00 | S | 1 | 10,00 | 70011 | |
| TAP3 | TAPAS MENU 3 | R | N | 16,50 | 16,50 | S | 1 | 10,00 | 70011 | |
| TR | ALOJAMIENTO | H | S | 0,00 | 0,00 | N | 1 | 10,00 | 70001 | |
| TRA1 | TRANSFER VICTOR | S | N | 0,00 | 0,00 | N | 5 | 0,00 | 40000999 | |
| UPD | DESAYUNO | R | N | 10,00 | 10,00 | N | 1 | 10,00 | 70013 | |
| UPH | SUPL.HABITACION | H | N | 0,00 | 0,00 | N | 1 | 10,00 | 70001 | |
| UPLC | SALIDA TARDE | H | N | 20,00 | 20,00 | N | 1 | 10,00 | 70001 | |
| UPP | PARKING | S | N | 12,00 | 12,00 | N | 2 | 21,00 | 70007 | |
| WIF1 | INTERNET WIFI | S | N | 6,50 | 6,50 | S | 1 | 10,00 | 75919 | |
| WIF2 | INTERNET WIFI | S | N | 12,00 | 12,00 | S | 1 | 10,00 | 75919 | |

I= Insertar
M= Modificar
D= Borrar
P= Imprimir



<----- AddOns Seven Stars / Booking.com ----->

ADDONS=20 ;NNN;1112131415
ADDONS=31 ;NNN;161718
ADDONS=32 ;NNN;19
ADDONS=WIF1;NNN;20
ADDONS=INTE;NNN;21
ADDONS=90 ;NNN;22
ADDONS=UPH ;NNN;23
ADDONS=CUNA;NNN;24

Process

hot91boo.cfg → cfg

PATH-LOG=/u/classone/ota/booking.log

| | | | |
|-----------------|---|---|--|
| irs14305 | Export Avail/Rate | bookingr.xml salida.xml SendBook | → Send Avail/Rate → Request → Script |
| irs14405 | Export Avail/Rate Y&R Management | booking2.xml salida2.xml SendBoo2 | → Send Avail/Rate → Request → Script |
| irs14605 | Export Avail/Rate Special Rate | booking3.xml salida3.xml SendBoo3 | → Send Avail/Rate → Request → Script |
| irs14705 | Import Reservation | rbooking.xml salida.xml ReceBook | → Reservation → Request → Script Reservation |

SendBook:

```
java HTTPSPClient https://supply-xml.booking.com/hotels/xml/availability bookingr.xml salida.xml
```

SendBoo2:

```
java HTTPSPClient https://supply-xml.booking.com/hotels/xml/availability booking2.xml salidab2.xml
```

SendBoo3:

```
java HTTPSPClient https://supply-xml.booking.com/hotels/xml/availability booking3.xml salidab3.xml
```

ReceBook:

```
java HTTPSPClient https://secure-supply-xml.booking.com/hotels/xml/reservations greserva.xml  
rbooking.xml
```

Certification process main features

The following pages gather the main features that need to be fulfilled before the connection with Booking.com is homologated, as well as their impact on Seven Stars:

Single Use Rate feature

Single use = VOID → (120,72 + 11 = 132,72)

```
<room id="39316402"><date value="2014-08-01"><rate id="1347520"/><roomstosell>10</roomstosell><price>131.72</price></closed>0</closedonarrival>0</closedondeparture>0</date></room>
```

Single use <> VOID → (95 + 11 = 106)

```
<room id="39316402"><date value="2014-09-01"><rate id="1347520"/><roomstosell>10</roomstosell><price>131.72</price><price1>106.00</price1></closed>0</closedonarrival>0</closedondeparture>0</date></room>
```

Multiple Rate feature (different allocation of rooms to sell per room-rate category)

Seven Stars can work with an unlimited number of Rates, but the connection with Booking.com will only handle three of them. The System will only consider the Rates that have been previously linked to Booking.com (PMS configuration)

```
<----- Booking.com Rate ----->
CtrlBkgRate="1347520" ;BOOFS; → Rate (5) BOOKI Standard Rate
CtrlBkgRate="3356519" ;DIR → Rate (4) BOOKI Special Rate
CtrlBkgRate="3356517" ;TE → Rate (3) BOOKI Non Refundable
```

'Closed on Arrival', 'Closed on Departure' and 'Min Stay' features for specific dates

```
<room id="39316402"><date value="2014-09-15"><rate id="1347520"/><roomstosell>10</roomstosell><price>131.72</price></closed>0</closedonarrival>1</closedonarrival></closedondeparture>0</closedondeparture></date></room>
<room id="39316403"><date value="2014-09-15"><rate id="1347520"/><roomstosell>7</roomstosell><price>12.00</price></closed>0</closedonarrival>1</closedonarrival></closedondeparture>0</closedondeparture></date></room>.....
```

```
<room id="39316402"><date value="2014-11-17"><rate id="1347520"/><roomstosell>10</roomstosell><price>131.72</price></closed>0</closedonarrival>0</closedonarrival></closedondeparture>1</closedondeparture></date></room>
<room id="39316403"><date value="2014-11-17"><rate id="1347520"/><roomstosell>7</roomstosell><price>12.00</price></closed>0</closedonarrival>0</closedonarrival></closedondeparture>1</closedondeparture></date></room>.....
```

Min Stay / Max Stay

| Agencia | Tipo | Desde Fecha | Hasta Fecha | Cupo | Release | D.Min. | D.Max. | D.Type |
|---------|----------|-------------|-------------|------|---------|--------|--------|--------|
| 1 | BOOKI DM | 27-03-2014 | 31-12-2015 | 10 | 3 | 0 | 10 | 10 |
| 2 | BOOKI DM | 27-03-2014 | 31-07-2014 | 10 | 3 | 3 | 10 | 10 |
| 3 | BOOKI DM | 01-08-2014 | 31-12-2014 | 7 | 0 | 0 | 0 | 10 |
| 4 | BOOKI DM | 01-01-2015 | 31-12-2015 | 9 | 2 | 5 | 10 | 10 |

When an allotment is defined, the following information must be provided for the relevant dates:

```
<room id="39316403"><date value="2014-07-27"><rate id="1347520"/>
<roomstosell>10</roomstosell><price>12.00</price><minimumstay>3</minimumstay><maximumstay>10</maximumstay><closed>0</closed><closedonarrival>0</closedonarrival><closedondeparture>0</closedondeparture></date></room>
```

Allotment ("Cupo"): roomstosell
 Release: This feature is not relevant for Booking.com
 Minimum Stay ("D. Min"): **minimumstay**
 Maximum Stay ("D. Max"): **maximumstay**
 ("D.Tope"): Security Allotment.

Closed

```
<room id="39316403"><date value="2014-08-22"><rate id="1347520"/><closed>1</closed></date></room>
<room id="39316402"><date value="2014-08-23"><rate id="1347520"/><closed>1</closed></date></room>
<room id="39316403"><date value="2014-08-23"><rate id="1347520"/><closed>1</closed></date></room>
<room id="39316402"><date value="2014-08-24"><rate id="1347520"/><closed>1</closed></date></room>
<room id="39316403"><date value="2014-08-24"><rate id="1347520"/><closed>1</closed></date></room>
<room id="39316402"><date value="2014-08-25"><rate id="1347520"/><closed>1</closed></date></room>
<room id="39316403"><date value="2014-08-25"><rate id="1347520"/><closed>1</closed></date></room>
```

Zero Availability

```
<room id="39316402"><date value="2014-10-11"><rate id="1347520"/>
<roomstosell>0</roomstosell><price>131.72</price><closed>0</closed><closedonarrival>0</closedonarrival><closedondeparture>0</closedondeparture></date></room>
```

11-10-2014 (-5)

| Agencia | Tipo | Desde Fecha | Hasta Fecha | Cupo | Release | D.Min. | D.Max. | D.Type |
|---------|----------|-------------|-------------|------|---------|--------|--------|--------|
| 1 | BOOKI DM | 27-03-2014 | 31-12-2015 | 10 | 3 | 0 | 10 | 10 |
| 2 | BOOKI DM | 27-03-2014 | 31-07-2014 | 10 | 3 | 3 | 10 | 10 |
| 3 | BOOKI DM | 01-08-2014 | 31-12-2014 | 7 | 0 | 0 | 0 | 10 |
| 4 | BOOKI DM | 01-01-2015 | 31-12-2015 | 9 | 2 | 5 | 10 | 10 |

```
<room id="39316402"><date value="2014-10-14"><rate id="1347520"/>
<roomstosell>0</roomstosell><price>131.72</price><closed>0</closed><closedonarrival>0</closedonarrival><closedondeparture>0</closedondeparture></date></room>
```

14-10-2014 (there are 10 rooms available, and Security Allotment has been set to 10)



Reservation Process / Reservation Types

Any modification that would be performed in the PMS, will be automatically sent to Booking.com. This means consistency between both Systems will be carried out in real time.

