

# API Integration and Certification Guidelines

**This document is no longer supported. Please refer to [Integration Guide](#) for the latest version of this document.**

This document will guide you through implementing ETG API v3 and provide you with an action plan for upcoming months.

The integration consists of 3 stages:

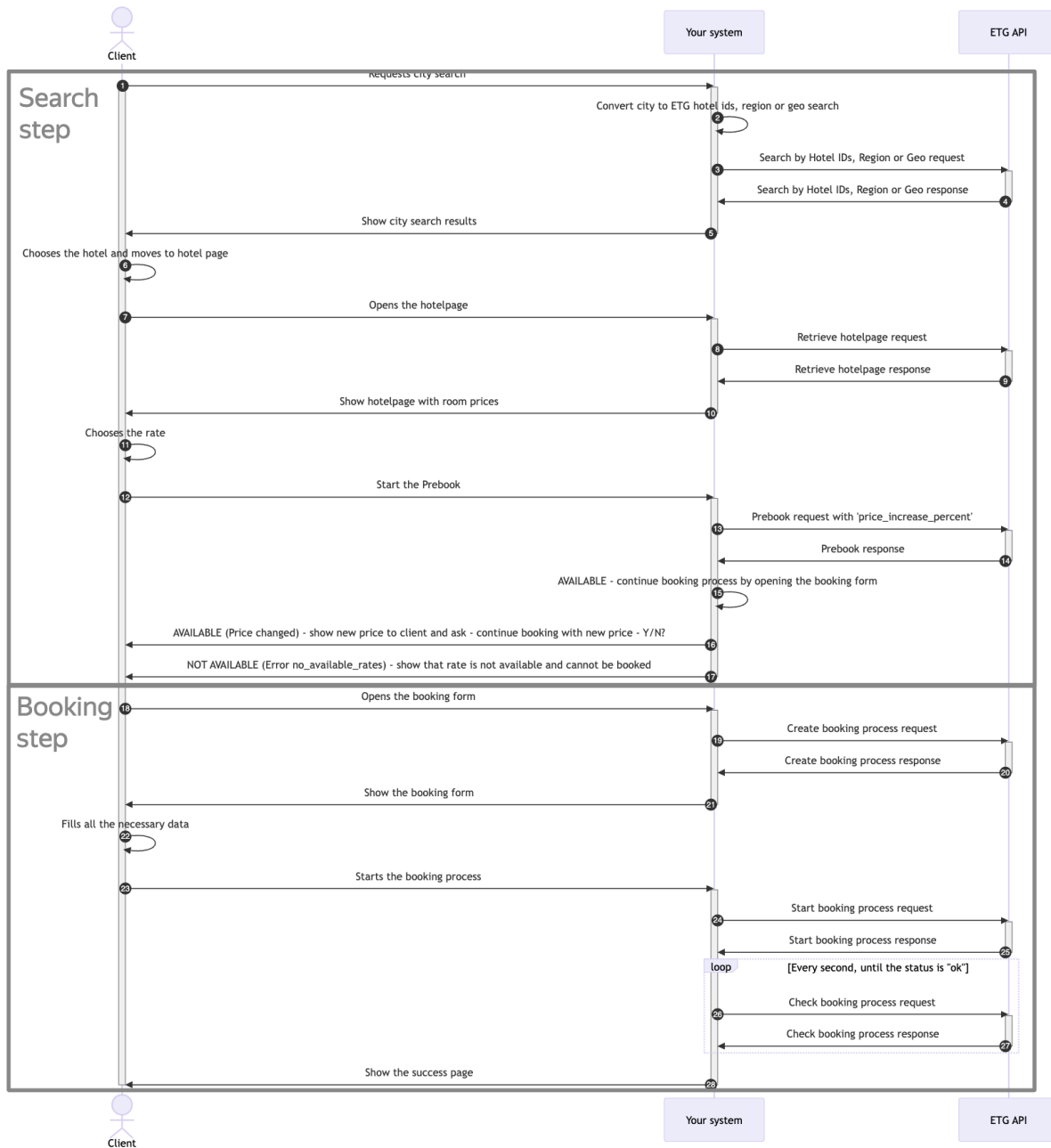
1. **The Integration Stage** is where you develop the integration independently. Before starting the integration, we ask you to read our [API documentation](#) and [Best Practices for APIv3 \(Last updated: March 2025\)](#). Please ask as many questions as possible about the API logic during this stage. We are happy to help.
2. **The Certification Stage** is where the API Launch team reviews the integration and, if necessary, requests that you make adjustments and changes. Before starting the certification, please fill in the APIv3 Certification Checklist that launch member sent to you.
3. **The Pre-Production Stage** is where the API Launch team monitors the integration performance after certification and addresses the issues on prod at the initial stages. Please inform us when you are going live.

