SYSTEM DESIGN CONSIDERATIONS

ALLOTMENTS/ALLOCATIONS

Allocations or allotments refer to guaranteed space given for any service item. An allocation is a set number of rooms or places, which are held by the supplier for Gullivers' use. The supplier agrees to 'block' this space on our behalf so that Gullivers can use these 'blocked' places to confirm to our clients immediately without the need of consulting the supplier for every request. As a result of having these allocations it obviously allows us to confirm bookings much quicker than if we have to contact the supplier. If you send your item prices searches with the <ImmediateConfirmationOnly/> element we will only ever show you items that available immediately from our allotments.

ALTERNATIVE HOTELS

If we are not able to confirm your requested hotel and if you have sent the <AlternativeAllowed> element as 'true', we will, whenever possible, confirm an alternative hotel, taking into consideration the category, location and price of your originally requested property. We will always try your requested property first and will only confirm an alternative if the originally requested property is not available.

It is your responsibility to cancel such alternatives if you do not approve them. Failure to cancel an alternative that is not acceptable will result in non-arrival charges.

We will not confirm an alternative hotel if you have sent the <AlternativeAllowed> element as 'false'.

Please note, that if you have a confirmed bookings and send us a request to amend either the rooms, check-in date or number of nights, we will always either confirm the amendment in the same hotel or reject the amendment and re-confirm the original request. We will never confirm an alternative hotel for an amendment of an already confirmed booking even if the <AlternativeAllowed> element is flagged to 'true'.

AMENDMENT

An amendment to a booking or a booking item is simply a change of requirements, which can come about as a result of a number of reasons (e.g.: Flight changes, problems with obtaining visas, etc.). These changes should always be actioned as amendments rather than cancelling an existing booking (item) and then making a new booking (item).

You can amend arrival date, check-out date, number of nights, tour date, number of rooms, type of rooms, number of passengers and passenger names; it is NOT possible to modify the item or city.

It is also important to note, that when you amend a booking you should ALWAYS keep the same passengers assigned to the original pax Ids. If, for example less passengers are travelling, do NOT remove some passengers from the pax ID list and re-assign pax Ids for the remaining passengers. Keep the original pax IDs and simply make the change within the ModifyBookingItem message.

AREA

We have created 'Areas' for regions within a country that are better known by their name then the actual cities within this region. An example is the French Riviera. We have created this as an area that includes the Nice, Cannes, Monte Carlo, Juan Les Pins, Antibes and Valbonne. Another example would we our area code 'PARS' for 'Paris Suburbs, France'. For this one we have grouped all the surrounding suburbs of Paris together with the actual city of Paris. The creation of areas will hopefully make it easier for your sales team and your customers to find the property or service they are looking for without being fully familiar with the destination they are travelling to. Using the area codes rather than the city codes will meant that your search results will display more items and thereby give you a wider choice for your customers to choose from.
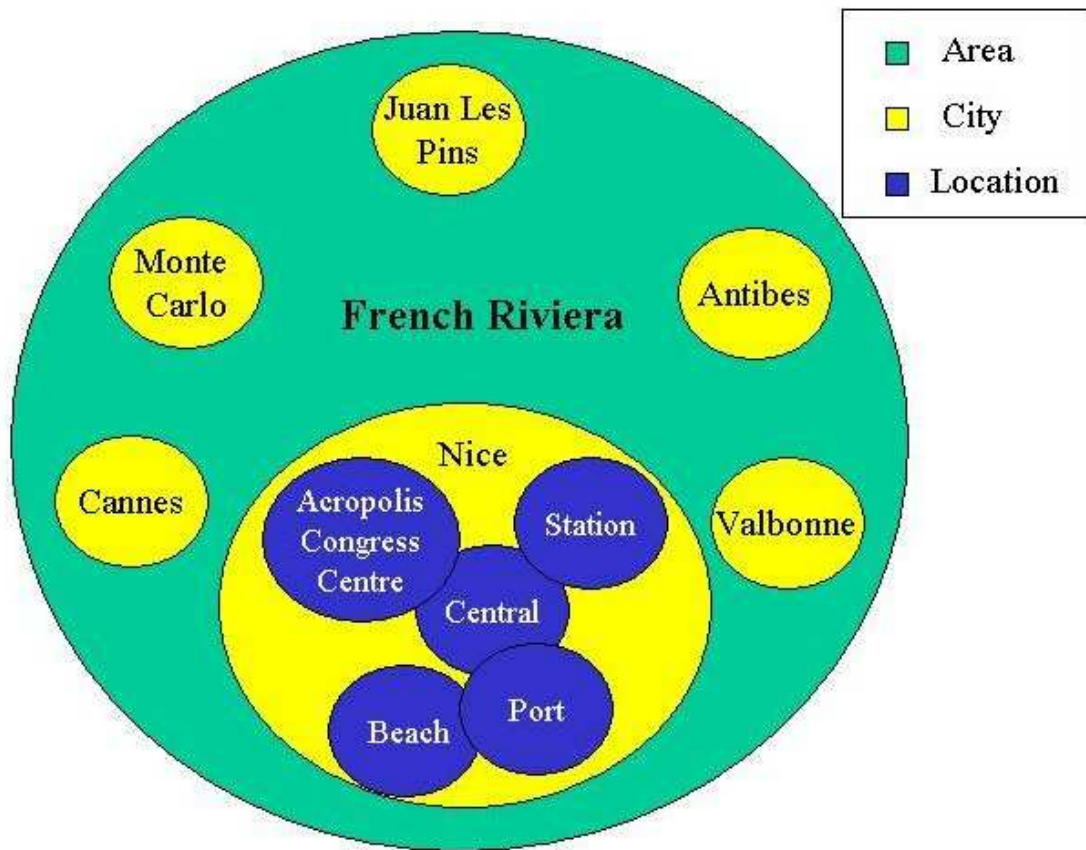
For some cities we have different city codes and not all city codes have contracted hotels attached to them, therefore a price and allotment search for hotels might not return any results.

For example, if a <SearchCityRequest> is performed for Bali the following response will be returned:

```
<?xml version="1.0" encoding="UTF-8" ?>
<Request>
   <Source>
      <RequestorID
         Client = "xxx"
         EMailAddress = "xxxxxxxxxxxx"
         Password = "xxxxxx"/>
      <RequestorPreferences Language = "en">
         <RequestMode>SYNCHRONOUS</RequestMode>
      </RequestorPreferences>
   </Source>
   <RequestDetails>
      <SearchCityRequest ISO = "true" CountryCode = "id">
         <CityName><![CDATA[bali]]></CityName>
      </SearchCityRequest>
   </RequestDetails>
</Request>
<?xml version="1.0" encoding="UTF-8" ?>
<Response ResponseReference = "REF_268-102978-726298643991981">
```

```xml
<ResponseDetails Language = "en">
  <SearchCityResponse ISO = "true" CountryCode = "ID">
    <CityDetails>
      <City Code = "ABAL"><![CDATA[Bali]]></City>
      <City Code = "AMAN"><![CDATA[Bali-Manggis]]></City>
      <City Code = "BNEG"><![CDATA[Bali-Negara]]></City>
      <City Code = "BPN"><![CDATA[Balikpapan]]></City>
      <City Code = "BTUB"><![CDATA[Bali-Batubelig Beach]]></City>
      <City Code = "DCAN"><![CDATA[Bali-Canggu]]></City>
      <City Code = "DENR"><![CDATA[Bali-Denpasar]]></City>
      <City Code = "ECAN"><![CDATA[Bali-Candi Dasa]]></City>
      <City Code = "GIAY"><![CDATA[Bali-Gianyar]]></City>
      <City Code = "JIMB"><![CDATA[Bali-Jimbaran Bay]]></City>
      <City Code = "KROB"><![CDATA[Bali-Kerobokan]]></City>
      <City Code = "KUTB"><![CDATA[Bali-Kuta Beach]]></City>
      <City Code = "LEGI"><![CDATA[Bali-Legian Beach]]></City>
      <City Code = "MNDU"><![CDATA[Bali-Munduk Village]]></City>
      <City Code = "NUSA"><![CDATA[Bali-Nusa Dua]]></City>
      <City Code = "SANH"><![CDATA[Bali-Sanur Beach]]></City>
      <City Code = "SIGJ"><![CDATA[Bali-Singaraja]]></City>
      <City Code = "SMIN"><![CDATA[Bali-Seminyak]]></City>
      <City Code = "TABN"><![CDATA[Bali-Tabanan]]></City>
      <City Code = "TUBA"><![CDATA[Bali-Tuban Beach]]></City>
      <City Code = "UBUD"><![CDATA[Bali-Ubud]]></City>
      <City Code = "ULUW"><![CDATA[Bali-Uluwatu]]></City>
    </CityDetails>
  </SearchCityResponse>
</ResponseDetails>
</Response>
```

There are 22 city codes for Bali returned with this response. Not all of these cities code will return hotels if a SearchHotelPriceRequest is performed as we might only have contracts for apartments or sightseeing or transfers attached to that city code.
Area codes can be used instead city codes in cases where we have more than one city code for a destination.

For example, if a <SearchAreaRequest> is performed for Bali the following response is returned:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<Request>
  <Source>
    <RequestorID
      Client = "xxx"
      EMailAddress = "xxxxxxxxxxx"
      Password = "xxxxxx"/>
    <RequestorPreferences Language = "en">
      <RequestMode>SYNCHRONOUS</RequestMode>
    </RequestorPreferences>
  </Source>
  <RequestDetails>
    <SearchAreaRequest>
      <AreaName><![CDATA[Bali]]></AreaName>
    </SearchAreaRequest>
  </RequestDetails>
</Request>
```

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Response ResponseReference = "REF_268-1187087273379">
   <ResponseDetails Language = "en">
      <SearchAreaResponse>
         <AreaDetails>
            <Area Code = "AABL"><![CDATA[Bali]]></Area>
            <Area Code = "BALI"><![CDATA[Bali, Indonesia]]></Area>
            <Area Code = "ECAN"><![CDATA[Bali-Candy Dasa]]></Area>
            <Area Code = "JIMB"><![CDATA[Bali-Jimbaran Bay]]></Area>
            <Area Code = "KUTB"><![CDATA[Bali-Kuta Beach]]></Area>
            <Area Code = "LEGI"><![CDATA[Bali-Legian Beach]]></Area>
            <Area Code = "NUSA"><![CDATA[Bali-Nusa Dua]]></Area>
            <Area Code = "SANH"><![CDATA[Bali-Sanur Beach]]></Area>
            <Area Code = "SMIN"><![CDATA[Bali and Seminiyak]]></Area>
            <Area Code = "TUBA"><![CDATA[Bali-Tuban Beach]]></Area>
            <Area Code = "UBUD"><![CDATA[Bali-Ubud]]></Area>
         </AreaDetails>
      </SearchAreaResponse>
   </ResponseDetails>
</Response>
```

As seen in this response, there are 11 area codes for Bali.

