Implementation Guidelines.

Please keep the following focus points in mind when developing and testing your application. These areas will be addressed during the certification process.

1. Minimum Stay

Search results may include rooms with minimum stay rules. These rules are indicated in XML responses by the elements minStay and dateApplyMinStay. If minStay is empty, no minimum stay rule applies. If populated, it shows the minimum number of nights required to book that rate.

The application should consider the **<minStay></minStay>** tags and, if populated, inform the customer of any minimum stay policy for the chosen room.

Please Note: **We can filter out rooms with a minimum stay policy higher than the requested nights. Let us know if you want us to apply this filter or if you will handle it.**

2. Passenger Nationality and Country of Residence

Nationality and residence verification are now mandatory for all customers during the booking process. This requirement must be implemented in all XML integrations due to market-specific products.

Details regarding Passenger Nationality and Country of Residence can be found in the documentation under Hotels Comm. Structure / General Request, Get Rooms / General Request, and Confirm Booking / General Request. These tags are compulsory for SearchHotels, GetRooms, and ConfirmBooking requests, or for SearchHotels, saveBooking, and bookItinerary, depending on your booking flow.

The list of countries can be accessed using the getallcountries command in the Internal Codes section of the documentation.

3. Passenger name format

To prevent errors, ensure the passenger's name does not include white spaces or special characters and is between 2 and 25 characters long. In situations with multiple first or last names, we suggest you follow this example:

Full Name: James Lee Happy Traveler
<firstName>JamesLee</firstName>
<lastName>HappyTraveler</lastName>

4. Displaying tariffNotes

It is essential to display the content within the <tariffNotes/> tag found in the getRooms response, as it includes important information provided by hotels or notes regarding specific policies or details about the hotel. For example:

<tariffNotes>
Rate Notes:
Hotel Tariff Notes:
No show, early departure or late cancellation will be subject to a 1-night charge. "Bookings including children will be based on sharing parents bedding, no separate bed for children is provided unless otherwise stated." Bookings including children will be based on sharing parents bedding and no separate bed for children is provided unless otherwise stated.
</tariffNotes>

5. Bookings with both adults and children

When searching for accommodations for both adults and children, passengers are classified as children up to the age of 12 years. Each room can accommodate up to **2 children per adult**, with a maximum capacity of **4 children per accommodation**.

6. Minimum Selling Price (B2C Distribution Only)

For **B2C distribution**, it is required that your integration accounts for MinimumSelling and PriceMinimumSelling elements. These represent the minimum price for selling directly to consumers. The **MSP must be displayed or exceeded when selling directly** and cannot be lowered as required by hotel chains.

7. Allocation/Validation details

It's extremely important that all the validations including the allocation details be transmitted accurately during the booking process. Please review the booking flow chart below which outlines what information is needed from each response to successfully proceed with the next request in the booking flow.

SEARCH		PREBOOK	BOOK			
SEARCHHOTELS	GETROOMS	GETROOMS_BLOCK	SAVEBOOKING	BOOKITINERARY NO	BOOKITINERARY PREAUTH	BOOKITINERARY YES
	1.Allocation Details 2. Room type code 3. Rate basis ID Generated for GETROOMS_BLOCK	1. New Allocation Details Generated for SAVEBOOKING	1. <returnedcode> Generated for BOOKITINERARY_NO 2.<returnedservicecode> generated for BOOKITINERARY Preauth	1. New Allocation Details 2. Authorization ID 3. Order Code generated for BOOKITINERARY Preauth	1.New Allocation Details generated for BOOKITINERARY_Yes	Booking Complete

8. Booking cancellation with charge

The cancelBooking process involves two steps. This is so that you can provide the correct amount (charge) that the customer must pay in the case of penalty charges. To determine this, your application needs to send the cancelBooking **(<confirm>no</confirm>)** request to check for any cancellation charges. If the value returned in the **<charge>** tag is not zero, this value must be included in the second step of the cancellation process, **cancelBooking (<confirm>yes</confirm>),** within the **<penaltyApplied></penaltyApplied>** tag. Ensure that the value passed is the one returned in the charge element, not the one in the **<formatted></formatted>** tag.

9. Cancellation Policy Display

To obtain accurate information, it is advised to send a getRooms request without the blocking step (high detail search) when selecting a hotel from the availability returned list. This will retrieve the correct information regarding the price and cancellation policy.

