2011 Hotel Disability Project Brief

An OpenTravel member-sponsored project

Version 1, October 2011

> *NOTE: Any changes made to OpenTravel schema and/or schema supporting artifacts as a result of this project only address applicable requirements for OpenTravel schema and schema supporting artifacts.*
>
> *Any company that manages inventory, an inventory system, or a property management system should be aware that other modifications to these systems may be required to address any legislation, including the United States Department of Justice 2010 Americans with Disabilities Act that was a component of this project.*
>
> *Any reference herein to any specific use case does not constitute or imply best practice endorsement, recommendation or favoring by the OpenTravel Alliance.*

Contents:

Introduction to the OpenTravel Alliance

OpenTravel provides the defacto open source XML standard for the travel and leisure industry.

The OpenTravel specification is used worldwide by travel industry suppliers, resellers, global distributors and integrators to meet customer and trading partner XML distribution demands.

As a travel industry specific (and membership-based) organization, our schema products are built by and for travel companies. The OpenTravel Specification is made publicly available for download (at no charge) twice a year.

By using OpenTravel schema in their message frameworks, implementers benefit from a consistent data exchange through the OpenTravel Lexis—which is OpenTravel's method of providing a consistent vocabulary for the travel industry via our unique common information exchange model (CIEM).

Our schema products cover numerous travel industry segments, including Air, Car, Hotel, Hostel, Golf, Travel Insurance, Rail, Ground Transportation, Day Tours & Activities, Packaged Tours and Dynamic Packages. They are well suited for reservation systems, branded websites and other such information exchanges between trading partners.

Key Facts...

Company

- Membership funded, not for profit organization
- Founded in 1999
- Valyn Perini, CEO
- Bonnie Lowell, Specification Manager

Specification

- Open source
- Free for all implementers
- **OpenTravel 1.0 XML Message Suite**
- **OpenTravel 2.0 XML Object Suite**
- Numerous supporting artifacts for implementers

The maturity of OpenTravel's CIEM and XML schema suites—in combination with our specification adoption rate—provide OpenTravel implementers with an "interoperability" head start that allows them to transact with a broad base of trading partners while decreasing IT integration timeframes and cost.

For more information on OpenTravel membership, please visit our website at http://opentravel.org/Join/Default.aspx

Hotel Disability Project Team Participants

OpenTravel would like to thank all of the individuals and member companies that provided their valuable time and input throughout the project life cycle, including:

Project Team Member	Company Name
Todd Bailey – Project Team Champion	Passkey
Jonathan Kaye	Disability Marketing & Access Consultant
Charlie Germano	Marriott International
Michael Beal	Pegasus
Steve Livezey	Sabre
Kevin Moore	US Airways
Sandy Angel	OpenTravel

Additionally, OpenTravel would like to thank **Passkey**, the OpenTravel member company that sponsored this project…

…as well as disability marketing & access consultant **Jonathan Kaye** for providing awareness of accessibility legislation that's currently in force in more than 40 nations worldwide.

Hotel Disability Project Team Charter & Summary of Results

Spurred by recent amendments to the United States Department of Justice *2010 Americans with Disabilities Act*[1], the goal of the OpenTravel Hotel Disability Project was to audit OpenTravel Hotel schema and supporting schema artifacts as follows:

1. To ensure that the applicable subsets of IT-related requirements from the 2010 ADA legislation are accommodated in the upcoming 2011B (December 2011) publication of OpenTravel Hotel schema;

2. To create and/or enhance 2011B use case-based reference (sample) schema instances;

3. To review existing OpenTravel Code List terminologies that reference products, services and/or features for disabled travelers to ensure that such terms use today's socially acceptable terminology and update, add new and/or remove items as required; and,

4. To provide OpenTravel staff, governing bodies, members and implementers with a greater awareness of the accessibility market as it applies to ongoing schema and supporting artifact design and enhancement.

The Hotel Disability project was focused on a subset of the new 2010 ADA legislation that specifically applies to electronic hotel reservations and includes:

- Identifying and describing accessible features
- Reserving, upon request, accessible guest rooms or specific types of guest rooms and ensuring that the guest rooms requested are blocked and removed from all reservations systems
- Guaranteeing the specific accessible guest room

Summary of Results

Relatively few changes were made to OpenTravel Hotel schema, with one change made to one common hotel schema (OTA_HotelCommonTypes) to provide a more consistent and structured way to pass measurement information, and annotation changes made to three hotel schema (OTA_HotelCommonTypes, OTA_RailCommonTypes and OTA_RailPreferences) to accommodate renaming the Physically Challenged Feature code table. Each of these are described in detail in the following section of this brief.

