

JacTravel Cancellation Policy Procedure

Contents

[Cancellation Policy’s 2](#_Toc312403468)

[Policy flow: 2](#_Toc312403469)

[URL access 3](#_Toc312403470)

[Service Search Request and Response 3](#_Toc312403471)

[OptionID Cancellation policy request 5](#_Toc312403472)

[Cancellation Policy Details Response 6](#_Toc312403473)

[Calculating cancellation period 9](#_Toc312403474)

[Booking Reference Policy Request 11](#_Toc312403475)

[Booking Cancellations 13](#_Toc312403476)

# Cancellation Policy’s

The following descriptions outline the logical cancellation policy flow and interpretation.

# Policy flow:

# URL access

Cancellation policy and cancellations are accessed though two unique URLs:

***CancellationPolicyDetails.asp*** - handles both OPTION\_ID and BOOKING\_REFERENCE based searches

***CancelBookingNew.asp*** – cancels booking pre-arrival time and returns one of two booking status.

**Booking Status: Mapping:**

Cancelled              Booking cancelled

Late Cancellation   Booking cancelled with charges

# Service Search Request and Response

Cancellation policies are assigned against all unique room options at any given service. These options are indentified through the OPTIONID in availability response.

For example below shows 3 different room styles, each identified via OPTIONID:

OptionId Option Name

34169 Single Room

34242 Double for Single Occupancy

34248 Double for Single Occupancy (Without Breakfast)

**Example response**:

<SERVICE\_SEARCH\_RESPONSE>

<VERSION\_HISTORY APPLICATION\_NAME="AppName" XML\_FILE\_NAME="FileName" LICENCE\_KEY="LicKey" TS\_API\_VERSION="3.0">

<XML\_VERSION\_NO>1.0</XML\_VERSION\_NO>

</VERSION\_HISTORY>

<SERVICES>

<SERVICE SERVICE\_ID="12035" SERVICE\_NAME="Test City Inn Westminster" LOCATION="Westminster Station" RATING="4 \* +" AVAILABLE="Yes" ISRECOMMENDEDPRODUCT="0" STARTING\_PRICE="34.2000" CURRENCY="GBP">

<OPTIONS>

<OPTION>

**<OPTIONID>34169</OPTIONID>**

**<OPTION\_NAME>Single Room</OPTION\_NAME>**

<SELL\_PRICE\_AMOUNT>68.4000</SELL\_PRICE\_AMOUNT>

<OCCUPANCY>1</OCCUPANCY>

<PRICES>

<PRICE>

<PRICE\_DATE>23 May 2012</PRICE\_DATE>

</PRICES>

<OPTION\_STATUS>AVAILABLE</OPTION\_STATUS>

<RULE\_TEXT/>

</OPTION>

<OPTION>

**<OPTIONID>34242</OPTIONID>**

**<OPTION\_NAME>Double for Single Occupancy</OPTION\_NAME>**

<SELL\_PRICE\_AMOUNT>34.2000</SELL\_PRICE\_AMOUNT>

<OCCUPANCY>1</OCCUPANCY>

<PRICES>

<PRICE>

<PRICE\_DATE>23 May 2012</PRICE\_DATE>

</PRICES>

<OPTION\_STATUS>AVAILABLE</OPTION\_STATUS>

<RULE\_TEXT/>

</OPTION>

<OPTION>

**<OPTIONID>34248</OPTIONID>**

**<OPTION\_NAME>Double for Single Occupancy (Without Breakfast)</OPTION\_NAME>**

<SELL\_PRICE\_AMOUNT>62.7000</SELL\_PRICE\_AMOUNT>

<OCCUPANCY>1</OCCUPANCY>

<PRICES>

<PRICE>

<PRICE\_DATE>23 May 2012</PRICE\_DATE>

</PRICES>

<OPTION\_STATUS>AVAILABLE</OPTION\_STATUS>

<RULE\_TEXT/>

</OPTION>

</OPTIONS>

</SERVICE>

</SERVICES>

</SERVICE\_SEARCH\_RESPONSE>

# OptionID Cancellation policy request

OPTION\_ID based requests return the policy going to be assigned to the potential booking for those travel dates.

It does not return an exact dollar value for charging, only the policy to be assigned.