Below, you will find the recommended API workflow with endpoints to be integrated. Make sure to integrate all required endpoints.

We offer [Best Practices for APIv3 \(Last updated: March 2025\)](#) for the whole integration process, where you can find guidance on building the integration most efficiently.

## Recommended Workflow

Please find the recommended workflow diagram with mandatory and required endpoints listed below:



## 1. Static Data Step

Hotel static data stands for all information about the hotels and includes full content like images and additional content data.

### 1.1 Retrieve hotel dump

**Required.**

**Endpoint:** <https://api.worldota.net/api/b2b/v3/hotel/info/dump/>

This tool should be used to download content and hotel mapping information. It is updated weekly

## 1.2 Retrieve hotel content

**Recommended.**

**Endpoint:** <https://api.worldota.net/api/b2b/v3/hotel/info/>

It is used only in cases when an available hotel is not included in the downloaded hotel data dump. It can happen to new hotels in the ETG inventory.

## 1.3 Retrieve hotel incremental dump

**Recommended.**

**Endpoint:** [https://api.worldota.net/api/b2b/v3/hotel/info/incremental\\_dump/](https://api.worldota.net/api/b2b/v3/hotel/info/incremental_dump/)

It is used to update the “Retrieve hotel dump” static information with changes applied to hotels on the previous day. This is updated daily.

This method should be used daily to get the most up-to-date information. For example, if hotels make an important announcement, this method will provide updates.

# 2. Search

## 2.1 “Search by” Methods

**One of the endpoints is required.**

“Search by” methods are used to search for hotels with available accommodations that match specified search conditions. However, allowing users to select rates at this stage is not advisable, as the rates may not align with those presented in the subsequent “single hotel search” on the “Retrieve hotelpage” and/or “Prebook rate from hotelpage step” request.

During this first search step using “Search by” methods, we recommend displaying one or two of the lowest rates for each hotel. In the second step, when using “Retrieve hotelpage” and/or “Prebook rate from hotelpage step” for a single hotel search, all available rates for the selected hotel should be displayed.

We offer three types of “Search by” methods: by region, by geo coordinates, and by hotel IDs. Customers can search available rates by region, geographical coordinates, or specific hotels.

**Endpoints:**

- <https://api.worldota.net/api/b2b/v3/search/serp/region/> - calling this endpoint will return a list of all available hotels within the specified region

- <https://api.worldota.net/api/b2b/v3/search/serp/hotels/> - calling this endpoint will return a list of specific hotels (max 300 in one request; it is advisable to send 300 hotels in one SERP request)
- <https://api.worldota.net/api/b2b/v3/search/serp/geo/> - calling this endpoint will return a list of all hotels within a specified radius of a particular longitude and latitude

## 2.2 Retrieve hotelpage

### **Required.**

**Endpoint:** <https://api.worldota.net/api/b2b/v3/search/hp/>

“Retrieve hotelpage” should be used exclusively for hotels the end user has shown interest in. Requests should not be made for every hotel retrieved by region ID or hotel IDs; requests should only be made when the user selects a specific hotel.

The recommended storage duration for retrieved rates is up to 1 hour. The availability window for booking requests using this method may extend beyond this timeframe, varying based on internal factors.

This endpoint will provide detailed information on a particular hotel with all the prices for rates.

We do not recommend matching rates between one of the “Search by” methods and “Retrieve hotelpage” responses. However, if your logic requires such matching, please let us know at [apisupport@ratehawk.com](mailto:apisupport@ratehawk.com), and we will advise you on how to implement it.

## 2.3. Prebook rate from hotelpage step

### **Required.**

**Endpoint:** <https://api.worldota.net/api/b2b/v3/hotel/prebook>

“Prebook rate from hotelpage step” updates the availability of the requested rate. This method attempts to find a comparable or similar rate if the original rate is unavailable. Implementing the “Prebook rate from hotelpage step” method is mandatory, as it enhances the booking success ratio.

The `price_increase_percent` feature allows ETG to identify the best alternative rate within the price increase range. If this feature is implemented, your clients should be notified of any price changes before proceeding to the booking step.

Please note that you can specify `price_increase_percent` and choose from 0 to 100. If that's the case, you must notify the end user of the price change.

## 4. Booking step (all endpoints are required)

### 1. Create booking process

**Required.**

**Endpoint:** <https://api.worldota.net/api/b2b/v3/hotel/order/booking/form/>

This endpoint is called to create a booking on the ETG end and link that order with the order in your system.

