Interhome

Partner Program and integration options

Contact

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Revision history

Date	Revision	Change
18.03.2011	smeyer	1st draft
11.04.2011	smeyer	Restrictions on SO
3.02.2012	smeyer	Manual link building changes
24.04.2012	smeyer	Further manual link building changes / Search widget in partner portal

Table of Contents

1 Introduction

This manual will explain in detail the different integration options with Interhome, and also detail the various tools at your disposal to develop our future collaboration.
Your local Account Manager will be able to advise you and support you in the different steps of your technical integration.
They will provide you with a Partner ID and Password that will give you access to our program, advertising tool and statistic tool.

The level of integration difficulty will vary according to option chosen and various combinations are possible:

Integration possibilities	Fulfillment options (client details + encashment and invoicing of the client)	Degree of development and technical Know How	Opportunities
Link/Banner	Fulfillment Interhome	Easy	Link generator available
Search Mask / Advanced search	Fulfillment Interhome	Easy	Manual link building (see below)
Search Widget	Fulfillment Interhome	Easy / Medium	Search Widget generator available
XML feeds	Fulfillment Interhome	Medium	Use of XML feeds (redirect to Interhome website)
XML feeds + Webservices	Fulfillment Interhome	High	Use of XML feeds and Webservices integration (Client Booking Method)
XML feeds + Webservices (not available for all Sales Offices)	Fulfillment Partner	High	Use of XML feeds and Webservices integration (Retailer Booking Method)

1.1 Language and currency

The program operates in many countries across Europe (see list of the different Sales Office (SO) in the Apendix).
We offer our products in many different languages and several currencies (see Apendix).
If you want to display our portfolio on different markets/currencies, you will need a partner ID for each of them related to the corresponding Sales Office.
Your account manager will be able to provide you with all necessary Partner IDs.

1.2 Tracking and billing

1.2.1 Tracking

Statistics on number of visitors and details of bookings are available on our online statistics website. The address is https://webstats.interhome.com/
The data provided is updated once a day (but you always need to wait 48hours to see the new bookings). Bookings are shown with their current status at the time of the last update. **However, please note that data on the webstats site is only for information purposes. Only the regular statement from your Interhome office shows the actual number of bookings that are eligible for commission.**

In assition a booking notification can be sent to you, as soon as one of your client has booked on the Interhome engine (this is not possible for bookings through Webservices and/or if the fulfilment is not made by Interhome).

1.2.2 Statement of bookings / billing

Interhome pays commission on the base rental price , after the departure of the client.

The payment of your commission is usually quarterly by bank transfer . This must be arranged with your local account manager.
Your contact office will issue regular statements of your bookings. The statement will feature the details of all bookings and the commission that you will receive.
Please note: bookings are eligible for commission only if travel has been completed. The frequency of the statements is subject to disscusion with your contact office.

2 Link to Interhome
(Text Links, Banners, Search Masks, Search Widgets)

2.1 Link to Interhome using the link generator
This is the easiest and fastest way to link to Interhome's booking engine.
Through our text link and banner options, you will be able to link to our products simply by implementing the URL assigned by Interhome into your site.
Please create your links and/or select your banners with our **Link generator tool** on the Partner portal: www.interhome.XX/partner, using your ID and Pass.

2.2 Link to Interhome using manual link building
If you want to integrate different links and redirect to different destination pages **manually**, you can use the structures below.
For all manual linking you will need to adapt following parameters:

Mandatory parameters:

- Use the right URL: www.interhome.XX
- Insert the parameter **Forward.aspx?navigationid=XX** and the corresponding code mentioned below, which will redirect to the corresponding page.
- **Always insert your partner ID so that you can track the bookings.**

Optional parameters:

- Use the right **lCode** (language code) if you need another language than the standard one: find the list in Apendix.
- Use the right **cCode** (countryCode), **RegionCode**, **placeCode** (please refer to the list available on the partner portal: "Downloads"): find some examples in Apendix.
- Use the parameter **iniframe=1** if you want to display Interhome products in your own I-frame (not possible if you redirect to Interhome Home Page and Landing Page).
- Use the parameter **aCode** to redirect to a specific product (ex: ES9730.400.1).
- Use the parameter **dtCheckIn** (YYYY-MM-DD) for check-in date.
- Use the parameter **duration** (for exemple: 7 / 14 / 21).