[1] http://www.ada.gov/2010ADAstandards_index.htm

Additional enhancements were made to the OpenTravel Code List and these were focused on terminology changes; removing items that were redundant and/or no longer required; grammatical corrections; and adding new accessibility items if required.

In addition to the enhancements described above, the Hotel Disability project team has provided a value added awareness about the accessibility market that will continue to benefit all OpenTravel implementers, governing bodies and staff by providing "socially acceptable vernacular" to subsets of the OpenTravel Lexis and a process that can be replicated for future OpenTravel projects.

Any project team enhanced OpenTravel schema and supporting schema artifacts will be made available to implementers in the OpenTravel 2011B Publication in December of 2011.

Detailed Project Team Work and Results

The Hotel Disability team started by reviewing the entire 2010 US Department of Justice American with Disabilities Act to determine requirements that needed to be included in their project team work. The team subsequently identified 4 (four) relevant mandates in the legislation that were within project scope as follows:

1. Describe Accessible Features - Section 36.302(e)(1)(ii) - Identify and describe accessible features in the hotels and guest rooms offered through its reservations service in enough detail to reasonably permit individuals with disabilities to assess independently whether a given hotel or guest room meets his or her accessibility needs.

2. Hold Accessible Rooms Until Last - Section 36.302(e)(1)(iii) - Ensure that accessible guest rooms are held for use by individuals with disabilities until all other guest rooms of that type have been rented and the accessible room is the only remaining room of that type.

3. Block Rooms to Ensure Availability - Section 36.302(e)(1)(iv) - Reserve, upon request, accessible guest rooms or specific types of guest rooms and ensure that the guest rooms requested are blocked and removed from all reservations systems.

4. Guarantee the Room is Held - Section 36.302(e)(1)(v) - Guarantee that the specific accessible guest room reserved through its reservations service is held for the reserving customer, regardless of whether a specific room is held in response to reservations made by others.

Next, the team identified OpenTravel schema and/or schema supporting artifacts that were also within project scope and included:

A. OpenTravel (2011A) Hotel schema
B. The OpenTravel Code List
C. OpenTravel Hotel schema reference (sample) XML instances

The remainder of this section describes the four specific tasks undertaken by the Hotel Disability project team (described in the prior section) and any subsequent actions taken by the project team.

MILESTONE 1: Ensure that the applicable subsets of IT-related requirements from the 2010 ADA legislation are accommodated in the upcoming 2011B (December 2011) publication of OpenTravel Hotel schema

Requirement #1	Describe Accessible Features - Section 36.302(e)(1)(ii) - Identify and describe accessible features in the hotels and guest rooms offered through its reservations service in enough detail to reasonably permit individuals with disabilities to assess independently whether a given hotel or guest room meets his or her accessibility needs.
Approach	Review of 12 (twelve) OpenTravel Hotel schema messages: 1. OTA_HotelSearchRQ 2. OTA_HotelSearchRS 3. OTA_HotelAvailRQ 4. OTA_HotelAvailRS 5. OTA_HotelAvailGetRQ 6. OTA_HotelAvailGetRS 7. OTA_HotelAvailNotifRQ 8. OTA_HotelAvailNotifRS 9. OTA_HotelDescriptiveContentNotifRQ 10. OTA_HotelDescriptiveContentNotifRS 11. OTA_HotelDescriptiveInfoRQ 12. OTA_HotelDescriptiveInfoRS Review of 4 (four) OpenTravel Code List tables: 1. HAC – Hotel Amenity Code 2. RMA – Room Amenity Type 3. PHY – Disability Feature Code 4. GRI – Guest Room Information
Outcome	**This requirement is currently supported by OpenTravel schema and no enhancements to schema and/or supporting schema artifacts are required.**

Requirement #2	Hold Accessible Rooms Until Last - Section 36.302(e)(1)(iii) - Ensure that accessible guest rooms are held for use by individuals with disabilities until all other guest rooms of that type have been rented and the accessible room is the only remaining room of that type.
Approach	Team review and discussion of requirement.
Outcome	**The team determined that this requirement was out of scope for OpenTravel schema as it is an inventory allocation method provided by a reservation/ inventory management system and not related to XML distribution.**

	However, the team did note that holding accessible rooms as last sell rooms can be handled by hotel suppliers in multiple ways; depending on the inventory management system (e.g. room types, special requests) in use.