There are three different message types for reservation handling:

- New
- Modified
- Cancelled

Regardless what message type is received, Seven Stars updates the allotments for the relevant reservation.

- **New** → Creates a new Reservation
 - The client information is updated at the Cardex. If the hotel has PCI compliant, it records the TC with its data
 - It records the basic information of the Reservation at the System log
 - When doing a Multiple Reservation, the PMS records a different Reservation ID for each one of the rooms (but it keeps the same Voucher ID for them all)
 - Price maintenance can be performed daily
 - The PMS manages the Meal Plan, including the associated concepts in it. It also manages the breakfast/lunch/dinner guests counting.
 - The PMS maps all the relevant AddOns with the corresponding Seven Stars IDs
 - It updates the OTA Allotment
 - When the email switch is activated, it sends an email to the client, when a new reservation is created
 - When the SMS switch is activated, it sends an SMS to the client, when a new reservation is created
 - Reservation data is printed (even when working in background)
- **Modified** → Cancels the previous Reservation and creates a new one
- **Cancelled** → Cancels and removes the previous Reservation
 - The previous reservation is moved to the Reservation History, setting the cancellation date
 - Allotment is updated for the corresponding Agency
 - Cancellation data is printed (even when working in background)
 - If the reservation does not exist, the following information is appended to the log:
705 - AAAAMDD:HHMMSS CodeC1=017 Code=301 RecordId → Id Reserva

This document includes screen shots for Reservations, Test Invoices and Cardex.



Due to their importance within the process, the following Reservation features are discussed separately:

Credit Card:

Seven Stars does not manage this information, since most of Class One customers do not fulfill PCI normative. When the Reservation is created, the relevant information (including credit card data) is printed so that the Hotel can process it as needed (this protocol is actually similar to the one followed by Booking.com, with the exception of Booking sending it by the email).

Only the cc_number is stored at the System (at the Reservation level). When the Reservation gets to be a Stay, this information is not relevant anymore.

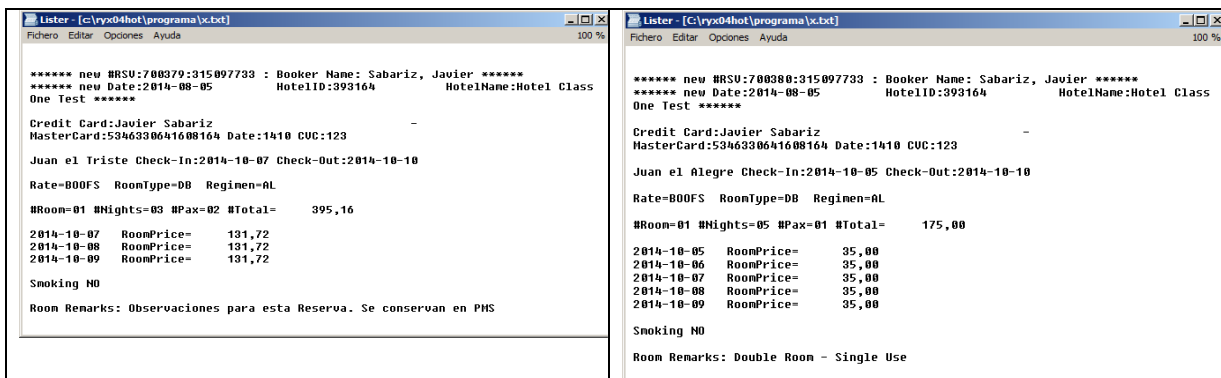
```
<cc_cvc>123</cc_cvc>
<cc_expiration_date>09/2014</cc_expiration_date>
<cc_name>Javier Sabariz</cc_name>
<cc_number>5346330641608164</cc_number>
<cc_type>MasterCard</cc_type>
<dc_issue_number></dc_issue_number> ⚡ Not used
<dc_start_date></dc_start_date> ⚡ Not used
```

Reservation Print:

The following Reservation information is not treated (since it has been considered as redundant: the hotel provides this information to the guest, meaning it makes no sense the hotel receiving this information)

```
<extra_info></extra_info>
<facilities> </facilities>
<info> </info>
<meal_plan> </meal_plan>
```

Ex.:



Examples

General considerations:

The following considerations must be taken into account when analyzing the provided examples. This information corresponds to a Reservation which is sent from Booking.com to Seven Stars:

- When doing a Multiple Reservation, the PMS records a different Reservation ID for each one of the rooms (but it keeps the same Voucher ID for them all) `<id>938611685</id>`
- Every Test Reservation will have the following contact number: `<telephone>+34666666666</telephone>`
- Every Test Reservation will have the following contact email `<email>jsabariz@classone.es</email>`
- If Company is not fulfilled, the Reservation holder will be the guest himself. Otherwise, it will be the Company `<company></company>`
- Comment 1 = `<roomreservation_id>487431391</roomreservation_id>`
- Arrival Date `<arrival_date>2014-08-05</arrival_date>`
- Commission (in order to calculate the Discount to be applied) `<commissionamount>176.472</commissionamount>`
- Seven Stars Currency engine is not used in this interface. The one the hotel has configured for the corresponding Country will be directly considered `<currencycode>EUR</currencycode>`
- Departure date `<departure_date>2014-08-14</departure_date>`
- Rooming List `<guest_name>juan el triste</guest_name>`
- Type Room `<id>39316402</id>`
- Minors `<max_children>0</max_children>`
- Meal Plan is converted to the Seven Stars standards, in order to use the Breakfast/Meal/Dinner control.
- Total Amount and Room Types are converted to the Seven Stars standards:
`<name>Double Room</name>`
`<numberofguests>2</numberofguests>`
`<price date="2014-08-05" rate_id="1347520">130.72</price>`
`<price date="2014-08-06" rate_id="1347520">130.72</price>`
`<price date="2014-08-07" rate_id="1347520">30.72</price>` → (a Price change has been set here)
`<price date="2014-08-08" rate_id="1347520">130.72</price>`
...
`<totalprice>1076.48</totalprice>`
- Test Invoices are attached, so that amounts matching can be verified (Booking.com Vs Seven Stars)
- A Cardex record is created for every Guest/Room.
 - Name (Nombre) → `<guest_name>juan el triste</guest_name>`
 - Address (Dirección) → `<address>mi direccion</address>`
 - City (Localidad) → `<city>mi ciudad</city>`
 - Country (Pais) → `<countrycode>es</countrycode>`
 - ZIP → `<zip>15172</zip>`
 - Email → `<email>jsabariz@classone.es</email>`
 - Telephone number (Telefono) → `<telephone>+34666666666</telephone>`
 - Info (Observaciones Salida) → `<extra_info></extra_info>`



XML Examples

Booking.com Reservation Ex. :

```
<reservations>
  <reservation>
    <!-- Cabecera de la Reserva -->
    <commissionamount>85.52</commissionamount>
    <currencycode>EUR</currencycode>
    <customer>
      <address>Direccion del Cliente a Facturar</address>
      <cc_cvc>123</cc_cvc>
      <cc_expiration_date>10/2014</cc_expiration_date>
      <cc_name>Javier Sabariz</cc_name>
      <cc_number>5346330641608164</cc_number>
      <cc_type>MasterCard</cc_type>
      <city>Ciudad donde vive</city>
      <company>Class One S.L.</company>
      <countrycode>es</countrycode>
      <dc_issue_number></dc_issue_number>
      <dc_start_date></dc_start_date>
      <email>soporte@classone.es</email>
      <first_name>Javier</first_name>
      <last_name>Sabariz</last_name>
      <remarks>Observaciones genericas de la Reserva</remarks>
      <telephone>+34981613709</telephone>
      <zip>ES15172</zip>
    </customer>
    <date>2014-08-05</date>
    <hotel_id>393164</hotel_id>
    <hotel_name>Hotel Class One Test</hotel_name>
    <id>315097733</id>

    <!-- Reservas de Habitaciones -->
    <room>
      <arrival_date>2014-10-07</arrival_date>
      <commissionamount>59.274</commissionamount>
      <currencycode>EUR</currencycode>
      <departure_date>2014-10-10</departure_date>
      <extra_info>Informacion suministrada por el propio Hotel. NO SE TRATA</extra_info>
      <facilities>Informacion suministrada por el propio Hotel. NO SE TRATA</facilities>
      <guest_name>Juan el Triste</guest_name>
      <id>39316402</id>
      <info>Informacion suministrada por el propio Hotel. NO SE TRATA</info>
      <max_children>0</max_children>
      <meal_plan>Informacion suministrada por el propio Hotel. NO SE TRATA</meal_plan>
      <name>Double Room</name>
      <numberofguests>2</numberofguests>
      <price date="2014-10-07" rate_id="1347520">131.72</price>
      <price date="2014-10-08" rate_id="1347520">131.72</price>
      <price date="2014-10-09" rate_id="1347520">131.72</price>
      <remarks>Observaciones para esta Reserva. Se conservan en PMS</remarks>
      <roomreservation_id>501023590</roomreservation_id>
      <smoking></smoking>
      <totalprice>395.16</totalprice>
    </room>

    <room>
      <arrival_date>2014-10-05</arrival_date>
      <commissionamount>26.25</commissionamount>
      <currencycode>EUR</currencycode>
      <departure_date>2014-10-10</departure_date>
      <extra_info>Informacion suministrada por el propio Hotel. NO SE TRATA</extra_info>
      <facilities>Informacion suministrada por el propio Hotel. NO SE TRATA</facilities>
      <guest_name>Juan el Alegre</guest_name>
      <id>39316402</id>
      <info>Informacion suministrada por el propio Hotel. NO SE TRATA</info>
      <max_children>0</max_children>
      <meal_plan>Informacion suministrada por el propio Hotel. NO SE TRATA</meal_plan>
      <name>Double Room - Single Use</name>
      <numberofguests>1</numberofguests>
      <price date="2014-10-05" rate_id="1347520">35</price>
      <price date="2014-10-06" rate_id="1347520">35</price>
      <price date="2014-10-07" rate_id="1347520">35</price>
      <price date="2014-10-08" rate_id="1347520">35</price>
      <price date="2014-10-09" rate_id="1347520">35</price>
      <remarks>Double Room - Single Use</remarks>
      <roomreservation_id>501023591</roomreservation_id>
      <smoking></smoking>
      <totalprice>175</totalprice>
    </room>

    <status>new</status>
    <time>19:59:55</time>
    <totalprice>570.16</totalprice>
  </reservation>
</reservations>
```


