

# Overview

Duffel uses standard **HTTP response codes** to indicate the success or failure of API requests.

## Status code

Code	Reason	Description
200	OK	The request was successful
201	Created	The request was successful, and a new resource was created
202	Accepted	The request was successful, but the processing hasn't been completed
204	No Content	The request was successful, but there is no response to send back
400	Bad Request	The request was invalid, for example due to missing headers
401	Unauthorized	An access token wasn't provided, or the provided token was invalid
403	Forbidden	A valid access token was provided, but it didn't have sufficient permissions
404	Not Found	The requested resource doesn't exist

		requested with your <code>Accept</code> header isn't supported
422	Unprocessable Entity	A validation error occurred
429	Too Many Requests	You made too many requests to the API in a short period of time
500	Internal Server Error	Something went wrong. Please contact our support team and attach the <code>request_id</code> to your message. You should not retry this request.
502	Bad Gateway	Bad gateway error. Please contact our support team and attach the <code>request_id</code> to your message. You should not retry this request.
503	Service Unavailable	There is a temporary issue with the server. If the error persists please contact our support team and attach the <code>request_id</code> to your message. Please retry later.
504	Gateway Timeout	Gateway timeout error. If the error persists please contact our support team and attach the <code>request_id</code> to your message. Please retry later.

## Errors

## Error responses

Detailed information on what exactly went wrong will be included in the response body. Every error returned by the API includes:

Name	Description
<code>title</code>	A quick and simple description of what went wrong
<code>message</code>	A more detailed human-readable description of what went wrong
<code>documentation_url</code>	A URL pointing to a place in our documentation where you can read about the error
<code>type</code>	A machine-readable identifier for the general category of error
<code>code</code>	A machine-readable identifier for this specific error

## Error types

An error's `type` is an enum of the following values:

Name	Description
<code>authentication_error</code>	There was a problem with authenticating you - for example, you didn't provide an access token or it was invalid
<code>airline_error</code>	We've received an error back from the airline - for example, your booking has already been cancelled
<code>invalid_state_error</code>	You tried to perform an action on a resource that wasn't appropriate - for example, you tried to create an order with

<code>rate_limit_error</code>	You made too many requests to the API in a short period of time
<code>validation_error</code>	You didn't provide a required parameter or a parameter you provided was invalid - for example, you didn't specify <code>slices</code> when creating an offer request
<code>invalid_request_error</code>	There was some other kind of problem with your request - for example, you requested a resource that doesn't exist or missed out a required header
<code>api_error</code>	Something went wrong on our side, and has been reported to us

## Error codes

An error's `code` is an enum of the following values:

Value	Description
<code>access_token_not_found</code>	The access token used is not recognized by our system
<code>airline_internal</code>	The airline has responded with an internal error, please contact support
<code>airline_unknown</code>	The airline responded with an unexpected error, please contact support
<code>ancillary_service_not_available</code>	Requested ancillary service item(s) (e.g. seats) are no longer available, please update your requested services or create a new offer request
<code>already_cancelled</code>	The provided order or booking has already been cancelled
<code>bad_request</code>	The request was unacceptable

	webhook will follow. If unsuccessful, support will contact you.
<code>booking_already_confirmed</code>	A booking has already been confirmed for this rate. A webhook notification will follow.
<code>cannot_pay_with_card</code>	You cannot pay with a card for this Stays quote, retry the request without a card ID
<code>card_expires_before_check_in</code>	The card provided expires before the check-in date of the Stays booking, try a different card that expires at least month after the check in date
<code>card_not_multi_use</code>	The card provided was not set as a multi-use card. Please retry the request and supply the ID of a multi-use card
<code>card_missing</code>	You must provide a card ID to book the Stays quote
<code>card_not_found</code>	The card ID provided to book the Stays quote was not found
<code>card_payment_not_supported</code>	Card payments are not supported for this Stays rate, select a different rate
<code>card_type_not_accepted</code>	The card type or brand of the provided card was not accepted to book the Stays quote, select a different rate or try a different card brand
<code>duplicate_booking</code>	A booking with the same details was already found for the selected itinerary, please select another offer
<code>duplicate_passenger_name</code>	The order cannot contain more than one passenger with the same name
<code>expired_access_token</code>	The provided access token has expired