<OPTION\_ID>34169</OPTION\_ID> **Unique Option\_ID assigned to service**

<START\_DATE>23 Mar 12</START\_DATE**> Booking Start Date**

<END\_DATE>24 Mar 12</END\_DATE> **Booking End Date – departure date inclusive**

<CANCELLATION\_POLICY\_DETAILS\_REQUEST>

<VERSION\_HISTORY APPLICATION\_NAME="AppName" XML\_FILE\_NAME="XMLFileName" LICENCE\_KEY="KEY" TS\_API\_VERSION="TSAPIVersion">

<XML\_VERSION\_NO>3.0</XML\_VERSION\_NO>

</VERSION\_HISTORY>

<BODY>

<SERVICE\_CHARGE>

**<OPTION\_ID>34169</OPTION\_ID>**

**<START\_DATE>23 Mar 12</START\_DATE>**

**<END\_DATE>24 Mar 12</END\_DATE>**

</SERVICE\_CHARGE>

</BODY>

</CANCELLATION\_POLICY\_DETAILS\_REQUEST>

# Cancellation Policy Details Response

Returns the policy that will be assigned to the proposed booking, **no charges are retuned at this time.**

**IMPORTANT!**

**<CHARGE> does not represent a dollar value at this time - it is repeating the same information as <CHARGE\_VALUE>.**

**<CHARGE> is only a dollar value for BOOKING\_REFERENCE based requests.**

<CANCELLATION\_POLICY\_DETAILS\_RESPONSE>

<VERSION\_HISTORY APPLICATION\_NAME="TS HOTELS API 1.0" XML\_FILE\_NAME="CancelBookingResponse.XML" LICENCE\_KEY="'FA39F233-944B-471C-BC64-76E80DEE71C1'" TS\_API\_VERSION="v309.0.0">

<XML\_VERSION\_NO>1.0</XML\_VERSION\_NO>

</VERSION\_HISTORY>

<BODY>

<OPTION ID="34169">

<**CHARGE\_DESCRIPTION**>2 day(s) prior to arrival. If cancelled less than 2 day(s) prior then 1 night will be charged. In the event of a no show or early checkout then a charge of up to 100% of the entire cost of the booking may be applied.</CHARGE\_DESCRIPTION>

<CHARGE\_TYPE>Percentage of first night</CHARGE\_TYPE>

<METHOD>

<**DAYS\_BEFORE\_CHECK\_IN**>2</DAYS\_BEFORE\_CHECK\_IN>

<**CHARGE\_VALUE**>100.00</CHARGE\_VALUE>

</METHOD>

<CANCELLATION\_POLICY\_BREAK\_DOWN>

<CURRENCY>GBP</CURRENCY>

<DAYS>

<CHARGE\_DATE>Mar 23 2012 11:59AM</CHARGE\_DATE>

<CHARGE>100.00</CHARGE>

</DAYS>

<DAYS>

<CHARGE\_DATE>Mar 22 2012 12:00PM</CHARGE\_DATE>

<CHARGE>100.00</CHARGE>

</DAYS>

</CANCELLATION\_POLICY\_BREAK\_DOWN>

</OPTION>

</BODY>

</CANCELLATION\_POLICY\_DETAILS\_RESPONSE>

Policy response contains both a string description and tag breakdown of the policy.

<OPTION ID="34169"> OptionId requested

<CHARGE\_DESCRIPTION> **String description**

<CHARGE\_TYPE>Percentage of first night</CHARGE\_TYPE> **Charge type (one of four possible)**

<DAYS\_BEFORE\_CHECK\_IN>2</DAYS\_BEFORE\_CHECK\_IN> **Amount of 24hr blocks of time**

<CHARGE\_VALUE>100.00</CHARGE\_VALUE> **Strongly coupled with CHARGE\_TYPE**

<CHARGE\_DATE>Mar 23 2012 11:59AM</CHARGE\_DATE> **24hr block of time**

<CHARGE>100.00</CHARGE> **repeating CHARGE\_VALUE information. Can essentially be ignored at this time**

</DAYS>

<DAYS>

<CHARGE\_DATE>Mar 22 2012 12:00PM</CHARGE\_DATE> **24hr block of time**

<CHARGE>100.00</CHARGE>

</DAYS>

</CANCELLATION\_POLICY\_BREAK\_DOWN>

</OPTION>

<CHARGE\_TYPE> provides the method of calculating the charge and can be one of 4 types:

**Fixed fee** – Where the chargeable amount would be fixed and applicable for each option booked.

**Percentage of full cost** – Where the percentage would be charged.

**Number of nights** – Where a specified number of nights would be charged.

**Percentage of first night** – Where the percentage would be entered charged.

<CHARGE\_VALUE> should to be compared to <CHARGE\_TYPE> to understand whether the value represents a dollar value, percentage or number or nights.

|  |  |
| --- | --- |
| **Charge Type** | **Charge Value** |
| Fixed Fee | Dollar value per option booked |
| Percentage of full cost | % value of full cost of booking |
| Number of Nights | Specified number would be charged (cannot exceed total nights stayed) |
| Percentage of first night | % value of first night booked |

# Calculating cancellation period

A walkthrough of a two day cancellation policy had how to determine when the policy begins:

<OPTION ID="34167">

<CHARGE\_DESCRIPTION>2 day(s) prior to arrival. If cancelled less than 2 day(s) prior then 1 night will be charged. In the event of a no show or early checkout then a charge of up to 100% of the entire cost of the booking may be applied</CHARGE\_DESCRIPTION>

<CHARGE\_TYPE>Percentage of first night</CHARGE\_TYPE>

<METHOD>

**<DAYS\_BEFORE\_CHECK\_IN>2</DAYS\_BEFORE\_CHECK\_IN> 2 X 24hr blocks of time**

<CHARGE\_VALUE>100.00</CHARGE\_VALUE>

</METHOD>

<CANCELLATION\_POLICY\_BREAK\_DOWN>

<CURRENCY>GBP</CURRENCY>

<DAYS>

**<CHARGE\_DATE>Mar 23 2012 11:59AM</CHARGE\_DATE> 24hr block of time**

<CHARGE>100.00</CHARGE>

</DAYS>

<DAYS>

**<CHARGE\_DATE>Mar 22 2012 12:00PM</CHARGE\_DATE> 24hr block of time**

<CHARGE>100.00</CHARGE>

</DAYS>

</CANCELLATION\_POLICY\_BREAK\_DOWN>

</OPTION>

**<DAYS\_BEFORE\_CHECK\_IN>2</DAYS\_BEFORE\_CHECK\_IN>**

Shows the number of days (24hr blocks of time) prior to arrival that the policy will be enforced. The above shows 2 days (48hrs).

**<CHARGE\_DATE>**

The actual date time value of one 24hr block.

For example the below policy shows late cancellation charges beginning from Mar 21 2012 12:01PM:

<DAYS>

**<CHARGE\_DATE>Mar 23 2012 11:59AM</CHARGE\_DATE> First 24hr block of time**

<CHARGE>100.00</CHARGE>

</DAYS>

<DAYS>

**<CHARGE\_DATE>Mar 22 2012 12:00PM</CHARGE\_DATE> Second 24hr block of time**

<CHARGE>100.00</CHARGE>

</DAYS>

1st 24hr Day = Mar 23 2012 11:59AM to Mar 22 2012 12:01PM

2nd 24hr Day = Mar 22 2012 12:00PM to **Mar 21 2012 12:01PM**

**IMPORTANT!**

**Note that Mar 21 2012 12:01PM is not shown directly in the policy response, however it is part of the final 24hr period.**

# Booking Reference Policy Request

Booking reference based requests return the cancellation charge booking. Again it’s important to understand when charges become active to avoid any unexpected costs when cancelling.

<CANCELLATION\_POLICY\_DETAILS\_REQUEST>

<VERSION\_HISTORY APPLICATION\_NAME="AppName" XML\_FILE\_NAME="XMLFileName" LICENCE\_KEY="Key" TS\_API\_VERSION="TSAPIVersion">

<XML\_VERSION\_NO>3.0</XML\_VERSION\_NO>

</VERSION\_HISTORY>

<BODY>

<BOOKING\_CHARGE>

**<BOOKING\_REFERENCE>JCJA2081605</BOOKING\_REFERENCE>**

</BOOKING\_CHARGE>

</BODY>

</CANCELLATION\_POLICY\_DETAILS\_REQUEST>

<CANCELLATION\_POLICY\_DETAILS\_RESPONSE>

<VERSION\_HISTORY APPLICATION\_NAME="TS HOTELS API 1.0" XML\_FILE\_NAME="CancelBookingResponse.XML" LICENCE\_KEY="'Key'" TS\_API\_VERSION="v309.0.0">

