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| Bonotel Exclusive Travel Lockup - Purple Line | **Hotel API Specifications**  Version 1.22 - June 2018 |

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# 1. Introduction

This document provides a technical overview for Tour Operators to connect to Bonotel Exclusive Travel’s API via XML. Using this interface, Tour Operators will be able to request all available hotel inventory and the corresponding rates, make, retrieve or cancel a reservation.

Please note that you can use your Bonotel Test API Account to sign in at our Developer site where you can generate valid XML, post to our API using any method and a sample user interface, as well as updating your API profile. <http://developer.bonotel.com> For API support, contact us at [apisupport@bonotel.com](mailto:apisupport@bonotel.com).

Our hotel API consists of the following methods:

* Availability request (availabilityRequest) which when requested for a set of dates and criteria, a list of hotels and rooms with corresponding rates are returned that meet the criteria condition. This response is called the availability response (availabilityResponse).
* Reservation request (reservationRequest), which makes a request to book one or more rooms at the selected hotel. The successful or unsuccessful response to this request is returned via the reservation response message (reservationResponse).
* Reservation report request (reservationReportRequest), to return reservations within a date range based on a set of optional criteria. This method is good for auditing reservations and generating a report view on your reservations.
* Lookup reservation request method (lookupReservationRequest). The details of the booking, is sent via the lookup reservation response message (lookupReservationResponse).
* Cancellation request (cancellationRequest) to cancel a previous booking. The response is returned via the cancellation response message (cancellationResponse).
* Modification requests (modifyReservationRequest) – please see our separate document for amendment options and details.

## Overview

* Our system assumes that you either already have (or are developing) a reservation system, and that you wish to integrate availability and rates details from Bonotel in real time into your booking process.
* Tour Operators will be able to confirm reservations in real time where inventory is available and make request bookings where availability is not available. If you do not wish to support on request bookings, you will need to filter out these conditions from the availabilityResponse messages.
* Whenever availability is not returned, in most cases the reason will be mentioned in the system response.
* When searching for availability and rates, you can search by city, hotel, or multiple hotels
* The system will provide net rates to the Tour Operator (i.e. Tour Operator’s contracted rate with Bonotel)
* The rates are provided as rate per room per day (room type / bed combination) and the total cost of booking each room type / bed combination. The total cost is the final amount the Tour Operator will pay Bonotel per room.
* Wherever a special promotion applies e.g.: book 5 nights and pay for 4, the free night daily rate will return as 0.0 unless there is an inclusive resort fee on the free night, then you would see this fee.
* It is possible to send notes/comments and your booking reference numbers when requesting a reservation. Please limit to standard ASCII characters and numbers.
* Cancellation policy/fee rules will be sent via the availability response message when you request them - details below.
* Ages are required for children, and child cutoff age limitations will apply. If a child is over the cutoff age, the interface will count this person as an adult. For this reason, it can be beneficial to not set the bedType in availability requests.
* When bookings are saved, the system will return Bonotel’s confirmation number and the status attribute would equal ‘Y’. When bookings are not saved, we will return an error code.
* We require your timeout value for reservations so we can apply it to your reservation requests. This allows us to timeout when you do, which prevents stranded bookings that are on our system and not on yours. If you abort your reservation request any reservation generated between that time and your timeout value would still be your responsibility. Always monitor your reservations.
* Static hotel content is being provided separately. It consists of hotel info, room combination info, hotel contact info, hotel accessible facilities info, city list, and more. We also offer a Data API, which is covered in a separate specifications document.
* The Tour Operator will be responsible to add a mark up to the rates received from the interface, collect payment and send final confirmations to the guests.
* Payments to Bonotel are not conducted via our API.

## General Policies

* The Maximum number of nights that can be searched is 30.
* All rooms must include at least 1 adult.
* Duplicate bookings are not allowed. If you need to make multiple duplicate bookings, the primary guest name must be different for each case. We will return an “R12” error code for any duplicate booking errors.
* Each room must have a valid primary guest name where first and last name are each longer than 1 character.
* We do not recommend sending special characters in any field. Not all hotels or supplier systems support them.
* All guests designated as children must include age.
* The age element should only be used for children.
* Hotel fees and cancel policies must be requested and captured from our availability response methods.
* Do not use the legacy solutions for cancellation policies in the availability response, which includes the following elements: bookingPolicy and policyDescription – instead, always include cancelpolicy="Y" as an attribute of the root element for availabilityRequest, and use the roomBookingPolicy sections per room that will return.

## On Request Reservations

Bonotel supports on request bookings for some hotels where there isn’t inventory available or if the check-in date is within the cutoff date for that hotel and room. When we return a room that is on request, the confirmationType value will be “REQ” instead of the normal value, “CON.” This value is returned one per room in our availability response. When you make a reservation request, this is one of the values you capture from availability response to include in your reservation request.

When you create a request booking, it will either be confirmed later, or it will be cancelled if we can’t fulfill it. On request bookings. The Bonotel booking number will also gain an “R” prefix, for example: R123456789X. If the booking can be confirmed, the confirmationType will update from REQ to CON, and the “R” prefix would be removed from the booking number. Using the same example: 123456789X

**If you are not supporting on request**, filter out rooms where confirmationType is REQ.

**If you are supporting request bookings**, you’ll need a process on your side that triggers a Reservation Lookup request, so you can identify if the booking has been confirmed or cancelled. Due to the removal of the “R” prefix on the booking number upon confirmation, you’ll need to search for the request booking number, with the “R” prefix (R123456789X) AND the booking number without (123456789X). I recommend checking with the request booking number, and if it fails with an “L8” error, you would then trigger the request without the “R” prefix.

## Connection Properties

Communication with the Bonotel API is performed through http connections:

|  |  |
| --- | --- |
| **Request Method** | **POST** |
| Content-Type | text/xml |

## GZIP Compression

To increase the speeds of the availability response GZip compression must be used. To retrieve via GZip format please use the following headers.

|  |  |
| --- | --- |
| **Request Header Name** | **Request Header Value** |
| Accept-Encoding | gzip,deflate,compress;q=0.9 |
| user-agent | Mozilla(MSIE) |

## Going Live Process

When xml development is complete, please inform [apisupport@bonotel.com](mailto:apisupport@bonotel.com) to request your Hotel API Certification.

# 2. Availability Request / Response

## BedType and Occupancy

It is best to open our most recent static data file for rooms for this section – the current version is RoomDataV3. With this file open, please take note that Column H is the number of adults, and Column I is the total occupancy. In order to get the child occupancy, you can subtract Column H from I.

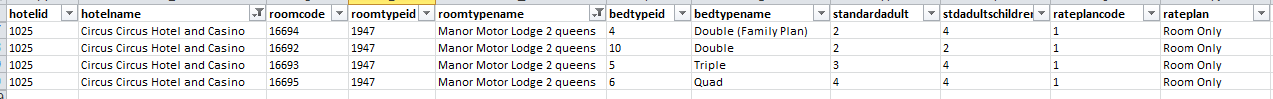
We use the same BedType names and IDs for all hotels, which you can see in the RoomDataV3 file. This includes: Single, Double, Double (Family Plan), Triple, and Quad. These terms generally mean what you would think – a Triple is 3 adults. But there are rooms out there that do not fit into this naming convention. Using the RoomDataV3 file in our static data, you can do some filtering to get an idea of the full range of room occupancies.