To check which cities are included in an area code a <SearchCitiesInAreaRequest> can be performed. For example this search for area code BALI will return the following response:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<Request>
   <Source>
      <RequestorID
         Client = "xxx"
         EMailAddress = "xxxxxxxxxxxxx"
         Password = "xxxxxxx"/>
      <RequestorPreferences Language = "en">
         <RequestMode>SYNCHRONOUS</RequestMode>
      </RequestorPreferences>
   </Source>
   <RequestDetails>
      <SearchCitiesInAreaRequest AreaCode = "bali"></SearchCitiesInAreaRequest>
   </RequestDetails>
</Request>

<?xml version="1.0" encoding="UTF-8" ?>
<Response ResponseReference = "REF_268-102983-100466660916173">
   <ResponseDetails Language = "en">
      <SearchCitiesInAreaResponse AreaCode = "BALI">
         <CityDetails>
            <City Code = "AMAN"><![CDATA[Bali-Manggis]]></City>
            <City Code = "BTUB"><![CDATA[Bali-Batubelig Beach]]></City>
            <City Code = "DCAN"><![CDATA[Bali-Canggu]]></City>
            <City Code = "DENR"><![CDATA[Bali-Denpasar]]></City>
            <City Code = "ECAN"><![CDATA[Bali-Candi Dasa]]></City>
            <City Code = "GIAY"><![CDATA[Bali-Gianyar]]></City>
            <City Code = "JIMB"><![CDATA[Bali-Jimbaran Bay]]></City>
            <City Code = "KUTB"><![CDATA[Bali-Kuta Beach]]></City>
```

```
            <City Code = "LEGI"><![CDATA[Bali-Legian Beach]]></City>
            <City Code = "MNDU"><![CDATA[Bali-Munduk Village]]></City>
            <City Code = "NUSA"><![CDATA[Bali-Nusa Dua]]></City>
            <City Code = "SANH"><![CDATA[Bali-Sanur Beach]]></City>
            <City Code = "SIGJ"><![CDATA[Bali-Singaraja]]></City>
            <City Code = "SMIN"><![CDATA[Bali-Seminyak]]></City>
            <City Code = "TABN"><![CDATA[Bali-Tabanan]]></City>
            <City Code = "TUBA"><![CDATA[Bali-Tuban Beach]]></City>
            <City Code = "UBUD"><![CDATA[Bali-Ubud]]></City>
            <City Code = "ULUW"><![CDATA[Bali-Uluwatu]]></City>
         </CityDetails>
      </SearchCitiesInAreaResponse>
   </ResponseDetails>
</Response>
```

So a price search can be performed using the area code instead of the city code:

```
<?xml version="1.0" encoding="UTF-8" ?>
<Request>
   <Source>
      <RequestorID
         Client = "xxx"
         EMailAddress = "xxxxxxxxxxxxx"
         Password = "xxxxxx"/>
      <RequestorPreferences Language = "en">
         <RequestMode>SYNCHRONOUS</RequestMode>
      </RequestorPreferences>
   </Source>
   <RequestDetails>
      <SearchHotelPriceRequest>
         <ItemDestination DestinationType = "area" DestinationCode = "bali"/>
         <PeriodOfStay>
            <CheckInDate>2007-10-15</CheckInDate>
            <Duration>2</Duration>
         </PeriodOfStay>
         <Rooms>
            <Room Code = "db" NumberOfRooms = "1"></Room>
         </Rooms>
      </SearchHotelPriceRequest>
   </RequestDetails>
</Request>
```

This search will return all hotels in the cities included in the area code BALI.

Area codes are useful to use in places like Ko Samui, Langkawi, or Phuket, where GTA uses different city codes for the different beach locations and the passenger might not know the exact location to visit. Please note that the majorities of cities are not included in any area, while some cities are included in more than one area.

Area Codes for transfers
<SearchItemInformationRequest ItemType = "transfer"> may return an Area Code that is not included within the area codes retuned with the <SearchAreaResponse>. If you need to know the cities within those area codes you can still perform a <SearchCitiesInAreaRequest> for the area in question.
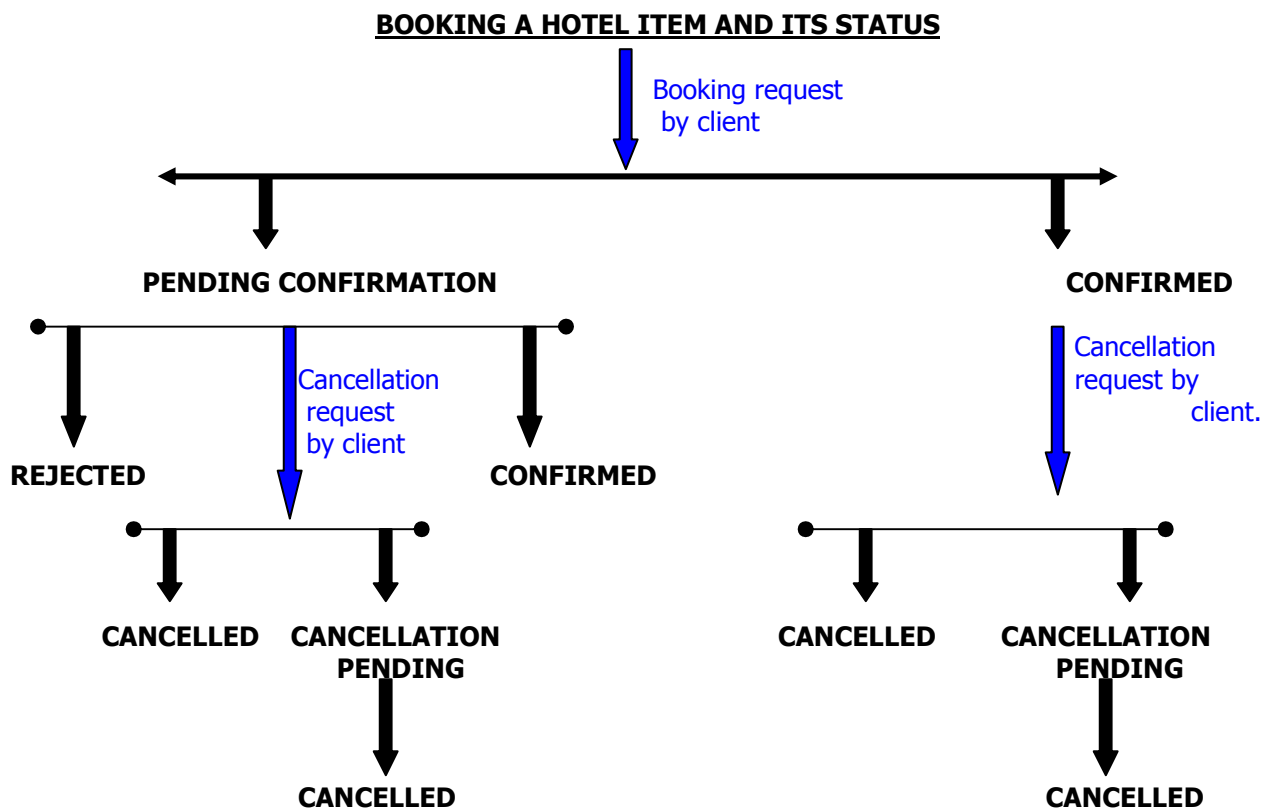
BOOKING CURRENCIES

If you DO receive a tariff from us it is essential that you send all booking requests in the currency that matches your tariff currency for the country you are booking. If you fail to do so the currency for your booking confirmation will not match the currency we will invoice you for.

If you do NOT receive a tariff from us and make a booking request it is important that you specify the currency in which you would like to receive the booking confirmation and, at a later stage, our invoice. If you do not specify any currency for these requests we will return a default currency; so if, for example, you were based in the UK you would receive all booking confirmations and invoices in GBP and if you were based in the USA you would receive all booking confirmations and invoices in USD.

BOOKING ITEM STATUS

Every item within a booking will receive its individual status. The following is a list of status codes you may receive for a booking item:

C	CONFIRMED
CP	PENDING CONFIRMATION (waiting for supplier to confirm)
X	CANCELLED
ER	ERROR (an unexpected error has been encountered)
RJ	REJECTED (supplier could not confirm requested item)

BOOKING A HOTEL ITEM AND ITS STATUS

Booking request by client

PENDING CONFIRMATION

CONFIRMED

Cancellation request by client

Cancellation request by client.

REJECTED

CONFIRMED

CANCELLED **CANCELLATION PENDING**

CANCELLED **CANCELLATION PENDING**

CANCELLED

CANCELLED

BOOKING AN APARTMENT ITEM AND ITS STATUS

Booking request by client

PENDING CONFIRMATION

REJECTED

Cancellation request by client

CONFIRMED

CANCELLED

CANCELLATION PENDING

CANCELLED

CONFIRMED

Cancellation request by client

CANCELLED

CANCELLATION PENDING

CANCELLED
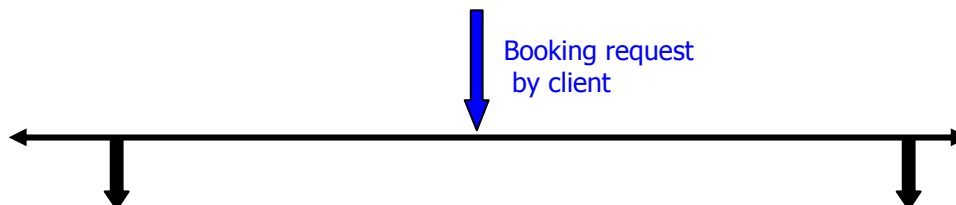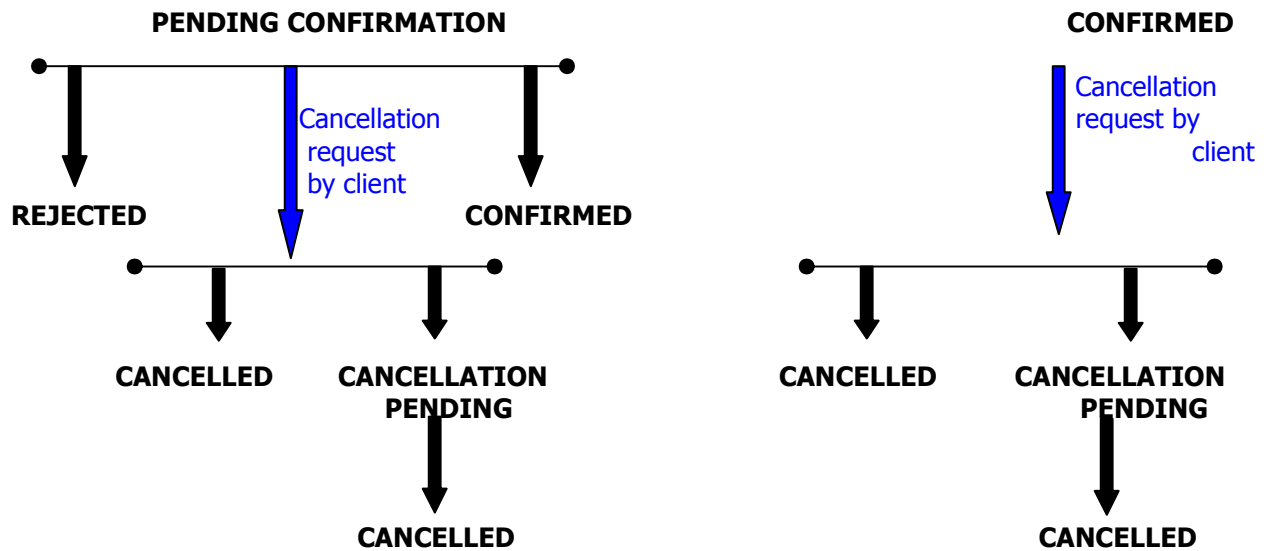
BOOKING A SERVICE ITEM AND ITS STATUS

Booking request by client

PENDING CONFIRMATION

REJECTED

Cancellation request by client

CONFIRMED

CANCELLED

CANCELLATION PENDING

CANCELLED

CONFIRMED

Cancellation request by client

CANCELLED

CANCELLATION PENDING

CANCELLED
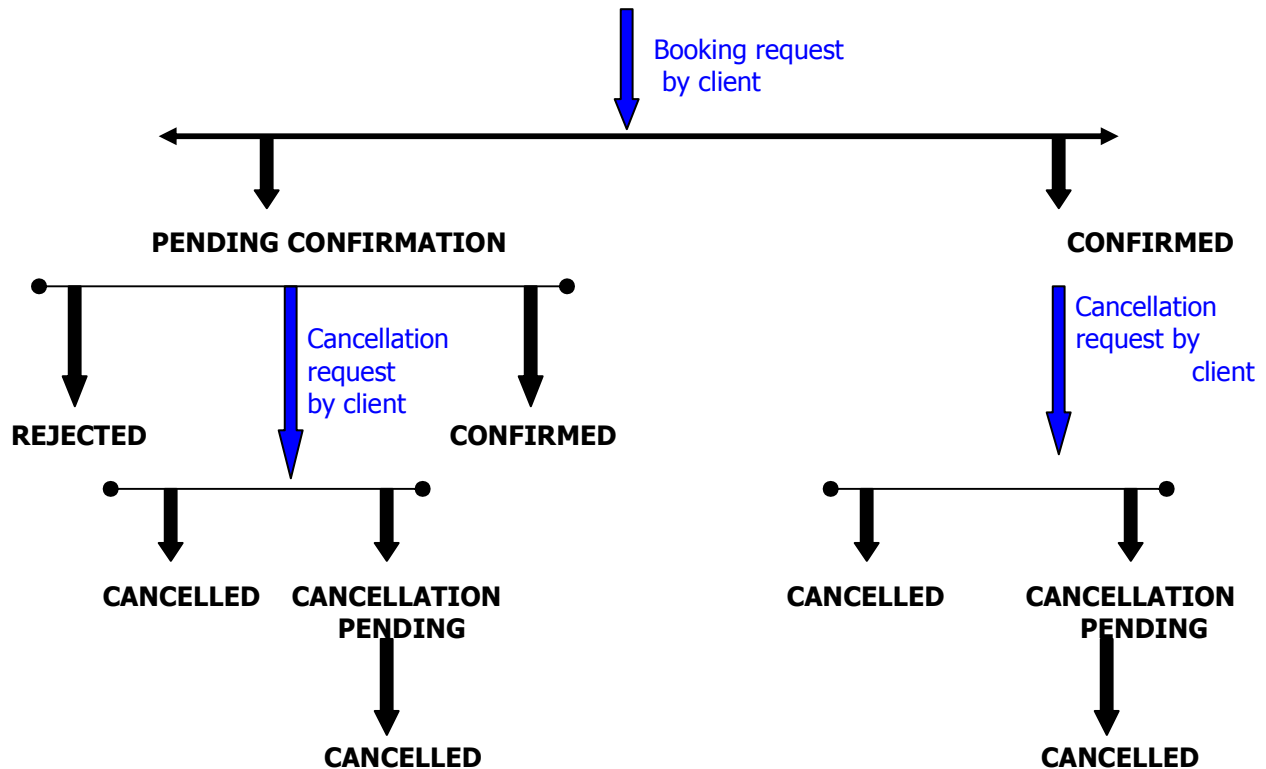
BOOKING STATUS

Every booking will receive a booking status. This booking status represents a summary of the status of all items within the booking. The following is a list of status codes you may receive for a booking:

C	CONFIRMED
CP	PENDING CONFIRMATION (waiting for supplier to confirm)
X	CANCELLED
XP	CANCELLATION PENDING
P	PENDING (all items within the booking have been cancelled but more items can be added).

I   NOT YET SENT occasionally you will see bookings in status I; there might be two reasons for this status:

    a) a booking was made on the call centre site (rather than through an xml message) and not fully completed

    b) if you cancel an item for a booking and after the cancellation no further items exist in either C, C P or RJ status for this booking; the booking status will first go into status P, allowing you to add further items, but at around midnight (London time) it will go into status I at which stage you will not be able to add any further items

Please find below some examples of the various item statuses you can find within a booking and which booking status you would receive for them.

Booking Status – CP (Pending Confirmation)
- ITEM 1   Apartment   Item Status C (Confirmed)
- ITEM 2   Hotel   Item Status X (Cancelled)
- ITEM 3   Service Item Status RJ (Rejected)
- ITEM 4   Hotel   Item Status CP (Pending Confirmation)

Booking status – C (Confirmed)
- ITEM 1   Apartment   Item Status C (Confirmed)
- ITEM 2   Hotel   Item Status C (Confirmed)
- ITEM 3   Service Item Status C (Confirmed)
- ITEM 4   Hotel   Item Status C (Confirmed)

Booking status – CP(Pending Confirmation)
- ITEM 1   Hotel   Item Status RJ (Rejected)
- ITEM 2   Apartment   Item Status RJ (Rejected)
- ITEM 3   Service   Item Status RJ (Rejected)

Booking status – CP (Pending Confirmation)
- ITEM 1   Apartment   Item Status RJ (Rejected)
- ITEM 2   Service Item Status RJ (Rejected)
- ITEM 3   Hotel   Item Status X (Cancelled)

The booking status would move only into X when the **whole** booking is cancelled or into status P when the two rejected items are being cancelled.

Booking status – X (Cancelled)
- ITEM 1   Apartment   Item Status X (Cancelled)
- ITEM 2   Hotel   Item Status X (Cancelled)
- ITEM 3   Service Item Status X (Cancelled)

In the case above, the booking (rather than the individual items) has been cancelled.

Booking status – XP (Cancellation Pending)
- ITEM 1   Hotel   Item Status X (Cancelled)
- ITEM 2   Service Item Status X (Cancelled)
- ITEM 3   Apartment   Item Status X (Cancelled)

In the case above, the individual items (rather than the booking) have been cancelled.
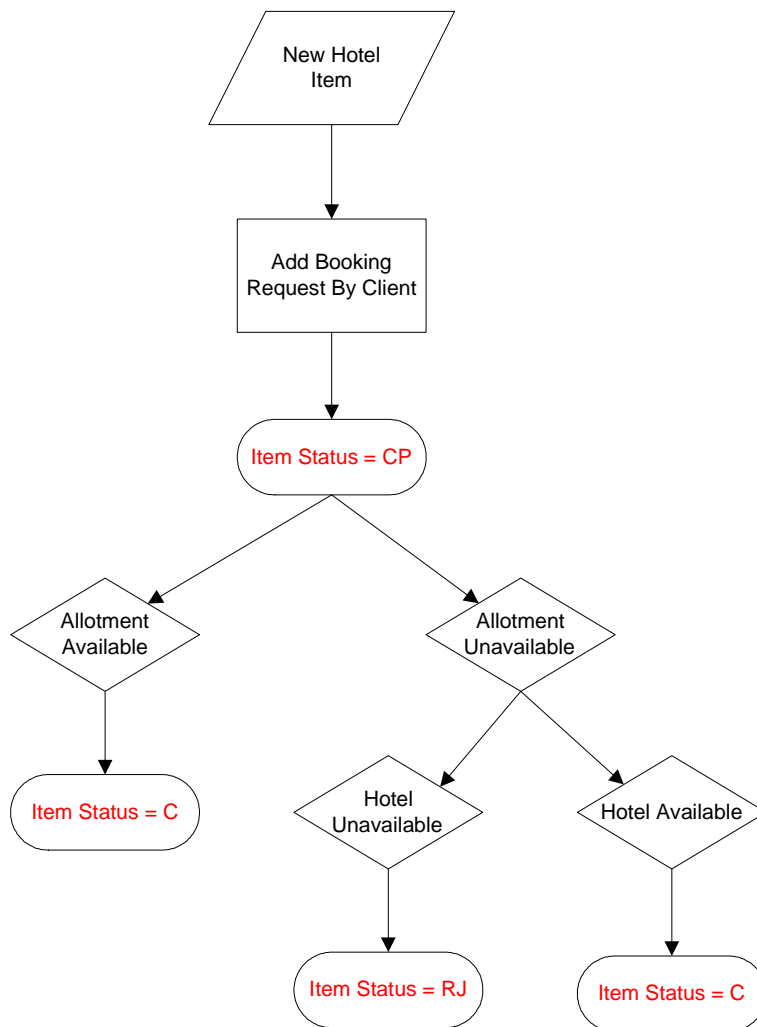In the case above, the booking status XP means that gta has received the cancellation for the booking but for some items, the cancellation has to be reconfirmed with the suppliers. The booking status will change to X as soon as this has been done usually within 24 hours).

Booking status – P (Pending)
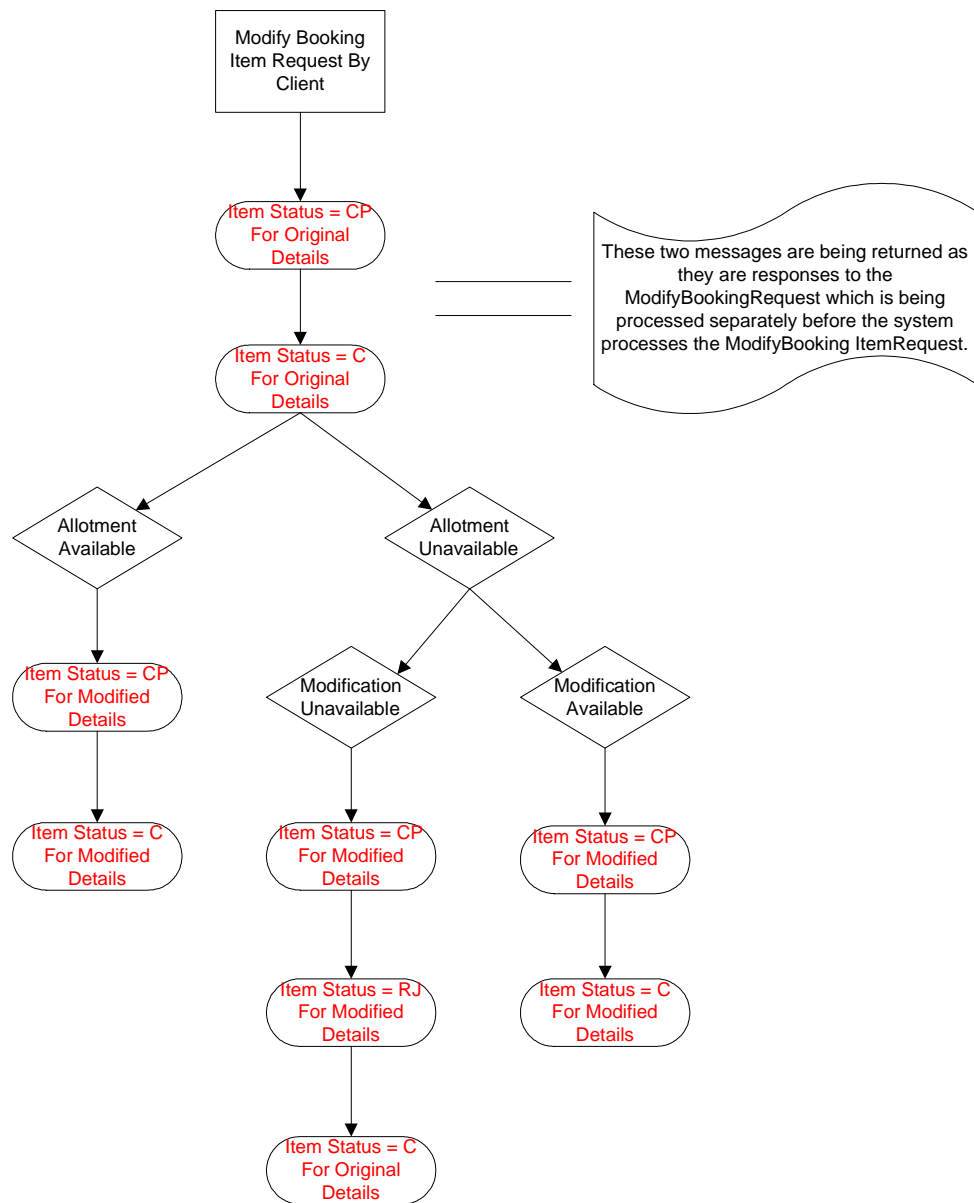- ITEM 1   Hotel   Item Status   X (Cancelled)
- ITEM 2   Apartment   Item Status   X (Cancelled)
- ITEM 3   Service   Item Status   X (Cancelled)

The only time the booking status would move into P is when all items within the booking were cancelled individually. The status will only change to X if the booking is being cancelled.

Add Booking Example