Reservation data:

1 4 b MODIFICACION DE RESERVAS

Datos de Cabecera

Titular Código (E/A) y Descripción Cardex Email

C.I.F. Tarjeta 7Stars Matrícula Modif. Anticipos

N.Vale N.Reserva LAST Tarjeta Tarifa/Dto. Full Credit

Contacto/N.Voucher Cond. Especiales Tipo de Pago

Reserva Confirmada S/N Fecha Delay/Alta Cód. Agr. Fact. Tarifa F.Semana/Dto.

Entrada / Salida

Fecha/Hora

Via de Entrada

Noches

Fecha/Hora

Via de Salida

Tipo / Cantidad

Tipo Hab. Cantidad

Tipo ALT.

Ocupacion Disponibilidad

Regimen

Precio Hab. Precio Reg.

Canal / Segmento

Canal

Segmento

Com.1

Com.2

Com.3

Datos Habitación

Tipo ALT

Precio(H)

Ocupación Precio(R)

Regimen

Nro. Hab. Pax Pex Men Cuna

Huéspedes

| Empresa | Nombre del Huésped | País | D.N.I./Pasaporte |
|---------|--------------------|------|------------------|
| | Juan el Triste | ESP | PendSente ID |
| | Juan el Triste | ESP | PendSente ID |

Suplementos

| Código | Descripción | C/A | Precio.C | Precio.A |
|--------|-------------|-----|----------|----------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Observaciones Especiales

Smoking NO // Tfn. +34981613

Observaciones para esta Reserv

a. Se conservan en PMS

Operaciones

| | | | |
|---|------------|---|-------------|
| 1 | PRECIOS | 6 | SERVICIOS |
| 2 | ENTRADA | 7 | ANULAR HAB. |
| 3 | SALIDA | 8 | AMPLIAR |
| 4 | HABITACION | 9 | CABECERA |
| 5 | HUESPEDES | 0 | DUPLICAR |

[F1]=Canal.. [F2]=Modificador. [F4/F5]=+/- [F9]=ANULAR. [0]=DUPLICAR. [1-9]

1 4 b MODIFICACION DE RESERVAS

Datos de Cabecera

Titular Código (E/A) y Descripción Cardex Email

C.I.F. Tarjeta 7Stars Matrícula Modif. Anticipos

N.Vale N.Reserva LAST Tarjeta Tarifa/Dto. Full Credit

Contacto/N.Voucher Cond. Especiales Tipo de Pago

Reserva Confirmada S/N Fecha Delay/Alta Cód. Agr. Fact. Tarifa F.Semana/Dto.

Entrada / Salida

Fecha/Hora

Via de Entrada

Noches

Fecha/Hora

Via de Salida

Tipo / Cantidad

Tipo Hab. Cantidad

Tipo ALT.

Ocupacion Disponibilidad

Regimen

Precio Hab. Precio Reg.

Canal / Segmento

Canal

Segmento

Com.1

Com.2

Com.3

Datos Habitación

Tipo ALT

Precio(H)

Ocupación Precio(R)

Regimen

Nro. Hab. Pax Pex Men Cuna

Huéspedes

| Empresa | Nombre del Huésped | País | D.N.I./Pasaporte |
|---------|--------------------|------|------------------|
| | Juan el Alegre | ESP | PendSente ID |

Suplementos

| Código | Descripción | C/A | Precio.C | Precio.A |
|--------|-------------|-----|----------|----------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Observaciones Especiales

Smoking NO // Tfn. +34981613

Double Room - Single Use

Operaciones

| | | | |
|---|------------|---|-------------|
| 1 | PRECIOS | 6 | SERVICIOS |
| 2 | ENTRADA | 7 | ANULAR HAB. |
| 3 | SALIDA | 8 | AMPLIAR |
| 4 | HABITACION | 9 | CABECERA |
| 5 | HUESPEDES | 0 | DUPLICAR |

[F1]=Canal.. [F2]=Modificador. [F4/F5]=+/- [F9]=ANULAR. [0]=DUPLICAR. [1-9]

VALORACION ANTICIPADA de RESERVAS

Age./Emp. Nro.Vale 938611685

Nombre Juan el Triste

Dirección My Address

C.P. / Localidad 15172 My City

Prov. / N.I.F. PendSente ID

Importe Dto. Máximo 1.069,56

% Dto. 0,00

Totales

| | | | | |
|----------|------|----------|--------|----------|
| 1.069,56 | 0,00 | 1.069,56 | 106,96 | 1.176,52 |
|----------|------|----------|--------|----------|

| N.Hab. | Fecha | Codigo | Descripcion del Cargo | A/C | Importe Base | Importe Total | A/E | Age./Emp. | Nro.Vale | Nombre del Huesped |
|--------|---------|------------|-------------------------|-----|--------------|---------------|-----|-----------|------------|--------------------|
| 1 | * 00001 | 2014-08-05 | DB 00001 Juan el Triste | A | 118,84 | 130,72 | C | | 9386116... | Juan el Triste |
| 2 | * 00001 | 2014-08-06 | DB 00001 Juan el Triste | A | 118,84 | 130,72 | C | | 9386116... | Juan el Triste |
| 3 | * 00001 | 2014-08-07 | DB 00001 Juan el Triste | A | 118,84 | 130,72 | C | | 9386116... | Juan el Triste |
| 4 | * 00001 | 2014-08-08 | DB 00001 Juan el Triste | A | 118,84 | 130,72 | C | | 9386116... | Juan el Triste |
| 5 | * 00001 | 2014-08-09 | DB 00001 Juan el Triste | A | 118,84 | 130,72 | C | | 9386116... | Juan el Triste |
| 6 | * 00001 | 2014-08-10 | DB 00001 Juan el Triste | A | 118,84 | 130,72 | C | | 9386116... | Juan el Triste |
| 7 | * 00001 | 2014-08-11 | DB 00001 Juan el Triste | A | 118,84 | 130,72 | C | | 9386116... | Juan el Triste |
| 8 | * 00001 | 2014-08-12 | DB 00001 Juan el Triste | A | 118,84 | 130,72 | C | | 9386116... | Juan el Triste |
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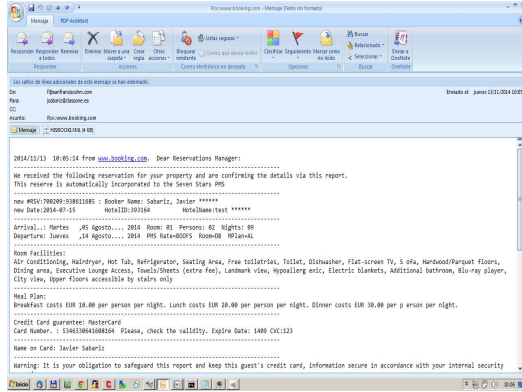
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Every room Reservation will generate the following print/Email:

Internal Email/Report to Reservations Manager



2014/11/13 10:05:14 from www.booking.com. Dear Reservations Manager:

We received the following reservation for your property and are confirming the details via this report.
 This reserve is automatically incorporated to the Seven Stars PMS

new #RSV:700209:938611685 : Booker Name: Sabariz, Javier *****
 new Date:2014-07-15 HotelID:393164 HotelName:test *****

Arrival.: Martes ,05 Agosto.... 2014 Room: 01 Persons: 02 Nights: 09
 Departure: Jueves ,14 Agosto.... 2014 PMS Rate=BOOFS Room=DB MPlan=AL

Room Facilities:
 Air Conditioning, Hairdryer, Hot Tub, Refrigerator, Seating Area, Free toiletries, Toilet, Dishwasher, Flat-screen TV, 5 ofa, Hardwood/Parquet floors, Dining area, Executive Lounge Access, Towels/Sheets (extra fee), Landmark view, Hypoallergenic, Electric blankets, Additional bathroom, Blu-ray player, City view, Upper floors accessible by stairs only

Meal Plan:
 Breakfast costs EUR 10.00 per person per night. Lunch costs EUR 20.00 per person per night. Dinner costs EUR 30.00 per p erson per night.