**TIP:** **Supporting these directly is optional, you should pass bedType empty, and send the room type and the number of adults and children (with ages). Our system will return the appropriate room/occupancy combination to support your total occupancy.** Here is an example as to why you would want to search like this: you have a search for 2 adults and 1 child – age: 17, but the hotel’s child cutoff is 16. If you requested the "Double (Family Plan)" BedType, the request would have failed. By sending only the occupancy, our system would redefine the child as an adult making it a search for 3 adults, and we would return a Triple bedType.

The following are the general occupancy rules:

1. A room needs a minimum of 1 adult
2. The number of adults defines the room’s adult occupancy
3. If there is a child occupancy listed, that room type can hold that number of children or less
4. Each child must include an age. Do not pass an age value for adults.
5. There are some exceptions:
   1. 1 adult can return both the Single and the Double
   2. Double (Family Plan) does not support 1a+1c, but it does support a Double
   3. There are many cases where a Triple and Quad are listed as having more than the occupancy below. In those cases, the number of adults listed is still the max occupancy, but the room would also allow for the occupancy as defined below. You can find these cases in the RoomDataV3 static data file.

Here is a sample room at Circus Circus: Manor Motor Lodge 2 queens



Here is how each can work – which can be verified using the Developer Services site. Each BedType is listed with occupancy, and below each, are the possible combinations.

**Single**: Data = 1 Adult

1a

**Double**: Data = 2 Adults

1a

1a + 1c

2a

**Double (Family Plan):** Data = 2 Adults + 2 Children

2a

2a + 1c

2a + 2c

1a + 2c**Triple**: Data = 3 Adults + 1 Child

3a

3a + 1c

1a + 2c  
2a + 1c

**Quad**: Data = 4 Adults

1a + 3c

2a + 2c

3a + 1c

4a

## Requesting Hotel Fees in Availability Request

Requesting hotel fees from your availability request requires one small addition to the root XML element, which is: **hotelfees="Y"**. Our system will then return zero or more hotel fees per room in the following format.

Here is your existing root XML element, which should already include an attribute for our cancellation policies:

<availabilityRequest cancelpolicy="Y">

Here is the updated root element with the new attribute:

<availabilityRequest cancelpolicy="Y" **hotelfees="Y"**>

**Hotel Fee XML Elements**

* Hotel Fees are returned per room
* Each room can have zero or more hotel fees

|  |  |  |  |
| --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Values / Description** |
|  | hotelFees | Group | Grouping of all hotel fees for a given room |
| hotelFees | hotelFee | Group | Each hotel fee is within a hotelFee group |
| hotelFee | feeType | Element | Values = Amenity, Cleaning, National Park Entrance, Resort, Security Deposit |
| hotelFee | feeMethod | Element | Values = Inclusive, Exclusive |
| hotelFee | requiredFee | Element | Values = Yes, No |
| hotelFee | feeAssign | Element | Values = Per Person, Per Room |
| hotelFee | feeFrequency | Element | Values = Per Stay, Per Night |
| hotelFee | feeBasedOn | Element | Values = PER, VAL (for percent, value) |
| hotelFee | feeBasedOnValue | Element | Decimal value: 00.00 |
| hotelFee | salesTax | Element | If sales tax is included, the tax rate is listed. |
| hotelFee | conditions | Element | String - payment or fee conditions. Max length = 100 char |
| hotelFee | feeTotal | Element | Decimal value: 00.00 – the total fee as based on the fee rules |

The Hotel Fees are located here in our availability response:

**availabilityResponse\hotelList\hotel\roomInformation\rateInformation\hotelFees**

Below is a sample of the hotel fees elements that we return. In this case we are returning a resort fee that is required and exclusive for a total of $32.48 for the stay for the room it is listed under. We recommend only extracting and using the bold elements:

<hotelFees>

<hotelFee>

**<feeType>Resort</feeType>**

**<feeMethod>Exclusive</feeMethod>**

**<requiredFee>Yes</requiredFee>**

<feeAssign>Per Room</feeAssign>

<feeFrequency>Per Night</feeFrequency>

<feeBasedOn>VAL</feeBasedOn>

<feeBasedOnValue>32.48</feeBasedOnValue>

<salesTax/>

**<conditions>paid locally by guest at checkout</conditions>**

**<feeTotal>32.48</feeTotal>**

</hotelFee>

</hotelFees>

## Availability Request

URL: <https://xmltest.bonotel.com/bonotelapps/bonotel/reservation/GetAvailability.do>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| availabilityRequest | availabilityRequest | Group | Yes | XML Header |
| availabilityRequest | cancelpolicy | Attribute | No | Set to ‘Y’ to have cancellation policies included in the output. While this is not a required field, you are required to request cancel policies and capture them. |
| availabilityRequest | hotelcontent | Attribute | No | Static Data in XML Responses - optional (V1, V2) |
| availabilityRequest | hotelfees | Attribute | No | Set to ‘Y’ to have hotel fees included in the response. While this is not a required field, you are required to request hotel fees and capture them. |
| availabilityRequest | Control | Group | Yes |  |
| Control | username | Element | Yes | The username assigned to you |
| Control | password | Element | Yes | The password assigned to you |
| availabilityRequest | checkIn | Element | Yes | Customer Arrival Date (DD-MMM-YYYY) |
| availabilityRequest | checkout | Element | Yes | Customer Departure Date (DD-MMM-YYYY) |
| availabilityRequest | noOfRooms | Element | Yes | Number of rooms to be searched. |
| availabilityRequest | noOfNights | Element | Yes | Number of nights to be searched. |
| availabilityRequest | Country | Element | No | Country Code provided by Bonotel e.g. US |
| availabilityRequest | State | Element | No | State Code provided by Bonotel. Not required outside US, Canada or Australia. |
| availabilityRequest | City | Element | No | City Code provided by Bonotel |
| availabilityRequest | IATAAirportCode | Element | No | IATA - Airport Code – only to be used without city or hotelCode. **Not a recommended search type – we plan to retire this feature**. This will only return hotels in the same city as the airport. |
| availabilityRequest | hotelCodes | Group | Yes | List of hotel codes to be searched |
| availabilityRequest | hotelGroupCode | Element | No | Hotel Group Code provided by Bonotel.  **Not a recommended search type – we plan to retire this feature** |
| hotelCodes | hotelCode | Element | Yes | List of hotel codes that could be used to list availability for specific hotels. For all hotels, pass this closed. |
| availabilityRequest | roomsInformation | Group | Yes |  |
| roomsInformation | roomInfo | Group |  | Contains room information for all rooms selected. This will repeat up to the number of rooms. |
| roomInfo | roomTypeId | Element | Yes | The room type id of the room selected. E.g. Room type id of Deluxe room type. For all room types it should be "0". |
| roomInfo | bedTypeId | Element | Yes | The bed type id of the room selected. For all bed types, it should be "0". This value correlates with occupancy and does not imply bedding. |
| roomInfo | adultsNum | Element | Yes | Number of Adults per room |
| roomInfo | childNum | Element | Yes | Number of Children per room. |
| roomInfo | childAges | Group | No | If Children are provided, the ages of the children are repeated. |
| childAges | childAge | Element | Yes | Each Child’s age. |

**IMPORTANT: Only build support for city search, hotel code search and multiple hotel code search. We plan to retire search by airport code and our hotel group code search.Example 1: Hotel Code Search** – for 2 rooms with children