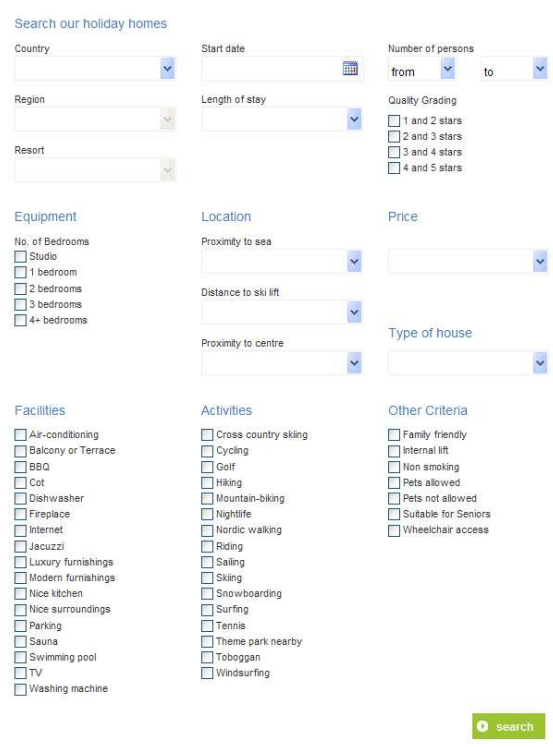| Destination page	URL	Mandatory parameters	Optional parameters
Home page	http://www.interhome.XX/Forward.aspx?navigationid=3&partnerid=XXXXXX optional: language code http://www.interhome.XX/Forward.aspx?navigationid=3&partnerid=XXXXXX&lCode=XX-XX	Code to add: 3 Partnerid	lCode
Search Result Country/Region/Place	http://www.interhome.XX/Forward.aspx?navigationid=4&partnerid=XXXXXX&cCode=XX optional: region and place codes http://www.interhome.XX/Forward.aspx?navigationid=4&partnerid=XXXXXX&cCode=XX&regionCode=XX&placeCode=X optional: iniframe parameter http://www.interhome.XX/Forward.aspx?navigationid=4&partnerid=XXXXXX&cCode=XX&regionCode=XX&placeCode=XXXX&iniframe=1	Code to add: 4 Partnerid cCode	lCode regionCode placeCode Iniframe=1
Accomodation Detail	http://www.interhome.XX/Forward.aspx?navigationid=10&partnerid=XXXXX&aCode=XXXXXXX optional: date of checkin and duration http://www.interhome.XX/Forward.aspx?navigationid=10&partnerid=XXXXX&aCode=XXXXXXX&dtcheckin=yyyy-mm-dd&duration=x optional: date of checkin and duration http://www.interhome.XX/Forward.aspx?navigationid=10&partnerid=XXXXX&aCode=XXXXXXX&dtcheckin=yyyy-mm-dd&duration=x&iniframe=1	Code to add: 10 Partnerid aCode	lCode dtCheckIn (YYYY-MM-DD) duration Iniframe=1
BookingStep1	http://www.interhome.XX/Forward.aspx?navigationid=12&partnerid=XXXX&aCode=XXXX&dtCheckIn=YYYY-MM-DD&duration=x	Code to add: 12 Partnerid aCode + dtCheckIn (YYYY-MM-DD)+ duration	lCode Iniframe=1

There are many other options to redirect to Interhome pages (lastminute, theme selections, ski, cities...), please refer to our link generator on the Partner Portal: www.interhome.XX/partner and generate the links automatically.

2.3 Search Mask integration

2.3.1 Presentation

With the link option below, you can integrate our search mask in your own navigation.
The link is opened in the „frameset"on your site.
For the moment, this search mask cannot be customized.

- Width: 604px
- Height: 863px
Those parameters are subject to change from time to time.

2.3.2 Parameters

Please use the URL below:
http://www.interhome.XX/Forward.aspx?navigationid=56&partnerid=XXXXXXX

2.3.3 Pre selected Country/Region/Place in the search mask

If you want to add a preselection of country, region or place in the advanced search engine, you can add the parameter "cCode=", "regionCode=" and"placeCode=" to select a specific country, region and place which will appear in the corresponding fields.
These codes are listed on your partner portal: www.interhome.xx/partner, "Downloads".