### 2. Start booking process

**Required.**

**Endpoint:** <https://api.worldota.net/api/b2b/v3/hotel/order/booking/finish/>

This endpoint is called to start the booking process. During this step, we are sending the booking request to our suppliers and direct hotel partners to make a booking. Hence, the booking status will be “in progress”. Consequently you are required to implement the last endpoint to get the final booking status.

The last endpoint is either the “Check booking process” or “Receive booking status webhook”. Please note that you can implement them both, but **one of them is required**.

### 3. Check booking process

**Endpoint:** <https://api.worldota.net/api/b2b/v3/hotel/order/booking/finish/status/>

This endpoint is used to receive the final booking status. One should keep calling this endpoint until the status “processing” changes either to “ok” or final failure status.

Please note that the status “ok” during the “Check booking process” **only** indicates a successful booking.

The request and response examples for the “Check booking process” can be found here along with other endpoints requests and responses in our [API documentation](#).

#### 3.1 Receive booking status webhook

If you decide to work with the “Receive booking status webhook”, ETG will send you the final booking status, and you will be only responsible for correctly responding to our webhooks.

If you would like to work with “Receive booking status webhook”, please provide us with a callback URL and indicate that you want to enable it at [apisupport@ratehawk.com](mailto:apisupport@ratehawk.com)

The detailed logic of how to work with webhooks can be found in [Best Practices for APIv3](#) (Last updated: March 2025) and [API documentation](#).

The differences between “Check booking process” and “Receive booking status webhook” are:

| “Check booking process”  | “Receive booking status webhook”   |
|--|--|
| The partner should call this endpoint every 2-3 seconds to get the final status.<br><br>The statuses will either indicate status “ok”, or include a list of final failure error codes. | ETG will send the final status right after receiving the booking status from the supplier.<br><br>These statuses will be either confirmed or failed. |
| It will provide the reason for the booking failure   | No specific reason for booking failure will be provided  |

Please also find our [Best Practices for APIv3](#) (Last updated: March 2025) for the integration, which will give more exact recommendations and outline integration expectations.

## 5. Post-Booking

### 5.1 Retrieve bookings

**Recommended.**

**Endpoint:** <https://api.worldota.net/api/b2b/v3/hotel/order/info/>

This can be used to receive details about a successful booking. However, it should not be initiated immediately after booking completion.

It is important to note that:

- This endpoint should not be used to check the final statuses of the bookings. For this purpose, please use [api/b2b/v3/hotel/order/booking/finish/status/](#)
- We do not change rate details after bookings are made. The details you book are final and will not be subject to unexpected changes.

## 5.1 Cancel booking (recommended)

### **Recommended.**

**Endpoint:** <https://api.worldota.net/api/b2b/v3/hotel/order/cancel/>

This should be used if a booking needs to be canceled.

# Certification

Each product requires its independent certification, which can occur simultaneously or sequentially. Completing certification for one product doesn't guarantee it for another. Each product is treated independently, allowing one product to be launched once certified, even if others are still undergoing the process.

The certification process usually takes 14 to 30 days. It is in written form to allow partners to make necessary changes. Please find the APIv3 Certification Checklist that will outline our expectations for every step of the integration:

### **Website Product Certification Requirements:**

- Grant access to a test environment where ETG is set up as a supplier, with test hotels mapped, enabling our specialists to conduct searches and bookings.
- Cross-check the integration based on the APIv3 Certification Checklist and fill out the form.
- If necessary, we will initiate further discussions of separate points to find the best approach in the interest of both parties. As part of these discussions, we may request specific changes to be implemented based on feedback received.

### **API Product Certification Requirements:**

- Provide the API documentation used by your clients for integration.
- Provide logs for bookings created based on your product's logic, your API request and response, and our API request and response, preferably in JSON format.
- Cross-check the integration based on the APIv3 Certification Checklist and fill out the form.
- If necessary, we will initiate further discussions of separate points to find the best approach in the interest of both parties. As part of these discussions, we may request that certain changes be implemented based on feedback received.

### **Mobile Product Certification Requirements:**

- Offer a detailed demo video and step-by-step screenshots covering the entire process from search to booking cancellation.

- Provide the installation file to test the website on our mobile devices.
- Cross-check the integration based on the APIv3 Certification Checklist and fill out the form.
- If necessary, we will initiate further discussions of separate points to find the best approach in the interest of both parties. As part of these discussions, we may request that certain changes be implemented based on feedback received.

Thank you! In case you have any questions or concerns, please feel free to contact us at [apisupport@ratehawk.com](mailto:apisupport@ratehawk.com)