	booked a flight for £300 with only £200 available in the wallet
<code>insufficient_permissions</code>	The provided token doesn't have sufficient permissions to perform the requested action
<code>internal_server_error</code>	There was something wrong on our end, please contact support
<code>invalid_authorization_header</code>	The <code>Authorization</code> header must conform to the following format: <code>Bearer API_TOKEN</code>
<code>invalid_card_expiration_date</code>	The card has an invalid expiration date
<code>invalid_content_type_header</code>	The <code>Content-Type</code> should be set to <code>application/json</code>
<code>invalid_data_param</code>	The data in the request body should be a JSON object
<code>invalid_email_address</code>	The airline does not support the format of the email address provided
<code>invalid_field_sets</code>	The request had an invalid combination of fields
<code>invalid_loyalty_card</code>	The airline did not recognise the loyalty programme account details for one or more of the passengers
<code>invalid_passenger_title</code>	The title of one of the passengers is not valid
<code>invalid_payment_details</code>	The payment details which have been provided are not valid
<code>invalid_phone_number</code>	The phone number is not valid
<code>invalid_request</code>	The provided request is not valid

	our Docs
<code>loyalty_programme_required</code>	The Stays quote you are trying to book is only available to members of supported loyalty programme. Retry the booking with loyalty programme information
<code>loyalty_programme_unsupported</code>	The Stays quote you are trying to book does not support loyalty programme. Retry the booking with no loyalty programme information
<code>loyalty_programme_account_number_invalid</code>	The supplier has declined the given loyalty programme account number. Retry the request with a valid <code>loyalty_programme_account_number</code> .
<code>malformed_data_param</code>	The data in the request body is not valid
<code>missing_authorization_header</code>	The <code>Authorization</code> header must be set and contain a valid API token
<code>missing_content_type_header</code>	The <code>Content-Type</code> header needs to be set to <code>application/json</code>
<code>missing_data_param</code>	The data in the request body should be nested under the <code>data</code> key
<code>missing_version_header</code>	The <code>Duffel-Version</code> header is required and must be a valid API version
<code>new_airline_initiated_change</code>	There is a new change to your order. Please try again later
<code>not_found</code>	The resource you are trying to access does not exist
<code>offer_expired</code>	The selected offer has already expired
<code>offer_no_longer_available</code>	The provided offer is no longer available, please select another offer or create a new offer request to get the latest availability.

	already been booked; please perform a new search
<code>order_change_already_actioned</code>	The order change has already been actioned and cannot be actioned again
<code>order_creation_already_attempted</code>	Order creation has already been attempted for the provided offer. You should not retry this request
<code>order_not_created</code>	The request to create an order was not successful. You should not retry this request
<code>order_not_changeable</code>	This order cannot be changed through the API
<code>order_not_changeable_yet</code>	Changes to this order are not permitted at this time. The airline does not allow modifications within 24 hours of placing the order.
<code>payment_amount_does_not_match_order_amount</code>	The <code>amount</code> provided in the payment does not match the <code>total_amount</code> of the order
<code>payment_currency_does_not_match_order_currency</code>	The <code>currency</code> provided in the payment does not match the <code>total_currency</code> of the order
<code>payment_declined</code>	The payment was declined, please try again with a different payment method
<code>price_changed</code>	The provided offer is no longer available for the same price, please retrieve the offer again to get the latest pricing information.
<code>result_no_longer_available</code>	The Stays search result is no longer available, please perform a new search to get the latest availability



	time specified in the <code>rate-limit-reset</code> header returned to you
<code>rate_unavailable</code>	The Stays rate for the selected accommodation is no longer available, please select another rate or do a new search to get the latest availability
<code>stale_airline_initiated_change_accept</code>	The change you tried to accept is not the latest. Please retry the request with the latest one
<code>stale_airline_initiated_change_update</code>	The change you tried to update is not the latest. Please retry the request with the latest one
<code>too_late_to_cancel</code>	It is too late to cancel this booking.
<code>unavailable_feature</code>	The feature you requested is not available. Please contact <a href="mailto:help@duffel.com">help@duffel.com</a> if you are interested in getting access to it
<code>unsupported_action</code>	The resource does not support the following action
<code>unsupported_format</code>	The API does not support the format set in the <code>Accept</code> header, please use a supported format
<code>unsupported_version</code>	The version set to the <code>Duffel-Version</code> header is no longer supported by the API, please upgrade
<code>validation_checksum</code>	The credit card number provided is not valid
<code>validation_format</code>	The field submitted has an invalid format
<code>validation_inclusion</code>	The field submitted must be one of a fixed set of values
<code>validation_length</code>	The length of the submitted field is out of

<code>validation_required</code>	The field submitted cannot be blank
<code>validation_type</code>	The field submitted has an invalid type
<code>validation_unique</code>	The field submitted must be unique

## Examples

If you don't provide an authorization header in your request, you'll receive an `authentication_error` like the following:

JSON



```
{
  "errors": [
    {
      "code": "missing_authorization_header",
      "documentation_url": "https://duffel.com/docs/api/overview/response-h",
      "message": "The 'Authorization' header needs to be set and contain a",
      "title": "Missing authorization header",
      "type": "authentication_error"
    }
  ],
  "meta": {
    "request_id": "FZW0H3HdJwKk5HMAAKxB",
    "status": 401
  }
}
```

If you don't provide a required parameter, or some data you provided is invalid, you'll receive a validation error, with a `type` of `validation_error`. Validation errors include an additional `source` property, pointing to the exact field in your request which was invalid. Here's an example of a validation error returned when a slice in an offer request doesn't have an origin:

JSON



```
-
  "code": "validation_required",
  "documentation_url": "https://duffel.com/docs/api/overview/response-h
  "message": "Field 'origin' can't be blank",
  "source": {
    "field": "origin",
    "pointer": "/slices/0/origin"
  },
  "title": "Required field",
  "type": "validation_error"
}
],
"meta": {
  "request_id": "FZW0cz5rZoJSEekAAK2B",
  "status": 422
}
}
```

## Error cases guidelines

Some common error cases and possibly misleading scenarios that can happen and how to react to them.

### Expired offers

One of the common errors that can be received while creating an order is `offer_expired`. This error indicates that the selected offer has expired on the Duffel platform and cannot be used to create an order.

If an `offer_expired` error is received while creating an order, the request should not be retried and a new search should be performed and the resulting offers used instead.

Additionally, the `expires_at` attribute can be used to ensure that order creation requests are not attempted with expired offers. Every offer contains an `expires_at` attribute that indicates how long it is valid for (usually 15 - 30 minutes from creation).

JSON



```
    "expires_at": "2020-01-17T10:42:14.545Z",  
    ...  
  }  
}
```

Duffel recommends pre-validation of the `expires_at` attribute of an offer - ensuring it is in the future - before performing an order creation request.

## Validation errors

Validation errors refer to invalid inputs or errors in the format expected of a field in the request. They contain a description of the issue in the response field `message` and require an adjustment to the request for it to succeed. See **error types** for more information on the different validation errors that can be seen.

## Temporary errors

Temporary errors are returned when a transient issue has occurred, either within Duffel or on one of our airlines' platforms. They are safe to retry and should generally work on subsequent attempts.

If these errors are persistent, check **Duffel Status** or contact support for help.

## Passenger age vs. Type mismatches

Some airlines expect an alignment of the passenger types between searching and booking flights. When this misalignment is detected by the airline, a response that indicates a lack of availability is returned and Duffel returns an `offer_no_longer_available` error.

While it is tricky to determine if this misalignment is the cause of a specific `offer_no_longer_available` error, the circumstances which generate this misalignment can be easily mitigated by passing in an age instead of type for each passenger when performing searches.

Although Duffel offers the ability to specify passengers in an offer request with a type (e.g. `adult`, `child`, `infant_without_seat`), airlines have varying policies and rules on how to interpret these types. As a result of these variations, there can be occasional mismatches

JSON



```
{
  "data": {
    "passengers": [
      {
        "type": "child"
      }
    ]
  }
}
```

To avoid this mismatch between searching and order creation, Duffel recommends to specify the age (e.g. 18) of a passenger when creating offer requests.

JSON



```
{
  "data": {
    "passengers": [
      {
        "age": 13
      }
    ]
  }
}
```

## Order and booking creation

When you submit a **Create Flights Order** or **Create Stays Booking** request to Duffel, it initiates the reservation and payment process for your travel services. As money changes hands as part of this request, it is important you handle the responses correctly as the transactions is usually non-refundable.

Airline and Accommodation APIs can occasionally be slow, taking up to 120s. You must set

This section outlines the possible responses and how you should handle them.

## 201 Created

The request was successful, and a new resource was created. You'll get the complete resource information, including the resource `id`, e.g. `ord_00009hthhsUZ8W4LxQgkjo` for Flights Orders, or `bok_0000BTVRuKZTavzrZDJ4cb` for Stays Bookings. You can retrieve the resource information from the Duffel API, and it will be also visible on the Duffel Dashboard. Check the endpoints' documentation for detailed information about their response schemas.

## 200 Successful

The request was successful, and a new resource has not yet been created. You'll get a message that a booking was made in the supplier system. However, it wasn't possible to retrieve complete information about the booking during the initial booking request. You will be able to retrieve the resource information from the Duffel API, and visible on the Duffel Dashboard once the resource is created.

This response only occurs when you make a **Create Flights Order** with **payments.type** of `card`. For **Create Stays Booking** this response may occur for any payment type.