Please use the URL below:
http://www.interhome.XX/Forward.aspx?navigationid=56&partnerid=XXXXXX&cCode=XX&regionCode=XX&placeCode=XXXX&lCode=XX-XX

Please find an example below:
I would like to pre select Spain (cCode: ES), Mallorca (regionCode:91), Callas de Mallorca (placeCode:8190), on www.interhome.com with my partner ID: CH1000352:

http://www.interhome.com/Forward.aspx?navigationid=56&partnerid=CH1000352&cCode=ES&regionCode=91&placeCode=8190

2.4 Widget

2.4.1 Presentation

You also have the option to implement a search widget on your pages.
There are 3 "standard" width + height configurations available:
· 300 x 250
· 728 x 90
· 160 x 600

Please find an example of a 300x250 size with winter theme below:

Whatever the user chooses, and clicks on 'Search', the page will load to Interhome website search results based on their choices.

You can generate your own search widget using our widget tool available on our partner portal (www.interhome.xx/partner).
You can also find technical information on the document below:
http://my.interhome.com/searchwidget/docs/SearchWidget_JavaScript_Implementation.pdf

2.5 Requirements of the links

You must place either our logo or inform clients that the link leads to Interhome's booking engine. In order to meet some SEO profitability for each party, we would recommend that you give a short introduction to Interhome. Here's an example text that could be used on your website in conjunction with our logo:

> "Interhome: 32,000 holiday homes in Europe and USA.
> Online booking with immediate confirmation".

2.5.1 Text Requirements

- 1.Description texts of resorts and properties
  These texts may only be used in connection with the respective Interhome properties.
- 2. Description texts of regions and countries
  Region texts which are made available in the export files may be used in a general manner. However, a copyright remark (© Interhome AG) must be well visible either before or after the text. Description texts which are not included in export files and bear a copyright remark "© DuMont Reiseverlag" on the Interhome website, may not be

copied and not be used in any way.. Only Interhome has the rights to use these texts on its own websites.

2.5.2 Pictures Requirements

- 1. Pictures of resorts and properties
These pictures may be used only to promote the Interhome offer. They must not be used to promote the offer of Interhome's competitors. If these pictures are used to promote an integrated offer of several holiday home providers including Interhome, a copyright remark must be made next to the picture (© Interhome AG).
- 2. Pictures of countries and regions
The majority of these pictures, can only be used on the Interhome websites. They must not be used on partner websites.

2.6 General requirements for the presentation of our product

In line with our brand guidelines, we have certain requirements regarding the presentation of our product on partner websites, regardless of the partnership model you choose:

- It must be clear and obvious to the client that the property or booking engine respectively is provided by Interhome.
- Links to Interhome must always be labelled as such. Simple text is sufficient, a logo can be provided on request.
- Images of properties can only be used for the purpose of promoting the Interhome product.
- **Please inform your Sales Offices about all URLs where the link is placed.**

3 Interhome portfolio integration
(through XML feeds and/or Webservices implementation)

3.1 The Principe
This model is suitable for partners who want to integrate Interhome products into their existing database of holiday accommodation. This is a very profitable model but it requires some technical development, which may involve some financial investment. If you already promote properties from holiday accommodation providers or are planning to do so, you probably want to make all the properties available through one interface or search page.

3.2 Implementation on your site
In order to get the Interhome products into your database please consider the following:
- The implementation must be done by you using our XML feeds (and Webservices if you don't want to redirect to our booking process).
- You will need several Partner IDs and use several feeds if you operate in different markets. **Prices and services are different from one market to another.**
- The primary search key can be only the postcode of a property, because there is no other universal criteria to identify the location of a property.
- Getting the availability information on a **daily basis**: We provide a file with availability status for each property on our FTP-server. This file should be downloaded automatically and integrated into your database.
- Getting the price information on a **weekly basis**: We provide a file with price status for each property on our FTP-server. This file should be downloaded automatically and integrated into your database.

- Our FTP server is available under the URL ftp.interhome.com

- You will need a user name and a password for logging in:

User:	**ihxmlpartner**
Password:	S13oPjEu

- Interhome portfolio contains several brands. The property details differ completely between the accommodation providers. Every data field will have a different name. You must build an import routine for this data.
- Keep in mind that Interhome has 32,000 properties on offer.
- Think about how detailed you want to display Interhome properties on your site. It makes a big difference, in terms of development resources needed. Some services, costs or insurance can be mandatory or payable on place. Those information have to be displayed

3.3 Update of data
There is a regular update of property data, pictures, description and prices on our FTP server. All data is updated on a daily base except the following files which follow special rules:
- The price_xxxx_xxx.xml is updated on a weekly base
(no exact time can be provided).
- The dailyprice_xxxx_xxx.xml is updated on a weekly base
(no exact time can be provided).
- The vacancy.xml is updated twice a day (no exact time can be provided).