<?xml version="1.0" encoding="utf-8" ?>

<availabilityRequest cancelpolicy="Y" hotelfees="Y">

<control>

  <userName>Username</userName>

<passWord>Password </passWord>

</control>

<checkIn>10-OCT-2015</checkIn>

  <checkOut>12-OCT-2015</checkOut>

  <noOfRooms>2</noOfRooms>

  <noOfNights>2</noOfNights>

  <country>US</country>

  <state>NV</state>

  <city>CY191</city>

<hotelCodes>

<hotelCode>108</hotelCode>

</hotelCodes>

<roomsInformation>

<roomInfo>

  <roomTypeId>4</roomTypeId>

  <bedTypeId>5</bedTypeId>

  <adultsNum>1</adultsNum>

  <childNum>2</childNum>

<childAges>

<childAge>8</childAge>

  <childAge>10</childAge>

  </childAges>

  </roomInfo>

<roomInfo>

  <roomTypeId>0</roomTypeId>

  <bedTypeId>0</bedTypeId>

  <adultsNum>1</adultsNum>

  <childNum>0</childNum>

  </roomInfo>

  </roomsInformation>

</availabilityRequest>

**Example 2: Multiple Hotel Code Search**

<?xml version="1.0" encoding="utf-8" ?>

<availabilityRequest cancelpolicy="Y" hotelfees="Y">

<control>

<userName>\*\*\*\*\*\*</userName>

<passWord>\*\*\*\*\*\*</passWord>

</control>

<checkIn>21-Mar-2018</checkIn>

<checkOut>23-Mar-2018</checkOut>

<noOfRooms>1</noOfRooms>

<noOfNights>2</noOfNights>

<city/>

<hotelCodes>

<hotelCode>305</hotelCode>

<hotelCode>1169</hotelCode>

<hotelCode>62</hotelCode>

<hotelCode>1517</hotelCode>

</hotelCodes>

<roomsInformation>

<roomInfo>

<roomTypeId>0</roomTypeId>

<bedTypeId>0</bedTypeId>

<adultsNum>2</adultsNum>

<childNum>0</childNum>

<childAges/>

</roomInfo>

</roomsInformation>

</availabilityRequest>

**Example 3: City Search**

<?xml version="1.0" encoding="utf-8" ?>

<availabilityRequest cancelpolicy="Y" hotelfees="Y">

<control>

<userName>\*\*\*\*\*</userName>

<passWord>\*\*\*\*\*</passWord>

</control>

<checkIn>21-Mar-2018</checkIn>

<checkOut>23-Mar-2018</checkOut>

<noOfRooms>1</noOfRooms>

<noOfNights>2</noOfNights>

<city>CY191</city>

<hotelCodes/>

<roomsInformation>

<roomInfo>

<roomTypeId>0</roomTypeId>

<bedTypeId>0</bedTypeId>

<adultsNum>2</adultsNum>

<childNum>0</childNum>

<childAges/>

</roomInfo>

</roomsInformation>

</availabilityRequest>

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| availabilityResponse | AvailabilityResponse | Group | Yes | XML Header, The Availability response contains the available hotel list. |
| availabilityResponse | Status | Attribute | Yes | Availability request was successful or not. Y or N. |
| availabilityResponse | Errors | Group | No |  |
| Errors | Code | Element | No | Error code provided by Bonotel. |
| Errors | description | Element | No | A message describing the error. |
| availabilityResponse | hotelList | Group | Yes | List of available hotels. |
| hotelList | Hotel | Group | Yes |  |
| Hotel | hotelCode | Element | Yes | Internal hotel code assigned by Bonotel. |
| Hotel | Name | Element | Yes | Name of the Hotel. |
| Hotel | Address | Element | Yes | Address |
| Hotel | City | Element | Yes | City of the Hotel. |
| Hotel | stateProvince | Element | No | If the hotel in USA, Canada or Australia |
| Hotel | Country | Element | No |  |
| Hotel | postalCode | Element | No | Postal Code / Zip code. |
| Hotel | rateCurrencyCode | Element | No | Currency Code |
| Hotel | shortDescription | Element | No | Short Description |
| Hotel | starRating | Element | No |  |
| Hotel | thumbNailUrl | Element | No | Thumbnail image URL of the hotel. |
| Hotel | hotelUrl | Element | No | Retired element - Do Not Use |
| Hotel | maintenance | Element | No | If any noteworthy maintenance applies, a description about the maintenance is included. |
| Hotel | bookingPolicy | Element | No | Retired element - Do Not Use |
| Hotel | roomInformation | Group | Yes | List of available rooms. |
| roomInformation | roomNo | Element | Yes | The room occupancy number that matches the request’s occupancy.  E.g. If this room can accommodate the first rooms occupancy set sent via the request then the roomNo will be "1". |
| roomInformation | roomCode | Element | Yes | An internal code assigned for this room by Bonotel. This is a unique code for the room with a certain combination of roomTypeCode and bedTypeCode. This is of type numeric. |
| roomInformation | roomTypeCode | Element | Yes | An internal code assigned for this room type by Bonotel. This is of type numeric |
| roomInformation | roomType | Element | Yes | The room type description.  E.g. "King Room". |
| roomInformation | roomDescription | Element | Yes | A Small description about the room. |
| roomInformation | bedTypeCode | Element | Yes | The bed type code. This is of type numeric. |
| roomInformation | bedType | Element | Yes | The bed type description.  E.g. "Double" – this value correlates to occupancy and does not imply bedding. |
| roomInformation | stdAdults | Element | No | Standard no of adults that can be accommodated in this room. |
| roomInformation | promotionCode | Element | No | If any promotions apply, that promotion code or description.  e.g. 3rd Night Free |