Requirement #3	Block Rooms to Ensure Availability - Section 36.302(e)(1)(iv) - Reserve, upon request, accessible guest rooms or specific types of guest rooms and ensure that the guest rooms requested are blocked and removed from all reservations systems.
Approach	Review of 8 (eight) OpenTravel Hotel schema messages: 1. OTA_HotelResRQ 2. OTA_HotelResRS 3. OTA_HotelResNotifRQ 4. OTA_HotelResNotifRS 5. OTA_HotelResModifyRQ 6. OTA_HotelResModifyRS 7. OTA_HotelResModifyNotifRQ 8. OTA_HotelResModifyNotifRQ Review of 2 (two) OpenTravel Code List tables: 1. RMA – Room Amenity Type 2. PHY - Disability Feature Code
Outcome	**This requirement is currently supported by OpenTravel schema and no enhancements to schema and/or supporting schema artifacts is required.** The team determined that it is up to the receiving party (of the XML transaction and payload) to facilitate the blocking of rooms either through manual or automated processes. Further, the team verified that the existing OpenTravel schema messages currently support this process. For example: • The use of the "Accessible Room" code list item (#161) from the OpenTravel Room Amenity Type (RMA) code table could indicate that blocking is required • The use of any of the code list items from the OpenTravel Accessible Feature Code (PHY) code table could also indicate that a room needs to be blocked

Requirement #4	Guarantee the Room is Held - Section 36.302(e)(1)(v) - Guarantee that the specific accessible guest room reserved through its reservations service is held for the reserving customer, regardless of whether a specific room is held in response to reservations made by others.

Approach	Team review and discussion of requirement.
Outcome	**The team determined that this requirement was out of scope for OpenTravel schema as the method of fulfilling these requirements would be associated with a Property Management System (PMS).**

Additional Hotel Schema enhancement outside the ADA 2010 legislation: to provide implementers with a more consistent and structured way to pass measurement information, the existing UnitsOfMeasureGroups (attributeGroup) was added to the OTA_HotelCommonTypes/ FeaturesType/ Feature element.

Prior to this change, when information needed to be passed regarding measurements, e.g. for an accessible feature, a separate code item was used for each measurement. For example, there were two individual code table items that describe one feature—but use separate measurement units: "Height of light switches in guest rooms (feet)" and "Height of light switches in guest rooms (inches)". With this old format, any new measurement, such as meters or centimeters, would require a new code table item to be added to the OpenTravel Code List.

With the new format, implementers pass a code table item (such as "Height of light switches in guest room") with two companion attributes: 1) the unit of measure in the @UnitOfMeasureCode, and, 2) the actual measurement in the @UnitOfMeasureQuantity.