Credit Card guarantee: MasterCard
 Card Number. : 5346330641608164 Please, check the validity. Expire Date: 1409 CVC:123
 Name on Card: Javier Sabariz

Warning: It is your obligation to safeguard this report and keep this guest's credit card, information secure in accordance with your internal security procedures

Booked by: Juan el Triste
 Address.: Rafael Alberti, 6 Bajo Zip Code: 15172
 City..... Perillo (Oleiros) Country: ESP (es)
 Telephone: +34666666666

Total price for this reservation: 1.176,48 EUR

| | | |
|------------|------------|--------|
| 2014-08-05 | RoomPrice= | 130,72 |
| 2014-08-06 | RoomPrice= | 130,72 |
| 2014-08-07 | RoomPrice= | 130,72 |
| 2014-08-08 | RoomPrice= | 130,72 |
| 2014-08-09 | RoomPrice= | 130,72 |
| 2014-08-10 | RoomPrice= | 130,72 |
| 2014-08-11 | RoomPrice= | 130,72 |
| 2014-08-12 | RoomPrice= | 130,72 |
| 2014-08-13 | RoomPrice= | 130,72 |

Smoking NO
Room Remarks:

IMPORTANT:
 www.booking.com had send a confirmation to guest to the booking details, hotel address with contact details, cancellation policy and checkin/checkout times.
PLEASE:
 keep your availability up to date on <http://www.booking.com/hotelaccess>

2014/11/13 10:05:14 from www.booking.com. Dear Reservations Manager:

We received the following reservation for your property and are confirming the details via this report.
This reserve is automatically incorporated to the Seven Stars PMS

new #RSV:700209:938611685 : Booker Name: Sabariz, Javier *****
new Date:2014-07-15 HotelID:393164 HotelName:test *****

Arrival.: Martes ,05 Agosto.... 2014 Room: 01 Persons: 02 Nights: 09
Departure: Jueves ,14 Agosto.... 2014 PMS Rate=BOOFS Room=DB MPlan=AL

Room Facilities:

Air Conditioning, Hairdryer, Hot Tub, Refrigerator, Seating Area, Free toiletries, Toilet, Dishwasher, Flat-screen TV, 5 ofa, Hardwood/Parquet floors, Dining area, Executive Lounge Access, Towels/Sheets (extra fee), Landmark view, Hypoallergenic, Electric blankets, Additional bathroom, Blu-ray player, City view, Upper floors accessible by stairs only

Meal Plan:

Breakfast costs EUR 10.00 per person per night. Lunch costs EUR 20.00 per person per night. Dinner costs EUR 30.00 per p erson per night.

Credit Card guarantee: MasterCard

Card Number. : 5346330641608164 Please, check the validity. Expire Date: 1409 CVC:123

Name on Card: Javier Sabariz

Warning: It is your obligation to safeguard this report and keep this guest's credit card, information secure in accordance with your internal security procedures

Booked by: Juan el Triste

Address.: Rafael Alberti, 6 Bajo Zip Code: 15172

City..... Perillo (Oleiros) Country: ESP (es)

Telephone: +34666666666

Total price for this reservation: 1.176,48 EUR

| | | |
|------------|------------|--------|
| 2014-08-05 | RoomPrice= | 130,72 |
| 2014-08-06 | RoomPrice= | 130,72 |
| 2014-08-07 | RoomPrice= | 130,72 |
| 2014-08-08 | RoomPrice= | 130,72 |
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| 2014-08-11 | RoomPrice= | 130,72 |
| 2014-08-12 | RoomPrice= | 130,72 |
| 2014-08-13 | RoomPrice= | 130,72 |

Smoking NO

Room Remarks:

IMPORTANT:

www.booking.com had send a confirmation to guest to the booking details, hotel address with contact details, cancellation policy and checkin/checkout times.

PLEASE:

keep your availability up to date on <http://www.booking.com/hotelaccess>



Booking.com Reservation Ex. (including AddOns):

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Dinner costs &#x20AC;&#x20AC;&#x20AC;30.00 per person per night. Children and Extra Bed Policy: All children are welcome. One child under 4 years stays free of charge when using existing beds. The maximum number of extra beds/children's cots permitted in a room is 1. Deposit Policy: No deposit will be charged. Cancellation Policy: Please note, if cancelled, no fee will be charged. </info>
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Dinner costs &#x20AC;&#x20AC;&#x20AC;30.00 per person per night. Children and Extra Bed Policy: All children are welcome. One child under 4 years stays free of charge when using existing beds. The maximum number of extra beds/children's cots permitted in a room is 1. Deposit Policy: No deposit will be charged. Cancellation Policy: Please note, if cancelled, no fee will be charged. </info>
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  Dinner costs &#x20AC;&#x20AC;&#x20AC;30.00 per person per night. Children and Extra Bed Policy: All children are welcome. One child under 4 years stays free of charge when using existing beds. The maximum number of extra beds/children's cots permitted in a room is 1. Deposit Policy: No deposit will be charged. Cancellation Policy: Please note, if cancelled, no fee will be charged.</info>
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→ The AddOns are mapped to the corresponding Meal Plans, in order to keep the application consistent.



1.4 b MODIFICACION DE RESERVAS

Datos de Cabecera

Titular Cardex Email
 C.I.F. PENDIENTE ID Tarjeta 7Stars Matricula Modif. M Anticipos
 N.Vale 938611685 N.Reserva 700383 LAST Tarjeta 5346330641608164 Tarifa/Dto. BOOFS Full Credit N
 Contacto/N.Voucher 487431394 Cond. Especiales Tipo de Pago I
 Reserva Confirmada S/N N Fecha Delay/Alta 27-03-2014 27-03-2014 Cód. Agr. Fact. Tarifa F.Semana/Dto. N

Entrada / Salida Tipo / Cantidad Canal / Segmento

Fecha/Hora 05-08-2014 Martes 12:00 Tipo Hab. Cantidad Canal A BOOKI
 Via de Entrada 7Stars-BKG Tipo ALT. Disponibilidad Segmento N
 Noches 9 Ocupacion Regimen Precio Hab. Precio Reg. Com.1 BOOKI 15,00 5
 Fecha/Hora 14-08-2014 Jueves 12:00 Via de Salida 7Stars-BKG Com.2 Com.3

Datos Habitación Tipo DB ALT Precio[H] 35,00 Ocupación 2 Precio[R] 60,00 Regimen PC Nro. Hab. 00001

Huéspedes

| Empresa | Nombre del Huésped | País | D.N.I./Pasaporte |
|---------|--------------------|------|------------------|
| | Javier Sabariz | ESP | PendSente ID |

Suplementos

| Código | Descripción | C/A | Precio G | Precio A |
|--------|--------------|-----|----------|----------|
| INTE | INTERNET | C | 20,00 | 0,00 |
| 90 | PARKING SPAC | C | 25,00 | 0,00 |

Observaciones Especiales

Smoking NO -Tfn:+34666666666

Operaciones

| | | | |
|---|------------|---|-------------|
| 1 | PRECIOS | 6 | SERVICIOS |
| 2 | ENTRADA | 7 | ANULAR HAB. |
| 3 | SALIDA | 8 | AMPLIAR |
| 4 | HABITACION | 9 | CABECERA |
| 5 | HUESPEDES | 0 | DUPLICAR |

[F1]=Canal. [F2]=Modificador. [F4/F5]=+/. [F9]=ANULAR. [0]=DUPLICAR. [1-9]

VALORACION ANTICIPADA DE RESERVAS

Age./Emp. C Nro.Vale 938611685 Importe Dto. Máximo 777,33
 Nombre Javier Sabariz % Dto. 0,00
 Dirección mi direccion
 C.P. / Localidad 15172 mi ciudad
 Prov. / N.I.F. 001SN00S00T000