## Availability Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| roomInformation | confirmationType | Element | Yes | Status notifying whether this is "CON" – Confirm or "REQ" - On Request.  This is applied for room / bed level, therefore when booking more than one room, if one room is REQ, send your booking request as REQ. |
| roomInformation | confirmationConditions | Group | No | Reason of an On Request (REQ) confirmation type. |
| confirmationConditions | Condition | Element | No | Text string for the type – see below listing of descriptions – for example: no modification of stay period |
| Condition | Type | Attribute | No | Possible values: "NM-SP" : no modification of stay period  "NM-AR" : no modification of add room  "NM-CR" : no modification of change room  "NM-GD" : no modification of guest detail |
| Condition | Value | Attribute | No | N/A |
| roomInformation | roomBookingPolicy | Group | No | Information of applicable policies per room. Only be returned if cancelpolicy="Y" was in the root XML element of your request |
| roomInformation | policyFrom | Element | No | Do not use – we use this to select the policy to serve. |
| roomInformation | policyTo | Element | No | Do not use – we use this to select the policy to serve. |
| roomInformation | amendmentType | Element | No | The type of the amendment which the policy is setup for (either it’s a modification policy "Modify" or a cancelation policy "Cancel") |
| roomInformation | policyBasedOn | Element | No | Not necessary to use, we provide the total cancel fee in policyFee. |
| roomInformation | policyBasedOnValue | Element | No | Not necessary to use, we provide the total cancel fee in policyFee. |
| roomInformation | stayDateRequirement | Element | No | Do not use – we use this to select the policy to serve. |
| roomInformation | arrivalRange | Element | No | To be used with arrivalRangeValue and the check-in date of the booking to identify the start date of the cancel policy. Possible values: ‘Less Than’ or ‘ANY’ |
| roomInformation | arrivalRangeValue | Element | No | To be used with arrivalRange. This is the number of nights before the check-in, defining when the cancel policy will apply. When arrivalRange is ANY, arrivalRangeValue will be 0 – which means the policy applies on any date, even the date of booking. |
| roomInformation | policyFee | Element | No | Calculated cancellation Fee under the policy. |
| roomInformation | noShowBasedOn | Element | No | Not necessary to use, we provide the total cancel fee in noShowPolicyFee. |
| roomInformation | noShowBasedOnValue | Element | No | Not necessary to use, we provide the total cancel fee in noShowPolicyFee. |
| roomInformation | noShowPolicyFee | Element | No | Calculated no show fee under the policy |
| roomInformation | rateInformation | Group | Yes |  |
| rateInformation | ratePlanCode | Element | Yes | The rate plan code. This is of type numeric. |
| rateInformation | ratePlan | Element | Yes | The rate plan name. |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| rateInformation | avarageRate | Element |  |  |
| rateInformation | totalRate | Element | Yes | Total rate for this room including taxes. |
| rateInformation | dailyRates | Group | Yes |  |
| dailyRates | nightlyRate | Group | Yes | Each night’s rate for this room including taxes. |
| nightlyRate | Date | Attribute | Yes | The date which the rate is applicable to. |
| nightlyRate | dailyCondition | Attribute | Yes | This explains the reason of an On Request (REQ) confirmation type in daily basis.  This can be one of the followings:  1. NoInventory - no inventory for the date.  2. CutOff - check in date is within the cutoff days.  For "CON", this attribute will be blank. |
| nightlyRate | stdAdultRate | Element | Yes | The standard adult rate (including taxes) for this night for this room. |
| nightlyRate | additionalAdultRate | Element | No | The additional adult rate (including taxes) for this night for this room if any. |
| nightlyRate | Total | Element | Yes | Nightly total for this room (including taxes). |
| nightlyRate | rateCode | Element | No | Rate Code for the rate. This is a specific code assigned by Bonotel. |
| rateInformation | taxInformation | Group | Yes |  |
| taxInformation | Tax | Group | Yes | Tax applied to the total rate. |
| Tax | taxName | Attribute | Yes | Name of the specific tax applied. |
| Tax | taxAmount | Element | Yes | Value of the tax applied. |
|  | hotelFees | Group | No | Grouping of all hotel fees for a given room |
| hotelFees | hotelFee | Group | No | Each hotel fee is within a hotelFee group |
| hotelFee | feeType | Element | No | Values = Amenity, Cleaning, National Park Entrance, Resort, Security Deposit |
| hotelFee | feeMethod | Element | No | Values = Inclusive, Exclusive |
| hotelFee | requiredFee | Element | No | Values = Yes, No |
| hotelFee | feeAssign | Element | No | Values = Per Person, Per Room |
| hotelFee | feeFrequency | Element | No | Values = Per Stay, Per Night |
| hotelFee | feeBasedOn | Element | No | Values = PER, VAL (for percent, value) |
| hotelFee | feeBasedOnValue | Element | No | Decimal value: 00.00 |
| hotelFee | salesTax | Element | No | If sales tax is included, the tax rate is listed. |
| hotelFee | conditions | Element | No | String - payment or fee conditions. Max length = 100 char |
| hotelFee | feeTotal | Element | No | Decimal value: 00.00 – the total fee as based on the fee rules |

**Example**:

Assume an availability request was made for the City of Las Vegas (CY191), arrival on 12/01/2019, for a 2-night stay. The response demonstrates the XML that would be returned to the client if the request were only for a single hotel – where <hotelCode> is 1413.

Request:

<?xml version="1.0" encoding="utf-8" ?>

<availabilityRequest cancelpolicy="Y" hotelfees="Y">

<control>

<userName>Username</userName>

<passWord>Password</passWord>

</control>

<checkIn>01-Dec-2019</checkIn>

<checkOut>03-Dec-2019</checkOut>

<noOfRooms>1</noOfRooms>

<noOfNights>2</noOfNights>

<country>US</country>

<city>CY191</city>

<hotelCodes>

<hotelCode>1413</hotelCode>

</hotelCodes>

<roomsInformation>

<roomInfo>

<roomTypeId>246</roomTypeId>

<bedTypeId>10</bedTypeId>

<adultsNum>2</adultsNum>

<childNum>0</childNum>

<childAges/>

</roomInfo>

</roomsInformation>

</availabilityRequest>

Response:

<?xml version="1.0" encoding="utf-8" ?>

<availabilityResponse status = "Y">

<hotelList>

<hotel>

<hotelCode>1</hotelCode>

<name>Bellagio</name>

<address>3600 Las Vegas Boulevard South</address>

<city>Las Vegas</city>

<stateProvince>Nevada</stateProvince>

<country>USA</country>

<postalCode>89109</postalCode>

<rateCurrencyCode>USD</rateCurrencyCode>

<shortDescription>Text Description</shortDescription>

<starRating>5.5star</starRating>

<thumbNailUrl>url here</thumbNailUrl>

<hotelUrl>url here</hotelUrl>

<maintenance/>

<bookingPolicy>url here</bookingPolicy>

<policyDescription><![CDATA[ general policy text ]]></policyDescription>

<roomInformation>

<roomNo>1</roomNo>

<roomCode>1385</roomCode>

<roomTypeCode>246</roomTypeCode>

<roomType>1 Bedroom Penthouse Suite</roomType>

<roomDescription/>

<bedTypeCode>10</bedTypeCode>

<bedType>Double</bedType>

<stdAdults>2</stdAdults>

<promotionCode>Discounted Rates</promotionCode>

<confirmationType>CON</confirmationType>

<confirmationConditions/>

<roomBookingPolicy>

<policyFrom>2008-04-01</policyFrom>

<policyTo>2020-12-31</policyTo>

<amendmentType>Cancel</amendmentType>

<policyBasedOn>nights</policyBasedOn>

<policyBasedOnValue>1</policyBasedOnValue>

<cancellationType>Normal</cancellationType>

<stayDateRequirement>N</stayDateRequirement>

<arrivalRange>Less Than</arrivalRange>

<arrivalRangeValue>4</arrivalRangeValue>

<policyFee>$531.96</policyFee>

<noShowBasedOn>nights</noShowBasedOn>

<noShowBasedOnValue>1</noShowBasedOnValue>

<noShowPolicyFee>$531.96</noShowPolicyFee>

</roomBookingPolicy>

<rateInformation>

<ratePlanCode>1</ratePlanCode>

<ratePlan>Room Only</ratePlan>

<averageRate>631.00</averageRate>

<totalRate>1,262.01</totalRate>

<dailyRates>

<nightlyRate date = "01-Dec-2019" dailyCondition = "">

<stdAdultRate>531.96</stdAdultRate>

<additionalAdultRate>0.00</additionalAdultRate>

<total>531.96</total>

<rateCode/>

</nightlyRate>

<nightlyRate date = "02-Dec-2019" dailyCondition = "">

<stdAdultRate>730.05</stdAdultRate>

<additionalAdultRate>0.00</additionalAdultRate>

<total>730.05</total>

<rateCode/>

</nightlyRate>

</dailyRates>

<taxInformation>

<tax taxName = "roomTax">

<taxAmount>0.0</taxAmount>

</tax>

<tax taxName = "salesTax">

<taxAmount>0.0</taxAmount>

</tax>

<tax taxName = "otherCharges">

<taxAmount>0.0</taxAmount>

</tax>

</taxInformation>

<hotelFees>

<hotelFee>

<feeType>Resort</feeType>

<feeMethod>Exclusive</feeMethod>

<requiredFee>Yes</requiredFee>

<feeAssign>Per Room</feeAssign>

<feeFrequency>Per Night</feeFrequency>

<feeBasedOn>VAL</feeBasedOn>

<feeBasedOnValue>32.48</feeBasedOnValue>

<salesTax/>

<conditions>paid locally by guest at checkout</conditions>

<feeTotal>32.48</feeTotal>

</hotelFee>

</hotelFees>

</rateInformation>

</roomInformation>

</hotel>

</hotelList>

</availabilityResponse>

Modification and Cancellation Policies - Please see our separate document for more details on these two topics.