Important: if you don't redirect to our booking process, please note that there might be some differences between the prices and availability displayed in the feeds and the real time. This is why it is absolutely mandatory to always confirm those information through Webservices before final confirmation to the client for booking. We will not take responsibility for any price differences if the request has not been confirmed by Webservices before the booking confirmation.

3.4 Twitter

In order to get the latest news concerning our developments and technical changes, we recommend to follow us on our dedicated partner page on Twitter:

http://twitter.com/Interhome_Care

3.5 Minimum turnover

In order to set up such a model you should be able to generate a turnover of at least EUR 100,000 per year with Interhome bookings (if you don't redirect to our booking process).

3.6 Labelling of Interhome properties

Interhome requires that every property displayed on your website is clearly labelled as being provided by Interhome. You can use either our logo, which must be well visible or just mention "Property provided by Interhome" (font face at least 11px).
Our booking terms and conditions must always be accepeted by the client before the end of the booking process, this means that you must implement our general conditions of sales in your booking process.

3.7 Project cooperation

Please discuss your project outline with your local Interhome contact. In any case, this model requires a close cooperation during the project phase.

3.8 Booking process

3.8.1 Redirect to Interhome pages

This is the fastest and the easiest way of implementation.
Once the client has chosen an Interhome product on your website, he will be directly sent to Interhome pages. Interhome takes care of the client encashment and the dispatch of travel document .

Implementation on your site

To redirect to Interhome pages, check the example structure (see 2.2) and don't forget to add your Partner –ID in the URL (otherwise we won't be able to track the bookings).

Notification of bookings

You can track your bookings using our online webstats tool on our partner portal (http://www.interhome.xx/partner). This information can be accessed using your Interhome ID and Password.
You can also ask for a booking/cancellation notification per mail.

3.8.2 Booking through Interhome Webservices

Implementation on your site

This option requires more involvement. You must set up a form on your website which gathers the client data in order for you to process the booking. This form must be hosted on your servers and be maintained by you.

There are 2 different options avaialable to make the client booking and encashment:
- Fulfilment Interhome (Method: "ClientBooking")
- Fulfillment Partner (Method: "RetailerBooking") (this option is not available for partners using the SO5059 / SO4040 / SO6060 /SO2210)

Fulfillment by you

"Fulfilment by partner" means you must get the client's address details and payment information because you have to send out the documents and get the payment. **For privacy reasons, it is mandatory that this information is collected on your servers.**

It is especially useful for those partners which want to include the holiday accommodation into a holiday package to be sold as a whole to the client.

This opportunity is not available for partners using SO5059 / SO4040 / SO6060 / SO2210.

Documentation of the Webservice

A separate document explains all methods of the Webservice in detail and is available from the Interhome FTP-Server.

These documents are located on the Interhome FTP-Server:

URL:	ftp.interhome.com
User:	ihxmlpartner
Password:	S13oPjEu

There are also available on your partner portal: www.interhome.XX/partner

Appendix A: Country, Region, Place

Please find the list on our partner portal: www.interhome.xx/partner
Click on "Downloads".
Examples of Country, Region, Place Codes:

Country Code	Region Code	Place Code	Name of the place
ES	9330	8	Bilbao
FR	2538	37	Pornichet
CH	7500	61	St Moritz

Appendix B: Language codes

Please find the list of our possible language codes:

Language codes: Parameter: „lCode=xx-xx"

Parameter	Country	Language
CS-CZ	CZ	CS
DA-DK	DK	DA
DE-AT	AT	DE
DE-BE	BE	DE
DE-CH	CH	DE
DE-DE	DE	DE
EN-AU	AU	EN
EN-GB	GB	EN
EN-US	US	EN
ES-ES	ES	ES
FI-FI	FI	FI
FR-CA	CA	FR
FR- BE	BE	FR
FR-CH	CH	FR
FR-FR	FR	FR
IT-CH	CH	IT
IT-IT	IT	IT
NL-BE	BE	NL
NL-NL	NL	NL
PL-PL	PL	PL
RU-RU	RU	RU
SV-SE	SE	SV
HR-HR	HR	HR

Appendix C: Possible option to redirect the client to your own booking process

This option is for partners that wish to do the fulfillment themselves and don't want to import Interhome portfolio on their website. This means that you must get the client's address details and payment information on your server and you will have to send out the documents and get the payment.

For privacy reasons, it is absolutely mandatory that this information is collected on your servers.

This option requires more involvement and technical know-how from your team.

You must set up a form on your website which collects the data submitted by our site and gathers the client details in order for you to process the booking. This process must be hosted on your servers and be maintained by you.