Totales

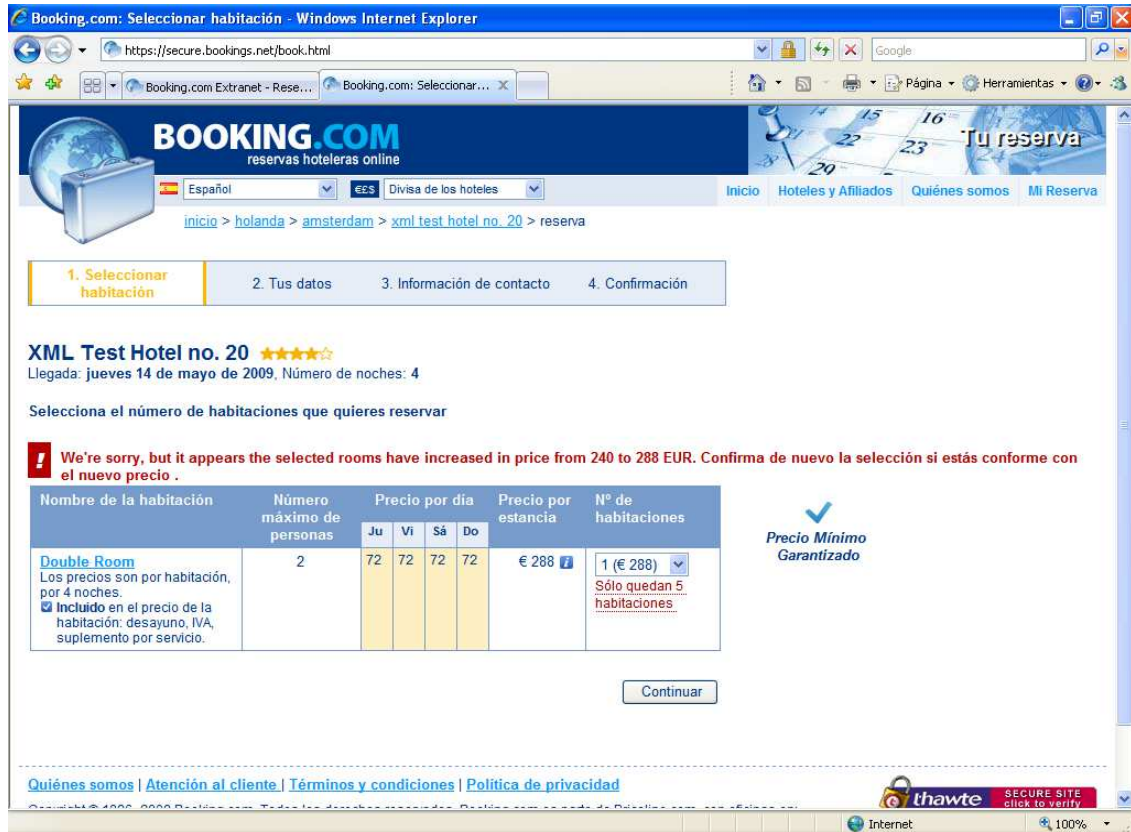
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|----------|------|----------|--------|----------|

Detalle de Reservas

| N.Hab. | Fecha | Código | Descripción del Cargo | A/C | Importe Base | Importe Total | A/E | Age./Emp. | Nro.Vale | Nombre del Huésped |
|--------|---------|------------|-------------------------|-----|--------------|---------------|-----|-----------|------------|--------------------|
| 1 | * 00001 | 2014-08-05 | DB 00001 Javier Sabariz | A | 31,82 | 35,00 | C | | 9386116... | Javier Sabariz |
| 2 | * 00001 | 2014-08-05 | PC PENSION COMPLETA | A | 54,55 | 60,01 | C | | 9386116... | Javier Sabariz |
| 3 | * 00001 | 2014-08-05 | INTE Internet | A | 18,18 | 20,00 | C | | 9386116... | Javier Sabariz |
| 4 | * 00001 | 2014-08-05 | 90 Parking space | A | 22,73 | 25,00 | C | | 9386116... | Javier Sabariz |
| 5 | * 00001 | 2014-08-06 | DB 00001 Javier Sabariz | A | 31,82 | 35,00 | C | | 9386116... | Javier Sabariz |
| 6 | * 00001 | 2014-08-06 | PC PENSION COMPLETA | A | 54,55 | 60,01 | C | | 9386116... | Javier Sabariz |
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| 8 | * 00001 | 2014-08-06 | 90 Parking space | A | 22,73 | 25,00 | C | | 9386116... | Javier Sabariz |
| 9 | * 00001 | 2014-08-07 | DB 00001 Javier Sabariz | A | 31,82 | 35,00 | C | | 9386116... | Javier Sabariz |
| 10 | * 00001 | 2014-08-07 | PC PENSION COMPLETA | A | 54,55 | 60,01 | C | | 9386116... | Javier Sabariz |
| 11 | * 00001 | 2014-08-07 | INTE Internet | A | 18,18 | 20,00 | C | | 9386116... | Javier Sabariz |
| 12 | * 00001 | 2014-08-07 | 90 Parking space | A | 22,73 | 25,00 | C | | 9386116... | Javier Sabariz |
| 13 | * 00001 | 2014-08-08 | DB 00001 Javier Sabariz | A | 31,82 | 35,00 | C | | 9386116... | Javier Sabariz |
| 14 | * 00001 | 2014-08-08 | PC PENSION COMPLETA | A | 54,55 | 60,01 | C | | 9386116... | Javier Sabariz |
| 15 | * 00001 | 2014-08-08 | INTE Internet | A | 18,18 | 20,00 | C | | 9386116... | Javier Sabariz |
| 16 | * 00001 | 2014-08-08 | 90 Parking space | A | 22,73 | 25,00 | C | | 9386116... | Javier Sabariz |
| 17 | * 00001 | 2014-08-09 | DB 00001 Javier Sabariz | A | 31,82 | 35,00 | C | | 9386116... | Javier Sabariz |
| 18 | * 00001 | 2014-08-09 | PC PENSION COMPLETA | A | 54,55 | 60,01 | C | | 9386116... | Javier Sabariz |
| 19 | * 00001 | 2014-08-09 | INTE Internet | A | 18,18 | 20,00 | C | | 9386116... | Javier Sabariz |
| 20 | * 00001 | 2014-08-09 | 90 Parking space | A | 22,73 | 25,00 | C | | 9386116... | Javier Sabariz |
| 21 | * 00001 | 2014-08-10 | DB 00001 Javier Sabariz | A | 31,82 | 35,00 | C | | 9386116... | Javier Sabariz |
| 22 | * 00001 | 2014-08-10 | PC PENSION COMPLETA | A | 54,55 | 60,01 | C | | 9386116... | Javier Sabariz |

Examples – Testing Behavior

Screen has been modified from Class One price in the middle of the Reserve



BOOKING.COM
reservas hoteleras online

Inicio > [holanda](#) > [amsterdam](#) > [xml test hotel no. 20](#) > reserva

1. **Seleccionar habitación** | 2. Tus datos | 3. Información de contacto | 4. Confirmación

XML Test Hotel no. 20 ★★★★★
Llegada: **jueves 14 de mayo de 2009**, Número de noches: 4

Selecciona el número de habitaciones que quieres reservar

! We're sorry, but it appears the selected rooms have increased in price from 240 to 288 EUR. Confirma de nuevo la selección si estás conforme con el nuevo precio .

| Nombre de la habitación | Número máximo de personas | Precio por día | | | | Precio por estancia | Nº de habitaciones |
|--|---------------------------|----------------|----|----|----|---------------------|---|
| | | Ju | Vi | Sá | Do | | |
| Double Room Los precios son por habitación, por 4 noches. <input checked="" type="checkbox"/> Incluido en el precio de la habitación: desayuno, IVA, suplemento por servicio. | 2 | 72 | 72 | 72 | 72 | € 288 | 1 (€ 288) Sólo quedan 5 habitaciones |

Precio Mínimo Garantizado

[Continuar](#)

