

API Developer Notes

Frequently Asked Questions about the Hotel Functionality

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Frequently Asked Questions about Hotels

What transactions should I consider when designing a Hotel booking application?

See the XML Transaction help files to find more information on the most recent versions of the following transactions:

- HotelAvailability_# (HOA)
- HotelCompleteAvailability_# (HOC)
- HotelIndex_# (HOI)
- HotelRules_# (HOV)
- HotelDescription_# (HOD)
- HotelReferencePoint (HOR)
- PNRBFManagement_#

What do the “different levels of participation” refer to?

Hotels support different levels of participation whereby the response to HOA, HOC, HOV, or Hotel Sell are sent via a link from the hotel vendor’s own Central Reservation System (CRS) or from the RoomMaster® database, which the vendors are responsible for keeping up to date.

The different levels of participation are:

- **Inside Shopper:** Hotel Availability (HOA), Hotel Complete Availability (HOC), Hotel Rules (HOV), and Sell confirmations are sent from the vendors’ CRS.
- **Inside Availability:** Hotel Complete Availability, Hotel Rules, and Sell confirmations are sent from the vendors’ CRS.
- **Inside Link:** Sell confirmation is sent from the vendors’ CRS.
- **Limited (RoomMaster® Only):** All data is sent from the RoomMaster® database only.

The results are more up to date and accurate, as well as guaranteed, if the response comes directly from the vendors’ CRS.

Note: The XML responses received from the Hotel Complete Availability, Hotel Rules, and Sell requests are structurally different depending on the source of the responses.

- If your application only supports Inside Shop and Inside Availability participants, there is one type of response for the Hotel Complete Availability, Hotel Rules, and Sell.
- If your application supports Inside Shop, Inside Availability, and Inside Link participants there are two types of responses for the Hotel Complete Availability, Hotel Rules, and Sell.
- Inside Link and Basic Hotel Complete Availability rates may not be accurate or guaranteed if the vendor does not keep the RoomMaster database up to date.
- For the Limited participation level the confirmation number will not be returned instantly by the vendor but added at a later time to the PNR via TTY processing upon End Transact (i.e. Queues

are not used in general but are possible through a database table flag setting). Supporting this scenario would involve the process of Hotel Suppliers monitoring Queues and manually updating segments. See the QueueProcessing_# transaction for further information.

How do I know the participation level for a particular chain before I submit any of the Hotel requests?

Contact your account representative for participation level information.

Can I determine the participation level from the response to the Hotel Availability request?

Use the <LinkInd> element in the <HotelInsideShopProperty> element to determine participation levels:

- S** = Inside Shopper participant
- I** = Inside Availability
- L** = Inside Link
- R** = RoomMaster-only participant. Travelport will not onboard a supplier with this status.
- B** = Best Available Rate and Inside shopper participant
- C** = BAR and Inside Availability
- D** = BAR and not I.S and I.A
- E** = Lowest Public Rate

Can I specify in my Hotel Availability request that I only want Inside Shopper participants returned?

No. You have to filter Inside Shopper participants from the response. You can also store a local database containing only the hotels that you want to check availability for, and send a Hotel Availability request with up to 50 RoomMaster Property IDs. In this way, your Hotel Availability response will contain only Inside Shopper participants.

Other than Participation level, are there any significant differences between the vendors?

In addition to different participation levels, a vendor can be a participant in:

- Complete Pricing
 - To view Complete Pricing vendors see list using native format S*HTL/COMPLETE PRICING.
- Complete Pricing Plus
 - To view Complete Pricing Plus vendors see list using native format S*HTL/COMPLETE PRICING PLUS

What is Complete Pricing?

Complete Pricing provides the total cost of a stay, not including “extra options,” on the HotelCompleteAvailability response for participating suppliers. The Complete Price includes all rate changes, taxes, and surcharges for the entire stay.

Some of the “extra options” costs that Complete Pricing does not capture, include, but are not limited to: children, roll-away beds, and cribs.

- Extra option items are requested in the Sell, and any associated costs are confirmed in the Sell response received from the hotel.
- The response also indicates key room attributes and rules such as: Deposit, pre-pay and guarantee requirements.

What is Complete Pricing Plus?