```
                    New Hotel
                      Item
                        |
                        v
                 ┌──────────────┐
                 │ Add Booking  │
                 │Request By Client│
                 └──────────────┘
                        |
                        v
                 ( Item Status = CP )
                   /            \
                  /              \
        Allotment              Allotment
        Available             Unavailable
            |                  /        \
            v                 /          \
    ( Item Status = C )   Hotel        Hotel Available
                       Unavailable         |
                          |                v
                          v         ( Item Status = C )
                  ( Item Status = RJ )
```

Modify Booking Item Example

Modify Booking Item Request By Client

Item Status = CP For Original Details

Item Status = C For Original Details

These two messages are being returned as they are responses to the ModifyBookingRequest which is being processed separately before the system processes the ModifyBooking ItemRequest.

Allotment Available

Allotment Unavailable

Item Status = CP For Modified Details

Modification Unavailable

Modification Available

Item Status = C For Modified Details

Item Status = CP For Modified Details

Item Status = CP For Modified Details

Item Status = RJ For Modified Details

Item Status = C For Modified Details

Item Status = C For Original Details

Cancel Booking Item Example

```
┌─────────────────┐
│     Cancel      │
│   BookingItem   │
│ Request By Client│
└─────────────────┘
         │
         ▼
   ( Item Status = X )
        ╱        ╲
       ╱          ╲
      ▼            ▼
 ╱Other Non-'X'╲  ╱All Items = 'X'╲
 ╲Items Exist  ╱  ╲               ╱
      │              │
      ▼              ▼
( Booking Status =  )  ( Booking Status = )
(    C or CP        )  (       P          )
                            │
                            ▼
                    ┌──────────────┐
                    ││Overnight Job││
                    └──────────────┘
                         ╱    ╲
                        ╱      ╲
                       ▼        ▼
                  ╱CXL Fee╲  ╱No CXL Fee╲
                  ╲Charged ╱  ╲Charged   ╱
                      │           │
                      ▼           ▼
              ( Booking Status )( Booking Status )
              (     = X        )(      = I       )
```

Cancel Booking Example

