

1. I have trouble Authenticating with the API.

a. Sample Error Response

```
<?xml version='1.0' standalone='yes'?>
<promotions>
  <fault code="403"
    string="Forbidden" />
</promotions>
```

b. How do I resolve this?

- i. Share your Machine Accounts with your CAM or send a mail to connectivity@booking.com
- ii. We will enable access to the Promotions API and getPromotions API
- iii. You will receive a confirmation e-mail from us within X hours and post this you should be able to Authenticate with the API

Both

2. I am facing issues while creating and updating promotions successively, either *authorization required* or *forbidden error* is thrown. I get success response later only after retrying several times.

a. Sample Error Response

```
<?xml version='1.0' standalone='yes'?>
<promotions>
  <fault code="401"
    string="Authorization Required" />
</promotions>
```

b. Why is this happening?

This response is due to Invalid Username or Password provided in the Request.

c. How do I resolve this?

- i. Please check your password and whether you allow special characters or not.
- ii. An alternative of providing Username/Password in the request body, is to be use Basic Authentication and Provide Authentication Header.

Specs , remove from FAQ

3. If the property creates Deals that are overlapping, does the guest receive discount from both Deals?

Incase the property creates Deals that are overlapping, only the cheapest Deal will be visible to the Guest and the guest would receive discounts only from the cheapest deal.
FAQ

4. I want to understand what Deals are being used by my properties already.

The “GetPromotions” API will help you retrieve all the Active and Inactive Promotions created for a Property either via the Extranet and/or the XML calls.

You can use this to get an idea of the following parameters:

- Which property has created Promotions?
- What kind of promotions (Basic, Last Minute, Early Booker etc.) are being created?
- What is the performance (Count of Bookings, Revenue, and cancellations) of the Promotion?

Remove FAQ

5. What does the “CC Required” option mean? If it is set to true, does it mean that CC is required and is going to be charged as well?

- a. If the CC Required option is set to ‘1’, then the guest will have to provide a Credit Card to make the booking. CC is only required but this doesn’t mean it will be charged.
- b. If the CC required option is set to ‘0’, then the guest is not prompted to enter his Credit Card details.

Remove FAQ

6. I am getting an Invalid Rate ID error where as I am getting this Room ID and Rate Plan ID from Import Room function so the room must exist.

a. Sample Error Response

```
<?xml version='1.0' standalone='yes'?>
<promotions>
  <fault code="400">
    <string>Invalid Rate id= 9711390</string>
  </fault>
</promotions>
```

b. How do I resolve this?

One of the two conditions might not be satisfied because of which you see the error.

- i. There should be an active mapping between the Room and the Rate.
- ii. The Parent Rate on which the Promotion is being created should be active
- iii. To view the status of a rate, you can use the B_XML Rate Call adding adding <show_rates_status> 1 </show_rates_status> and check the status.

FAQ or trouble shooting

7. Can I modify all or only some of the fields while using the Update Promotions functionality?

All fields sent to us will be considered and used to update the Promotion accordingly. If you choose to send only some of the fields, only these will be updated.

Remove from FAQ

8. Why am I unable to see any separate Tagging for the Promotion on the Booking.com website or App?

Last Minute Deals are the only Deals which are tagged differently for guests on the Booking.com website or App. Basic Deal and Early Booker Deal are shown but not tagged.

Keep in FAQ

9. How are restrictions on the Parent Rate applied to Promotions?

Promotions will always follow the Parent Rate for Price, Policies, Meal Plans and Derived Prices. The most restrictive condition however will be applied in the case of Restrictions, Channel and Closed/Open Dates.

A few examples to illustrate the above:

- i. If parent rate has Minimum Length of Stay (LOS) restriction of 3, and the Promotion has a min. LOS of 5, then LOS of 5 will be applied.
- ii. If Parent rate has a release time of 1 day, the promotion will copy that release time. Unless the promotion has been specified with a different release time.
- iii. The promotion will always follow Closed Dates - if the parent rate is closed, promotion is closed as well.
- iv. If the promotion is active and the Parent rate is opened, the promotion is open for that date.

Keep in FAQ

10. What is the difference between the Book Start/End date and the Stay Start/End Date?

The Book Start date defines the start date from when the promotion is applicable on Booking.com. The Stay Start date defines the start date from when the promotion is applied for a reservation.

Please note that the Book Start/End date is available as a parameter only in the case of a Basic Deal. For an Early Booker Deal, you can define the number of days before which the deal is applicable.

Check if specs are clear remove from FAQ

11. I am unable to setup a Secret Deal.

a. Sample Error Response

```
<?xml version='1.0' standalone='yes'?>
<promotions>
  <fault code="401"
    string="Authorization Required" />
</promotions>
```

b. How do I resolve this?

To receive all the additional benefits of a Secret Deal, properties need to configure a minimum discount of 10%.

Improve error message, add note in specs

12. I am confused about the Promo ID given as a response in the Update/Delete/Retrieve endpoint.

The endpoint will not be able to retrieve the historical details of a single promotion, you will only be able to update or retrieve the latest updated version of the Promotion.

Remove from FAQ

13. I get an response with value '-1' as a response in the GetPromotions API. What do I do?

We recommend to ignore all responses with value '-1- for display as they aren't applicable for the performance of the Promotion.

Make a call, if not sure keep at both places

14. Why do I see 'Invalid promotion id' error when I try to update or delete a promotions?

A new promotion id is created every time a promotion is updated. Please use the latest promotion id when trying to update, delete or retrieve promotion details. If you use an older promotion id, this will result in 'Invalid promotion id' error.

Make a call, if not sure keep at both places

15. How do I deactivate a promotion?

Please use the delete request to deactivate a promotion.

Sample request url -

DELETE https://supply-xml.booking.com/hotels/xml/promotions?id={promotionID}&hotel_id={hotelID}

You can refer to 'deactivate a promotion' tab in specs for more details. Please do not set active = 0 in 'Activate a promotion' request to deactivate a promotion. We currently do not support this.

Make the specs clear

16. How does creating promotions with multiple rates and rooms work?

When you pass multiple rates and rooms in the create promotions request, we will create Promotions for all valid combinations of rate and rooms.

For example if the following rooms and rates are sent via the create promotion request:

```
<rooms>
  <room id="1423432"/>
  <room id="325436"/>
</rooms>
<parent_rates>
  <parent_rate id="756878"/>
</parent_rates>
```

```
<parent_rate id="543754"/>
</parent_rates>
```

Promotions API will try to create promotions for all possible combinations of room id and parent_rate_id passed in request.

If valid room id, rate id combination are room id "1423432", parent_rate id "756878" and room id "325436", parent_rate id "543754", then promotions will be created for these two valid room id, parent_rate id combinations.

Keep in specs, clarify that you may create too few or too many created