Modification Limitations

Modification limitations will be served via XML availabilityResponse messages. There can be zero or more conditions displayed.

1. The following are the limitations we support:

**CODE DESCRIPTION**  
NM-GD    =   no modification of guest details  
NM-SP    =    no modification of stay period  
NM-AR    =    no modification of add room  
NM-CR    =    no modification of change room

**Same listing, but in XML – how we’ll send them:**

            <condition type="NM-GD" value="">no modification of guest details</condition>  
            <condition type="NM-SP" value="">no modification of stay period</condition>  
            <condition type="NM-AR" value="">no modification of add room</condition>  
            <condition type="NM-CR" value="">no modification of change room</condition>

2. Attempting to modify a booking over XML that has a limitation will result in the following error**:**

Error Code: M31  
Message: Booking amendment cannot be made due to Room amendment restrictions are applied to this room.

# 3. Reservation Request / Response

This interface is used to confirm a reservation. Please not that rates and inventory may change between the availability response and reservation confirmation stages. In such a situation the system would return an appropriate response message.

URL: <https://xmltest.bonotel.com/bonotelapps/bonotel/reservation/GetReservation.do>

## Reservation Request

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| reservationRequest | reservationRequest | Group | Yes |  |
| reservationRequest | control | Group | Yes |  |
| Control | userName | Element | Yes | The user identifier assigned. This is the unique ID given to you by Bonotel. |
| Control | passWord | Element | Yes | The pass word assigned. This is the unique pass word given to you by Bonotel. |
| reservationRequest | reservationDetails | Group | Yes |  |
| reservationDetails | timeStamp | Attribute | Yes | The current time stamp of the request. (yyyyMMddThh:mm:ss) |
| reservationDetails | confirmationType | Element | Yes | Status notifying whether this is "CON" – Confirm or "REQ" - On Request booking. |
| reservationDetails | tourOperatorOrderNumber | Element | Yes | Reference number of the tour operator booking. Maximum 20 characters |
| reservationDetails | checkIn | Element | Yes | Check in date. |
| reservationDetails | checkOut | Element | Yes | Check out date. |
| reservationDetails | noOfRooms | Element | Yes | No of rooms booked. |
| reservationDetails | noOfNights | Element | Yes | No of Nights booked. |
| reservationDetails | hotelCode | Element | Yes | The selected hotel code. |
| reservationDetails | total | Element | Yes | The total value of this reservation. (including taxes) |
| Total | currency | Attribute | Yes | The currency of the total reservation. |
| reservationRequest | totalTax | Element | Yes | The total tax associated with the reservation. |
| totalTax | currency | Element | Yes | The currency of the Tax. |
| reservationRequest | roomData | Group | Yes | The room’s details, this should be repeated up to the no of rooms. |
| roomData | roomNo | Element | Yes | The room no. selected. |
| roomData | roomCode | Element | Yes | The room code assigned by Bonotel. |
| roomData | roomTypeCode | Element | Yes | Room type code. |
| roomData | bedTypeCode | Element | Yes | Bed type code. |
| roomData | ratePlanCode | Element | Yes | Rate plan code. |
| roomData | noOfAdults | Element | Yes | No of adults for this room. |
| roomData | noOfChildren | Element | Yes | No of children for this room. |
| roomData | occupancy | Group | Yes | Occupancy details are wrapped with in this group. |
| Occupancy | guest | Group | Yes | Occupancy group for this room. Note that the no of adults and children should be represented by this occupancy. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| Guest | title | Element | Yes | Title of the guest, applicable only for Adults  List of Titles:  Mr.  Miss.  Ms.  Mrs.  Mr/Mrs.  Mstr.  Dr.  Prof. |
| Guest | firstName | Element | Yes | First name of the guest. Number of characters should be equal or less than 100. Primary guest name is required. ‘TBA’ and single letter names are not accepted. |
| Guest | lastName | Element | Yes | Last name of the guest. Number of characters should be equal or less than 100. Primary guest name is required. ‘TBA’ and single letter names are not accepted. |
| Guest | age | Element | No | Age of the guest. Applicable only for children. This should not be sent in case of an adult. Hotels have different child age cutoffs, but all are less than 18. Do not send an age for anyone 18+. |
| reservationRequest | comment | Group | Yes |  |
| Comment | hotel | Element | Yes | Any comments for the hotel. Leave blank when there are no comments. |
| Comment | customer | Element | Yes | Any comments from the customer. Leave blank when there are no comments. |

**Example:**

<?xml version="1.0" encoding="utf-8" ?>

<reservationRequest>

<control>

<userName>Username</userName>

<passWord>Password</passWord>

</control>

<reservationDetails timeStamp = "20150325T13:57:46">

<confirmationType>CON</confirmationType>

<tourOperatorOrderNumber>123456</tourOperatorOrderNumber>

<checkIn>01-Dec-2016</checkIn>

<checkOut>03-Dec-2016</checkOut>

<noOfRooms>1</noOfRooms>

<noOfNights>2</noOfNights>

<hotelCode>1</hotelCode>

<total currency = "USD">1262.01</total>

<totalTax currency = "USD">0.0</totalTax>

<roomData>

<roomNo>1</roomNo>

<roomCode>1385</roomCode>

<roomTypeCode>246</roomTypeCode>

<bedTypeCode>10</bedTypeCode>

<ratePlanCode>1</ratePlanCode>

<noOfAdults>2</noOfAdults>

<noOfChildren>0</noOfChildren>

<occupancy>

<guest>

<title>Mr.</title>

<firstName>testFirst1n</firstName>

<lastName>testLast1n</lastName>

</guest>

<guest>

<title>Mrs.</title>

<firstName>testFirst2n</firstName>

<lastName>testLast2n</lastName>

</guest>

</occupancy>

</roomData>

<comment>

<hotel> </hotel>

<customer> ground floor, non-smoking </customer>

</comment>

</reservationDetails>

</reservationRequest>

## Reservation Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| reservationResponse | reservationResponse | Group | Yes |  |
| reservationResponse | status | Attribute | Yes | Status of the reservation. Valid values are  Y – Reservation processed successfully.  N – Reservation was unsuccessful. |
| reservationResponse | errors | Group | No |  |
| Errors | code | Element | No | An internal error code provided by Bonotel. |
| Errors | description | Element | No | A message describing the error. |
| reservationResponse | referenceNo | Element | Yes | An internal reference no to identify the reservation. For a request booking, this starts with letter "R". Once a request booking is confirmed, the "R" is removed. |
| reservationResponse | roomReferenceDetails | Group | No | Room wise Reference Details |
| roomReferenceDetails | roomReferenceNo | Element | No | Reference no of the particular room |
| roomReferenceNo | roomNo | Attribute | No | Room no of the particular room |