10. Static Data download

Requesting too much static information in the searchHotels method may slow down the server response. The **static data needs to be downloaded**, so it is important for your application to request only the minimum necessary information during the availability step. Please be aware that the number of requested fields will impact our response time. It is mandatory for the application to request at least one field and one roomField element. Note that the maximum amount of static data that can be requested in searchHotels is limited to 2-3 fields and 2-3 roomFields. The tags <field>location(1,2)</field>, <field>amenities</field>, <field>attraction</field>, and <field>leisure</field> are not acceptable.

For more details on how to **download our static data**, please refer to the Startup guide / Static Data Download (your login ID, Company Code and password are required to access the documentation)

11. searchHotels by productID request

To enhance performance and reduce response time, we have updated the **searchHotels** method.
By grouping hotels into **batches of 50 per request**, response times will be **faster**. You can also specify preferred hotels in a city or region.
To retrieve all available hotels in a city, send requests per **hotelId** with no more than 50 hotelIds per request. If there are more than 50 hotels, send multiple requests. For example, to target all 382 hotels in Dubai, send 7 requests, each with up to 50 hotelIds.
Below is an implementation example for the new searchHotels request:

```
<customer xmlns:a="http://us.dotwconnect.com/xsd/atomicCondition" xmlns:c="http://us.dotwconnect.com/xsd/complexCondition">
  <username>...</username>
  <password>...</password>
  <id>...</id>
  <source>1</source>
  <product>hotel</product>
  <request command="searchhotels">
    <bookingDetails>
      <fromDate>2025-05-29</fromDate>
      <toDate>2025-05-30</toDate>
      <currency> DOTW internal code </currency>
      <rooms no="1">
        <room runno="0">
          <adultsCode>2</adultsCode>
          <children no="0"></children>
          <extraBed>0</extraBed>
          <rateBasis>-1</rateBasis>
                    <passengerNationality> DOTW internal code</passengerNationality>
                    <passengerCountryOfResidence> DOTW internal code</passengerCountryOfResidence>
        </room>
      </rooms>
    </bookingDetails>
    <return>
      <sorting order="asc">sortByPrice</sorting>
      <getRooms>true</getRooms>
      <filters>
        <c:condition>
          <a:condition>
            <fieldName>hotelId</fieldName>
            <fieldTest>in</fieldTest>
            <fieldValues>
              <fieldValue>31234</fieldValue>
              <fieldValue>30674</fieldValue>
              ...
              ...
              ...
              <fieldValue>37094</fieldValue>
            </fieldValues>
          </a:condition>
        </c:condition>
      </filters>
      <fields>
        <roomField>tariffNotes</roomField>
        <field>hotelName</field>
      </fields>
    </return>
  </request>
</customer>
```

XML Certification Test Plan Cases.

Here is an overview of the actions that will be checked during the certification process.
To prepare, you can send us RQ and RS xml for each of these requests.

	Test Cases	Status/Observations
	Occupancy Tests	
1.	Create a booking for 2 Adults Occupancy	Completed
2.	Create a booking for 2adults+1child (11 years old)	Completed
4.	Create a booking for 2 adults+2children (8,9 years old) *The child runno attribute must start with 0*	Completed
5.	Create a booking for 2 rooms. (1 single + 1 double)	Not supported for book itinerary flow
Cancelbooking Process using cancelbooking or deleteItinerary method. (If functionality is implemented)		
6.	Create a booking for a single room outisde cancellation deadline and cancel. Verify that the correct data is passed to DOTW server.	Completed
7.	Create a booking for 2 rooms (1 single + 1 triple) within cancellation deadline and cancel .Verify if correct penalties and data is passed to DOTW server.	Executed with 1 room (single-room model)
Cancelbooking Process using deleteItinerary method		
8.	An additional test should be made to verify that in cases when **productsLeftOnItinerary** element is returned with a value grater than 0,the application should display a message that not all the services have been successfully cancelled.	
Mandatory elements to be displayed/implemented in the customer's application		
13.	**Tariff Notes**: Verify if in cases when the **tarifNotes** element is populated the same is displayed in the customer's application. We have no restriction regarding the step where the customer's application should display the tariff Notes.	Completed
14.	**Cancellation Rules and Policies:** Verify that correct cancellation rules are displayed your application. In case your application is adding a buffer to DOTW cancellation rules, please specify the same.	Completed
15.	**Passenger Names Restrictions** It is mandatory to implement the following passenger name restrictions: • names should contain minimum 2 characters and maximum 25; • no white spaces or special characters allowed; • all the adults passenger names should be passed in the confirmbooking request	Completed