```
┌─────────────────────┐
│ Cancel Booking      │
│ Request By Client   │
└─────────────────────┘
          │
          ▼
   ( Item Status = X )
        │      │
        ▼      ▼
( Booking Status =   )   ( Booking Status = )
(        X          )   (        XP         )
                                  │
                                  ▼
                          ( Booking Status = )
                          (        X          )
```
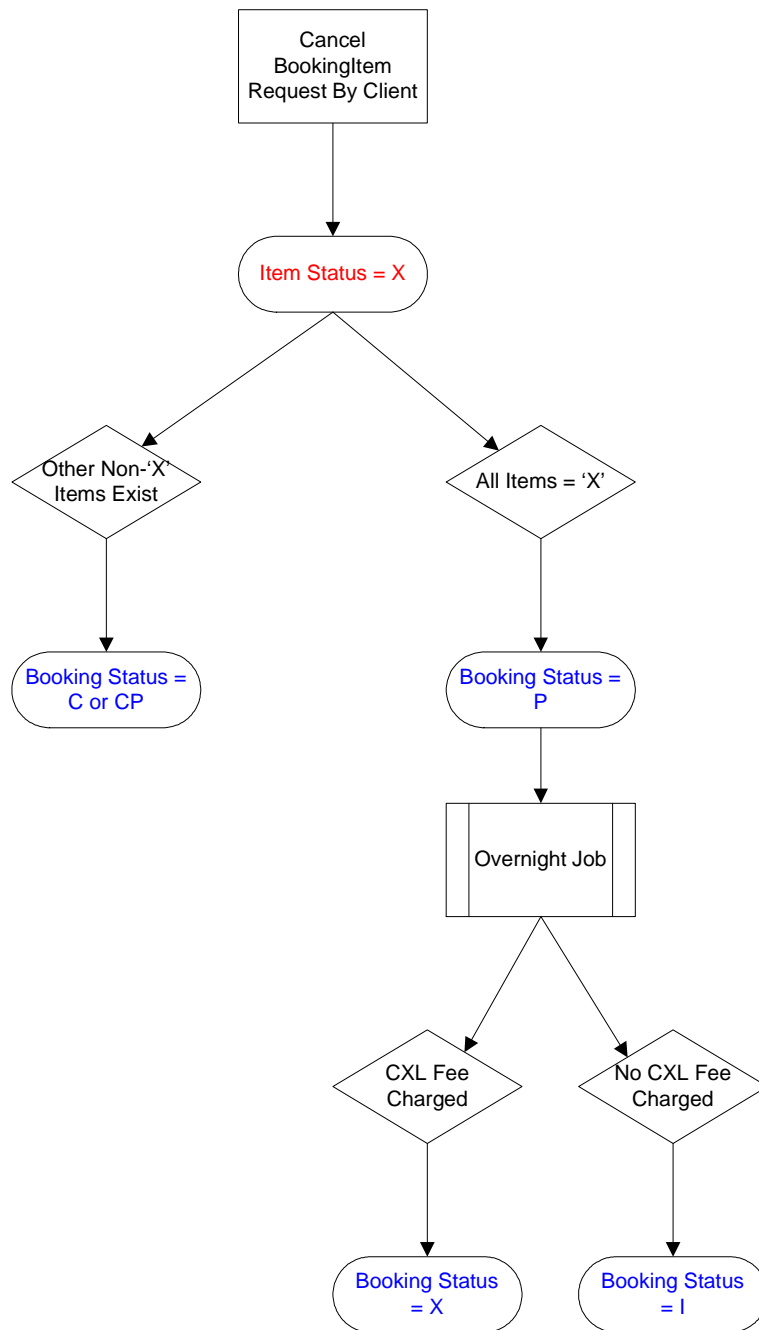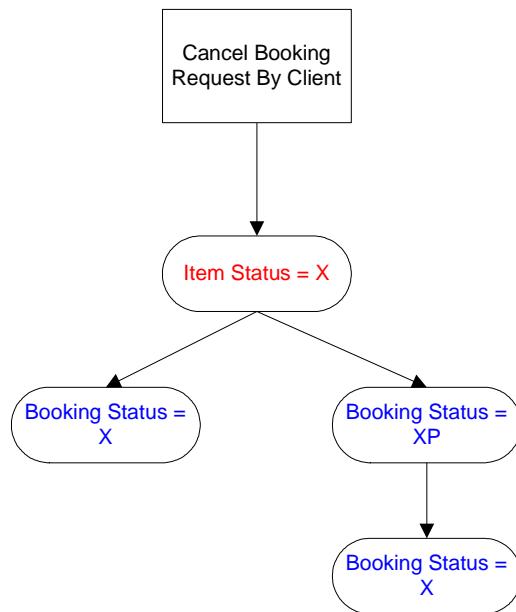
BOOKING PROCESSES

1 Synchronous Mode

(i) Details

A synchronous response will be provided when we receive a request.

(ii) Advantages

- Immediate booking update without having to program for either the push mechanism or the token retrieval method

(iii) Disadvantages

- Not suitable for multi-item booking requests
- Only suitable for clients who work with immediately available items and not with on request items
- Not suitable for booking modification messages if several modifications for one booking are sent within one request (multiple sub-requests within one XML message)
- If bookings are updated by the GTA staff or by your own staff on the call centre site no booking updates will be sent to your systems

2 Asynchronous Mode

a) Push Mechanism

(i) Details

In order to use the push mechanism the client has to include the element <ResponseURL></ResponseURL> in the xml string as follows:

```
<?xml version="1.0" encoding="UTF-8" ?>
<Request>
<Source>
<RequestorID Client="123" EMailAddress="abc@abc.com" Password=XXX" />
<RequestorPreferences Language="en">
<RequestMode>ASYNCHRONOUS</RequestMode>
<ResponseURL>http://www.xml.asp/response</ResponseURL>
</RequestorPreferences>
```

In between the opening and closing tags of the <ResponseURL> parameter the client has to specify a URL as to where the requests should be posted to from the GTA server once the response has been generated.

At the client side, an application has to be constantly listening for any updates attempted to be posted by the GTA server.

As long as the GTA server receives a HTTP 200 OK response from the client we will assume that the response has been successfully posted. If no response or any other HTTP code is being received from the client GTA will attempt the posting again until x times in the space of x hours after which no further attempts will be made.

For all responses relating to a given request the ResponseReference will be the same and the ResponseSequence will start at 1 (for the initial response) and increment by 1 for each subsequent update message. Due to the possible use of multi-threaded request/response processing it cannot be guaranteed that the receiver will always receive responses in exactly the same order as they were built, so for the auto updates the client must be aware that it is possible to receive responses for the same ResponseReference with the ResponseSequence out of sequence.

The IP addresses GTA are pushing the responses back from are 213.212.78.49 and 213.212.78.51 on our demo server and 213.212.78.0/26 on our production server. Please also note that we only allow access via ports 80 and 443.

If the client needs to change the IP address that the URL used for the push mechanism resolves to, we require 2 weeks advance notice. On the date and time of change advised by the client we will make the necessary changes at our side. After that it can take up to 48 hours for the IP change to propagate through the DNS.

Client's Web/Application Server

INET
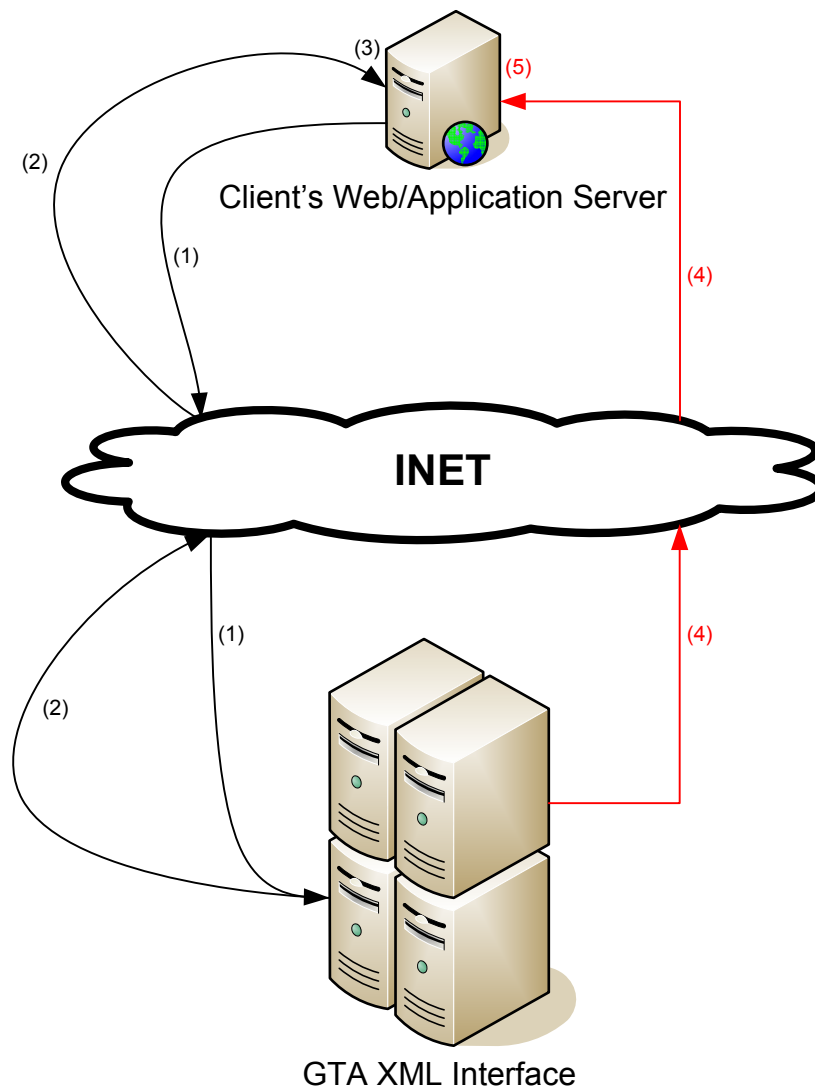
GTA XML Interface

The Initial Request (ASYNCHRONOUS with URL)

(1) Client's Web/Application Server makes an HTTP POST Request to XML Interface - Body of HTTP Request contains an XML Request.

(2) Client's Web/Application Server receives an HTTP Response from XML Interface – Body of HTTP Response contains an XML Response with a ResponseReference.

(3) Application (eg. Java Servlet or CGI Program or PHP code or may other examples.) running on Client Web/Application Server processes the HTTP Response above (2) by extracting the XML Response from the body of the HTTP POST Request, parsing the XML, then extracting the ResponseReference and storing it somewhere related to the request.

The Asynchronous Response

(4) XML Interface makes an HTTP POST Request to Client Web/Application Server - Body of HTTP Request contains an XML Response with the same ResponseReference returned in the above response (2).

(5) Application (eg. Java Servlet or CGI Program or PHP code or may other examples.) running on Client Web/Application Server processes the HTTP POST Request above (4) by extracting the XML Response from the body of the HTTP POST Request, parsing the XML, extracting the ResponseReference, then matching it to the ResponseReference extracted from the original request (3). It then processes the Response.

(ii) **Advantages**

- Immediate booking updates are being pushed back to your server as soon as any booking changes have taken place on the GTA systems
- If bookings are updated by the GTA staff or by your own staff on the call centre site you will receive immediate booking updates
- Most suitable booking method for processing bookings for on request items
- This is the only method that will allow the processing of multi-item booking requests
- This is the only method suitable for booking modification messages if several modifications for one booking are sent within one request (multiple sub-requests within one XML message)

(iii) **Disadvantages**

- Requires the set-up of an application that has to be constantly listening for any updates attempted to be posted by the GTA server

b) **Token Retrieval Method**

(i) Details

If a ResponseURL is not supplied within the request, the response will remain on the GTA 'Processed Queue' waiting for the client to make another request to pick up the results. A short conversation will be established where the client request is received, authenticated and after a unique ResponseReference assigned it is queued for background processing. The client is then returned the unique ResponseReference for storing against their original request. Hence the immediate response returned to the client will contain only a ResponseReference which should subsequently be used by the client to retrieve the results of the original request.

After receiving the ResponseReference for the asynchronous request the client should perform an HTTP to retrieve the results. This would be made to the retrieval URL in the format of:
http://interface.test.gta-travel.com/gtaapi/RetrieveListenerServlet?TOKEN=REF_123456

Retrieve Response for given Reference – ready
If the response for the given reference is ready to be sent, the API retrieves it.

Retrieve Response for given Reference – not ready
If the response for the given reference is not ready to be sent, a corresponding XML error message will be returned:

```
<Errors><Error>
<ErrorId>XML0017</ErrorId>
<ErrorText><![CDATA[The following TOKEN was not found: REF_123-12345678912345]]>
</ErrorText>
</Error></Errors>
```

Some logic should be used when setting up the timings for the retrieval process. We suggest that you attempt the initial retrieval after 5 seconds. If the response is not ready at that stage we suggest you attempt further retrievals in the following intervals: 10 seconds – 30 seconds – 60 seconds – 5 minutes and after that in hourly intervals. This is only a suggestion and your settings will heavily depend on your business model as well as the fact whether you will use the token retrieval method for immediately available items only or also for on request items.

(ii) Advantages

- Having control over the timings updates are being requested and processed rather than having to process them as and when GTA pushes them back

(iii) Disadvantages

- Not suitable for multi-item booking requests
- Not suitable for booking modification messages if several modifications for one booking are sent within one request (multiple sub-requests within one XML message)
- If bookings are updated by the GTA staff or by your own staff on the call centre site no booking updates will be sent to your systems
- If used for processing on request items then a setting has to be worked out and put in place in regards to the intervals updates are being requested

General Information

1. BOOKING RESPONSE TIMES

a) Immediately Available Bookings

For bookings that are immediately available a response is generated by our server with a 'Confirmed' status within a few seconds.

b) On Request Bookings

For bookings that are on request (or immediately available bookings which carry a free-format remark) it will take 90 seconds before the first response is generated by our server, usually with a 'Confirmation Pending' status, regardless which of the booking methods described above is used. This is due to the fact that for those clients using the synchronous mode we are trying for this long to generate an immediate confirmation. Only if we cannot return a 'Confirmed' response after 90 seconds we will generate a response with the current actual bookings status, which is usually a 'Pending Confirmation' status. This cannot be changed and since it should be known before posting a booking request whether an immediate confirmation is expected or not and instant response for an on request booking should not be required and an alternative message can be displayed to the customer instead of waiting 90 seconds for the 'Pending Confirmation' response.

2. BOOKING CONFIRMATIONS

a) Immediately Available Bookings

For bookings that are immediately available a response should be generated by our server with a 'Confirmed' status within a few seconds. However, on very few occasions it is possible that even though we returned immediate availability for a property moments before this is no longer available at the time you post the booking to us. You always MUST check the booking item status in the booking response message before reconfirming any bookings to your customers and before issuing vouchers. Please note that if you add a free-format remark to an immediately available booking this will convert the booking request to an on-request booking.

b) On Request Bookings

For bookings that are on request we aim to return the final booking status within 24 hours. Please be aware that on occasions, especially weekends and bank holidays, we are unable to contact the hotel within this time frame and a final booking response might take longer.
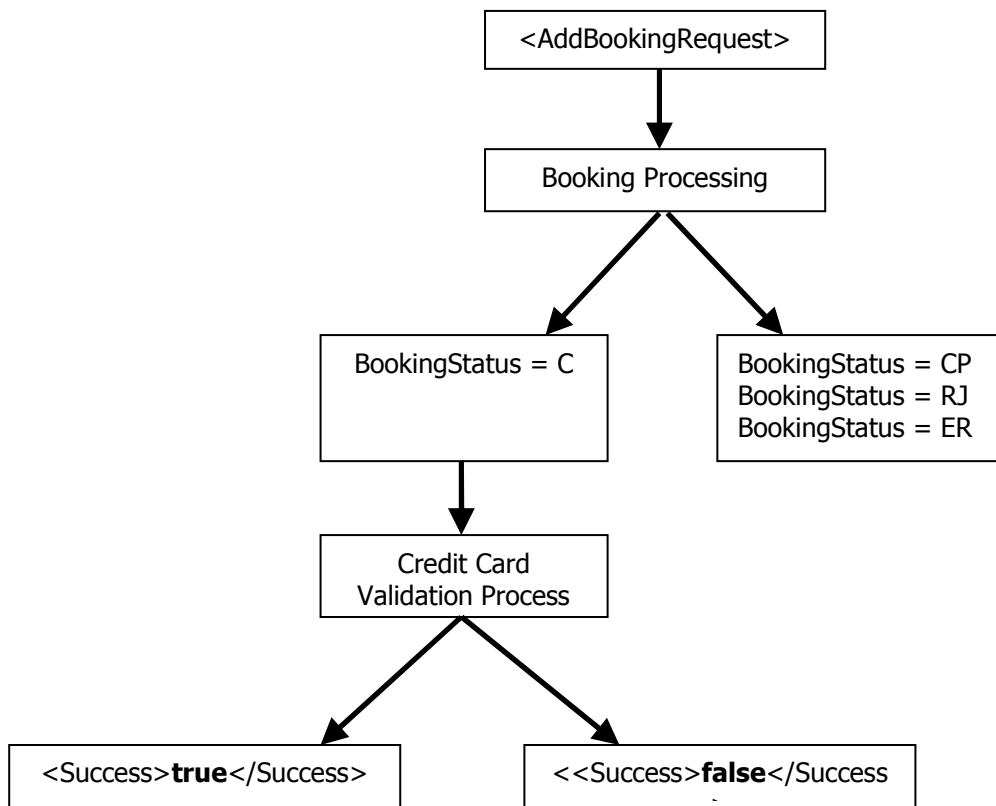
3. CREDIT CARD PROCESSING

(This only applies to our XML clients for whom we are acting as the merchant)

When adding a booking with a credit card payment, it is necessary to check the payment status. The booking status; e.g.: C (Confirmed) or CP (Pending Confirmation) will not be an indication whether the payment by credit card was successful or has failed.

It is therefore necessary to check the <BookingPaymentStatus> by running a <SearchBookingRequest> regardless of the booking status. If the <BookingPaymentStatus> is <Success>true</Success> the credit card has been accepted and the transaction was successful. If the <BookingPaymentStatus> is <Success>false</Success> the credit card transaction has failed and if payment is not assigned to the booking by the deadline date*, the booking will be cancelled automatically by our systems.

*Deadline date: The bookings will auto-cancel 3 days after creation date if payment has not been made. If a booking is made within 3 days from the departure date then the booking will cancel at midnight on the day it was made.

We only process the credit card validation after the booking request and when the BookingStatus (**not** the BookingItemStatus) has moved to 'C'. It is therefore possible that a booking can be in a confirmed status even if the credit card has been declined or rejected.

```
              ┌──────────────────────┐
              │  <AddBookingRequest> │
              └──────────┬───────────┘
                         │
                         ▼
              ┌──────────────────────┐
              │  Booking Processing  │
              └─────┬──────────┬─────┘
                    │          │
          ┌─────────▼──┐   ┌───▼──────────────────┐
          │ BookingStatus = C │ │ BookingStatus = CP    │
          │                │ │ BookingStatus = RJ    │
          │                │ │ BookingStatus = ER    │
          └─────────┬──────┘ └──────────────────────┘
                    │
            ┌───────▼────────┐
            │  Credit Card   │
            │ Validation Process │
            └───┬────────┬───┘
                │        │
      ┌─────────▼──┐  ┌──▼─────────────────────┐
      │ <Success>true</Success> │  │ <<Success>false</Success │
      └────────────┘  └────────────────────────┘
```

BOOKING REMARKS
Occasionally we will return booking confirmations with a remark addressed to you. It is imperative that you read and action these remarks.

If you are also booking items that are on request you may receive a variety of remarks; again you MUST read and action all of them appropriately.

BREAKFAST

We will return hotel searches and hotel booking confirmations with a variety of different breakfast types, some of the depending on the destination. The most common ones are:

Continental breakfast - Cold breakfast usually served at the table. Minimum requirement is bread/rolls, jam and a hot drink. May include ham, cheese or fruit.

Cold buffet breakfast - Cold, self-served breakfast. Minimum requirement is bread/rolls etc, jam and a hot drink, ham, cheese or fruit plus fruit juices, cereals and salads.

Hot buffet breakfast - Hot, self-served breakfast. Minimum requirement is bread/rolls, jam and a hot drink, ham, cheese or fruit plus fruit juices, cereals and salads plus minimum hot bacon and eggs.

English/Scottish/Irish breakfast -Hot breakfast served at the table. Minimum hot bacon and eggs.

American breakfast - Hot breakfast served at the table. Minimum hot bacon and eggs.

Scandinavian breakfast - Cold, self-served breakfast. Minimum requirement is bread/rolls etc, jam and a hot drink, ham, cheese or fruit plus fruit juices, cereals and salads.

Israeli breakfast - Cold, self-served breakfast. Minimum requirement is bread/rolls, jam and a hot drink, cheese or fruit plus fruit juices, cereals and salads excluding meat and shellfish.

CHARGE CONDITIONS

We provide you with the facility to check for amendment and cancellation charge conditions for potential and confirmed bookings. It is your responsibility to implement this module (see section 13 of the Booking Specifications) and ensure that you are aware of all applicable conditions. Charges that are being incurred due to late cancellations or amendments will be passed on to you.

We suggest that you add a "Charge Conditions" link or button next to each hotel displayed on your search result page. This way by clicking on the link or button, a request is being sent to us for that particular hotel only and charge conditions for it are being returned. Note that when you already have a confirmed booking, to find out what the cancellation charges are, you have to run a <ChargeConditionsBookingItem> search, and not a <ChargeConditionsHotel> search. We also suggest to perform a <ChargeConditionsHotel> search before booking an item as the client might already be within cancellation deadline at the time of booking (for example, during fair periods when cancellation deadlines are stricter).

Please see following an example of SearchChargeConditionsRequest:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<Request>
   <Source>
      <RequestorID
         Client = "***"
         EMailAddress = "**********"
         Password = "********"/>
      <RequestorPreferences Language = "en">
         <RequestMode>SYNCHRONOUS</RequestMode>
      </RequestorPreferences>
   </Source>
   <RequestDetails>
      <SearchChargeConditionsRequest>
         <ChargeConditionsHotel>
            <City>lon</City>
            <Item>aca2</Item>
            <PeriodOfStay>
               <CheckInDate>2007-12-01</CheckInDate>
               <Duration>1</Duration>
            </PeriodOfStay>
            <Rooms>
               <Room Code = "tb"></Room>
            </Rooms>
         </ChargeConditionsHotel>
      </SearchChargeConditionsRequest>
   </RequestDetails>
</Request>
```

Response example number 1:

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<Response ResponseReference = "REF_185-272882-317315768848681">
   <ResponseDetails Language = "en">
      <SearchChargeConditionsResponse>
         <ChargeConditions>
            <ChargeCondition Type = "cancellation">
               <Condition
                  Charge = "true"
                  FromDay = "0"
                  ToDay = "1"
                  Currency = "USD"
```

```
                    ChargeAmount = "96.50">
                </Condition>
                <Condition Charge = "false" FromDay = "2"></Condition>
            </ChargeCondition>
            <ChargeCondition Type = "amendment" MaximumPossibleChargesShown = "true">
                <Condition Charge = "false" FromDay = "0"></Condition>
            </ChargeCondition>
        </ChargeConditions>
    </SearchChargeConditionsResponse>
  </ResponseDetails>
</Response>
```

Please note that all charges will be calculated using London time.

In this example, the check-in is on the 1st December. A charge of USD96.50 will apply if the item is cancelled between 0 and 1 day prior to arrival. Day 0 is the day of arrival (check-in day) so the charge would apply if the item was cancelled on the 1st December or on the 30th November (day 1), but no charge would apply if cancelled on the 29th November (day 2). Please note that this item could be cancelled without charges up to 23:59hrs London time on the 29th November. No charges will apply to the amendment of this item at any time.

Response example number 2:

```
<?xml version="1.0" encoding="UTF-8"?>
<Response ResponseReference = "REF_185-3023946-116592969447519">
    <ResponseDetails Language = "zh">
      <SearchChargeConditionsResponse>
        <ChargeConditions>
            <ChargeCondition Type = "cancellation">
                <Condition
                    Charge = "true"
                    FromDay = "0"
                    Currency = "USD"
                    ChargeAmount = "480.00">
                </Condition>
            </ChargeCondition>
            <ChargeCondition Type = "amendment" MaximumPossibleChargesShown = "true">
                <Condition Charge = "false" FromDay = "0"></Condition>
            </ChargeCondition>
            <PassengerNameChange Allowable = "true"></PassengerNameChange>
        </ChargeConditions>
      </SearchChargeConditionsResponse>
    </ResponseDetails>
</Response>
```

In this case only the 'FromDay' attribute is returned; the 'ToDay' attribute is not returned and this means that a charge of USD480.00 will be applicable immediately. Therefore as soon as the booking is confirmed a charge of USD480.00 will be applicable for any cancellation, regardless how far in advance of the arrival day it is made.

It is also possible to request the charge conditions to display dates instead of number of days prior of departure. To request this the <DateFormatResponse/> parameter will need to be specified in the request. Please see following an example of SearchChargeConditionsRequest with this parameter and of the response:

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