**Example:**

<?xml version="1.0" encoding="utf-8" ?>

<reservationResponse status="Y">

<referenceNo>123456789X</referenceNo>

<roomReferenceDetails>

<roomReferenceNo roomNo="1">123456789X \_1</roomReferenceNo>

</roomReferenceDetails>

</reservationResponse>

# 4. Reservation Report Request / Response

URL: <https://xmltest.bonotel.com/bonotelapps/bonotel/reservation/XMLReservationReport.do>

**NOTE: The specifications on the Reservation Report Method are available here:** <http://developer.bonotel.com>

# 5. Lookup Reservation Request / Response

URL: <https://xmltest.bonotel.com/bonotelapps/bonotel/reservation/LookupReservation.do>

**NOTE: For the new version of Lookup Reservation Method – please visit** <http://developer.bonotel.com> **to access the specifications for ‘Lookup Reservation Method V2.’ We recommend supporting V2**

## Lookup Reservation Request

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| lookupReservationRequest | lookupReservationRequest | Group | Yes |  |
| lookupReservationRequest | timestamp | Attribute | Yes | The current time stamp. (YYYYMMDDThh:mm:ss) |
| lookupReservationRequest | control | Group | Yes |  |
| control | userName | Element | Yes | Your username. |
| control | passWord | Element | Yes | Your password. |
| lookupReservationRequest | referenceNo | Element |  | Bonotel reference # |

**Example**:

<?xml version="1.0" encoding="utf-8" ?>

<lookupReservationRequest timestamp="20150325T14:01:29 ">

<control>

<userName>Username</userName>

<passWord>Password</passWord>

</control>

<referenceNo>123456789X</referenceNo>

</lookupReservationRequest >

## Lookup Reservation Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Req** | **Element Description** |
| lookupReservationResponse | lookupReservationResponse | Group | Yes |  |
| lookupReservationResponse | status | Attribute | Yes | Status of the response. Valid values are  Y – Reservation lookup processed successfully.  N – Reservation lookup error. |
| reservationDetails | reservationDetails | Group | Yes |  |
| reservationDetails | referenceNo | Element | Yes | Internal reference no sent by Bonotel at the time of booking. |
| reservationDetails | tourOperatorName | Element | Yes | Tour operator name. |
| reservationDetails | tourOperatorOrderNumber | Element | Yes | Reference number of the tour operator booking. |
| reservationDetails | hotelCode | Group | Yes | Internal hotel code of the booking. |
| reservationDetails | hotelName | Attribute | Yes | Name of the Hotel. |
| reservationDetails | reservationSource | Element | Yes | Booking channel which booking has made.  List of the channel:  Xml - Via XML interface  Call center - Via Bonotel Call center  Web - Via Bonotel website |
| reservationDetails | reservationStatus | Element | Yes | Current status of the booking. Normal - booking remains unchanged.  Modified - booking has been modified by Bonotel.  Cancelled - booking has been cancelled. |
| reservationDetails | cancellationInfo | Group | Yes | Cancellation information |
| cancellationInfo | cancellationNo | Element | Yes | Cancellation no |
| cancellationInfo | cancellationFee | Element | Yes | Applied cancellation fee |
| reservationDetails | confirmationType | Element | Yes | Status notifying whether this is "CON" – Confirm "REQ" - On Request. |
| reservationDetails | reservationDate | Element | Yes | The date of the booking. |
| reservationDetails | checkIn | Element | Yes | Check in date. |
| reservationDetails | checkOut | Element | Yes | Check out date. |
| reservationDetails | noOfRooms | Element | Yes | No of rooms booked. |
| reservationDetails | noOfNights | Element | Yes | No of Nights booked. |
| reservationDetails | totalNoOfAdults | Attribute | Yes | Total number of adults for the booking. |
| reservationDetails | totalNoOfChildren | Element | Yes | Total number of children for the booking. |
| reservationDetails | total | Element | Yes | The total value of this reservation. (including taxes) |
| total | currency | Attribute | Yes | The currency of the total reservation. |
| reservationDetails | totalTax | Element | Yes | The total tax associated with the reservation. |
| totalTax | currency | Element | Yes | The currency of the Tax. |
| reservationDetails | roomData | Group | Yes | The room’s details, this should be repeated up to the no of rooms. |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| roomData | roomNo | Element | Yes | The room no. of the booking. |
| roomData | roomResNo | Element | Yes | The room ID assigned by Bonotel. |
| roomData | roomCode | Element | Yes | The room code assigned by Bonotel. |
| roomData | roomType | Element | Yes | The room type name of the booked room. |
| roomData | roomTypeCode | Element | Yes | The room type code of the booked room. |
| roomData | bedType | Element | Yes | The bed type name of the booked room. |
| roomData | bedTypeCode | Element | Yes | The bed type code of the booked room. |
| roomData | ratePlan | Element | Yes | The rate plan name of the booked room. |
| roomData | ratePlanCode | Element | Yes | The rate plan code of the booked room. |
| roomData | noOfAdults | Element | Yes | No of adults of the booked room. |
| roomData | noOfChildren | Element | No | No of children of the booked room. |
| roomData | occupancy | Group | Yes | Occupancy details are wrapped with in this group. |
| occupancy | guest | Group | Yes | Occupancy group of the booked room. Note that the no of adults and children should be represented by this occupancy. |
| guest | title | Element | Yes | Title of the guest, applicable only for Adults.  List of Titles:  Mr.  Miss.  Ms.  Mrs.  Mr/Mrs.  Mstr.  Dr.  Prof. |
| guest | firstName | Element | Yes | First name of the guest. |
| guest | lastName | Element | Yes | Last name of the guest. |
| reservationDetails | comment | Group | Yes |  |
| comment | customer | Element | No | Any comments from the customer. |

**Example**:

<?xml version="1.0" encoding="utf-8" ?>

<lookupReservationResponse status = "Y">

<reservationDetails>

<referenceNo>123456789X</referenceNo>

<tourOperatorName>Test TO Name</tourOperatorName>

<tourOperatorOrderNumber>123456</tourOperatorOrderNumber>

<hotelCode>1</hotelCode>

<hotelName>Bellagio</hotelName>

<reservationSource>Xml</reservationSource>

<reservationStatus>Cancelled</reservationStatus>

<cancellationInfo>

<cancellationNo>C4759068</cancellationNo>

<cancellationFee>.00</cancellationFee>

</cancellationInfo>

<confirmationType>CON</confirmationType>

<reservationDate>25-Mar-2015</reservationDate>

<checkIn>01-Dec-2016</checkIn>

<checkOut>03-Dec-2016</checkOut>

<noOfRooms>1</noOfRooms>

<noOfNights>2</noOfNights>

<totalNoOfAdults>2</totalNoOfAdults>

<totalNoOfChildren>0</totalNoOfChildren>

<total currency = "USD">1262.01</total>

<totalTax currency = "USD">0.00</totalTax>

<roomData>

<roomNo>1</roomNo>

<roomResNo>56934598</roomResNo>

<roomCode>1385</roomCode>

<roomType>1 Bedroom Penthouse Suite</roomType>

<roomTypeCode>246</roomTypeCode>

<bedType>Double</bedType>

<bedTypeCode>10</bedTypeCode>

<ratePlan>Room Only</ratePlan>

<ratePlanCode>1</ratePlanCode>

<noOfAdults>2</noOfAdults>

<noOfChildren>0</noOfChildren>

<occupancy>

<guest>

<title>Mr</title>

<firstName>testFirst1n</firstName>

<lastName>testLast1n</lastName>

</guest>

<guest>

<title>Mrs.</title>

<firstName>testFirst2n</firstName>

<lastName>testLast2n</lastName>

</guest>

</occupancy>

</roomData>

<comment>

<customer>Hotel Notes from Customer=ground floor, non-smoking</customer>

</comment>

</reservationDetails>

</lookupReservationResponse>

# 6. Cancellation Request / Response

URL: <https://xmltest.bonotel.com/bonotelapps/bonotel/reservation/GetCancellation.do>

