



## HOTEL CERTIFICATION DOCUMENT



## CONTENTS

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· DOCUMENTATION.....	3
· REQUIREMENTS.....	4
· HOTEL CERTIFICATION PROCESS.....	5
· ADDITIONAL INFORMATION.....	6
· CONTACTS.....	9



## DOCUMENTATION

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Smyrooms Hotel API documentation is also available online:

<https://api.smyrooms.com/docs>

\*Below you'll find the test credentials that you need to get started:

**HubProvider:** TTHOTTEST

**User:** 31538

**Password:** cb4a4cf6-3edd-45b7-af37-005890e3b04b

**Test:** true

**AccessToken:**

Fp+jMTdgiQNfqZcvFkPGAmIM3O8xxD+CAK85aS/wul7yuqLPifgL/ZLkKsokWegVK4iJ2aSXFyZp3hBHbenH0g==

*\* Please note that the documentation is subject to changes and ongoing improvements.*

## REQUIREMENTS

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Below you'll find the system requirements:

- **Max Hotels per request** → 500
- **Hotels recommended per request** → 200
- **Max rooms per request** → 4
- **Max pax per room** → 9
  - **Min Adult per room** → 1
  - **Max Adult per room** → 9
  - **Min Child per room** → 0
  - **Max Child per room** → 8
- **Max pax per booking** → 9
- **Min Stay** → 1
- **Max Stay** → 30

- **Multi-currency**

Our system allows more than 1 currency in the response.

- **Multi-room**

Our system allows more than 1 room under the same booking.

- **OnRequest** → false

Our system doesn't work with "OnRequest" status. What we mean by this is that if you receive this response, it is because our system has not had the time to update the real status.

- **Market required**

It is mandatory to send the market in the search request and keep the same market throughout the whole booking flow.

## HOTEL CERTIFICATION PROCESS

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To ensure that the connection to our API is set up properly on a technical and business level, we'll require some test scenarios in order to review it.

Take into account that all the requested configurations **must be** set on testing mode.

Provide the complete logs for the full booking flow (Search, Valuate, Reservation) for the below cases:

- **Case 1** → 2 rooms with 2 ADULTS per room for package rate.
- **Case 2** → 1 room with 2 ADULTS and 1 CHILD for a refundable rate with the cancellation policies tag.
- **Case 3** → 1 room with 2 ADULTS for a non-refundable rate.

Provide one screenshot of your website showing the response of our availability and another screenshot with the response of our valuation for the below cases:

- **Case 4** → (non-refundable) for the MockUp 1 that you'll find in Paths.
- **Case 5** → (refundable) for the MockUp 1 that you'll find in Paths.
- **Case 6** → (package) for the MockUp 1 that you'll find in Paths.
- **Case 7** → (binding) for the MockUp 1 that you'll find in Paths.
- **Case 8** → A price change for the MockUp 2 that you'll find in Paths ("Price change in valuation").
- **Case 9** → A cancellation policies change for the MockUp 3 that you'll find in Paths ("Cancellation policies changes in valuation").

Provide a diagram of the complete booking flow developed, explaining how many steps your system has and the transactions sent to Smyrooms in each step.

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Our team will review the cases and if all are successfully passed, the certification will be complete. You will subsequently be informed and issued your live credentials where you will need to do one last test in the live environment:

- **Final case** → 1 room with 2 ADULTS for a refundable rate for a date in the future ( please ensure you create the booking for at least 2 months in advance).

Please provide the complete logs for Search, Valuate, Reservation, ReservationRead & Cancel.

*\* Please contact us if you have any doubt regarding the certification process.*

## ADDITIONAL INFORMATION

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### • **Timeout**

Our maximum timeouts are:

Search → 25 seconds

Valuate → 30 seconds

Reservation → 55 seconds

Note that our system adapts the timeout sent in the request, we recommend you configure the timeout accordingly to the maximum timeout allowed on your side in order to receive the best quality response.

Allocating us more time will allow our system to compare more options for different connectors (third-party suppliers, dmc's, hotel chains, channel managers, etc.) and therefore we will provide a better quality response.

### • **Ages**

Our system needs to receive the age of all the passengers requested, as our response will take these into account (specially responses where children are involved) and we will provide the correct response avoiding possible issues in the future.

### • **Price changes**

Price changes could occur between the Search and Valuate steps due to the refreshing of the options, but you will not receive any price change between the Valuate and Reservation steps.

### • **Cancellation Policies**

Our system can provide the cancellation policies in the search step if you set the element "CancellationPolicies" as true in the request.

In the same way as the price, you should update this information in the Valuate step and the information received in the Valuate response will be the same that will appear in the booking.

### • **Update information in 2nd step - Valuate**

As you might know, some connectors provide cached information in the first step. Due to this behaviour in the industry, we update all the information provided in our search step in our second step of the booking flow, Valuate.

Smyrooms commits to close the booking with the same information that our system gave to you in the Valuate response.

### • **Type of rate (Package/Hotel Only)**

Our system provides two different types of rates regarding distribution:

- Package (typeRateRule = 4) → Should be distributed only on B2B channels.
- Hotel Only (if not package) → Can be distributed in B2B and B2C channels.

## · Refundable/Non-Refundable

Our system provides two different types of rates regarding the penalties due to a cancellation:

- Non-Refundable (typeRateRule = 0) → If the option is canceled you'll have to pay the full cost.
- Refundable (if not non-refundable) → If the option is canceled it will have penalties or not, depending on the cancellation policies returned (review the cancellation policies element).

## · Remarks

Additional information provided for the option selected will be shown in the Valuate response.

This information should be added by the client in the voucher generated and given to the guest.

## · Binding

Smyrooms as a supplier only works with net prices, so we will only charge you the net price of the option booked.

Bearing that in mind, through the integration you could receive the price in two different ways.

### · Net Price:

```
"Price": {  
  "Currency": "EUR",  
  "Amount": 100,  
  "Binding": false,  
  "Commission": 0.0}
```

This case is simple, you don't have any binding rate so we'll charge you 100 EUR.

### · Binding Price, this is a restriction from hotel to NOT sell this option under this price (minimum selling price):

```
"Price": {  
  "Currency": "EUR",  
  "Amount": 100,  
  "Binding": true,  
  "Commission": 10.0}
```

In this case, we'll charge you 90 EUR, but we're informing you that for this option the binding price is 100 EUR.

To calculate the net price:

Net price = Amount - Commission

*\* Note that the parameter commission is a percentage.*

## · AgencyToken

This is a unique optionID that our system uses internally. This token shouldn't be used more than once in the booking process to avoid any problems.

Our booking flow is: Search-Valuate-Reservation

If you receive any error in any of the responses, you should start the booking process again from the Search step and not use the same agencyToken again.



## CONTACTS

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For any technical/optimization issues. please contact [tam@smyrooms.com](mailto:tam@smyrooms.com)

For any commercial matters, please contact your assigned Sales Manager or the sales department at [sales@smyrooms.com](mailto:sales@smyrooms.com)

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