



BOOKING.COM
online hotel reservations

Quick Reference Sheet

Room-ID's:

Booking.com is using internal room-ID's to identify the rooms in the system. It is not possible to use 'own' codes for this issued by the hotel, the room-ID's used in the xml-request have to contain the Booking.com room-ID's for this reason. To retrieve the room-ID's with the room names used by Booking.com your hotel, 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>
```

Rate-ID's:

For rate-ID's the same counts as for room-ID's, Booking.com is using own ID's which have to be used in the xml request. To retrieve the rate-ID's with the rate names used by Booking.com for your hotel, you can use the following request;

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

Currencies:

Booking.com uses per country only 1 set currency in the system. It is not possible to upload rates in another currency than determined for that country by Booking.com. If you are not sure about the currency you need to use for the country / countries you are updating for, please contact Booking.com first.

Pull or Push:

Our reservations interface knows 3 ways of communicating with the hotel;

- Pull (standard method); periodically (e.g. every 10 or 15 minutes) the hotel should contact Booking.com to get a list of recently made (or modified) reservations and/or cancellations.
- Push (e-mail); the hotel should contact Booking.com after receiving a booknumber by e-mail. The e-mail can be (if necessary) different per hotel. The e-mail will only contain a booknumber, which you need to use in the xml-request URL to retrieve a reservation. In other words; it is not a complete 'push' (so not the entire reservation), but more a notification-push, so you know when to contact us, instead of contacting us every 10 minutes.
- Push (http); the hotel should contact Booking.com after receiving a booknumber by http-push. The http can be (if necessary) different per hotel. The URL will be a URL you provide to which we will put the reservation ID at the end (e.g. <https://www.yourhotel.com/xml?id=123456789>). As soon as your server receives the reservation ID you need to make contact with us and use the provided reservation ID in the request URL as provided in the normal reservation-specifications to retrieve a reservation. In other words; it is not a complete 'push' (so not the entire reservation), but more a notification-push, so you know when to contact us, instead of contacting us every 10 minutes.

For security we advise hotels working on a push method to contact us at least once per day through a normal pull method as well (using `<last_change>`).

Advantages of the push methods are that in this way you only need to make contact with us when necessary and you don't need to have contact for all hotels every 10 minutes. This will save you and us a lot of traffic

Note; The push options are only available after agreement from the side of Booking.com, and usually we only agree on this for parties concerning more than 20 hotels. Please contact us if interested in a push method before setting up you account.

Login:

Depending on the needs of the hotel, we are able to give out a login per hotel or a master login. If a master login is required, please inform us when setting up your account and inform us about the hotels to be added in due time. Also when adding extra hotels and you are using a master login, please inform us about this with every (batch of) hotel(s) we add.



What if the reservation-XML is not retrieved in time ?

A reservation (all room / rate combinations booked) is always seen as a complete item. Booking.com can set for a room / rate combination, if necessary, the communication method on 'fax' instead of 'xml'. Per reservation multiple rooms / rates can be booked in any allowed combination. If one of the booked room / rate combinations for any day has 'fax' as communication method, the entire reservation will be send by fax to the hotel.

If the xml connection fails or if a booking is outstanding to long (> 1 hour), Booking.com will sent the reservation to the hotel by fax. We do this for security, to prevent that a guest is showing up or contacting the hotel without that the hotel is informed about the reservation. The reservation will however still be retrievable by xml if this has been requested when setting up your account. Please note that only the first communication will contain the credit card details (so if the xml fails and we start sending a fax, a later collection of the xml will never contain the credit card details).

Booking.com will make the follow up (modification / cancellation) of a reservation normally retrievable by xml (also when a reservation has failed before on xml and a fax has been sent (see rule 2)). Only if the room / rate combination for modifications and/or cancellations is requested to be put on fax by the other party, Booking.com will sent the follow up of a reservation by fax.

If wanted, Booking.com can set the follow up of a reservation, once been sent by fax, always by fax. The booking can than not be retrieved by xml anymore. This option has to be requested by Booking.com at time of setting up your account.

If a modification is done to a previous done xml-reservation after which the reservation now contains a room / rate combination which has 'fax' as communication method, the communication method for that reservation will as of that moment be 'fax'.

If the other party has neglected to request the reservation / modification / cancellation within 1 hour after the reservation / modification / cancellation has been made, Booking.com will automatically sent the reservation / modification / cancellation by fax to the hotel.

Testing

For testing purposes a test account will be issued. To request a test account, when your programming is at this stage, please contact us. Don't forget to inform us about the push-method if we have agreed with this, and the corresponding mail or http address you want to use for this. Please note that the push method using http requires a few days of setup as this outgoing http address needs to be added to our firewall.

Latest Specifications

For the latest specifications, please visit <http://supply-xml.booking.com>

Help & Assistance

For help & assistance, feedback or just a question, the following contact methods are available (please contact us preferably in English);

E-mail :	hotel-xml@booking.com	
Fax :	+31-20- 712 56 80	
Phone :	+31-20- 712 56 28	(Mon-Fri; 8h - 17h)
Phone :	+34-93- 272 52 06	(Mon-Fri; 9h - 18h)