## Cancellation Request

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| cancellationRequest | cancellationRequest | Group | Yes |  |
| cancellationRequest | timestamp | Attribute | Yes | The current time stamp. (YYYYMMDDThh:mm:ss) |
| cancellationRequest | control | Group | Yes |  |
| control | userName | Element | Yes | The user identifier assigned. This is the unique ID given to you by Bonotel. |
| control | passWord | Element | Yes | The pass word assigned. This is the unique pass word given to you by Bonotel. |
| cancellationRequest | supplierReferenceNo | Element |  | Internal reference no sent by Bonotel at the time of booking. |
| cancellationRequest | cancellationReason | Element | No |  |
| cancellationRequest | cancellationNotes | Element | No |  |

**Example**:

<?xml version="1.0" encoding="utf-8" ?>

<cancellationRequest timestamp="20150325T00:00:00">

<control>

<userName>Username</userName>

<passWord>Password</passWord>

</control>

<supplierReferenceNo>123456789X</supplierReferenceNo>

<cancellationReason/>

<cancellationNotes>selected a different hotel.</cancellationNotes>

</cancellationRequest>

## Cancellation Response

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Element Group** | **Element Name** | **Type** | **Required** | **Element Description** |
| cancellationResponse | cancellationResponse | Group | Yes |  |
| cancellationResponse | status | Attribute | Yes | Status of the cancellation. Valid values are  Y – Cancellation processed successfully.  N – Cancellation was unsuccessful. |
| cancellationResponse | errors | Group | No |  |
| errors | code | Element | No | An internal error code provided by Bonotel. |
| errors | description | Element | No | A message describing the error. |
| cancellationRequest | tourOperatorOrderNumber | Element | Yes | Reference number of the tour operator booking |
| cancellationResponse | cancellationNo | Element | Yes | An internal reference no to identify the cancellation . |
| cancellationResponse | canellationFee | Element | No | The charge for the cancellation if any. |

**Example**:

<?xml version="1.0" encoding="utf-8" ?>

<cancellationResponse status = "Y">

<tourOperatorOrderNumber>123456</tourOperatorOrderNumber>

<cancellationNo>C4759068</cancellationNo>

<canellationFee>0</canellationFee>

</cancellationResponse>

# 6. Error Messages

|  |  |  |
| --- | --- | --- |
| **Error Code** | **Response Source** | **Response Description** |
| A1 | AvailabilityResponse | Unspecified error. Please contact customer support. |
| A2 | AvailabilityResponse | User ID not supplied or not valid |
| A3 | AvailabilityResponse | Hotel ID or City or IATAAirportCode was requested |
| A4 | AvailabilityResponse | Arrival or Departure Date format incorrect. |
| A5 | AvailabilityResponse | Number of rooms requested is greater then the number of Adults. |
| A6 | AvailabilityResponse | Inventory not Available for the specified search criteria. |
| A7 | AvailabilityResponse | Erroneous or Incomplete Data in Availability Request. |
| A8 | AvailabilityResponse | No of child is not matching the child ages details provided. |
| A9 | AvailabilityResponse | No of rooms or No of nights requested is zero. |
| A10 | AvailabilityResponse | No of rooms is not matching with No of Room Info. |
| A11 | AvailabilityResponse | No XML input detected. |
| A12 | AvailabilityResponse | The number of nights does not match the check in date and the check out date. |
| A13 | AvailabilityResponse | Request IP Address not found. |
| A14 | AvailabilityResponse | Request IP Address not matched for the User. |
| A15 | AvailabilityResponse | Service temporarily unavailable. |
| A16 | AvailabilityResponse | The service has been temporarily suspended. |
| A17 | AvailabilityResponse | Service not available. |
| A18 | AvailabilityResponse | IATA AirportCode not supplied or incorrect |
| A19 | AvailabilityResponse | Check in date should not be a past date! |
| A20 | AvailabilityResponse | Too many connections from your account. Please try again in a few minutes time |
|  |  |  |
| R1 | ReservationResponse | Unspecified error. Please contact customer support. |
| R2 | ReservationResponse | User ID not supplied or not valid |
| R3 | ReservationResponse | Inventory has Expired. You will need to retry the reservation. |
| R4 | ReservationResponse | Wrong Rates or Rates have changed. You will need to retry the reservation. |
| R5 | ReservationResponse | Inventory has Expired and the Rates have changed. You will need to retry the reservation. |
| R6 | ReservationResponse | Arrival or Departure Date format incorrect. |
| R7 | ReservationResponse | Erroneous or Incomplete Data in Reservation Request. |
| R8 | ReservationResponse | Incorrect Hotel Id / Room Type Id/ Bed Type Id/ Rate Plan Id Combination. |
| R9 | ReservationResponse | Occupancy Details do not match with the Number of Rooms. |
| R10 | ReservationResponse | Mandatory Customer Details Field is missing or having an incorrect format. |
| R11 | ReservationResponse | You are attempting to book more than the maximum amount of bookings per day for the same booking criteria. The maximum number of bookings allowed is 10 per day for the same booking criteria. Please contact us for further clarification. |
| R12 | ReservationResponse | You are attempting to rebook a same reservation, i.e. for the same booking criteria and on the same day. Please contact us for further clarification. |
| R13 | ReservationResponse | No XML input detected. |
| R14 | ReservationResponse | This booking cannot be confirmed due to restrictions. |
| R15 | ReservationResponse | The number of nights does not match the check in date and the check out date. |
| R16 | ReservationResponse | Request IP Address not matched for the User. |
| R17 | ReservationResponse | No of child is not matching the child age details provided in the guest occupancy details. |
| R18 | ReservationResponse | Room No: (#) can not be occupied with the given number of adults and children. |
| R19 | ReservationResponse | Tour operator order number element is exceeded the characters limit |
| R20 | ReservationResponse | Reservations require a minimum of one adult per room |
| R21 | ReservationResponse | The service has been temporarily suspended |
| R22 | ReservationResponse | The XML Request has not been completed within your timeout period. Please try again |
| R23 | ReservationResponse | Character limit for the Guest Name has exceeded. First Name or Last Name should be less than or equal to 100 Characters. |
| R24 | ReservationResponse | Error While saving reservation. Please try again later |
| R25 | ReservationResponse | Multiple Rate Type or Multiple Inventory Type information are not present in the request. |
| R26 | ReservationResponse | Children count is not matching with child age details provided. |
| R27 | ReservationResponse | Please Check, Rate Must Be More Than Zero |
| R28 | ReservationResponse | Hotel does not have a valid contract for checkin and check out date. |
| R29 | ReservationResponse | Room Net Rate is Less Than the Threshold value |
| R31 | ReservationResponse | This booking has failed, please try your booking again later, or contact Bonotel Reservations directly |
| R32 | ReservationResponse | This booking cannot be made due to different roomtypes or rateplans combinations |
| L1 | LookupReservationResponse | Unspecified error. Please contact customer support. |
| L2 | LookupReservationResponse | User ID not supplied or not valid. |
| L3 | LookupReservationResponse | No XML input detected. |
| L4 | LookupReservationResponse | Erroneous or Incomplete Data in Lookup Reservation Request. |
| L5 | LookupReservationResponse | Reservation number not provided. |
| L6 | LookupReservationResponse | Request IP Address not found for the user. |
| L7 | LookupReservationResponse | Request IP Address not matched for the user. |
| L8 | LookupReservationResponse | Reservation no not found. |
| L9 | LookupReservationResponse | Reservation no not belongs to this user. |

