

Booking.com Setup Procedures

Offer Summary:

Distribution of Net Rates on Booking.com and its affiliate sites

Rate Setting Strategy:

Net rates receive higher placement on the hotel results shopping pages.

- Listings for Last Minute Packages are ranked solely on lowest to highest rate.

Retail rates (non-negotiated, public) are displayed after all hotels participating in the Net Rate Program. Rate displayed is set by Hotel based on demand forecasted for dates.

How To Participate:

1. Hotel must use the SynXis CRS system to maintain inventory and rates.
2. Hotel to contact Booking.com to discuss connectivity. Hotel to sign Booking.com Direct Sign-up sheet.
3. Booking.com informs Sabre that hotel is ready to be switched to XML.
4. HHA database team will advise RAM and ask for hotel contact for implementation coordination.
5. HHA database team will open CRM case.
6. HHA Database Team will open access to Booking.com Channel Connect.
 - a. HHA Database Team gives hotel access to the Channel Connect Booking.com Direct Connect channel in Administration Hotel Maintenance page.
 - b. HHA database team assigns the Booking.com user “bcomuser” to the hotel or chain. Chain access should be granted if most of the hotels in the chain will be sold through Booking.com Direct Connect.
 - i. Go to Administration User User Maintenance.
 - ii. Search for Login Name “bcomuser”
 - iii. Scroll to the bottom and Search for the Hotel’s chain by using the options in the drop-down.
 - iv. Choose the option for either Chain Level or Hotel Level.
 - v. If Hotel Level, check the box next to the appropriate Hotel(s).
7. HHA Database Team notifies the Hotel of instructions and to update rates in SynXis CRS (see detailed steps in Rate Loading Procedures below).
 - a. If hotel was previously utilizing Booking.com’s extranet, Hotel should match the rate types offered to Booking.com within the SynXis CRS system. Additionally, Hotel may choose to offer more rooms via the direct connect than previously listed. Any new rooms or rates should be provided to Booking.com through the hotel’s Market Manager.
8. Sabre Account Manager exports the Hotel’s existing room/rate codes from the Booking.com SynXis user link and sends to HHA database team (NOTE: Sabre will complete this step and send codes to partner account):

9. HHA Database Team maps the hotel, room and rate codes based on the information available within the SynXis CRS user link in Setup Channels Channel Connect Code Mapping.
 - a. Choose Booking.com Direct Connect from the Channel drop-down.
 - b. Ensure the Booking.com IDs are entered for the Hotel, Rate and Room codes. Mapping must be done any time the hotel adds a new room or rate code. Booking.com IDs are accessed after the room and/or rate is added on the Booking.com side.
10. Once complete, HHA Database Team and/or Sabre Account Manager advises Booking.com at hotel-xml@booking.com that Hotel is ready to be switched to XML by responding to the original notification email previously sent from Booking.com.
11. Booking.com's XML Team will email Sabre and Hotel to confirm connection is active. Activation is completed within 24hrs. of notification from SynXis. However, Booking.com will also include activated properties in the twice weekly report to the Account Management team.
12. Using the Administration Hotel Hotel Administration page in Control Center, the Sabre Account Manager will enable ARI for the Hotel by checking the boxes for both 'Enable Hotel for ARI' and 'Booking.com Direct Connect'. NOTE: You may disregard the '% Available Rooms for ARI Booking Limit' field as this is utilized for ExpediaConnect only.
13. Using the Administration Hotel Restatus page in Control Center, the Sabre Account Manager will send 11 months (or for contracted number of days) of data to Booking.com for the assigned Booking.com products.
 - a. The ARI messages get sent immediately and should be processed immediately – within a matter of minutes, unless something is wrong.
 - b. New ARI uploads will need to be sent any time a new room and/or rate type is added to the channel.
14. Account Manager, HHA Database Team and Hotel should check Booking.com to verify Hotel is live and rates appear correctly.
15. HHA database team advises hotel and RAM of hotel being live and closes case in CRM.

Channel:

Channel Connect for rates, availability and reservation delivery. Room Type and Rate, as well as any hotel descriptive content is maintained by Booking.com.

Rate Access/Pseudo Information:

N/A

Commission and/or Margin:

Discount based on Hotel's current contract with Booking.com.

Cancellation Policy:

Retail rates follow hotel's cancellation policy.

Guarantee Policy:

Bookings are guaranteed by Booking.com. After departure, Hotel follows Booking.com payment policy.

Retail Rates follow Hotel's guarantee policy.

Days of Week Available:

Day of week restrictions are set at Hotel's discretion and are determined by forecasted demand for Hotel. Rates will display as managed by Hotel.

Promotional Support:

Properties listed on www.booking.com

Work with your Booking.com Market Manager as a resource to participate in regional, themed, and other promotions.

Packages are not currently supported.

SynXis Rate Loading Procedures:

Rate Type Code: MERBOOK

Rate Type Class: Leave Blank

Rate Type Name: Booking.com Direct Connect

Default Short Description: Leave blank – this info doesn't distribute for Booking.com DC

Default Long Description: Leave blank – this info doesn't distribute for Booking.com DC

Rate Attributes:

- Active
- Negotiated
- Include Tax By Default – *only check if applicable for your hotel*
- Suppress Rate
- Commissionable
- Require Credentials at Check-In
- Breakfast included in rate

Category Assignment: MERDC-Merchant Direct Connect

- Channels:
- Booking.com Direct Connect - *Select only this channel*
 - Confidential - *Leave unchecked*

Rate Loading Continued:

1. Select Add New Rate (on top tool bar).
 2. Enter Rate Type Code and Name.
 3. Check “Active” and “Suppress Rate” (both boxes need to be checked).
 4. Under Channel Assignment, select “Booking.com Direct Connect*” for each appropriate room (as the only channel).
 5. Add applicable Rate Seasons and/or set formula if rate is set as derived.
 6. Be sure that any derived calculations are set to round to the nearest cent.
 7. Only double occupancy is required to be built as that is what is sent to Booking.com. Extra person fees can be set up by Booking.com.
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Front Office Procedures:

Mark the rate as confidential in the Hotel’s PMS. Use guest’s credit card for incidentals o Hotel is responsible for securing sufficient funding to cover incidentals.

Accounting Procedures:

Retail rate commission is due after guest check out.

Source on Channel Production Report:

Trackable via Channel Production Report on End-of-Month report under rate codes.

- o Main Source is Channel Connect; Sub Source is Booking.com
 - o Channel ID is 331 and Channel Code is BookingDC.
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Restrictions:

Subject to Hotel’s availability.

Supported Features:

Restrictions	
Close Out	X
Lead Days	
Lead Time	
Lead Book Date	
No Arrival	X
No Departure	X
Min Stay Arrival	X
Max Stay Arrival	
Min Stay Thru	
Max Stay Thru	
Sell Limit	Partial
Sell Threshold	Partial
Pricing	
Derived Rates	X

Day of Week Offsets	X
Length of Stay Offsets	
Occupancy Offsets	Partial
Promotional Pricing	
Rate Overrides	X
Revenue Management	
Absolute BAR	
IDeaS BAR	Partial
Rate Hurdles	Partial
Other	
Product Allocation	

Preferred Hotel Group Contact:
ChannelConnect@PreferredHotelGroup.com

Booking.com Contact Information:
Support for Net Rate bookings:
Hotel's local Market Manager

Connectivity questions:
Booking.com's XML Team at xml-hotel@booking.com