[Quiénes somos](#) | [Atención al cliente](#) | [Términos y condiciones](#) | [Política de privacidad](#)

thawte SECURE SITE click to verify

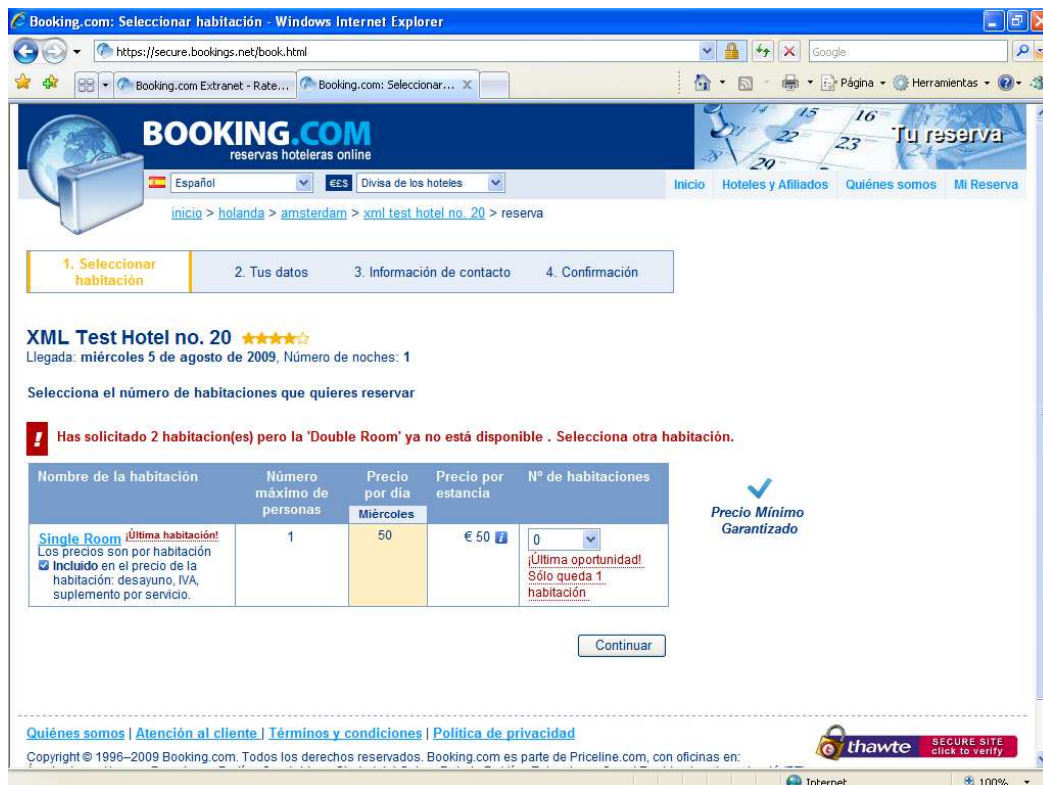
XML Booking.com

1ª Prueba de disponibilidad para provocar overbooking.

1. Usuario Booking.com busca disponibilidad para una fecha. Booking le da una cantidad de habitaciones.
2. Segundos después se hace una reserva en Seven Star para agotar disponibilidad en un rango de fechas incluido en la reserva de Booking.
3. El usuario de Booking confirma la reserva de las habitaciones y recibe un mail con el localizador y todas las habitaciones que ha reservado.
4. Conexión y actualización Booking – Seven Stars.
5. En Seven Stars nos saca la página por impresora con los datos de la nueva reserva de Booking pero con **SOLO UNA** habitación y el mismo localizador de Booking.
6. En Seven Stars la disponibilidad ha quedado a **menos una Habitación**

2ª Prueba de disponibilidad para provocar overbooking.

1. Usuario Booking.com busca disponibilidad para una fecha. Booking le da una cantidad de habitaciones.
2. Segundos después se hace una reserva en Seven Stars para agotar disponibilidad en un rango de fechas incluido en la reserva de Booking.
3. Mientras el usuario de Booking está confirmando la reserva de las habitaciones se produce la conexión y actualización Booking – Seven Stars.
4. En el punto de recibir confirmación de la reserva, Booking nos devuelve el siguiente mensaje:



Booking.com: Seleccionar habitación - Windows Internet Explorer

https://secure.bookings.net/book.html

BOOKING.COM reservas hoteleras online

Inicio > holanda > amsterdam > xml test hotel no. 20 > reserva

1. Seleccionar habitación 2. Tus datos 3. Información de contacto 4. Confirmación

XML Test Hotel no. 20 ★★★★★
Llegada: miércoles 5 de agosto de 2009, Número de noches: 1

Selecciona el número de habitaciones que quieres reservar

! Has solicitado 2 habitacion(es) pero la 'Double Room' ya no está disponible. Selecciona otra habitación.

| Nombre de la habitación | Número máximo de personas | Precio por día | Precio por estancia | Nº de habitaciones |
|--|---------------------------|-----------------|---------------------|--|
| Single Room última habitación! Los precios son por habitación <input checked="" type="checkbox"/> Incluido en el precio de la habitación: desayuno, IVA, suplemento por servicio. | 1 | Miércoles 50 | € 50 | 0 ¡Última oportunidad! Sólo queda 1 habitación. |
| Double Room | 2 | 50 | € 50 | 0 |

Continuar

Quiénes somos | Atención al cliente | Términos y condiciones | Política de privacidad

Copyright © 1996–2009 Booking.com. Todos los derechos reservados. Booking.com es parte de Priceline.com, con oficinas en:

thawte SECURE SITE click to verify

**Confirmación de reserva**

Estimado/a Prueba CAncelec cancelar,
Gracias por reservar a través de booking.com.
Confirmación de la reserva.

booking.com número de reserva **126529615**Código PIN **1495**

Nombre Prueba CAncelec cancelar

Email class11@classone.es

Para modificar o cancelar la reserva, o para ponerte en contacto con nosotros, clicas en el siguiente enlace: <https://secure.booking.com/mybooking.html?bn=126529615;pincode=1495>

Tu reserva**Más información del hotel**Hotel **XML Test Hotel no. 20**Dirección XML Street 10
Amsterdam, 1111AA
Holanda

Teléfono +31207153323

Fax +31207153323

Email hotel-xml@booking.com

Cómo llegar Itinerario personalizado en <http://www.how-to-get-to-your-hotel.com/directions.es.html?id=126529615>**Datos de la reserva**

Llegada sábado 3 de octubre de 2009, entradas a partir de las 12:00

Salida domingo 4 de octubre de 2009, salidas antes de las 11:00

Página del hotel <http://www.booking.com/hotel/nl/xmltesthotel20.html?aid=100000>

Cantidad 1 habitación

Importe total **€ 72**

Atención: los suplementos adicionales (por ejemplo, camas supletorias) no están incluidos en el total.

| | | |
|--------------|----------------------------------|---|
| Habitación 1 | Nombre del cliente | Prueba CAncelec cancelar |
| | Tipo de habitación | Double Room – para 2 personas (preferencia no fumadores) |
| | Llegada | 2009-10-03 |
| | Salida | 2009-10-04 |
| | Precio total de esta habitación: | € 72 |
| | Régimen de comidas: | Desayuno incluido en el precio de la habitación. |
| | Impuestos: | IVA incluido(s).; Suplemento por servicio incluido.; |
| | | Impuestos municipales / turísticos no aplicables . |
| | Cargos de cancelación: | |



- hasta 1 de octubre de 2009 23:59 [CEST] : € 0
- después : € 72

Cómo modificar o cancelar la reserva

Puedes hacerlo a través del siguiente enlace::

<https://secure.booking.com/mybooking.html?bn=126529615;pincode=1495>

Condiciones del hotel

Estas condiciones son generales y pueden variar según el tipo de habitación. Recomendamos consultar también la descripción de la habitación.

Cancelaciones

- Si cancelas hasta 1 día(s) antes de la fecha de llegada: el hotel no efectuará cargos.

Condiciones referentes a niños y camas supletorias

- Un menor de 4 años gratis utilizando las camas existentes
- Número máximo de camas supletorias / cunas en la habitación: 1.

Internet

- No hay acceso a internet.

Parking

- No hay parking.

Animales

- Se admiten bajo petición. Puede comportar suplementos adicionales.

Tarjeta de crédito / Garantía / Información sobre pagos

Pago

La reserva ha quedado confirmada mediante tarjeta de crédito.

Todos los pagos se realizan en el hotel durante la estancia. Los pagos por adelantado aparecerán indicados claramente en la página web.

El hotel se reserva el derecho a comprobar la validez de la tarjeta de crédito antes de la llegada del cliente.

Tarjetas aceptadas por el hotel:

Información atención al cliente

Te deseamos una feliz estancia!

Booking.com reservas hoteleras online

Email customer.service@booking.com

Phone In-country: 901 988502

Phone International: +44 20 3320 2604

**Cancelación**

Estimado/a Prueba CAncelec cancelar,
La reserva ha sido cancelada.

booking.com número de reserva **126529615**

Código PIN **1495**

Motivo Motivos personales, asuntos familiares

Nombre Prueba CAncelec cancelar

Email class11@classone.es

Tu reserva**Más información del hotel**

Hotel **XML Test Hotel no. 20**

Dirección XML Street 10
Amsterdam, 1111AA
Holanda

Datos de la reserva

Llegada sábado 3 de octubre de 2009

Salida domingo 4 de octubre de 2009

Si quieres hacer otra reserva, visita nuestra página web: www.booking.com

Información atención al cliente

Booking.com reservas hoteleras online

Email customer.service@booking.com

Phone In-country: 901 988502

Phone International: +44 20 3320 2604

Esperamos que vuelvas a reservar con nosotros de nuevo



Confirmación de reserva

Estimado/a PRUEBA MODIFICACION apellido,
Gracias por reservar a través de booking.com.
 Confirmación de la reserva.

booking.com número de reserva **126096795**

Código PIN **2342**

Nombre PRUEBA MODIFICACION apellido o

Email class11@classone.es

Para modificar o cancelar la reserva, o para ponerte en contacto con nosotros, clicas en el siguiente enlace: <https://secure.booking.com/mybooking.html?bn=126096795;pincode=2342>