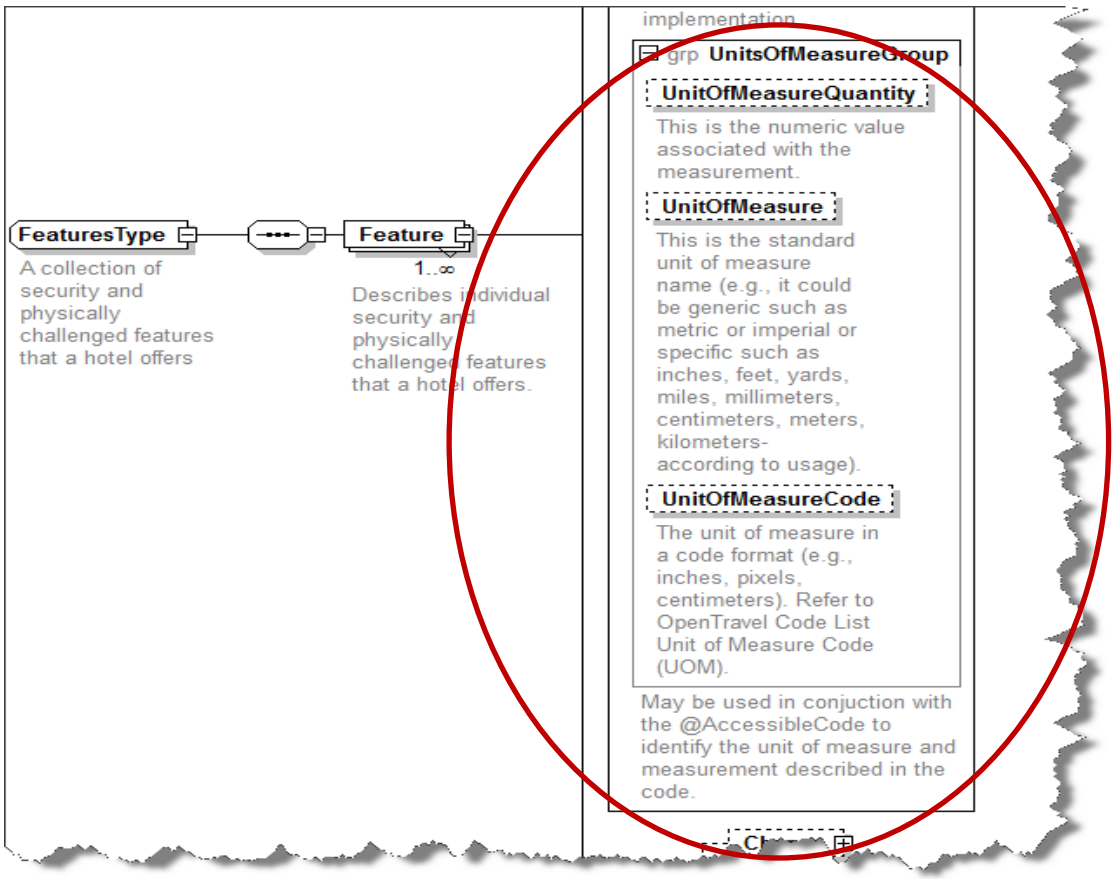


Figure 1: A UnitsOfMeasureGroups (attributeGroup) was added to the OTA_HotelCommonTypes/FeaturesType/Feature element

MILESTONE 2: Create and/or enhance 2011B use case-based reference (sample) schema instances

Sample Instances Overview

To assist schema implementers, OpenTravel (typically during project team schema work) generates sample XML instance from our electronic XML distribution messages. These reference (aka sample) instances are schema supporting artifacts that help implementers visualize how subsets of a message can be used—and are included with the OpenTravel Publication.

Hotel Disability Project Sample Instances

For the Hotel Disability project, prior to creating the actual sample instances, the team created a set of use cases that contain sample data that describe possible scenarios for trading partners exchanging accessibility information.

The use cases and sample instances created by the team are:

1. OTA_HotelSearchRQ/RS – A wheelchair user accompanied by a caregiver is searching for rooms in NY City.

2. OTA_HotelAvailRQ/RS – A hearing impaired traveller is checking for availability that meets his requirements at a Denver hotel.

3. OTA_HotelResNotifRQ/RS – A wheelchair user travelling alone is making a hotel reservation in Washington DC.

4. OTA_HotelResRQ/RS – A visually impaired guest is making a reservation at a Denver hotel.

5. OTA_HotelDescriptiveContentNotifRQ/RS – A Boston-based hotel supplier has updated their property data with regard to accessible features, and is sending the updated information to their trading partners.

A portion of a sample instance is shown on the following page.

```
<?xml version="1.0" encoding="UTF-8"?>

<!-- OpenTravel Reference Implentation Sample Instance-->
<!-- Use Case Scenario:
Miss Priscilla Wallis, a wheelchair user accompanied by a caregiver, goes to the "CDEFG" travel agency located in Miami, F
hotels in NY and wants to get a selection of hotel properties corresponding to her criteria:

• The property should be located within 2 miles from the Empire State Building
• The property should have wireless internet access in the guest room
• The property should have non-smoking rooms
• CNN must be available in the guest room
• The guest room must have a roll in shower
• The guest room mush have an accessible bathroom
• The hotel mush have wheelchair accessible public spaces
• The hotel must offer connecting rooms

There is no preference regarding the Hotel chain.  The travel agent from the "CDEFG" travel agency is requesting a hotel
"SuperHL" system using OTA_HotelSearchRQ.  The Vendor ID of the "CDEFG" travel agency is "FG". The code of the "Sup
-->

<OTA_HotelSearchRQ Version="3.001" xsi:schemaLocation="http://www.opentravel.org/OTA/2003/05/alpha OTA_Hot
http://www.w3.org/2001/XMLSchema-instance">
  <POS>
    <Source AirlineVendorID="FG" PseudoCityCode="MIA" ISOCountry="US" ISOCurrency="USD" AgentSine="A4444
    <Source>
      <RequestorID Type="5" ID="12345675" ID_Context="IATA" />
      <!-- 5 means travel agent -->
    </Source>
  </POS>
  <Criteria>
    <Criterion>
  <RefPoint>Empire State Building</RefPoint>
  <CodeRef LocationCode="17" CodeContext="OTA-REF code list" />
   <!-- 17 means landmark -->
  <HotelRef HotelCityCode="NYC" />
  <Radius Distance="2" DistanceMeasure="MILES" />
  <HotelAmenity Code="254" />
  <!--  254 means connecting rooms -->
  <RoomAmenity RoomAmenity="74" />
   <!--  74 means non smoking -->
  <RoomAmenity RoomAmenity="158" />
  <!-- Wheelchair accessible room
```