Complete Pricing Plus provides the total cost of a stay, the *Complete Price*, on the HotelCompleteAvailability response for participating suppliers, including the complete cost of the room (inclusive of all elements requested), plus a break down of taxes, surcharges, and extras. The response *also* indicates key room attributes and rules such as:

- Bedding configuration (includes number and size of beds)
- Room view (OTA standard codes)
- Rate Category (e.g., R=RAC, C=COR, G=GOV)
- Smoking or non-smoking
- Commissionable or non-commissionable
- Deposit, pre-pay, and guarantee requirements
- Whether or not credentials are required
- Whether meals are included and meal type
- Formatted cancellation policy with date and time

Where can I obtain a file containing the hotel property IDs and hotel descriptions?

The Hotel Description (HOD) file contains all property IDs. Contact your Travelport account manager for access to the FTP site where the files are now located.

Galileo (1G) and Apollo (1V) GDS customers previously accessing the content files via the AIS software developer site are subject to the new pricing structure and require access to the secured site. Worldspan customers continue to access content in the same way they did prior to the re-launch in March 2012; however; they may be subject to the new content pricing structure.

Customers who have not contacted their Account Manager to retain/obtain access to the content files from the new location should do so, as access from the previous location on AIS is discontinued.

The **vendorfile.txt** lists of all the vendors. The **propertyfile.zip** shows the property IDs.

The Hotel Description file contains the following data.

- | | |
|-----------------------|----------------------------|
| ▪ Chain (Vendor) code | ▪ Property ID |
| ▪ Property name | ▪ Short property name |
| ▪ Long property name | ▪ Street Address (5 lines) |
| ▪ Short Address | ▪ Primary City Code |

- State code
- IATA country code
- Fax number
- Reservation Via
- Distance to nearest airport (kilometers)
- Location
- Year the property was built
- Check-in time
- Total Rooms
- ZIP/Postal code
- Phone number
- Manager's Name
- Nearest airport code
- Distance to city center
- Property type
- Year the property was remodeled
- All current property features and amenities

What if I only want to show properties for which I have a negotiated rate?

If you only want to show properties for which you have a negotiated rate, send the Hotel Availability request with a value of 'M' in the <SlotID> element, and specify your Multi-Level Rate Access Code. See the *GWS, XML Select, or XML API Desktop Help* for more information.

What is a Multi-Level Rate Access (MLRAC) Code?

If you want to negotiate special rates with a particular vendor or property, you must supply that vendor/property with an identifier for this special rate. To facilitate the return of special rates, Galileo can provision you with a MLRAC, which you can provide to the vendors. The vendor stores your special rates against this code, and returns those rates to you when you specify you want special rates in your Hotel Complete Availability request. Although you can use the MLRAC code in the Hotel Availability request, only the highest and lowest non-credentialed rates are returned. For further information on MLRAC, please contact your account manager or your local Galileo office.

Note: Vendors also return all appropriate non-negotiated rates.

What is a Master Multi-Level Rate Access (MLRAC) Code?

A Master Multi-Level Rate Access Code can combine up to 12 Multi-Level Rate Access Codes, and can be used in the same way as a Multi-Level Rate Access Code. However, only one Master Multi-Level Rate Access Code can be used in a single XML request. For further information on setting up MLRAC, please contact your account manager or your local Galileo office.

Is there a maximum amount for the <NumPersons> element in HotelAvailability_#?

In the past, the CRS supported only double occupancy (two persons per room) in the Availability request. To add extra people, you had to enter information such as extra adults and extra children at the Sell. Currently the CRS supports triple and quad occupancy, if the vendor supports triple and quad occupancy.

If you want to add extra adults or children in a double occupancy room, enter this information in the Sell by specifying extra adult, extra children, adult rollaway, and child rollaway, etc. See the Help files for <HotelSegSellMods> in PNRBFManagement_# for further information.

Notes:

- The price returned in the HotelAvailability_# transaction is per room per night, and does not include any extras such as the cost of children, extra adults, cribs, and roll-away beds.
- The price returned in the HotelCompleteAvailability_# transaction is per room, and includes only the cost of any extras, such as children, extra adults, cribs, and roll-way beds,, if the vendor is a *Complete Pricing Plus* participant

How do I ask for availability of more than one room?