```xml
        <RequestorID
            Client = "***"
            EMailAddress = "**********"
            Password = "******"/>
        <RequestorPreferences Language = "en">
            <RequestMode>SYNCHRONOUS</RequestMode>
        </RequestorPreferences>
    </Source>
    <RequestDetails>
        <SearchChargeConditionsRequest>
            <DateFormatResponse/>
            <ChargeConditionsHotel>
                <City>lon</City>
                <Item>apo</Item>
                <PeriodOfStay>
                    <CheckInDate>2009-04-01</CheckInDate>
                    <Duration>1</Duration>
                </PeriodOfStay>
                <Rooms>
                    <Room Code = "sb"></Room>
                </Rooms>
            </ChargeConditionsHotel>
        </SearchChargeConditionsRequest>
    </RequestDetails>
</Request>

<?xml version="1.0" encoding="UTF-8" ?>
<Response ResponseReference = "REF_8-313134-331639773561881">
    <ResponseDetails Language = "en">
        <SearchChargeConditionsResponse>
            <ChargeConditions>
                <ChargeCondition Type = "cancellation">
                    <Condition
                        Charge = "true"
                        FromDate = "2009-04-01"
                        ToDate = "2009-03-29"
                        Currency = "GBP"
                        ChargeAmount = "51.25">
                    </Condition>
                    <Condition
                        Charge = "true"
                        FromDate = "2009-03-28"
                        ToDate = "2009-02-10"
                        Currency = "GBP"
                        ChargeAmount = "25.63">
                    </Condition>
                    <Condition Charge = "false" FromDate = "2009-02-09"></Condition>
                </ChargeCondition>
                <ChargeCondition Type = "amendment" MaximumPossibleChargesShown = "true">
                    <Condition
                        Charge = "true"
                        FromDate = "2009-04-01"
                        ToDate = "2009-03-27"
                        Currency = "GBP"
                        ChargeAmount = "20.00">
```

```
        </Condition>
        <Condition Charge = "false" FromDate = "2009-03-26"></Condition>
      </ChargeCondition>
      <PossibleLeadTimeRestrictions>
        <Condition FromDate = "2009-03-21" ToDate = "2009-02-26"/>
        <EffectiveDates>
          <FromDate>2008-12-04</FromDate>
          <ToDate>9999-12-31</ToDate>
        </EffectiveDates>
      </PossibleLeadTimeRestrictions>
      <PassengerNameChange
        Allowable = "false"
        FromDate = "2009-03-31"
        ToDate = "2009-03-16">
      </PassengerNameChange>
    </ChargeConditions>
   </SearchChargeConditionsResponse>
  </ResponseDetails>
</Response>
```

Please note that if a <SearchChargeConditionsRequest> is sent where the parameter <DateFormatResponse/> has been included, in the response if only the 'FromDate' attribute is returned and the 'ToDate' attribute is not returned, this also means that a charge will be applicable as soon as the booking is confirmed, regardless how far in advance of the arrival day it is made.

Please note that it is the responsibility of each of our clients to perform a SearchChargeConditionsRequest. If charges apply to the amendment or cancellation of a booking, the client will be liable to pay these.

COMPRESSION
GTA does support compression and using it would be beneficial for you for the following reasons:
- It will increase the speed with which we send responses back to you
- It will reduce utilisation of your communication line
- Through the testing we have done we have seen a decrease of between 16% and 68% of the network time (internet)

We do support both, deflate and gzip. In order to receive a compressed response you will need to add either of the following to the HTTP-Header of your XML request:

- 'Accept-Encoding: gzip'
- 'Accept-Encoding: deflate'

Following is an example of HTTP-Header with compression:
> POST /gtaapi/RequestListenerServlet HTTP/1.1
> Content-Type: text/xml; charset=utf-8
> Accept-Encoding: gzip
> Content-Length: 717
> Expect: 100-continue
> Connection: Keep-Alive
> Host: interface.demo.gta-travel.com

Please note that:
- We are not compressing responses that are smaller than 1024 bytes
- You will need to check the content length when reading the HTTP-Header

CREDIT CARD API

The Credit Card API provides the client with the ability to send credit card payment details through the API. Please note that we do not issue "Decline" messages. A <SearchBookingRequest> will need to be sent after an <AddBookingRequest> to determine whether the credit card transaction was successful or not by checking the <Success> parameter.

DEPARTURE DATE
The gta definition of a departure date is the date when your client is departing from your country; usually the same as the first arrival date of a booking. The departure date cannot be later than the arrival date of any of your booking items or earlier than 180 days before the earliest arrival date of any of your booking items. If you modify the arrival date to an earlier date then you need to ensure you are also modifying the departure date to an earlier date BEFORE you modify the arrival date. If you modify the arrival date to a later date then you need to ensure you are also modifying the departure date to the same date as the new arrival date AFTER you modify the arrival date. The same applies if you would like to add another item to an existing booking. If the new item has an arrival date or tour date that lies before the departure date of the existing booking you first need to send us a <ModifyBookingRequest> adjusting the departure date to the earlier date and then send the <AddBookingItemRequest>.

DROP-OFF POINT FOR TRANSFERS
If the drop-off point for a transfer booking is located in the outer suburbs of a large city or in an entirely different town to the pick-up point the price may be higher than the initial quote. In those case we will contact you shortly after receiving your booking request with the revised final price.

DURATION
The maximum number of nights you can request for hotel and apartment prices searches and bookings is 90.

ERROR CODES
Below is a list of all common errors returned via XML. This should cover 95% of all the errors returned via the XML API.
We also return HTTP-403 and HTTP-400 errors. Whenever we return a HTTP-403 or a HTTP-400 error you will need to check the body of the error. This contains a valid XML response that advises you informing you of the nature of the error which should make it easy for you to debug your code and correct the issue.

ERR0001	Invalid password entered for Client {1}, eMail {2}.
ERR0002	Unexpected error
ERR0003	Language "{1}" not valid or not supported
ERR0004	Not authorised to XML function
ERR0005	Parameter "{1}" must be entered.
ERR0006	Parameter "{1}" with value "{2}" is not valid.
ERR0007	Parameter "{1}" contains a value inconsistent with the schema
ERR0008	The maximum number of passengers allowed is 9.
ERR0009	"Age" tags specified do not correspond to NumberOfRooms
ERR0010	The "Code" parameter entered for the "Room" is invalid
ERR0011	Client {1}, eMail {2} is currently disabled. Please contact help desk for assistance.
ERR0012	Error '{1} - ({4})' occurred during processing of booking reference '{2}', for request type '{3}'.
ERR0013	{3}, for booking reference '{2}' failed with error code '{1}'
ERR0014	Children under the age of {1} need to be accompanied by an adult
ERR0015	Not authorised to ItemType "{1}".
ERR0016	StarRating required if MinimumRating="true" specified.

ERR0017	Unable to price item with given request parameters.
ERR0018	General Exception Error
ERR0019	Server is too busy
ERR0020	Cots are not allowed in Single Rooms
ERR0021	Unable to find any supplier rates
ERR0022	Supplier city not found
ERR0023	Car Key is invalid
ERR0024	Start Date must be earlier than the End Date
ERR0025	Start Time must be earlier than the End Time
ERR0026	Supplier "{1}" does not exist within the city "{2}".
ERR0027	Airport "{1}" does not exist within the city "{2}".
ERR0028	"{1}" details are not valid.
ERR0029	Unable to provide the price breakdown details for this item.
ERR0030	The minimum age for the item is {1}.
ERR0031	Attribute "{1}" is either not supplied or invalid.
ERR0032	Failed to retrieve dynamic property data via Web Services.
ERR0033	Unable To Process Request - GTA Internal Communication Error
ERR0034	Unable To Process Request - Server is too busy
ERR0035	Unable To Process Request - GTA Internal Communication Error
ERR0036	Authentication Failure
ERR0037	Unable To Process Request - GTA Internal Communication Error
ERR0038	Unable To Process Request - Response error: {0}
ERR0039	Unable To Process Request - Response error.
ERR0040	Unable To Process Request - Error With GTA Report Queue
ERR0041	Number of currencies requested exceed the limit permitted
ERR0042	Date range requested exceeds the maximum number of days
ERR0043	The report is identical except for nationality
ERR0044	Start date exceeds the maximum days in the future permitted
ERR0045	Request exceeds the maximum number of parallel requests
ERR0046	Request exceeds the frequency for the report
ERR0047	Request exceeds the frequency for the report
ERR0048	Unable To Process Request - GTA Internal Unexpected Error
ERR0049	Invalid Client ID
ERR0050	Invalid email address entered
ERR0051	Client {1}, eMail {2} is currently expired. Please contact help desk for assistance
ERR0052	Client {1}, eMail {2} is currently disabled. Please contact help desk for assistance
ERR0053	Invalid password entered for Client {1}, eMail {2}
ERR0054	Client IP not authorized to system. Please contact help desk for assistance
ERR0055	Language "{0}" not valid or not supported
ERR0056	Language "{0}" not authorised
ERR0057	Language "{0}" not valid or not supported
ERR0058	Parameter "Currency" with value "{0}" is not valid
ERR0059	Parameter "Currency" with value "{0}" is not authorised
ERR0060	Parameter "Currency" with value "{0}" is not valid
ERR0061	Parameter "Country" with value "{0}" is not valid
ERR0062	XML services are currently under maintenance - estimated recovery time is {time}

FAIR OR EVENT DATES

This is the period in any city that will be very busy due to exhibitions, congresses or special events that attract a lot of people to a particular city at certain times of the year. During these periods it will be harder to secure accommodation and services for our clients. As a result, depending on the popularity of the exhibition or fair, prices may be at a higher rate, hence fair dates need to carefully noted so as to anticipate this.

F.I.T.

Individual clients travelling to one or more destinations usually on their own as opposed to being part of a group.

GRADINGS FOR APARTMENTS AND VILLAS

Apartments and villas - Where this information is available, apartments and villas are graded according to the general standard of the accommodation. An official body does not always carry out this grading, and it is not equivalent to standard star ratings used for hotels. Grading (where available) should be regarded as a general guide only. The grading is for information purposes only and are not a guarantee or warranty of any kind.

Grade 1 : acceptable overall level of quality. Adequate provision of furniture, furnishings and fittings.

Grade 2 : good overall level of quality. Good overall standard of furnishings, service and guest care.

Grade 3 : good to very good level of quality. Good standard of maintenance and decoration. Ample space and good quality furniture.

Grade 4 : excellent overall level of quality. Very good care and attention to detail will be obvious throughout.

Grade 5 : exceptional overall level of quality. High levels of décor, fixtures and fittings, together with excellent standards of management efficiency and guest services. Excellent range of accessories and personal touches.

GROUP BOOKINGS

Please note, that currently you will only be able to request bookings for up to 9 people travelling together at a time (that includes children who occupy extra beds but does not include infants occupying cots). Bookings for more passengers will be rejected and you will need to contact our group department with your request.

HOTEL GROUP FILE INFORMATION

As you will have noticed, GTA uses different hotel codes to differentiate between different room categories in the same hotel.

A static data search called <SearchHotelGroupRequest> is available which groups together all hotel codes used for different room categories for the same hotel which will assist you to identify which GTA hotel codes belong to the same property. This in turn will then allow you to enhance the display of your own website and show the room categories under the same property name in a similar way we are doing it in our own websites.

In each <SearchHotelGroupResponse> the primary hotel assigned to the group will be identified. When storing the static data you will have to download the hotel information from the primary hotel, but you will have to use the 'Rooms' report from each individual hotel (in reference to the reports, please see paragraph 9.5.5 in the Static Data document of our specifications).

Full specification for the <SearchHotelGroupRequest> can be found in chapter 33 on the Static Data document of our specifications.

INFORMATION ON <SEARCHHOTELPRICEREQUEST> FOR PARTICIPATION LEVEL 2

With participation level 2 for dynamic inventory we return a <RoomCategories> parameter with several sub-parameters (one of them being the 'Id' attribute) as part of the <SearchHotelPriceResponse> messages. This parameter is returned for all inventory, regardless of whether it is for GTA-contracted properties or for properties that we source from a third-party supplier.

If a property that we source through our new third-party supplier connection offers multiple room categories; e.g.: 'Standard queen double', 'Deluxe queen double', Deluxe king double', we will return all room categories to our clients in order to offer clients the widest choice. Additionally, we will also return the GTA properties for which we currently hold different property IDs for different room categories as one property with different category Ids.

The 'Id' attribute that is being returned as part of the <RoomCategories> parameter then needs to be used by you when sending any subsequent XML requests; i.e.:

- <HotelPriceBreakdownRequest>
- <SearchChargeConditionsRequest><ChargeConditionsHotel>
- <AddBookingRequest>
- The 'Id' attribute can then also be used as part of the <SearchHotelPriceRequest> if another price and availability check is performed shortly before placing a booking

If a hotel has more than one room categories on offer, the Item Code returned in the <SearchHotelPriceResponse> will be the code for the primary hotel set up on our system for that group:

```xml
<?xml version="1.0" encoding="UTF-8"?>
<Response ResponseReference="REF_8-1264734130227">
   <ResponseDetails Language="en">
     <SearchHotelPriceResponse>
       <HotelDetails>
         <Hotel HasExtraInfo="true" HasMap="true" HasPictures="true">
           <City Code="LON"><![CDATA[London]]></City>
           <Item Code="ASH2"><![CDATA[Ashburn]]></Item>
           <LocationDetails>
             <Location Code="G1"><![CDATA[Central]]></Location>
           </LocationDetails>
           <StarRating>4</StarRating>
           <HotelRooms>
             <HotelRoom Code="TB" NumberOfRooms="1"/>
           </HotelRooms>
           <RoomCategories>
             <RoomCategory Id="001:ASH2">
               <Description><![CDATA[Queen]]></Description>
               <ItemPrice Currency="GBP">135.00</ItemPrice>
               <Confirmation Code="IM"><![CDATA[AVAILABLE]]></Confirmation>
               <Meals>
                 <Basis Code="B"><![CDATA[Breakfast]]></Basis>
                 <Breakfast Code="C"><![CDATA[Continental]]></Breakfast>
               </Meals>
             </RoomCategory>
             <RoomCategory Id="001:ASH5">
               <Description><![CDATA[Superior King]]></Description>
               <ItemPrice Currency="GBP">154.50</ItemPrice>
               <Confirmation Code="IM"><![CDATA[AVAILABLE]]></Confirmation>
               <Meals>
                 <Basis Code="B"><![CDATA[Breakfast]]></Basis>
                 <Breakfast Code="C"><![CDATA[Continental]]></Breakfast>
               </Meals>
             </RoomCategory>
             <RoomCategory Id="001:ASH6">
               <Description><![CDATA[Deluxe]]></Description>
               <ItemPrice Currency="GBP">175.50</ItemPrice>
               <Confirmation Code="IM"><![CDATA[AVAILABLE]]></Confirmation>
               <Meals>
                 <Basis Code="B"><![CDATA[Breakfast]]></Basis>
```