16.	**MinimumSellingPrice (ONLY FOR B2C applications)** This element returns the minimum selling price that the customer should adhere to while distributing the product directly to the final consumer (B2C). The application must display the MSP, or higher, if selling directly to the final customer. The MSP cannot be undercut and this is a mandatory requirement from all the hotel chains working on direct connectivity.	Completed
17.	**Gzip Compression** It is mandatory to enable the Gzip in the source code of your application so that outgoing requests from your API to add in the header **Accept-Enconding gzip, deflate.**	Completed
18.	**Blocking step validation** It is mandatory for you to implement a validation in the blocking step (getrooms request) in order to always verify if the selected room/s and rate bases have been successfully blocked (returned with <status>checked</status). Otherwise the booking process should be aborted and an error message should be displayed to the user.	Completed
19.	**Changed Occupancy Feature*** Select to book a rate with changed Occupancy (changedOccupancy element must be present). In order to force the system to return rates with changed occupancy, please make a search for at least 4 passengers (3 Adults+1 child; 4 Adults, etc). Make sure the correct details are passed to DOTW server. Please refer to the separate document, which explains how changed occupancy feature should be implemented.	
20.	**Special Promotions** In case of a rate with an applicable special promotion, make sure that you display the same at your end. Please take into consideration that the special promotions are defined per rate and not per rooom. Please refer to the separate document, which explains how specials should be treated.	
21	**APRs (If supported)** Book an APR and make sure that your application does not allow cancel or amend actions to the user. APRs can be identified in the XML response by the element: • nonRefundable(value:yes)	Completed

22.	**Restricted Cancellation Rules** Select to book a rate with strict cancellation rules. This type of rates can be identified in the xml response by the below elements: • cancelRestricted (possible value=true); • amendRestricted (possible value=true) **When present, this elements indicate that cancel and/or amend is restricted in the period defiend by the cancellation policy.**	Completed
23.	**Minimum Stay Rules. **** Create a reservation for a rate with an applicable minimumStay rule and make sure the new stay period is communicated to the user. **minStay** If the hotel has requested a minimum stay for this room type and rate basis then this element will be returned and its value will be the minimum stay required in days. If no minimum stay applies this element will be returned with no value (empty tag). **dateApplyMinStay** If there is a minimum stay condition this element will specify the starting date when the minium stay condition applies. If no minimum stay applies this element will be returned with no value (empty tag).	Completed
24.	**Special Requests ***** Verify that correct DOTW internal code is being sent in XML messge, for the selected special request.	

Final Notes:

*If you are not willing to implement the changed occupancy Feature, it is mandatory for you to filter these rates and not show them to your customers. You can implement a validation based on validForOccupancy/changedOccupancy elements.

** If you are not willing to receive this type of rates, we can block them from our side, so you will not receive rates which have a minimum stay rule greater than the initial requested stay period.

*** Only if customer's application has implemented this functionality.

XML WEB SERVICES CERTIFICATE.

Please fill out the below form when you are ready to begin certification with the WebBeds API support Team.

CUSTOMER INFORMATION

Customer Company Name	Insiderbookings
Customer Code	2266975
Customer Contact Person Full Name	Ramiro Alet
Customer Contact Person Email	ramiroalet@insiderbookings.com
Customer Technical Contact Email	ramiroalet@insiderbookings.com
Customer Test Application URL	
Customer Application Login / Password	
Customer Application Extra Login Details	

INTEGRATION DETAILS

What web service version you are using (v3 or v4)	v4
What is your distribution platform (B2B or B2C)	B2C
Will you be interested in booking Advance Purchase Rates?	No
The application is using GZip compression to communicate with UHI servers?	Yes
Have you integrated rates per passenger nationality functionality?	Yes
Application Development Platform	Node.js + Express
Products integrated (Hotels, Apartments, Transfers)	Hotels
Static Data Mapping (Yes / No)	yes
Timeframe for Static data mapping (weekly, bi-weekly, monthly)	bi-weekly
Cities for which tests should be taken	city code 364
Tariff notes are displayed in customer application	yes

APPLICATION DETAILS

Please indicate which features are available through your application

Method	HOTEL Availability (yes / no)	Average number of requests per day
GetRooms	yes	1500
Block Rooms	yes	300
SaveBooking	yes	25
ConfirmBooking	no	
BookItinerary	yes	25
GetBookingDetails	yes	30
SearchBookings	yes	10
UpdateBooking	no	
CancelBooking (confirmed)	yes	2
DeleteItinerary	no	

APPLICATION FUNCTIONAL DESCRIPTION – BOOKING PROCESS FLOW, CANCEL PROCESS FLOW, AMENDING PROCESS FLOW

Final Observation(s):

Application should send all requests to : http://us.dotwconnect.com/gateway.dotw

Request will be send from following IP : api.insiderbookings.com