Figure 2: Sample instance for the OTA_HotelSearchRQ schema message for a wheelchair user accompanied by a caregiver that is searching for rooms in NY City

MILESTONE 3: Review existing OpenTravel Code List terminologies that reference products, services and/or features for disabled travelers to ensure that such terms use today's socially acceptable terminology and update, add new and/or remove items as required

OpenTravel Code List Artifact Overview

The OpenTravel specification defines an open standard library of electronic XML distribution documents for the travel industry. The OpenTravel specification also includes numerous "schema supporting artifacts" that describe the specification, provide guidance on XML payload implementation, and specify constraints on schema values in a simple but declarative way.

The OpenTravel Code List is a key method used by implementers to specify schema value constraints, as when travel companies exchange XML business documents, it is important to be able to consistently verify the value of exchanged information, such as hotel disability services or a hotel feature.

The OpenTravel Code List is a subset of the OpenTravel Lexis as it provides a controlled vocabulary with each code list item representing one in a finite list of standard unique pre-defined values.

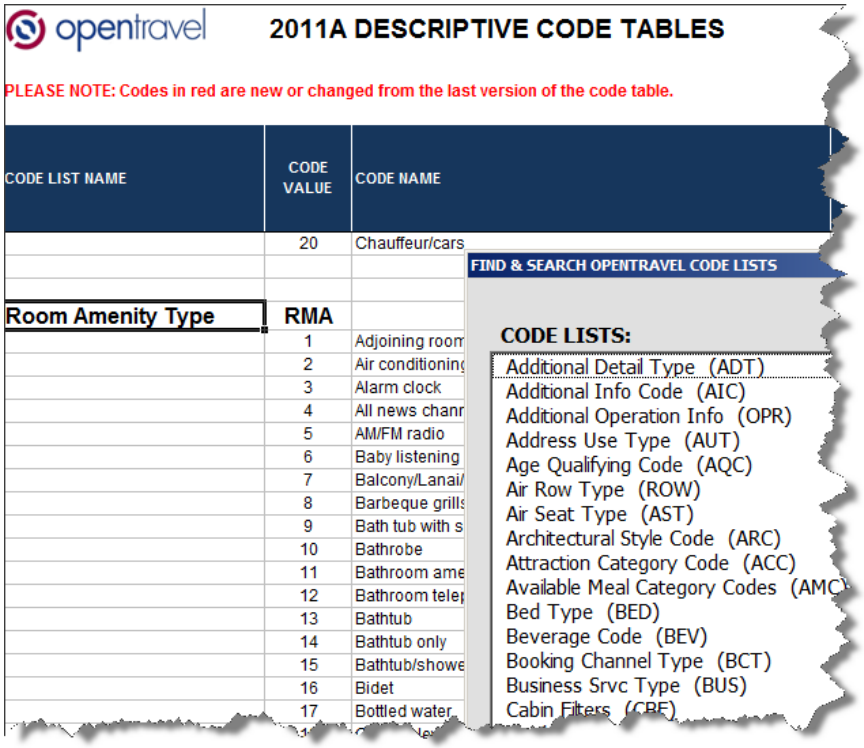


Figure 3: OpenTravel Code List snapshot. Note that the Code List itself is a collection of "code tables", with each table having a full name, name acronym and associated items with unique values. Within OpenTravel schema, any field that references a code list table has the name and acronym of the table included in the field annotation.