The HotelAvailability_# response indicates that there is availability for a particular property but, regardless of the vendor's participation level, does not indicate the number of rooms that are available or the exact rooms and rate codes that are available.

The HotelCompleteAvailability_# response indicates the exact rooms and rate codes that are available. For Complete Pricing Plus participants, if the Hotel Complete Availability request indicates the number of required rooms, only rooms with the available number specified are returned. The price returned includes the price per room and the cost of any extras such as children, extra adults, cribs, and roll-way beds, if the vendor is a Complete Pricing Plus participant

If you want to sell more than one room, you must specify multiple rooms in your Sell request.

What is the difference between Hotel Availability and Hotel Index?

Hotel Index is a RoomMaster-only transaction that returns a list of hotels, regardless of availability. Hotel Availability indicates if the hotel is available for the specified dates.

Is it necessary to send a Hotel Availability before sending a Hotel Complete Availability?

No. It is only necessary if you want to know if the property has availability before using the Hotel Complete Availability request to determine the rates that are available. If you do not want to submit the HOA request, you can store property information locally. See *Where can I obtain a file containing the hotel property IDs and hotel descriptions?* for more details on the HOD file.

How can I obtain more information on a particular property?

If you want to obtain further information use the HotelDescription_# transaction.

Useful property description keywords include: *DESC*, *COMM*, *CRED* and *FACI*. Guarantee and deposit information can be obtained using the HotelRules_# transaction, as requirements vary depending on the room type and rate code.

Where does the HotelCompleteAvailability_# response show the hotel participation level?

The <InsideLinkInd> child element of <HotelPropertyRecord> indicates the hotel participation level. The <InsideLinkInd> element can be:

- I** = Inside Shopper participant or Inside Availability participant.
- L** = Inside Link participant.
- R** =RoomMaster-only participant.
- B** = Best Available Rate participant

E = Lowest Public Rate

When the <InsideLinkInd> element is set to 'I', it does not indicate that the response was sent across a link; this value indicates only the participation level of the vendor. For example, if the link to the vendor is down and this tag is set to 'I', the response is sent from RoomMaster.

How do I know if the response was sent across the link?

The <HtlTypeInd> child element of <HotelType> element of the HotelCompleteAvailability_# response indicates if the response was sent across the link. The <HtlTypeInd> value can be:

R = RoomMaster Response.

I = Inside Availability Response.

What does a HotelCompleteAvailability_# response that is sent across the link look like?

For more details and samples, see the *HotelCompleteAvailability_#* help topic in the *Transactions* book. In GWS help, the *Transactions* book is located in the *XML Select Service* book.

How do I specify that I want negotiated rates in my HOC request?

To obtain negotiated rates you must specify your multi-level rate access code in the <SlotID> element of the HOC Request.

```
<HotelSlotData>
  <SlotIDary>
    <SlotID>
      <ID>M</ID>
      <Priority>01</Priority>
      <Data>SH</Data>
    </SlotID>
  </SlotIDary>
</HotelSlotData>
```

In the response if the rate is a negotiated rate, the response is formed similar to:

```
<HotelRate/>
<HotelCorporateDiscount/>
<!--Present if MultiLevel rate code applies to rate-->
<HotelRateDescription/>
<!--1-3 instances-->
<HotelRateDescription/>
<HotelRateDescription/>
```

If the rate is not a negotiated rate the response contains:

```
<HotelRate/>
<HotelRateDescription/>
<!--1-3 instances-->
<HotelRateDescription/>
<HotelRateDescription/>
```

After I submit the `HotelCompleteAvailability_#` request and decide which rate I want to sell, where can I find a description of the rate to show the end user?

The best place to find the rate description is in the `<RateDescription>` elements of the inside availability `HotelCompleteAvailability_#` response. For example:

```
<HotelRateDescription>
  <Desc>1K BED: BEST AVAILABLE RATE </Desc>
</HotelRateDescription>
<HotelRateDescription>
  <Desc>CLUB FLOOR NON-SMOKING: SWEET SLEEPER BED: </Desc>
</HotelRateDescription>
<HotelRateDescription>
  <Desc>CONTINENTAL BRKFST: EVENING HORS D OEUVRES: </Desc>
</HotelRateDescription>
```

For every hotel rate there are between one and three `<HotelRateDescription>` elements.