Here is an example:

JSON



```
{
  "data": {
    "message": "The booking has been confirmed. It will appear in the syste"
  }
}
```

There are two methods to retrieve the complete booking information, webhooks or listing bookings.

the resource information is available on the Duffel System. The notifications will contain the information that you need to match the resources you attempted to create to the reservation and to get the complete information.

To get notified about the created object, you must set up webhooks and listen to the events `order.created` for Duffel Flights and `stays.booking.created` for Duffel Stays.

You can also check manually if the resource was created using the Duffel listing APIs or accessing the Duffel dashboard.

The resource might take a couple of hours to show up on the Duffel API, so it's important that you assure the traveller that their reservation was successful.

## Flights

You will receive a `order.created` webhook notification when the order is created. The webhook notification will contain the `offer_id` and the `order_id`.

If the order was attempted using your own agency, you will need to determine if an order was created yourself and determine what next steps to take. You will not necessarily receive any further webhooks and Duffel will not take any further actions on the order.

## Stays

You will receive a `stays.booking.created` notification when the booking is created. The webhook notification will contain the `quote_id` and the `booking_id`. You will also receive an email to your support contact email address configured via the **dashboard**.

## 202 Accepted

The request was accepted and we are working to confirm its outcome.

When you make a **Create Flights Order** request, this response can only occur with **payments.type** of `card`. When you make a **Create Stays Booking** request, this response may occur for any payment type.

## Flights

you will receive a `order.creation_failed` notification and a notification email from our support team, advising you of this, to your support contact email address configured via the **dashboard**.

If the order was attempted using your own agency, you will need to determine if an order was created yourself and determine what next steps to take. You will not necessarily receive any further webhooks and Duffel will not take any further actions on the order.

## Stays

You will receive a `stays.booking.created` notification if the booking was successfully created. If the request did not result in a booking, you will receive a `stays.booking_creation_failed` webhook notification. In either case, you will also receive a notification email from our support team, advising you of the outcome, to your support contact email address configured via the **dashboard**.

Please see our **webhooks implementation guide** for more information on receiving webhook notifications.

## 4XX Request Errors

There's a problem in your request. There can be many reasons, from a malformed request (e.g. invalid JSON), invalid value in a request key (e.g. namer with integer number), or a problem with a resource (e.g. offer is expired). You should check **Status Code** and **Errors** sections for the most common errors and how to handle them.

## 503 Service Unavailable

There's an unexpected temporary problem. We know for sure that no booking was created in the supplier systems. This indicates you can retry the request again at another time or start another search. If the error persists, you should contact our support team and attach the `request_id` to your message.

## 500 Internal Server Error

An unexpected problem has occurred. This is often due to a temporary issue on the supplier systems. Regardless of the cause of the issue, we actively monitor such failures and will promptly investigate, address, and mitigate these issues, or reach out to our



If you consistently encounter this error with a specific request, don't hesitate to contact our support team for more details on the failed attempt. Remember to include the `request_id`, as well as the `id` of the resource you're trying to create (the offer `id` for Duffel Flights, or quote `id` for Duffel Stays) in your message.

## Rate limiting

If you send too many API requests in quick succession, you'll receive a `rate_limit_error` like the following:

JSON



```
{
  "errors": [
    {
      "code": "rate_limit_exceeded",
      "documentation_url": "https://duffel.com/docs/api/overview/response-h",
      "message": "Too many requests hit the API too quickly. Please retry y",
      "title": "Rate limit exceeded",
      "type": "rate_limit_error"
    }
  ],
  "meta": {
    "request_id": "Fkpj57Fn-uB9b0kAANVI",
    "status": 429
  }
}
```

You'll also receive information about the rate limiting which was applied to your request in the HTTP headers which are returned as part of the response:

```
ratelimit-limit: 60
```

This is the limit of requests you can make per interval period. This period is currently set to 60 seconds but is subject to change without notice. If you feel that you may require a larger quota than this, **drop us a line**.

This is the amount of requests you can still make during the current period before being rate limited.

```
ratelimit-reset: Tue, 24 Nov 2020 08:22:00 GMT
```

This is when your rate limit will be reset, in an RFC 2616 compliant human readable format.

## Streaming

A subset of our endpoints support HTTP streaming. This allows you to receive and process data incrementally as it becomes available rather than waiting for the complete response. To enable streaming, configure your HTTP client to handle streaming responses. Most clients will have this functionality built-in.

You'll need to implement proper JSON streaming parsers in your application to fully benefit from this feature. This can significantly reduce latency by processing partial results as they arrive.

Note: Clients should not rely on specific chunking patterns or boundaries, as these are implementation details that may change. Only complete JSON objects are guaranteed, not the specific chunking behavior.

### Need some help?

We all do sometimes; code is hard.

Visit our [Help Centre](#) or contact us directly—we're here to help.