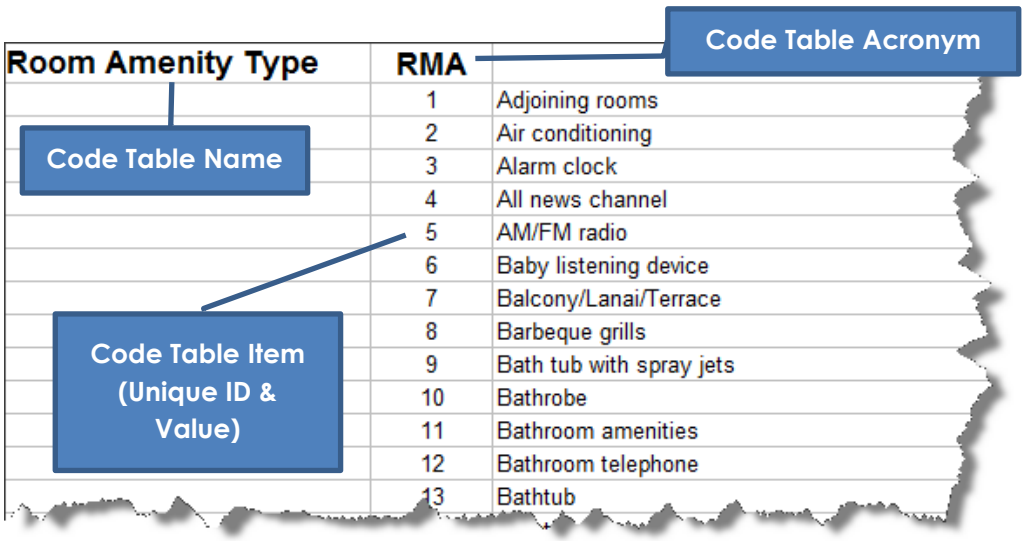
Unlike the Lexis however (that is internally managed by OpenTravel and its member community), the OpenTravel Code List is provided as a specification artifact and provides an out-of-the-box collection of numerous values that can be used to perform default validations of "code list typed" (designated) OpenTravel schema elements and attributes.

OpenTravel provides a managed process that allows all specification implementers to request enhancements to the OpenTravel Code List while ensuring the integrity and uniqueness of code list tables and items[2].

Note that historically, code tables and table items have not been deprecated (removed) from the OpenTravel Code List, so a new process—that parallels the established OpenTravel schema deprecation process—has been implemented. This process allows OpenTravel project teams to propose deprecations and provides methods for associated OpenTravel workgroups to action such requests while providing adequate notification to schema implementers.

OpenTravel Code List Tables Reviewed and/or Enhanced

Note that a team decision was made to only add new code table items if there were immediate requirements by schema implementers to do so. Accordingly, there were only a few additions to code tables as described below with agreement that additional code table items will be added as needed following the existing OpenTravel Code List enhancement process.



Code List Table Name(s) and Acronym(s) Details

The project team changed the name of the (existing) Physically Challenged Feature Code list table to "Disability Feature Code". To limit impact on users of OpenTravel schema, the team chose to not change the existing code list table acronym of "PHY".

[2] Note that in addition to the OpenTravel Code List, the OpenTravel specification utilizes all relevant industry accepted code lists maintained by other standards organizations. These include lists such as currency codes managed by the International Organization for Standardization (ISO) (ISO 4217), country codes by ISO (ISO 3166-1), and global airport codes by International Air Transport Association (IATA). OpenTravel makes use of these code lists where they exist, rather than re-inventing them.

As the code list table name was changed, but not the code list table acronym (three character code), there was minimal impact to OpenTravel schema. The only required change updated schema annotations (in schema fields that referenced the code list table name and acronym) to reflect the new table name. This does not impact the use of the schema messages and this change was made to update the terminology of the code list name.

Code Table Item Terminology Details

There were substantial terminology updates made to code table item names as shown in the table below. As an example, the use of the words "physically challenged" or "disabled" were changed to "accessible" where appropriate[3].

Deprecated Code Table Item Details

As a result of the in-depth code list review process, the team has proposed a deprecation of item #221—Handicap Room from the Room Amenity Type (RMA) code table. Specifically, during the terminology review it was noted that this table contained two items, #161—Accessible Room and #221—Handicap Room. Post terminology changes that replaced the word "Handicap" with "Accessible", the two items had identical values.

Comprehensive List of Code List Modifications and Enhancements (including new Code List items)

Note: all items below with "Marked for Deprecation" in the notes column will be marked in the 2011B Code List as such and referenced in the 2011B Publication Release Notes. The items will be formally deprecated (e.g. removed from the OpenTravel Code List) in the June 2012 OpenTravel publication.