If the vendor is a Complete Pricing Plus participant, formatted data that identifies key room features that are especially important to a leisure customer are available in the Hotel Rules response. Key room data includes:

- Room view
- Meal inclusion
- Bedding configuration
- Smoking/non-smoking

You can also use the Rate Code, but only if the vendor follows the suggested rate code formats. Typically, a hotel Booking Code (BIC) is made up of six characters. The first three characters are the room type and the last three are the Room Rate Code. The Room type includes the Room Quality/Bedding Quantity/Bed Type.

Room Quality

- **A** = Deluxe
- **B** = Superior

- **C** = Standard or condominium
- **N** = Non-Smoking Room
- **D** = Moderate
- **S** = Suite

Bed Types

- **K** = King size
- **D** = Double
- **X** = Special
- **S** = Single
- **Q** = Queen size
- **T** = Twin
- **E** = Budget

Examples

For hotels, the first three characters indicate the Room and Bed Types.

- **A1K** = Deluxe room with one king-sized bed.

For condominiums and suites, the first character is 'C' or 'S', the second character is the number of rooms, and the third character the Room Type. For example:

- **C2B** = Condominium with two bedrooms, superior.
- **S1A** = Suite with one bedroom, deluxe.

An **ROH** code (Run of the House) indicates that the room type will be allocated when the traveler checks in.

The final three letters are the Room Rate codes:

- **CON** = Convention
- **FAM** = Family
- **MIL** = Military
- **PRO** = Promotional
- **ROH** = Run of the House
- **SPx** = Special (x=bilaterally agreed)
- **WKD** = Weekend
- **COR** = Corporate
- **GOV** = Government
- **PKx** = Package (x=bilaterally agreed)
- **RAC** = Rack rate
- **SRS** = Senior Citizen
- **TUR** = Tour

For example, a BIC of **A1KRAC** is a *deluxe one king bed/rack rate*.

Note: These standards are suggested. Hotel vendors do not need to comply with these standards, and often use different room rate codes.

Are rates returned per guest or per room?

Regardless of how many guests are listed in a request, the rates are returned per room per night.

How can I find the total price for the duration of the stay?

There are varying levels of hotel supplier participation. The levels of participation are:

- Hotel Supplier **does not support Approximate Total** and only returns the nightly rate in the HOC (Hotel Complete Availability) and Sell response.
- Hotel Supplier **supports Complete Pricing** and returns an Approximate Total on the HOC and HOV (Hotel Rules Display) response, but NOT in the Sell response.
- Hotel Supplier **supports Complete Pricing Plus** and returns an Approximate Total on the HOC, HOV, and the Sell response.

Within the HotelCompleteAvailability_# response, the <HotelRate> element has a child element, <PricingType>, that can have these values:

AT = Approximate Total (Complete Pricing).

AP = Approximate Total Plus (Complete Pricing Plus).

PN = Nightly Rate (Hotel supplier does not support Approximate Total).

If <PricingType> is set to **AP**, the <TotAmt> element in <HotelRate> contains the approximate total for the total stay, including not only rate changes, taxes, surcharges, and any *extra options* charges for children, cribs, extra bedding, etc., when applicable and specified in the request.

If <PricingType> is set to **AT**, the <TotAmt> element in <HotelRate> contains the approximate total for the total stay, including not only rate changes, taxes, and surcharges.

If <PricingType> is set to **PN**, the hotel supplier does NOT support Approximate Total and the <RateChgInd> element must be reviewed. A **Y** value indicates that the rate changes during the stay. In these circumstances, a follow-on rules request needs to be sent to find the total amount for the stay.

For example, the following HotelRules_# response shows the rate is \$107.00 for the first night and \$120.00 for the second night, with a total price of \$227.00.

```
<HotelRuleTypeInfo>
  <RuleTypeInd>RE </RuleTypeInd>
  <Text>10700 </Text>
</HotelRuleTypeInfo>
<HotelRuleTypeInfo>
  <RuleTypeInd>F0 </RuleTypeInd>
  <Text>STARTING 06 JUN FOR 1 NIGHT </Text>
</HotelRuleTypeInfo>
<HotelRuleTypeInfo>
  <RuleTypeInd>RE </RuleTypeInd>
  <Text>12000 </Text>
</HotelRuleTypeInfo>
<HotelRuleTypeInfo>
```

```

    <RuleTypeInd>F0 </RuleTypeInd>
    <Text>STARTING 07 JUN FOR 1 NIGHT </Text>
</HotelRuleTypeInfo>
<HotelRuleTypeInfo>
    <RuleTypeInd>RE </RuleTypeInd>
    <Text>22700 </Text>
</HotelRuleTypeInfo>
<HotelRuleTypeInfo>
    <RuleTypeInd>F0 </RuleTypeInd>
    <Text>TOTAL STARTING 06 JUN FOR 2 NIGHTS </Text>
</HotelRuleTypeInfo>