|  |  |  |
| --- | --- | --- |
| C1 | CancellationResponse | Unspecified error. Please contact customer support. |
| C2 | CancellationResponse | User ID not supplied or not valid |
| C3 | CancellationResponse | Reservation already cancelled. |
| C4 | CancellationResponse | Reservation number not provided. |
| C5 | CancellationResponse | Reservation no not found or Reservation no not belongs to this user. |
| C6 | CancellationResponse | No XML input detected. |
| C7 | CancellationResponse | Erroneous or Incomplete Data in Cancellation Request. |
| C8 | CancellationResponse | Request IP Address not matched for the User. |
| C9 | CancellationResponse | Past date reservations can not be canceled. |
| C10 | CancellationResponse | The service has been temporarily suspended. |
| C11 | CancellationResponse | Cancellation failed at the supplier end. |

# 7. Revision History

Version 1.3

1. Added selected hotels (i.e. more than one hotel at a time) searching feature in the availability request section.
2. Added more explanation to "confirmationType" in availability response section.
3. Added a new element "confirmationCondition", which explains the reason of a "REQ" confirmation type in availability response section.
4. Added a new attribute "dailyCondition" to "nightlyRate", which explains the reason of a "REQ" confirmation type in a daily manner in availability response section.
5. Added more detail to "referenceNo" in reservation response section to explain about the Request booking.
6. Added a new element "roomReferenceDetails" in reservation response section for room wise references.

Version 1.4

1. Added "maintenance" element to give the building works and maintenance information.
2. Added more descriptions for rate plan code / room type code / room code / confirmation type elements.

Version 1.5

1. Modified the On Request availability criteria in the following manner. Only two restriction types are allowed to come as On Request (REQ) in the availability response. They are, No inventory and Cut off day restrictions. Other restrictions such as Minimum nights, Maximum nights, Blackout and Close to arrival will not be returned with the availability response.

Version 1.6

1. Added a new interface, "Lookup Reservation" for retrieve bookings.
   * On request booking ID begins with the letter "R". If the reservation has been confirmed, the system removes the "R" from the booking ID. Therefore, if a search done with the "R", after the booking confirmed, the reservation will not be returned. In these case, pass the same booking ID, but without the "R."  If the on request booking was canceled, the booking ID remains the same, retaining the "R."

Version 1.7

1. Modified Maximum Num of bookings per day restriction and the relevant error code in a following manner.
   * Checking for the maximum number of bookings allowed is increased up to 10 per day for the same booking criteria.
   * Modified error code R11 as ‘You are attempting to book more than the maximum amount of bookings per day for the same booking criteria. The maximum number of bookings allowed is 10 per day for the same booking criteria. Please contact us for further clarification.’

Version 1.8

1. Added a new element "IATAAirportCode" to Availability Request. This element gives results as follows.
2. When Only "IATAAirportCode" is given it results all available hotels for the city that the "IATAAirportCode" is associated.
3. When both "CityID" and "IATAAirportCode" are given priority given to CityID and return results for city search

Instead of searching for a hotel, or all hotels in a city, can pass IATAAirportCode and retrieve results for all hotels associated to that 3LC.

1. Modified error code A3 as ‘Hotel ID or City or IATAAirportCode was requested’

Version 1.9

1. Added a new element "roomResNo" to the Lookup Response in Lookup Reservation Interface. This element gives the room ID assigned by the Bonotel.

Version 1.10

1. Added a new element "cancellationInfo" to the Lookup Response in Lookup Reservation Interface. This element gives the details of the reservation with the cancellation no and the cancellation fee.

Version 1.11

1. Extended the element length "tourOperatorOrderNumber" of reservation request to accept up to 20 characters in Reservation Interface.

2. Added a new error code R19 as "Tour operator order number element is exceeded the characters limit".

Version 1.12

1. Enabled GZIP compression feature for better performance of xml requests & responses. This was a consideration so far but is a mandatory feature with latest upgrade.

Version 1.13

1. Enabled Cancellation Policy(Including fee) to be returned through xml Availability response.

* The appropriate cancellation policies will be returned in accordance to the period, since availability checking date to arrival date requested. Out of them the most suitable will be applied depending on the date of arrival and the date of cancellation.

Version 1.14

* Added a new error code A20 as "Too many connections from your account. Please try again in a few minutes time."

Version 1.15

* Added a new error code C9 as "Past date reservations can not be canceled" to xml cancellation interface

Version 1.16

1. Added following error codes to the XML Reservation interface,

* Error code R20 as "Reservations require a minimum of one adult per room"
* Error code R21 as "The service has been temporarily suspended"
* Error Code R22 as "The XML Request has not been completed within your timeout period. Please try again"

Version 1.16

* 1. Updated the test URL with the new URL for the test environment
  2. Removed the live URL as we have several customer based production environments.

Version 1.17

* Amended the Element Description of the following elements in the guest element group under Reservation Request.
  + firstName
  + lastName
* Added a new error code R23 as "Character limit for the Guest Name has exceeded. First Name or Last Name should be less than or equal to 100 Characters."

Version 1.18

1. Added a new element "hotelGroupCode" to Availability Request. This element gives results as follows.

* When the "hotelGroupCode" is given, the results will show all the available hotels that belong to the selected hotel group.
* If a search is made using Hotel Group, then the country, city and the hotel details will not need to be provided.
* When the Hotel Group code is present the country, city and the hotel details will not be considered.

Version 1.19

* Added "hotelcontent" attribute to the availabilityRequest tag.
* If hotelcontent="V1", then below list fields will not be returned with the XML response.

<shortDescription>   
 <starRating>   
 <thumbNailUrl>   
 <hotelUrl>   
 <maintenance>   
 <bookingPolicy>   
 <roomDescription>

* If hotelcontent="V2", then below list fields will not be returned with the XML response.

<name>   
 <address>   
 <city>   
 <stateProvince>   
 <country>   
 <postalCode>   
 <shortDescription>   
 <thumbNailUrl>   
 <hotelUrl>   
 <starRating>   
 <maintenance>   
 <bookingPolicy>   
 <roomType>   
 <bedType>   
 <ratePlan>   
 <roomDescription>

In case of an invalid value OR it is excluded, the interface would return the standard response format.

Version 1.20

* In the availabilityResponse message, we changed the attribute "type" in element "condition" to handle modification restrictions.

Version 1.21

* Reformatted the document, replaced all XML examples
* Added information on Modification Limitation
* Added reference to the Cancellation and Modification document
* Added the General Policies section
* Moved the Revision History to the end of the file
* Added Error codes R24-R31
* Added section on BedType and Occupancy
* Added section and new feature for HotelFees in availability response

Version 1.22

* Added error codes C10-C11, R32
* Additional reformatting
* Removed search examples for airport code and hotel group code searches
* Added reference that the airport code and hotel group code search methods will be retired
* Added reference to Lookup Reservation V2 – separate specifications
* Added reference to the new Reservation Report method – separate specifications