[3] The team also corrected typographical errors in other code table items, regardless of whether or not they pertained directly to the disability project.

Disability Feature Code (PHY)

**Note code table name change from Physically Challenged Feature Code

Starting Value	*Changed Value*	*Notes*
#3- Bathroom vanity in guest rooms for disabled person height	#3- Bathroom vanity in guest rooms for wheelchair user's height	Terminology change
#5- Closet rods in guest rooms for disabled person height	#5- Closet rods in guest rooms for wheelchair user's height	Terminology change
#13- Flashing door knocker available for disabled person	#13- Flashing door knockers available	Terminology change
#15- Light switches in guest rooms for disabled persons height	#15- Light switches in guest rooms at wheelchair user's height	Terminology change
#17- Lowered deadbolt in guest room for disabled persons height (in feet)	#17- Height of deadbolt in guest room (in feet)	Terminology change
#18- Lowered deadbolt in guest room for disabled persons height (in inches)	#18- Height of deadbolt in guest room (in Inches)	Terminology change
#20- Number of roll-in showers available for disabled person	#20- Number of roll-in showers available	Terminology change
#21- Number of rooms for disabled persons equipped with standard tub	#21- Number of accessible rooms with standard tub	Terminology change
#26- Peephole in guest room for disabled person height (in ft)	#26- Height of peephole in guest room (in feet)	Terminology change
#27- Peephole in guest room for disabled person height (in inches)	#27- Height of peephole in guest room (in inches)	Terminology change
#28- Public areas wheelchair accessible for disabled	#28- Public areas wheelchair accessible	Terminology change
#30- Thermostat in guest for disabled persons height (in feet)	#30- Height of thermostat in guest room (in feet)	Terminology change
#31- Thermostat in guest for disabled persons height (in inches)	#31- Height of thermostat in guest room (in inches)	Terminology change
#33- Vibrating alarm available for disabled persons	#33- Viabrating alarm available	Terminology change
#37- Which floors have handicapped rooms	#37- Which floors have accessible rooms	Terminology change
#40- Light switches in	#40- Height of light	Terminology change

guest rooms for disabled persons height (feet)	switches in guest rooms (feet)	
#41- Light switches in guest rooms for disabled persons height (inches)	#41- Height of light switches in guest rooms (inches)	Terminology change
#50- Handicapped parking	#50- Accessible parking	Terminology change
#51- Handicapped van parking	#51- Accessible van parking	Terminology change
#56- Elevator near disability accessible rooms	#56- Elevator near accessible rooms	Terminology change
#60- Emergency procedures for disabled guests	#60- Emergency procedures for people with disabilities	Terminology change
#61- Facilities for blind people only	#61- Facilities for people with vision impairment only	Terminology change
#62- Facilities for deaf people only	#62- Facilities for people with hearing impairment only	Terminology change
#81- Height of disable guest bed including mattress	#81- Height from ground of guest bed including mattress	Terminology change
#82- Height of elevator external buttons	#82- Height from ground of elevator external buttons	Terminology change
#83- Height of elevator internal buttons	#83- Height from ground of elevator internal buttons	Terminology change
#101- Height of elevator internal handrails	#101- Height from ground of elevator internal handrails	Terminology change
#125-	#125- Height from ground to light switches in guest room	New code
#126-	#126- Height from ground to peephole in guest room door	New code
#127-	#127- Height from ground of deadbolt in guest room	New code
#129-	#129- Height from ground of thermostat in guest room	New code

Guest Room Info (GRI)

Starting Value	*Changed Value*	*Notes*
#1- Physically challenged rooms	#1- Accessible rooms	Terminology change

Hotel Amenity Code (HAC)

Starting Value	*Changed Value*	*Notes*
#101- Wheel chair access	#101- Wheelchair access	Grammatical correction
#258 - Handicapped rooms	#258 – Accessible rooms	Terminology change

Room Amenity Type (RMA)

Starting Value	*Changed Value*	*Notes*
#194- Telephone TDD	#194- Telephone TDD/Textphone	Terminology change
#221- Handicap Room	#221- Accessible Room	Marked for Deprecation

MILESTONE 4: Provide OpenTravel staff, governing bodies, members and implementers with a greater awareness of the accessibility market as it applies to on-going schema design and enhancement

The Hotel Disability project team has provided value added awareness about the accessibility market that will continue to benefit all OpenTravel implementers, governing bodies and staff by:

- Providing "socially acceptable vernacular" to subsets of the OpenTravel Lexis CIEM that will provide a baseline for ongoing Lexis enhancements

- Providing a process that can be replicated for new schema development, enhancements to existing schema and code table/ item enhancements.