```

Where **RE** = Rate amount and **F0**=Rate comment.

From a programming perspective, the last **RE** section in the block contains the total price for the stay. There have been rare instances where the vendor does not return the total at all. To catch these instances, always look for the **TOT** string in the last RE filed to be sure it contains the total price.

Displaying all of the F0/RE fields to the user ensures that they are aware of the price.

How do I know if tax is included when the vendor is not a Complete Pricing or Complete Pricing Plus participant?

Galileo relies on the hotels to populate this information and has no real control over where tax information is stored. It can be found in the <RuleTypeInfo> element of the HotelRules_# response:

- **F0** (Rate comment field) of the total price.
- **RI** (Room rate data) field.
- **G1** (Miscellaneous) field.

Tax information can be stored in all three locations, but that is dependent upon how the specific hotel vendor stores this information. You should check all three fields for the string **TAX** and **VAT**. If it exists, pull out the entire string that is embedded between the tags.

From a programming perspective, an option is to first check the G1 and F0 fields, and if **TAX** or **VAT** does not exist in those fields, check the RI field.

```

<HotelRuleTypeInfo>
    <RuleTypeInd>G1 </RuleTypeInd>
    <Text> TAX AND SERVICE INCLUDED </Text>
</HotelRuleTypeInfo>
<HotelRuleTypeInfo>
    <RuleTypeInd>F0 </RuleTypeInd>

```

```

    <Text>APPROX-TOTAL INCL ALL KNOWN TAXES/FEES </Text>
</HotelRuleTypeInfo>
<HotelRuleTypeInfo>
    <RuleTypeInd>RI </RuleTypeInd>
    <Text> RATES ARE INCLUSIVE OF TAX AND SERVICE 10 PER CENT COMM </Text>
</HotelRuleTypeInfo>

```

How can I tell if the total rate includes breakfast?

You can see if the total rate includes breakfast in the HotelCompleteAvailability_# response in the <RateDescription> element or in the Hotel Rules response in the 'RI' (room rate data) value of the <RuleTypeInd> element. Display both of these values to the end user to ensure that the vendor-populated information on meals is visible.

If the vendor is a Complete Pricing Plus participant, the <MealPlanInd> element indicates if meal inclusion is available in the Hotel Rules response.

How do I know if a deposit or guarantee is required for a booking?

If the vendor is a Complete Pricing Plus participant, a Guarantee/Deposit indicator is included in the response of the HotelCompleteAvailability transaction.

If the vendor is not a Complete Pricing Plus participant, use a follow-up HotelRules_# transaction to determine if a deposit or guarantee is required for a booking. There are two possible scenarios:

1. Some hotels return a <RateComments> element. Set the <RetHOVIInd> to 'Y' in the follow-up request to obtain the <RateComments> element. For example:

```

<RateComments>
    <PaymentInd>G </PaymentInd>
    <CommentTypeAry>
        <CommentType>
            <Dt>20050318 </Dt>
            <Freq>T </Freq>
            <Crcy>DKK </Crcy>
            <Amt>1192500 </Amt>
            <DecPos>2 </DecPos>
            <NumNights>6 </NumNights>
        </CommentType>
    </CommentTypeAry>
</RateComments>

```

The Payment indicator is set to:

G = Guarantee required.

D = Deposit required.

The amount is specified in the <Amt> element.

2. If the hotel does not return a <RateComments> element, the hotel does not support that element. Instead, use the <RuleTypeInd> element and check for:

F2 = Guarantee.

F4 = Deposit.

The vendors are responsible for populating the <RateComments> and <RuleTypeInd> data and, in some instances, both of these elements exist. In such cases, it is often necessary to send the sell with a deposit, because deposits have a higher priority than guarantees. If the sell with a deposit fails, send the sell request again and specify a guarantee.