<XML\_VERSION\_NO>1.0</XML\_VERSION\_NO>

</VERSION\_HISTORY>

<BODY>

<SERVICE ID="12035">

<CHARGE\_DESCRIPTION>2 day(s) prior to arrival. If cancelled less than 2 day(s) prior then 1 night will be charged. In the event of a no show or early checkout then a charge of up to 100% of the entire cost of the booking may be applied</CHARGE\_DESCRIPTION>

<CHARGE\_TYPE>Percentage of first night</CHARGE\_TYPE>

<METHOD>

<DAYS\_BEFORE\_CHECK\_IN>2</DAYS\_BEFORE\_CHECK\_IN>

<CHARGE\_VALUE>100.00</CHARGE\_VALUE>

</METHOD>

<CANCELLATION\_POLICY\_BREAK\_DOWN>

<CURRENCY>GBP</CURRENCY>

<DAYS>

<CHARGE\_DATE>May 23 2012 11:59AM</CHARGE\_DATE>

**<CHARGE>68.40</CHARGE>**

</DAYS>

<DAYS>

<CHARGE\_DATE>May 22 2012 12:00PM</CHARGE\_DATE>

**<CHARGE>68.40</CHARGE>**

</DAYS>

</CANCELLATION\_POLICY\_BREAK\_DOWN>

</SERVICE>

</BODY>

</CANCELLATION\_POLICY\_DETAILS\_RESPONSE>

The charges show a cost of 68.40 if cancelled **after May 21 2012 12:01PM**

**IMPORTANT!**

**Note that Mar 21 2012 12:01PM is not shown directly in the policy response, however it is part of the final 24hr period.**

# Booking Cancellations

CancelBookingNew.asp request:

  <BOOKING\_CANCELLATION>

    <VERSION\_HISTORY APPLICATION\_NAME="AppName" XML\_FILE\_NAME="XMLFileName" LICENCE\_KEY="key" TS\_API\_VERSION="TSAPIVersion">

      <XML\_VERSION\_NO>3.0</XML\_VERSION\_NO>

    </VERSION\_HISTORY>

    <BOOKING\_NAME/>

    <BOOKING\_REFERENCE> **JCJA2081605**</BOOKING\_REFERENCE>

  </BOOKING\_CANCELLATION>

Response shows expected charges of 68.40 GBP and status of “Late Cancellation” **if cancelled** **after May 21 2012 12:01PM**

  <BOOKING\_CANCELLATION\_RESPONSE>

    <VERSION\_HISTORY APPLICATION\_NAME="TS  HOTELS API 1.0" XML\_FILE\_NAME="CancelBookingResponse.XML" LICENCE\_KEY="key" TS\_API\_VERSION="v309.0.0">

      <XML\_VERSION\_NO>1.0</XML\_VERSION\_NO>

    </VERSION\_HISTORY>

    <BODY>

      <BOOKING\_REFERENCE>JCJA2081751</BOOKING\_REFERENCE>

      <STATUS>**Late Cancellation**</STATUS>

      <CANCELLATIONCHARGES>

        <CURRENCY>GBP</CURRENCY>

        <CHARGE>**68.40**</CHARGE> **Late charges applied**

      </CANCELLATIONCHARGES>

    </BODY>

  </BOOKING\_CANCELLATION\_RESPONSE>

Example of regular cancellation without charges would be a status of **Cancelled**

  <BOOKING\_CANCELLATION\_RESPONSE>

    <VERSION\_HISTORY APPLICATION\_NAME="TS  HOTELS API 1.0" XML\_FILE\_NAME="CancelBookingResponse.XML" LICENCE\_KEY="'FA39F233-944B-471C-BC64-76E80DEE71C1'" TS\_API\_VERSION="v309.0.0">

      <XML\_VERSION\_NO>1.0</XML\_VERSION\_NO>

    </VERSION\_HISTORY>

    <BODY>

      <BOOKING\_REFERENCE>JCJA2081605</BOOKING\_REFERENCE>

      <STATUS>**Cancelled**</STATUS>

      <CANCELLATIONCHARGES>

        <CURRENCY>GBP</CURRENCY>

        <CHARGE>**0.00**</CHARGE> **No charges applied**

      </CANCELLATIONCHARGES>

    </BODY>

  </BOOKING\_CANCELLATION\_RESPONSE>