- Providing an accessibility expert (Jonathan Kaye) that OpenTravel staff and project teams can consult for OpenTravel schema and artifact projects with an association to the accessibility market

Appendix A: Brief Overview of Team Audited OpenTravel Hotel Messages

Message Name	*Description*
OTA_HotelAvailRQ/RS	The OpenTravel Hotel Availability Request message pair provides the ability to search for hotel products available for booking. Most commonly, a search for availability is looking for a room that may be available at certain rates, have certain room amenities, be of a specific room type, etc. A request can also be made for a non-room product, such as banquets and meeting rooms. Typically, an availability request is made with the intent to ultimately book a reservation for an event or for a room stay.
OTA_HotelAvailGetRQ/RS	The OpenTravel Hotel Availability Get message pair provides the ability for a booking source to obtain availability status from one or more specified hotel properties. The Hotel Availability Get request message allows a booking source to search another system for detailed availability. The request message can be limited to an individual property or a collection of properties for a specified date range or it can further specify one or more rate plan(s), room type(s), rate plan/room type combinations, restrictions and revenue management qualifiers.
OTA_HotelAvailNotifRQ/RS	The OpenTravel Availability Notification message notifies a booking source of the status of availability at a specific hotel property.
OTA_HotelDescriptiveContentNotifRQ/RS	The OpenTravel Hotel Descriptive Content Notification is a broadcast message used to publicize detailed descriptive information about a hotel property by standardized data categories. Likewise, static information about a hotel property can be obtained by using the Hotel Search Request and/or Hotel Availability Request to search by category, using codes agreed upon between trading partners to request more detail about a hotel.
OTA_HotelDescriptiveInfoRQ/RS	The OpenTravel Hotel Descriptive Content Notification message acts as a "push" message—sending information to populate a database. This message set allows an entity to request specific hotel descriptive content information. For example, a travel site wishing

	to update information like hours of operation would request only the specific information required and be returned only what they requested—like the pool hours or restaurant hours of operation. This message set could also be used for a Request for Information (RFI) for property specific information to help fulfill requests for data from external customers. RFI is an early step in the business negotiation process for either transient or group rates.
OTA_HotelResRQ/RS	The OpenTravel Hotel Reservation message pair is used to send a request from one booking source to another booking source requesting a hotel reservation. Typically the Hotel Reservation Request message would be used by a Central Reservation System (CRS), Global Distribution System (GDS), Internet booker, or other travel service provider that does not have the authority to book a reservation directly, but must determine the status of a property prior to booking a reservation. In the travel industry, allotments of inventory become difficult to manage if dispersed to multiple parties, so the control of inventory is usually held by the hotel property or the Central Reservation Office (CRO) of the hotel chain.
OTA_HotelResNotifRQ/RS	The OpenTravel Hotel Reservation Notification provides a request/response pair of messages to support the functionality of updating other systems with reservation data. The message set assumes a push model, with the sending system pushing the data to another system. The sending system is typically a booking source, such as a Global Distribution System (GDS), a Central Reservation System (CRS) or some other agent of the hotel.
OTA_HotelResModifyRQ/RS	The OpenTravel Hotel Reservation Modify message set handles the need for a full overlay of the reservation for the purpose of making a change to an existing booking.
OTA_HotelResModifyNotifRQ/RS	The OpenTravel Hotel Reservation Modification Notification provides a request/response pair of messages to support the functionality of updating other systems with modified reservation data. The message set assumes a push model, with the sending system pushing the data to another system. The sending system would usually be a booking source, such as a Global Distribution System (GDS), a Central Reservation System (CRS) or some other agent of the hotel.
OTA_HotelSearchRQ/RS	The OpenTravel Hotel Search Request message provides the ability to search for a list of hotel properties

	that meet specified criteria. This type of request message is often referred to as a 'wide-area search' because it typically searches for a list of hotels within a geographic area that may be fairly constrained or quite broad. For example, a list of all the hotels within New York City would be an extensive property search, potentially yielding a list in excess of 1,000 hotels (this figure is not based on any statistical data). Other geographic data, such as, proximity to a specific location, landmark, attraction or destination point, could be used to constrain the summary response to a limited number of hotels.