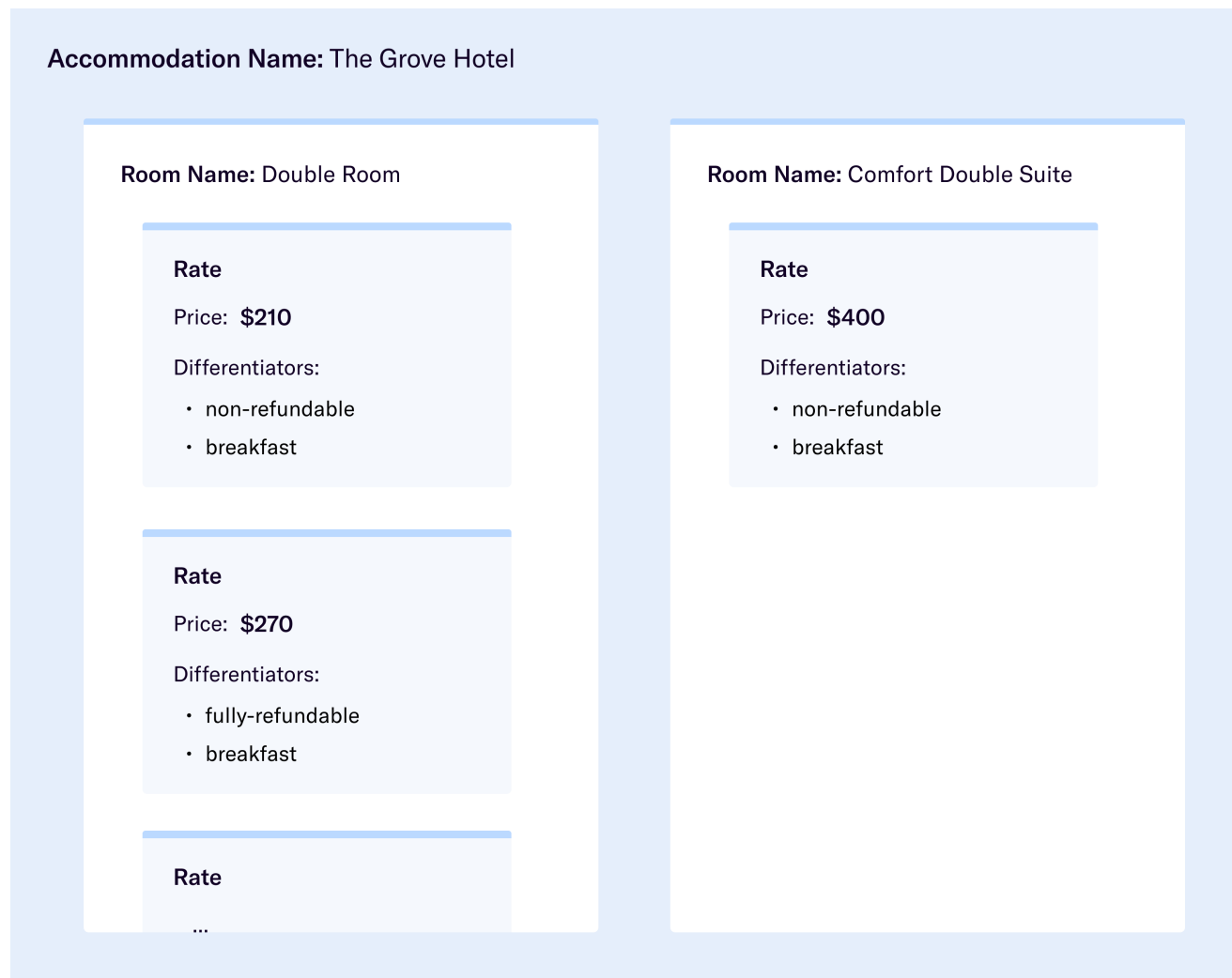**))) Duffel** docs

Overview

You'll need to understand a few important concepts to get started with using the Duffel Stays API.

This guide outlines a few of the key concepts that you will need to understand before building a product on the Duffel Stays API.

Data model

Duffel has a single data model for accommodation across all Stays endpoints. This consists of three core elements:

Accommodation Name: The Grove Hotel

Room Name: Double Room

Rate

Price: **$210**

Differentiators:
- non-refundable
- breakfast

Rate

Price: **$270**

Differentiators:
- fully-refundable
- breakfast

Rate

...

Room Name: Comfort Double Suite

Rate

Price: **$400**

Differentiators:
- non-refundable
- breakfast

Data model

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Accommodation

The physical property the guest is staying at.

Includes descriptive information, including location, photos, descriptions, amenities, etc.

Room

The room being booked.

Includes descriptive name, bed configuration, and photos.

Rate

The conditions under which the room is booked, with information on included services, cancellation policy, payment requirements, hotel policy information.

Distinguishing rates

One rate is distinguishable from another based on a specific rate characteristics. These characteristics are defined by the accommodation providers to specifically suit different travellers buying preferences.

You should consider how each of these affects the relevancy of the rate to your customer and whether it's something you want to present to your customers to aid their buying decision between different rates.

These include:

1   Cancellation policy

2   Board type

3   Payment method

4   Loyalty programme

5   Price

6   Rate code

A rate is considered the exact same if it has identical information across these

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Cancellation policy

The possible refunds, once this rate has been booked. These can be categorised into three buckets:

Fully refundable - The full amount paid will be refunded on cancellation.

Partially refundable - Part of the amount paid will be refunded on cancellation.

Non-refundable - No refund is available on cancellation.

The refund-ability of a rate usually changes as you get closer to check-in. We express this in the form of a **cancellation timeline**, where you can see what refund-ability terms apply at any given time prior to check-in.

For more information on how to display the cancellation timeline, please read the **Displaying the cancellation timeline** implementation guide.

Board type

Board type refers to the meals and drinks that are included in the price of the rate.

The full list of support board types are outlined in the **API reference**.

Payment method

The form of payment that can be used to pay for the rate. This characteristic is the only one that is not presented to your customer. It is instead provided to you to determine which rates that are suitable to present to your customer based on your payment or monetisation strategy.

The full list of support board types are outlined in the **API reference**.

Loyalty programme

Loyalty programmes allow customers to earn points when making a booking, as well as potentially access member benefits on arrival, such as free Wi-Fi, late checkouts and gifts.

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points on a booking.

For more information on how to work with Stays loyalty programmes, please read the **Booking with Loyalty** implementation guide.

Price

The total price for the room for all nights and for all guests. This includes base rate, and all taxes and fees due at time of booking.

Rate code

A rate code is an alphanumeric identifier for a specific negotiated rate.

For further details, please see the **API reference**.

Learn more

If you'd like to get a complete look at data you have available when presenting accommodation, room and rates to customers, check out our **API reference**.

Need some help?

We all do sometimes; code is hard.
Visit our Help Centre or contact us directly—we're here to help.

Privacy Policy   Services Agreement   Website Terms   Cookies Policy
        Security and Compliance