Tu reserva

Más información del hotel

Hotel **XML Test Hotel no. 20**

Dirección XML Street 10
 Amsterdam, 1111AA
 Holanda

Teléfono +31207153323

Fax +31207153323

Email hotel-xml@booking.com

Cómo llegar Itinerario personalizado en <http://www.how-to-get-to-your-hotel.com/directions.es.html?id=126096795>

Datos de la reserva

Llegada viernes 2 de octubre de 2009, entradas a partir de las 12:00

Salida lunes 5 de octubre de 2009, salidas antes de las 11:00

Página del hotel <http://www.booking.com/hotel/nl/xmltesthotel20.html?aid=100000>

Cantidad 3 habitación/es

Importe total **€ 582**

Atención: los suplementos adicionales (por ejemplo, camas supletorias) no están incluidos en el total.

| | | |
|--------------|--------------------|--|
| Habitación 1 | Nombre del cliente | PRUEBA MODIFICACION apellido |
| | Tipo de habitación | Single Room – para 1 persona (preferencia no fumadores) |
| | Llegada | 2009-10-02 |
| | Salida | 2009-10-05 |

| | | | |
|------------|-------|-------|-------|
| Fecha | 02/10 | 03/10 | 04/10 |
| Precio (€) | 50 | 50 | 50 |

Precio total de esta habitación: **€ 150**

Régimen de comidas: Desayuno incluido en el precio de la habitación.

Impuestos: IVA incluido(s); Suplemento por servicio incluido;

Impuestos municipales / turísticos no aplicables .

Cargos de cancelación:

- hasta 30 de septiembre de 2009 23:59 [CEST] : € 0
- después : € 150

Habitación 2

Tipo de habitación **Double Room** – para 2 personas (preferencia no fumadores)
Llegada **2009-10-02**
Salida **2009-10-05**

| | | | |
|------------|-------|-------|-------|
| Fecha | 02/10 | 03/10 | 04/10 |
| Precio (€) | 72 | 72 | 72 |

Precio total de esta habitación: **€ 216**

Régimen de comidas: Desayuno incluido en el precio de la habitación.

Impuestos: IVA incluido(s).; Suplemento por servicio incluido.;

Impuestos municipales / turísticos no aplicables .

Cargos de cancelación:

- hasta 30 de septiembre de 2009 23:59 [CEST] : € 0
- después : € 216

Habitación 3

Tipo de habitación **Double Room** – para 2 personas (preferencia no fumadores)
Llegada **2009-10-02**
Salida **2009-10-05**

| | | | |
|------------|-------|-------|-------|
| Fecha | 02/10 | 03/10 | 04/10 |
| Precio (€) | 72 | 72 | 72 |

Precio total de esta habitación: **€ 216**

Régimen de comidas: Desayuno incluido en el precio de la habitación.

Impuestos: IVA incluido(s).; Suplemento por servicio incluido.;

Impuestos municipales / turísticos no aplicables .

Cargos de cancelación:

- hasta 30 de septiembre de 2009 23:59 [CEST] : € 0
- después : € 216

Comentarios del cliente

no tiene

Cómo modificar o cancelar la reserva

Puedes hacerlo a través del siguiente enlace::

<https://secure.booking.com/mybooking.html?bn=126096795;pincode=2342>

Condiciones del hotel

Certification Criteria

Type of interface

The XML connection is a 2-way interface:

- Rates & Availability; to update a hotel's inventory into the Booking.com database
- Reservations; to get a list of recently made (or modified) reservations and/or cancellations from the Booking.com database

Both parts of the interface have to get developed and certified before we can connect any hotel to your interface.

Inventory:

The IT Provider should be able to update the following information in the Booking.com database:

- Rooms to sell on room level (from 0 to unbounded, where 255 is free-sale)
- Prices per rate, for multiple rate types (from 0 to unbounded)
- Minimum Length of Stay arrival, per rate, for multiple rate types (from 1 to 31)
- Minimum Length of Stay through, per rate, for multiple rate types (from 1 to 31)
- Maximum Length of Stay arrival, per rate, for multiple rate types (from 1 to 31)
- Maximum Length of Stay through, per rate, for multiple rate types (from 1 to 31)
- Exact Stay arrival, per rate, for multiple rate types (from 1 to 31)
- Closed on arrival, per rate, for multiple rate types (open or closed)
- Closed on departure, per rate, for multiple rate types (open or closed)
- Able to process the minimum-contracted rooms loaded on Booking.com
- Retransmit error messages to hoteliers that are in the responses of Booking.com

Reservations:

The IT Provider should be able to retransmit all information in reservation messages to the hotelier. During the certification, we will test all fields that may contain information and will verify whether that information has been integrated in the reservation details correctly.

Mapping:

Booking.com will change the set-up of the rooms and rates on the day of the certification and ask for a re-map. Access to the extranet of the test-hotel will be taken away. The provider should be able to map the set-up with the supplied 'roomrates' service.

Additional considerations:

- The IT Provider software will need to be running on a central server for all connected hotels.
- Once certified, the IT provider will be responsible for all XML related communication. Therefore, all modifications or cancellations associated to reservations made before XML will need to be properly handled by the Provider. It is up to the IT Provider to define the most convenient procedure for these cases and confirm to Booking.com the mean that will be adopted.
- The order of elements you receive with the reservation messages is flexible. Booking.com reserves the right to alter this depending on new developments. Therefore, the IT Provider will need to be able to flexibly incorporate any adjustments in order to avoid discrepancies in the future.
- Please keep in mind that once your client is integrated on XML, changes by hand on the Booking.com Extranet website will no longer be possible. The hotel will need to exclusively update data via your interface. The IT Provider will need to make sure that its client is informed accordingly.
- Any discrepancy between the hotel update requests and the upload sent by the IT Provider will need to be clarified by the Provider to the hotel. The hotel will need to constantly review the uploaded data for its conformity.
- Before any 'live'™ hotel can be added to the Providers interface and activated for the Provider to have access, Booking.com will require:
- Per Hotel an 'Hotel-XML Service Agreement'™
- Per IT party an 'IT Service Agreement'™

Step 1: full year upload of rates & availability

On the issued test hotel, the Provider is requested to upload at least 365 days of data. The data that is to be uploaded as inventory, will be sent in e-mails by the XML-Team on the day of the certification. Booking.com might request for complementary uploads. After the upload is done, Booking.com will verify the uploaded information.

The upload will contain:

- 1 full year of availability
- 1 full year of rates
- 1 full year of restrictions (according to which restrictions have been agreed on in advance)

Key aspects Booking.com will pay attention to:

- Handling all features as agreed in advance.
- Mapping of the rooms and rates should be accurate
- Booking.com will monitor the time it takes to the Provider the whole year upload, simulating a real hotel request.
- Booking.com will monitor the way updates are sent by the IT Provider, whether messages are structured efficient.

Step 2: One Month Changes

After that the uploaded information is verified, the Provider is requested to amend (independent from each other and upon request of Booking.com):

- 1 full month of availability
- 1 full month of rates
- Several days with restrictions (according to which restrictions have been agreed on in advance)

Key aspects Booking.com will pay attention to:

- Accuracy in modified dates: We will request the Provider to change ' ~rooms to sell'™, ' ~room rates'™ or ' ~restriction'™ between specific dates.
- Removal of (Single Use) Rates
- Removal of restrictions for specific dates
- Removal of availability for specific dates

Step 3: Download of Reservations, Modifications and Cancellations

Based on the initial upload done by the Provider of Rates & Availability, Booking.com will make several reservations on the test-hotel;

- 1 reservation for 1 night for 1 room
- 1 reservation for multiple nights for 1 room
- 1 reservation for 1 night for multiple rooms
- 1 reservation for multiple nights for multiple rooms

The Provider will need to retrieve the above reservations and will have to correctly capture in detail all data transmitted by Booking.com. Note that modifications in any of these data will be tested (guest name, number of guests, smoking preferences per room; prices per specific days, length of stay, room type, and booker details, among others).

The IT Provider will need to preferably provide us with screen shots, per test-booking, showing how data is treated on their side. It has to include all details sent via XML in order to be approved. Missing data will be requested to include; data incorrectly handled will need to be amended in order to satisfactory comply with the Booking.com requirements.

Key aspects Booking.com will pay attention to:

- Credit Card details have to be re-transmitted to the hotel in a secure mean by the IT Provider.
- All booker and booking details need to be contained in the screen shots, showing these are correctly handled on the Provider side.

Please, check the XML Specifications for the complete description of data we will send to the IT Provider.



