Sunhotels Client integrations

Documentation

This document mainly handles integration to Sunhotels Accommodations but below you also find documentation for Transfer, event/ticket and reviews.

Sunhotels XML API version 15
Includes accommodation and transfers
http://xml.sunhotels.net/15/

Event XML API version 1

European football, Formula1, musicals, excursions etc.
https://xmlevent.sunhotels.net/1/

Test Account

To be provided by Sunhotels prior to development start
Enabled for use in XML API as well as on www.sunhotels.com

Guidelines

Mapping of destinations and resorts

Our geo structure contains 3 levels, Country, destinations and resorts. It is recommended that if searches are done on destination and/or resort level to allow mapping to be done on **both** these levels.

Payment Options

Sunhotels offers 3 type of payment options.

Invoice/Credit
No transaction at time of booking, invoice will be sent from Sunhotels to client.

Credit card
Credit card payment, payment is done at time of booking using credit card. If this is of interest please advise and we will send relevant information.

Pay at Hotel
No transaction is done at time of booking but client credit card is entered and passed to hotel to validate. Payment is then made by client directly at hotel at check in/out.

Accommodation types

Sunhotels offers 3 types of accommodation.

Hotel

Apartment
Villa (/private homes)

Multi Room Bookings

Sunhotels API allows bookings to be made on 1 room type with one or multiple units. Searches and bookings are made with adults and children grouped, these are later distributed evenly over the rooms booked.

It is Not possible to set specific pax distribution between rooms in the search and booking request.

TotalRoomsInBatch

If search and booking is split into 2 or more for the same client then this parameter is to be used to inform Sunhotels of how many rooms in total the client want to book. This is then used to return a search result containing rooms that will have enough allotment to take all bookings IF they eventually are made on the same room.

Children ages

Children in Sunhotels are always between 2-11 years old, if you have other ranges please make sure to search and book children older than 11 years old as adults and children younger than 2 years old as Infants.

Infants

Bookings cannot be made with more than 1 infant per room.

Possibilities to search

Sunhotels API allows multiple ways of searching

One or many HotelID
Returning available hotels from the list of IDs searched

One or many ResortID
Returning available hotels located in any of the resorts searched

One DestinationID
Returning available hotels located in the destination searched
(includes all resorts connected to this destination)

One DestinationCode (IATA)
Returning available hotels located in any Destination connected to searched DestinationCode

Point of interest (Longitude and Latitude)
Returning available hotels within the distance from the point of interest specified in the search request.

Cancellation policies

Cancellation policies are always returned in search responses for each room as well as in the booking response. Cancellation hours are calculated from noon in arrival destination on the check-in date.

NOTE: Empty deadline means the cancellation deadline has already passed and a cancellation fee already applies if cancelling the booking.

Superdeal

Superdeal rooms are rooms with a better rate but are always non-refundable. Cancellation policies as well as a special tag shows when a room is SuperDeal

<!--Determines whether the room is a "Super Deal" room-->

NOTE: Empty deadline means the cancellation deadline has already passed and a cancellation fee already applies if cancelling the booking.

Meal supplements

Where multiple meal options are available these will be included in the search response for the room types where they are available without any additional search.

Meal labels

In addition to the 5 board basis options Sunhotels offers (Room only, Breakfast, Half board, Full board, All Inclusive) there exist meal labels that will give additional details of the meal at the hotel. This is found on the meal label.

Hotel Note

Hotel Notes provides important information about hotel renovations, pool closed etc.

This information is **important** to pass on to your client prior to the booking is made.

Room Note

Room Notes provides information of added extras that is included in price. It is important to pass this information to client prior to booking and recommended to put on client voucher in case Sunhotels voucher is not used.

Country, Destination and Resort Notes

To be able to provide certain information to your client before they complete the booking there are 3 files available to fetch.

The information in the file is limited to IDs and descriptions for these IDs can be found using GetHotelNoteTypes (http://xml.sunhotels.net/15/). This information should be cached and displayed this to your client.

The information will not be returned in the search or booking response in our API.

(Make sure to update below URLs to use your username, password and language.)

Country Notes

http://xml.sunhotels.net/15/DownloadExport.aspx?username=Username&password=Password&language=XX&xmlType=country_notes&version=150

Destinations Notes

http://xml.sunhotels.net/15/DownloadExport.aspx?username=Username&password=Password&language=XX&xmlType=destination_notes&version=150

Resort Notes

http://xml.sunhotels.net/15/DownloadExport.aspx?username=Username&password=Password&language=XX&xmlType=resort_notes&version=150

Voucher text

We recommend that you include the information provided in the *bookedBy* tag in the booking response to avoid problems on check-in. Information provided here is normally 24-hour emergency phone number and, where applicable, information about key pickup or other check-in related information.

Compression

To maximize performance as well as avoid unnecessary traffic we recommend that you enable compression on search requests.

Test scenarios

See separate document: *XML API Test Bookings Recommended*

Nationality restrictions

Final customer nationality can be included in the search and book requests, by sending a 2 letter country code. This allows Sunhotels to filter out the results according to possible nationality restrictions.

Different endpoints are required to be accessed to make use of this field.

B2C / B2B

The same special endpoints mentioned on previous point allow as well to inform whether your searches are coming from a B2B or B2C site (conditioned to agreement with Sunhotels through your commercial contact)

Questionnaire

Integrated interfaces	
Hotels	
Transfers	
Event	
General	
Will you be using your own voucher or voucher provided by Sunhotels	
How is it possible for us to see and identify our own product in your system (UI, API etc)	
If account is necessary please provide user credentials and URLs	
Are you displaying to client our Country, Destination, Resort, Hotel Notes (erratas) and RoomNotes (added extras)	
Will you be selling our Superdeals / Non Refundable rooms	
Which payment option(s) are you implementing (Invoice, Pay at Hotel)	
Static Content	
Are you caching our static content	
If yes, which method are you using (DownloadExport or GetStaticHotelsandRooms)	
How often will you update the static information	
Mapping	
Will you be mapping hotels?	
If yes please let us know how the process looks (manual/ scripts/external partners)	
If yes please let us know how we can see which hotels are mapped.	
Will you be mapping our geo structure? (destinations, resorts, cities etc)	
If yes please let us know how the process looks (manual/ scripts/external partners)	
If yes please let us know how we can see which areas are mapped.	
Contacts	
Technical Contact / Support	
Email	
Telephone	
Additional Technical Contact / Support	
Email	
Telephone	