How can I find out the percentage commission for non-negotiated rates?

Use the HotelDescription_# transaction with the keyword "COMM" to find information about commission. The response is in free-format text:

```
<HotelDescription_#>
  <HotelDescHeader>
    <ResponseInd>P </ResponseInd>
    <PropKeywordQual>
      <Chain>BW </Chain>
      <PropID>57710 </PropID>
      <Name>BEST WESTERN THE CONNAUGHT HTL </Name>
      <KeywordCnt>0 </KeywordCnt>
      <TextLineCnt>5 </TextLineCnt>
      <BrochureCnt>0 </BrochureCnt>
      <AddrCnt>0 </AddrCnt>
      <MoreInd>N </MoreInd>
      <NextKeyword>0 </NextKeyword>
      <DBKey>0 </DBKey>
      <Offset>0 </Offset>
      <TextType/>
      <Status> </Status>
    </PropKeywordQual>
  </HotelDescHeader>
```

```

<HotelDescKeywordText>
  <TotlItemCnt>5 </TotlItemCnt>
  <TextItemAry>
    <TextItem>
      <LineType>T </LineType>
      <Text/>
    </TextItem>
    <TextItem>
      <LineType>K </LineType>
      <Text>COMMISSION </Text>
    </TextItem>
    <TextItem>
      <LineType>T </LineType>
      <Text>RATE OF COMMISSION - 8.00 PERCENT </Text>
    </TextItem>
    <TextItem>
      <LineType>T </LineType>
      <Text>TRAVEL AGENT COMMISSION IS 8 PLUS VAT FOR UK TRAVEL AGENTS, 10 </Text>
    </TextItem>
    <TextItem>
      <LineType>T </LineType>
      <Text>INCLUDING VAT FOR ALL OTHER AGENCIES. </Text>
    </TextItem>
  </TextItemAry>
</HotelDescKeywordText>
</HotelDescription_#>

```

Are the rules always returned in free-format text?

Rules are always returned in free-format text unless the vendor is a Complete Pricing Plus participant. If the vendor is a Complete Pricing Plus participant, formatted XML tags are used for:

- Room view
- Meal inclusion
- Bedding configuration

- Smoking/Non-smoking
- Guarantee/Deposit policy
- Cancellation policy
- Indicator if credentials are required
- Indicator if the rate is commissionable

How do I sell a hotel room?

Use the <HtlSegSellMods> element in the most recent version of the PNRBFManagement_# transaction to sell a hotel room. The response contains the sell confirmation number in the <ConfNum> tag. See **API Developer Notes: Creating a PNR v1.doc** for details on Creating a PNR.

Important! The majority of hotel suppliers use session control. If a reservation is ignored prior to an end transaction <EndTransactionMods>, an Ignore is sent to the supplier and the supplier session is closed so that a reservation is not held.

What if a confirmation number is not returned from my sell request?

If the <ConfNum> element is not returned, it is possible that the link to that particular vendor is experiencing difficulties. Send an <EndTransact> to proceed with the sell, and check for a confirmation number at a later time. Or, send an Ignore to cancel the sell.

How do I sell more than one room?

To sell more than one room of the same type, use the <HtlSegSellMods> element in the request, and specify that you are selling two rooms. This method results in one confirmation number for both rooms.

If you want a separate confirmation number for each room, you must send two <HtlSegSellMods> elements in your request. By default, the confirmation numbers are stored against the name of the lead passenger in the PNR. You can override this by using the 'NF' and 'NL' values within the <ID> element of the array in <HotelOptionalData> in <HtlSegSellMods>. For example, if you want to sell two rooms, but would still sell one room if two were not available, you need two confirmation numbers.

Will I receive a new confirmation number if I modify a hotel segment?

Typically, a new confirmation number is not sent for modifications to a hotel segment. However, if you modify primary fields such as booking code, dates, or number of rooms, you could receive a new confirmation number. Each hotel's Central Reservation System is different.

If you modify Optional Fields, such as credit card, name, address, and telephone number, you do not receive new confirmation numbers. If the link is active, you can assume that your request was received by the vendor, but you do not have a guarantee that the vendor has received or acted upon your modify request.