Step 4: Each reservation will be amended

- 1 Night for 1 room: one or more nights will be added. One more room will be added. Also several guest-related items (guest name, smoking preferences, number of guests, among others) will be amended. Each amendment will be made separately from each other so that these are all traceable and these changes have to get confirmed by the Provider to Booking.com through new screenshots or other agreed mean. After this the modified room will get cancelled, following a total cancellation of the entire reservation.
- Multiple nights for 1 room: one or more nights will be cancelled, which will reduce the length of stay. Furthermore several (partial) modifications will be done.
- 1 night for multiple rooms: to 1 of the rooms one or more nights will be added, this will lead to several stay dates within the same reservation for different booked rooms. To each of the rooms 1 or more guest related items (name, smoking preferences, number of guests, among others) or reservation related items (room type, credit card details, booker details as address - phone, among others) will be amended as well. Also partial cancellations of the reservation will occur (i.e, only one of three booked rooms), so that can be checked how the provider handles these partial cancellations and interprets them correctly.
- Multiple nights for multiple rooms: to 1 or more rooms the number of nights will be reduced, extended and guest and/or reservation details will be amended. Also a room will be added in a later stage and a (partial) cancellation will occur. The room types don't have to be the same throughout the reservation process and rooms might get amended in type as well.

Note that apart of the modifications that the guests can make online (smoking preference, guest name, number of guests, cancel a room or cancel the entire booking), changes in length of stay, room types, or rates per day (previous hotel authorization) can be requested by the guest via email or by phone with our Customer Service support. These changes will be tested as mentioned in Step 4.

If the Booking.com employee is satisfied with the results of the last testing mentioned above (screenshots or other ways of proof) the Provider can issue to proof the amendments made and how they are stored in the Providers system, the certification process will be ended.

.....



OTAs - Negative. Missing

| Program | Description | Value VI Essential |
|--------------------------|--|--|
| Inventory - Availability | Release | |
| | | |
| | | |
| | | |
| | | |
| Inventory - Rates | Rate Per Occupancy (only Rate Per Day) | 5-VI |
| | Rate Per Meal Plan <ul style="list-style-type: none"> • Adults, • Children • Person Extra | 2-VI |
| | Rate Per Children Type | 2-VI |
| | Rate Per Person Extra Type | 2-VI |
| | | |
| Reservation | Total Price Breakdown (Meal Plan, Room, Others) | 3-VI |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

There are not essential paragraph



OTAs - Negative. Missing. Implications

| | |
|---|-------------|
| Rate Per Occupancy (only Rate Per Day) | 5-VI |
|---|-------------|

Web page less versatility. Involves tricks for Single Use, extra person. If There is Meal Plan, how would the total price be calculated? The board price is always per person. Fixed value. Room occupancy

| | |
|--|-------------|
| Rate Per Meal Plan <ul style="list-style-type: none"> • Adults, • Children • Person Extra | 2-VI |
| Rate Per Children Type | 2-VI |
| Rate Per Person Extra Type | 2-VI |

One Rate PMS → 30 Booking.com Rates

| | |
|--|-------------|
| Total Price Breakdown (Meal Plan, Room, Others) | 3-VI |
|--|-------------|

Studies of R&Y Management (PMS) are broken down into Room Sales, F&B and Others. PMS calculates the current meal plan, may be incorrect (different by Y&R Management techniques). It can cause a small deviation. The total price is subtracted from the value calculated.

OTAs - Internal Rating Class One

| Rating | (0 VB Very Bad vs 4 VG Very Good) | Cia | | M |
|--------|-----------------------------------|-----|--|---|
| 1 | Difficulty Integration | 1 | Booking | 5 |
| 2 | Power posibiliteís | 2 | Escapio | 6 |
| 3 | Web Services | 3 | ReservHotel | 3 |
| 4 | Response time | 4 | StarMR | 9 |
| 5 | Care service providers | 5 | Hotelbeds (Roiback) | |
| 6 | Integration Addons | 6 | Travelclick.com (Ezyield) iHotelier | |
| 7 | Integration regimen of meals | 7 | Mirai | 2 |
| 8 | Release Allotment | 8 | Todomaestrat | |
| 9 | ID Guests | 9 | in1solutions | |
| 10 | Avion Rate | 10 | avvio | |
| 11 | Rates Y&R Management | 11 | Hoteltools | |
| 12 | Loyalty Customer/Agency | 12 | Gatho by Bingus | |
| 13 | Automation Degree | 13 | HRS | |
| 14 | Similarity Rule OTA | 14 | Sabre.com | |
| 15 | Market Penetration | 15 | Hotelbeds | |
| 16 | Web Design OTA | 16 | Hotelbeds - Tui | |
| 17 | Ease of Reservation | 17 | | |
| 18 | Fast Reserve | 18 | | |
| | | 19 | | |
| | | 20 | | |
| | | 21 | | |
| | | 22 | | |

Certificate Class One > 30

| Clasification OTAs Class One | | | | | | | | | | | | | | | | | | | |
|------------------------------|----|----|----|----|------|------|----|----|----|----|------|------|----|------|------|------|----|----|----|
| Rating | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| | ok | ok | ok | ok | pndg | pndg | ok | ok | ok | ok | pndg | pndg | ok | pndg | pndg | pndg | | | |
| 1 | 3 | 2 | 2 | 3 | 1 | 1 | 3 | 2 | 1 | 1 | 1 | 1 | | | | | | | |
| 2 | 3 | 1 | 2 | 4 | 3 | 3 | 1 | 2 | 2 | 1 | 1 | 1 | | | | | | | |
| 3 | 3 | 4 | 2 | 3 | 2 | 2 | 3 | 1 | 2 | 2 | 2 | 2 | | | | | | | |
| 4 | 2 | 3 | 2 | 3 | 0 | 0 | 4 | 3 | 0 | 0 | 0 | 0 | | | | | | | |
| 5 | 2 | 4 | 3 | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| 6 | 3 | 1 | 1 | 3 | 3 | 3 | 2 | 3 | 2 | 2 | 2 | 2 | | | | | | | |
| 7 | 2 | 1 | 3 | 4 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | | | | | | | |
| 8 | 0 | 0 | 0 | 4 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 1 | | | | | | | |
| 9 | 3 | 2 | 3 | 4 | 2 | 3 | 2 | 3 | 2 | 2 | 1 | 2 | | | | | | | |
| 10 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| 11 | 1 | 0 | 1 | 4 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| 12 | 0 | 0 | 1 | 4 | 1 | 1 | 1 | 3 | 0 | 0 | 0 | 1 | | | | | | | |
| 13 | 3 | 2 | 2 | 4 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| 14 | 3 | 2 | 4 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | |
| 15 | 4 | 4 | 1 | 0 | 3 | 3 | 1 | 0 | 1 | 1 | 0 | 1 | | | | | | | |
| 16 | 3 | 3 | 3 | 3 | | | 4 | | | | | | | | | | | | |
| 17 | 3 | 2 | 3 | 4 | | | 2 | | | | | | | | | | | | |
| 18 | 3 | 1 | 3 | 4 | | | 2 | | | | | | | | | | | | |
| | 41 | 35 | 39 | 56 | 18 | 20 | 36 | 18 | 11 | 10 | 8 | 13 | | | | | | | |



Seven Stars Error Log

Errors are triggered by 705 (Booking.com Reservations inbound process). The following relevant information must be considered:

- CodeC1 → Class One internal ID
- Code → OTA normative

Incorrect arrival date:

705 YYYYMMSS:HHMMSS Error WWI CodeC1=002 Code=381 RecordID=xxxxxxx 20501642 : YYYYMMDD

Incorrect departure date:

705 YYYYMMSS:HHMMSS Error WWI CodeC1=003 Code=382 RecordID=xxxxxxx 20501642 : YYYYMMDD

Arrival date > Departure date:

705 YYYYMMSS:HHMMSS Error WWI CodeC1=004 Code=404 RecordID=xxxxxxx 20140801 : 20140731

Arrival date < System date

705 YYYYMMSS:HHMMSS Error WWI CodeC1=005 Code=458 RecordID=xxxxxxx 20140801 : 20140731

Departure date > System close date

705 YYYYMMSS:HHMMSS Error WWI CodeC1=006 Code=353 RecordID=xxxxxxx 20160801 : 20151231

Total amount equal to zero

705 YYYYMMSS:HHMMSS Error WWI CodeC1=007 Code=364 RecordID=xxxxxxx Amount

Room Type Code with no equivalent in Seven Stars

705 YYYYMMSS:HHMMSS Error WWI CodeC1=008 Code=402 RecordID=xxxxxxx RoomTypeCode: NO

VOID Guest

705 YYYYMMSS:HHMMSS Error WWI CodeC1=012 Code=286 RecordID=xxxxxxx No name Guest

VOID UniqueID

705 YYYYMMSS:HHMMSS Error WWI CodeC1=013 Code=nnn RecordID=xxxxxxx No unique ID

Pax > Default set (default 20)

705 YYYYMMSS:HHMMSS Error WWI CodeC1=014 Code=nnn RecordID=xxxxxxx Pax : 20 Pax

Rate with no equivalent in Seven Stars

705 YYYYMMSS:HHMMSS Error WWI CodeC1=016 Code=nnn RecordID=xxxxxxx : No Seven Stars

Etc.