You can make bookings either automatically with our Webservice and set up a toolkit, or make bookings manually on our B to B Website: www.interhome.XX/partner

How it works

The client chooses a property on Interhome site, and books from your site:

- The client gets the price and availability information on Interhome website (Step 1 and 2 below). Interhome informs the client about the price, service and condition details on step 1 and 2. This information will be redirected to your server.
- The exit page on the Interhome booking engine is the price detail page (see the step 1 and 2 below).
- After those pages, the client is redirected to your "return page" on your servers (set up by you) (see step 3 below). No booking has been made up to this this point. **Details about selected property and period are transitted to your return page.**
- You will have to send us the "return page" URL of your website.
- You must collect the client data you require to process the booking on that return page, e.g. address details, payment method etc.
- After recording these details, you can make the booking over the Webservice (XML interface) or manually on www.interhome.XX/partner

Step 1: the client has choose his product on Interhome website and gets the complete price for the selected period.

Step 2: The client is also able to chose an insurance or additional services. He accepts Interhome general conditions of sales.

Step 3 :The client is redirected to your detail form. All booking details that will be needed will be redirected to your server in order for you to submit a booking confirmation with the correct data. You need to provide us an return page URL.

Example of detail form:

Step 4: You need to make the booking either manually through our B to B website (www.interhome.XX/partner), or through our Webservices (see above information concerning our Webservices).

Parameters transmitted onto your "return page"

The following parameters will be delivered with a <FORM>-tag, method "POST":

Parameter	Example	Explanation
PartnerIDZU	ID8976	ID or value, which can be delivered to Interhome by you. This ID can be used as a remark-flag for a certain campaign etc.
PartnerID	CH209999	Partner-ID
Nref	IT5608.819.1	Reference number of the object
CheckIn	2007-10-11	Arrival date (YYYY-MM-DD)
CheckOut	2007-10-18	Departure date (YYYY-MM-DD)
CountryCode	Italy	Name of the country where the object is located
RegionCode	Lazio	Name of the region where the object is located
PlaceCode	Magliano	Name of the place/resort where the object is located
Pool	Y / N	Swimming pool available / not available
Pets	Y / N	Pets allowed / not allowed
Occupants	8	Max.number of persons/occupants (incl. children)
Quali	4	Quality score
Company	I	Brand, to which the object is assigned to (Interhome, Utoring)
LanguageCode	De	Language code
Currency	CHF	Currency code (ISO-Format)
PriceRent	2290	Rental price
PriceBookingFee	35	Booking fee
PriceClean	0.00	Final cleaning fee
PriceInsAins	66	Cancellation insurance
PriceGuaranteeFond	3.40	Guarantee fund
PriceClientTotal	2305	Total price
SpecialOfferCode	C	Special offer code
InsAinsSelection	Y / N	Cancellation insuranced needed / not needed
InsExtraCode1	SF	Code additional insurance nr. 1 (if set to ,Y', client wants to book it
PriceInsExtra1	38	Cost additional insurance nr. 1: Please note: price is displayed, no matter if the client wants it or not (RADIOIHASS=N)
InsExtraCode2	Y / N	Code additional insurance nr. 2 (if set to ,Y', client wants to book it
PriceInsExtra2	19	Cost additional insurance nr. 2
ExtraBed	A / B / C	Additional bed (A), child's bed (C), Additional bed & child's bed (B)

Documentation of the Webservices

A separate document explains Webservice in detail and is available from the intehorme FTP-server: ftp.interhome.com

User:	ihxmlpartner
Password:	**S13oPjEu**

You can also get the information on your partner portal:
www.interhome.XX/partner using your Partner ID and Password.

Appendix D: Sales Offices

Head Office : SO2048 / SO2047: Interhome AG | Sägereistrasse 27 | 8152 Glattbrugg Tel. 043 211 77 56 | partners@interhome.com | www.interhome.com
Belgium : SO6060: Interhome NV | Lambroekstraat 5C 1831 Diegem Tel. 02 648 99 55 | partnercare@interhome.be | www.interhome.be
Switzerland: SO2020: Interhome AG | Sägereistrasse 27 | 8152 Glattbrugg Tel. 043 810 91 91 | partnercare@interhome.ch | www.interhome.ch
Czech Republic SO4848: Interhome s.r.o. | cestovní agentura Zirkon Office Center | Sokolovská 84-86 | 186 00 Praha 8 Tel. 222 323 323 | partnercare@interhome.cz | www.interhome.cz
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