```
                <Breakfast Code="C"><![CDATA[Continental]]></Breakfast>
              </Meals>
            </RoomCategory>
          </RoomCategories>
        </Hotel>
      </HotelDetails>
    </SearchHotelPriceResponse>
  </ResponseDetails>
</Response>
```

In order to perform any sub-sequent search (<SearchChargeConditionsRequest>, <AddBookingRequest> and so on) the Item Code to be entered will need to be the Item Code returned in the <SearchHotelPriceRequest> as well as entering the 'Id' attribute for the room category which needs to be booked.

So in the above example, the Item Code to use would be ASH2 while the 'Id' attributes to use would be either 001:ASH2 for queen room category or 001:ASH5 for superior king room category or 001:ASH6 for deluxe category.

INVESTIGATION OF XML QUERIES

Please note that we only store XML booking messages in our system. If you need us to investigate a query involving any other XML message (<SearchHotelPriceRequest>, <SearchChargeConditionsRequest>, ect.) you will need to supply us with copies of the XML messages (full requests and responses).

LANGUAGE CODES FOR ITEM INFORMATION

Following is a list of languages (and their codes) which are supported via XML:

Language Code	Language Name
AR	ARABIC
ZH	CHINESE SIMPLIFIED
ZZ	CHINESE TRADITIONAL
EN	ENGLISH
FR	FRENCH
DE	GERMAN
IW	HEBREW
IT	ITALIAN
JA	JAPANESE
KO	KOREAN
RU	RUSSIAN
ES	SPANISH
TH	THAI

LANGUAGE CODES FOR TRANSFERS

In order to do a SearchTransferPriceRequest, Language code MUST be specified.

Please see following a list of the GTA language codes to be used:

Language Code	Language Name
A	ARABIC
AA	AFAR
AB	ABKHAZIAN
AE	AVESTAN
AF	AFRIKAANS
AK	AKAN
AM	AMHARIC
AN	ARAGONESE
AS	ASSAMESE
AV	AVARIC
AY	AYMARA
AZ	AZERBAIJANI
BA	BASHKIR
BE	BELARUSAN
BG	BULGARIAN
BH	BIHARI
BI	BISLAMA
BM	BAMBARA
BN	BENGALI
BO	TIBETAN
BR	BRETON
BS	BOSNIAN
C	CANTONESE
CA	CATALAN
CE	CHECHEN
CH	CHAMORRO
CO	CORSICAN
CR	CREE
CS	SIMPLIFIED CHINESE
CT	TRADITIONAL CHINESE
CU	CHURCH SLAVIC
CV	CHUVASH
CY	WELSH
CZ	CZECH
D	DUTCH
DK	DANISH
DV	DIVEHI
DZ	DZONGKHA
E	ENGLISH
EE	EWE

EO	ESPERANTO
ET	ESTONIAN
EU	BASQUE
F	FRENCH
FF	FULAH
FI	FINNISH
FJ	FIJIAN
FL	FLEMISH
FO	FAROESE
FR	FARSI
FY	WESTERN FRISIAN
G	GERMAN
GA	IRISH GAELIC
GD	COTS GAELIC
GL	GALICIAN
GN	GUARANI
GR	GREEK
GU	GUJARATI
GV	MANX
H	HEBREW
HA	HAUSA
HI	HINDI
HO	HIRI MOTU
HR	CROATIAN
HT	HAITIAN
HU	HUNGARIAN
HY	ARMENIAN
HZ	HERERO
I	ITALIAN
IA	INDONESIAN
IE	INTERLINGUE
IG	IGBO
II	SICHUAN YI
IK	INUPIAK
IO	IDO
IS	ICELANDIC
IU	INUKTITUT
J	JAPANESE
JV	JAVANESE
K	KOREAN
KA	GEORGIAN
KG	KONGO

KI	GIKUYU		OM	OROMO
KJ	KWANYAMA		OR	ORIYA
KK	KAZAKH		OS	OSSETIAN
KL	KHMER		P	PORTUGUESE
KN	KANNADA		PA	PANJABI
KR	KANURI		PB	BRAZILIAN PORTUGUESE
KS	KASHMIRI		PI	PALI
KU	KURDISH		PL	POLISH
KV	KOMI		PS	PUSHTO
KW	CORNISH		QU	QUECHUA
KY	KIRGHIZ		R	ROMANSH
L	LATIN		RN	RUNDI
LB	LUXEMBOURGISH		RO	ROMANIAN
LG	GANDA		RU	RUSSIAN
LI	LIMBURGISH		RW	KINYARWANDA
LN	LINGALA		S	SPANISH
LO	LAO		SA	SANSKRIT
LT	LITHUANIAN		SC	SERBO-CROATIAN
LU	LUBA-KATANGA		SD	SINDHI
LV	LATVIAN		SE	NORTHERN SAMI
M	MANDARIN		SG	SANGO
MA	MALAY		SI	SINHALESE
MG	MALAGASY		SK	SLOVAK
MH	MARSHALLESE		SL	SLOVENIAN
MI	MAORI		SM	SAMOAN
MK	MACEDONIAN		SN	SHONA
ML	MALAYALAM		SO	SOMALI
MN	MONGOLIAN		SQ	ALBANIAN
MO	MOLDAVIAN		SR	SERBIAN
MR	MARATHI		SS	SWATI
MT	MALTESE		ST	SOUTHERN SOTHO
MY	BURMESE		SU	SUDANESE
N	NORWEGIAN		SW	SWEDISH
NA	NAURU		SZ	SWAHILI
NB	NORWEGIAN BOKMAAL		TA	TAMIL
ND	NORTH NDEBELE		TE	TELUGU
NE	NEPALI		TG	TAJIK
NG	NDONGA		TH	THAI
NN	NORWEGIAN NYNORSK		TI	TIGRINYA
NR	SOUTH NDEBELE		TK	TURKMEN
NV	NAVAJO		TL	TAGALOG
NY	NYANJA		TN	TSWANA
OC	PROVENCAL		TO	TONGA
OJ	OJIBWA		TR	TURKISH

TS	TSONGA	
TT	TATAR	
TW	TWI	
TY	TAHITIAN	
U	URDU	
UG	UIGHUR	
UK	UKRAINIAN	
US	English (US)	
UZ	UZBEK	
V	VIETNAMESE	

VE	VENDA	
VO	VOLAPUK	
WA	WALLOON	
WO	WOLOF	
XH	XHOSA	
YI	YIDDISH	
YO	YORUBA	
ZA	ZHUANG	
ZU	ZULU	

LOCATIONS

At gta we use two different city location files, One uses generic location classifications which are Central, Airport, Station, Port, Waterfront/Beach, Countryside, Mountainside, Suburbs, Near Centre and Lakefront. The other city location file uses city-specific locations, which for example for Nice are: Acropolis Congress Centre and Beach. To give another example, the city-specific locations for London are: Docklands, Islington/Kings Cross, Bloomsbury, St Johns Wood/Hampstead, Oxford Street, Park Lane/Mayfair, Piccadilly, Circus/Leicester Square, Paddington, Bayswater, Kensington, Knightsbridge, Earls Court, Westminster/Victoria, Hammersmith/Fulham, Holborn.

NATIONALITY

In order to get the correct prices, it is very important that you send your <SearchHotelRoomsPriceRequest>, <SearchHotelPriceRequest>,<SearchChargeConditionsRequest>, and <AddBookingRequest> with the correct nationality. The nationality is the country where the customer lives in, not the passport they hold. If the booking is placed with the incorrect nationality information your customers could face problems when they check in at the hotel. The 'Country' attribute will need to be used to add the passenger nationality; information on this attribute can be found in the paragraph 3.3.2 under Specifications/API Architecture.

If you use IP address recognition, you could be sending the wrong nationality through to us as the passenger might be connected to the internet via an IP address that is not register in the country of his residence and therefore the wrong nationality will be passed . In those cases GTA will not be liable for any compensation claims resulting from this and will not cover any additional cost, these will be passed on to you.

PASSENGER NAMES

Please be aware of the following points in regards to Passenger Names:

- You should always provide the full first name and surname as well as titles of all passengers travelling

- If this is not possible 'TBA ' can be used, but the lead name should always be advised in full

If not all passenger full names have been advised in the booking, passengers might experience problems at check - in at the hotel or apartment or when trying to join their sightseeing tour or transfer. Please be informed that GTA will not take any responsibility and will not provide any compensation should this happen.

PAX IDS

It is important that each passenger is being assigned a pax ID. It is also necessary that each room in turn is assigned the correct number of Pax Ids. For example, it is not possible to book a double room and only assign one pax ID.

It is also not possible to assign a child to pax ID 1; pax ID 1 MUST always be an adult. Additionally, within the rooming list for hotel and apartment items, the child MUST occupy the position assigned to the extra bed; e.g.: if booking a double room with an extra bed the child must be the third pax ID within the rooming list.

It is also important to note, that when you amend a booking you should ALWAYS keep the same passengers assigned to the original pax Ids. If, for example less passengers are travelling, do NOT remove some passengers from the pax ID list and re-assign pax Ids for the remaining passengers. Keep the original pax IDs and simply make the change within the ModifyBookingItem message.

PRICE SEARCHES FOR APARTMENTS

When performing a <SearchHotelPriceRequest> a specific room type needs to be requested; when performing a <SearchApartmentPriceRequest> only the total number of passengers must be advised. The price search response for an apartment will therefore return all available apartment units a property offers, even if some or all of the individual unit types accommodate less passengers then the total number advised in the search request. This will allow the customer to select the most suitable option and unit combination for all passengers.

PRODUCTION REQUIREMENTS

When you ready to move to the production environment, you will need to send us an email to request the live credentials. We will ask you to complete a questionnaire and to send us additional information as requested in the questionnaire, a full integration plan amongst it. When this documentation is received by us it will be reviewed and you will contacted if any points need to be clarified or amended.

At the same time we receive your request for production access, we will also contact the sales team in charge of your account and they will have to provide the required documentation on their parts. Please also be aware that before you will be able to access our live servers you will need to sign an 'XML Booking Services Order Form'. If you have as yet not received this contract please contact our sales team.

Once we have all the necessary documentation from you as well as our sales team, we will be able to proceed with the set up of your ID on our live environment which normally takes up to 48 hours. Please note that account creations are processed in the order they are received and during busy periods they could take longer to complete.

We suggest you contact us at least 2-3 weeks before you are planning to go live to allow enough time for the procedure described above to be followed through.

A copy of the questionnaire and of the integration plan can be found in the site under the Documentation link.

PROPERTY TYPES FOR APARTMENTS

Within the apartment module we are referring to a PropertyTypeCode element. The following letters can be specified for this element:

> A – Apartment
> C – Chalet
> V – Villa

Please note that at the moment all three property types are stored within our systems under PropertyTypeCode 'A'. We will make a change to the system in the future and store the properties under their correct PropertyTypeCode and will notify you once this has been installed.

REJECTED BOOKING ITEMS

Every BookingItem that is being returned by us with status RJ must be cancelled by you in order complete/finalise the booking process. You can do that by either sending a CancelBookingItemRequest or by logging onto the call centre site removing the rejected items from the booking. If you don't do that we will remove the booking within 48 hours.

ROOM CATEGORY DESCRIPTION

With participation level 2, for some hotels we return more than one room category (standard, deluxe, superior, etc.). In some cases you might be requesting the price for a single room and the description of the room category returned can appear to be for another room type. For example:

<HotelRooms><HotelRoom Code="SB" NumberOfRooms="1"/></HotelRooms>
<RoomCategories><RoomCategory Id="001:COC1">
<Description><![CDATA[Mountain View Double]]></Description>

In these cases, we offer all room categories that can accommodate your customers; e.g.: if you request a single room we may also offer a twin or double room and if you request a double room we may also offer a twin or a triple room. This will not affect the room type you have booked so you will still book a single room (SB) for one person even if the <Description> contains the word 'Double' or 'Twin'.

ROOM TYPES

Twin room: .... Contains two single beds in the same room. Suitable for two people.

Double room: ....Contains one double bed. Suitable for two people.

Single room: ....Contains one single bed. Suitable for one person.

Triple room: ....Contains twin or double bed/s + extra bed, or two double beds. Most hotels do not have one full size bed for each guest in their triple rooms. Suitable for three people.

Twin room for sole use: ....Contains two single beds or one double bed in the same room, to be occupied by one person.

Quad room: ....Contains two double beds or four beds in a room suitable for accommodating four adults.

Extra Bed: .... Extra bed or rollaway way suitable for a child between 2 and 18 years old. A maximum of 2 extra beds can be added to twin and double rooms by clients on participation level 1 and above. Clients who have not subscribed to any participation level will only be able to add a maximum of 1 extra bed to twin and double rooms. It is important to note that some of our contracts state that children are accommodated free with the existing bedding. In these cases we will book the child within the existing bedding and will not reserve an extra bed. As this will not reflect on our confirmation to you we recommend that on your voucher you only specify that a child has been booked; e.g.: Double Room + Child, but not whether an extra bed is reserved or not.

Cot/cradle or crib:................Cot/cradle or crib suitable for a child under the age of two years. A maximum of 2 cots per room can be added to all room types apart from Single rooms. Please note that cots will be requested at the hotel, however cots are not guaranteed and are subject to availability at check-in.

There are certain types of room that are unique in selected destinations as stated here. This list is not necessarily exhaustive.

German Twin rooms (sometimes also known as German Double rooms) will consist of two separate single beds attached side by side and are more similar to a Double room.

Some hotels, especially in Scandinavia, may provide Twin rooms consisting of one Single bed and one Sofa bed, or Triple rooms with two single beds or double beds with one sofa bed.

In North America Double or Twin rooms may contain one bed. Customers may request separate beds when reserving however separate beds are not guaranteed. Triple and Quad rooms usually contain two double beds.

For hotels in Australia, North America and Asia the child will normally use existing bedding. Rollaway beds may be available for an additional charge.

SEARCH HOTEL ROOMS PRICE REQUEST

If you perform a SearchHotelRoomsPriceRequest, the response will return all room types that the hotel offers which can be on request or available.

You will be able to see what room types the hotel has but it does not show the number of available rooms. GTA might have only one room available from allotment but the response of the <SearchHotelRoomsPriceRequest> returns a SB, DB, TB and TS as available. This is because the one room from allotment could be booked as a SB or DB or TB or TS.

If you want to display in your website all the room types which a hotel has to offer, we suggest you perform a <SearchHotelRoomsPriceRequest>, display the prices and then ask your customer how many rooms of which type he would like to book. After that you can generate a <SearchHotelPriceRequest> for the selected property only and for the exact room combinations required.

Please note that this XML request does not support Dynamic Inventory, meaning that if you perform this kind of search, you will not be able to retrieve the information from our third-party suppliers.

Please also be informed that we are currently considering phasing out this request completely by the end of 2010.

SPECIAL OFFER CODES

The following are the codes which can be returned with a <SearchSpecialOfferResponse>:

FNT=Free Night(s)
FNN=Free Night(s), Meals Not Included
DSC=Discount Night(s)
DSN=Discount Night(s), Meals Not Included
If an offer with FNN or DSN code applies, the meals will not be included for the free night, therefore the pax will have to pay locally (for the free night only) for breakfast or any other meals included, even if the price returned with a <SearchHotelPriceResponse>, a <SearchHotelRoomsPriceResponse> or a <SearchApartmentPriceResponse> includes meals for the nights for which the full price has been charged.

STAR RATINGS FOR HOTELS

Hotels - Star ratings are used to symbolise the overall quality, level of service, food standard and range of facilities available in any given property. The criteria applied within each country will vary depending on the specific requirements established by the relevant issuing body and some countries do not at all use star ratings for official categorisation of accommodation but the below outlines will give a general understanding of what can typically be expected within each banding.

1-star - Majority will be small, independently owned properties. There is likely to be a limited range of meals and facilities.

2-star – Varying from small to medium sized properties offering more extensive facilities. Reception and staff will aim for a more professional presentation than at one star level and a wider range of services, including food and drink is likely to be found . Some rooms may be provided with en-suite facilities but this is not guaranteed.

3-star – Hotel properties will usually be of a size to support higher staffing levels and with a greater quality and range of facilities. Reception and public areas will be more spacious. All bedrooms should come with en-suite facilities and room service may be available.

4-star – At this level there should be a noticeable difference in the degree of quality in the furnishings, décor and equipment. Bedrooms are usually more spacious than those found in lower starred properties. Services such as porterage, 24-hour room service, laundry and dry cleaning may be available.

5-star – These properties should provide spacious and luxurious accommodation throughout the Hotel. Formal service and flawless attention to the guest's requirements should be provided.

In a minority of cases we are not permitted by the hotels to output any star rating as these properties do not follow the numerical star rating and have their own categorisation. Since our systems require an entry to be added in numerical format for the star rating field, we are currently displaying these properties with a '-1' star rating. Our development team are working on a solution to this issue.

STATIC DATA

All static data, especially item information, must be stored on your local server. We recommend that you update the static data every 4 to 6 months.

In order to retrieve most of the static data we recommend that you write a small program that enables you to first retrieve all country codes, then uses the country codes to retrieve all city codes, then uses the city codes to retrieve all item codes and finally uses the item codes to retrieve all item information.

If you have written a program to download all static date we suggest that when sending asynchronous requests to us, you wait until you have received a response for your first request before sending the second request.

A better solution to collect and update the static data would be to store it locally with a "last updated" timestamp. If a customer requests any item information the local database should be checked. If the item information is present and the timestamp is not older than a set number of days (we suggest 150 days) the information from the local data base is retrieved. If the item information is not present or if the timestamp is older than 150 days, the item information is requested from our server and saved in your local database with an updated timestamp.

We may also inform you of major changes to the information (e.g.: a change in category or star rating) by email and we would suggest that you then update this specific item immediately.

Since March 2009 we also offer a new method of downloading the static data. The Item Information Download request provides the client with a file containing all our static data. Currently it is only available for the hotel module. It is possible to request a file for a complete download of all our static data, a file for

incremental updates and a file for yesterday's incremental updates. Specifications for this new functionality can be found in chapter 34 of the Static Data documentation.

Both methods of downloading static data, the SearchItemInformationRequest and the ItemInformationDownloadRequest, are available and can be used in conjunction or independently from each other.

SYSTEM DOWN TIMES

Any scheduled system down times will be advised to you with as much notice as possible.

TOUR DEPARTURE INFORMATION

When booking Sightseeing items, you must always specify the Departure Time and the corresponding Departure Point. This information is displayed in the static data "Search Item Information".

If '* Hotel Pick Up' is returned as the DEPARTURE POINT, this means that when you are adding a booking you must enter the code of any property that GTA has a contract with in that particular city, in the DEPARTURE POINT field.

VOUCHER

When producing your own vouchers for any of the services booked through us we highly recommend that you display the following information to avoid problems for your clients:

For Hotels and Apartments:

- Property name and full address
- Arrival date
- Number of nights or check-out date
- The number of rooms and room types (do not specify any extra beds but just 'Child'; e.g.: Double Room + Child, as on occasions hotels only accommodate children within the existing bedding and do not provide an extra bed)
- The meals that are included or 'Room Only' if none are included
- gta tour number (<ItemConfirmationReference>) *
- api reference (<BookingReference ReferenceSource="api">) *
- Passenger names
- Total number of passengers with a breakdown for adults and children and the ages of the children
- "Booked and payable by Gullivers Travel Associates" ('gta' needs to be replaced with any other supplier name which we may advise you of within our booking confirmation)
- "Only payment for extras to be collected from the client"
- Any 'Essential Information' returned
- 'Please Note' information
- Only for Apartment bookings, the Key collection details as advised in the "Key Drop" Report in the <SearchItemInformationResponse>
- Only for Apartment bookings, the direction details as advised in the "Direct" Report in the <SearchItemInformationResponse>

For Sightseeing Tours:

- Date and time of the service
- City of the service
- Name of the service
- The summary of the tour as advised in the "TourSummary" parameter in the <SearchItemInformationResponse>
- Pick-up point (if required) and departure point for hop-on tours
- gta tour number (<ItemConfirmationReference>) *
- api reference (<BookingReference ReferenceSource="api">) *
- Passenger names

- Total number of passengers with a breakdown for adults and children and the ages of the children
- "Booked and payable by Gullivers Travel Associates" ('gta' needs to be replaced with any other supplier name which we may advise you of within our booking confirmation)
- 'Please Note' information

For Transfers:

- Date of the transfer
- Name of the transfer
- The language of the driver or local representative, as applicable
- Pick-up details, as applicable:
    - pick-up point or meeting point of the transfer (if possible full address)
    - arrival time
    - flight number, ship name, train number or name with which the passengers are arriving
    - the destination the passengers are arriving from
- Drop-off details, as applicable
    - drop-off point or meeting point of the transfer (if possible full address)
    - departure time
    - flight number, ship name, train number or name with which the passengers are departing
    - the destination the passengers are travelling to
- The vehicle type booked and the maximum items of luggage this vehicle type holds
- gta tour number (<ItemConfirmationReference>) *
- api reference (<BookingReference ReferenceSource="api">) *
- Lead passenger name
- Transfer conditions
- Total number of passengers with a breakdown for adults and children and the ages of the children
- 'Please Note' information
- "Booked and payable by Gullivers Travel Associates"

* If you are not able to store both, <ItemConfirmationReference> and <BookingReference ReferenceSource="api">, you must use the <BookingReference ReferenceSource="api">

If any of this information is missing from your vouchers we cannot be held liable for any problems your customers may encounter.

XML TRAFFIC RATIO

Before we set up a client ID for the XML API on our production environment we will ask how many XML messages we should expect to receive via this new feed per day and how many bookings the client hopes to place with us each day. This will provide us with the expected traffic to book ratio from that particular client ID. We need to know these figures in order to ensure that we have the necessary hardware in place to cope with the additional incoming traffic from each XML API connection.

Each of our clients will have to agree not to exceed a maximum traffic to book ratio of 400:1.

We believe it is not possible to have a ratio which is below 10:1 as when calculating the ratio, we do count every single XML request sent to us, not only <SearchHotelPriceRequest> messages. The bare minimum of traffic for a single booking would be one <SearchHotelPriceRequest>, one <SearchChargeConditionsRequest> and one <AddBookingRequest>. Messages sent to our servers to retrieve the static data will also have to be considered.

We will monitor traffic to book ratios from all client IDs. If ratio of 400:1 is not met we will contact the client to understand why the ratio is higher than agreed and work together on solutions to reduce it. If no improvement of the ratio can be achieved we will have to find a commercial solution.