

**RENTALS UNITED**  
MORE BOOKINGS. LESS WORK.

# STEP BY STEP

HOW TO CONNECT TO

 **tripadvisor Rentals<sup>®</sup>**

# TripAdvisor

## Who are they?

Tripadvisor is the world's largest travel community. With Rentals United's connection with Tripadvisor, your rentals will automatically be pushed to Flipkey, Holiday Lettings, Niumba and VacationHomeRentals. You will be distributed to all sites and cannot select.

## What is synchronized?

- Rates
- Availability
- All static content such as amenities, description, photos, etc.

The connection is a 2-way sync. Bookings will block your calendar in Rentals United and your PMS.

**Please note:** your existing content in TripAdvisor will be overwritten by the content you have in RU whenever you change your prices in RU or in your PMS. Please make sure your property info is correct in RU. You can log into your TripAdvisor dashboard and select what you wish RU to overwrite in every synch. See more on pages 16-17

# How it works

## Booking process

When you get a booking, Rentals United will send you a booking notification. The booking will block your Rentals United and PMS calendars. You need to arrange the check-in details directly with the guest. Tripadvisor will send you the full details.

You are allowed to cancel, but a cancellation fee may apply. TripAdvisor will decide on per-case basis.

## Commission

The channel takes their commission of 3% from the rates they receive from Rentals United.

## Payment process

TripAdvisor charges the guest and will pay you 24 hours after check in to Paypal or via Bank Transfer

## Cancellation policy

You need to select one of TripAdvisor's 9 cancellation policies from your dashboard in TripAdvisor

# How it works

## Price model

TripAdvisor can accept Price per night and price per guest charged per person and night.

## Requests

Requests from guests can only be read in Rentals United. You need to answer and convert directly in Tripadvisor. If converted to a booking it will synch to Rentals United and your PMS.

## Discount and Last minute deals

TripAdvisor currently doesn't support any discounts or last minute deals

## Changeover and minimum stay

TripAdvisor can calculate and display minimum stay. At the moment, changeover days can not be sent.

## Extra Fees and Taxes

TripAdvisor only supports static fees, eg fees can't be calculated based on other variables in the booking process. All taxes will be displayed.

# Connection Process

- **New clients:** sign an agreement with TripAdvisor here: <https://rentals.tripadvisor.com/insights/get-startedcontact>  
[pmsales@tripadvisor.com](mailto:pmsales@tripadvisor.com)
- A Sales Manager will contact you within 1 week to sign a contract, set up an account and connection. If you haven't heard back from TripAdvisor after a week please reach out directly to [pmsales@tripadvisor.com](mailto:pmsales@tripadvisor.com) and ask for your status.
- When you have a signed agreement TripAdvisor will provide you with an Owner ID. Save it as you will need to enter it in Rentals United to authorize the connection.
- **Existing clients:** email [pmsupport@tripadvisor.com](mailto:pmsupport@tripadvisor.com) with your TripAdvisor Owner ID and request a new software connection via Rentals United.
- TripAdvisor will transfer your existing account to the new connection and help with mapping your existing properties together with your Rentals United properties. This takes 1 week pending no technical issues. If you have questions at this stage, please communicate directly with [pmsupport@tripadvisor.com](mailto:pmsupport@tripadvisor.com).
- When the connection is activated, the content you have in RU will overwrite the content you have in TripAdvisor, but you will **keep your reviews!**

# Connection Process

## General Requirements

Properties that don't meet these requirements may be rejected by TripAdvisor. Rejections will be shown as errors in RU. You will need to update what is missing and then re-push your details. See more on page 18 .

1. Your Company profile in Rentals United needs to be filled in
2. A good property title without numbers and non latin characters
3. Full address and location
4. 10 photos in min size 1024 x 683 px
5. 10 amenities
6. Description with a minimum of 300 characters
7. Number of guests, bedrooms and bathrooms needs to be specified
8. Bedding info in each room eg; single bed, double bed, etc
9. Full arrival instructions for the guest; check in hours, phone number and email address
10. Prices and availability

# Connection Process

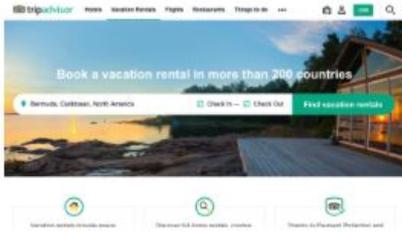
## Specific Requirements

1. You need a minimum 5 properties to connect
2. You need to set up a Payment method in your TripAdvisor dashboard in order for your properties to go live.
3. Kitchen is mandatory
4. Check-in cannot be later than 23:00
5. The first photo in the list is the cover photo, and must be in landscape format.
6. The coordinates provided must be located within 250 meters of the map pin generated by the address.
7. Tourist license number and expiration date is mandatory for these locations:
  - a. Cantabria (Spain)
  - b. Balearic Islands (Spain)
  - c. Catalunya (Spain)
  - d. San Francisco (USA)

# How to connect

Go to Add channels in Rentals United and add TripAdvisor

## TRIPADVISOR



**Accepting properties in:**

**Channel commission:**

**Cancellation used:**

**How do I get paid:**

**Minimum rentals n# needed:**

**N# of Websites:**

**What is synchronised:**

Worldwide

3% taken from your rates

Yours

The channel pays out the total amount

You must have at least 5 properties

3 websites



[More info](#)

[+ ADD CHANNEL](#)

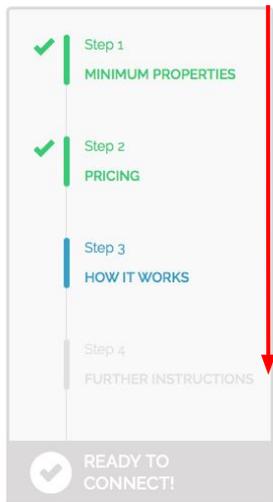


# How to connect

Go through the 5 steps in their checklist. Read and accept their Terms and Conditions.

## GET CONNECTED TO 'TRIPADVISOR '

Follow the steps to connect to this website. Read carefully



### How It Works

#### Synchronisation

Your calendars, prices, property information and photos will be synchronised with the Channel. Bookings coming from the Channel will block your RU and/or PMS calendar.

#### Commissions

TripAdvisor will charge their commission of 3% from the rates received via Rentals United. You need to mark up if you want to cover for the commission.

#### Confirmations

TripAdvisor sends confirmation to the client and to you. You must arrange check-in details yourself.

#### Cancellations

You need to select one of TripAdvisor's 9 cancellation policies from your dashboard in TripAdvisor.

#### Payments

TripAdvisor charges the guest and pay you 24 hours after guest checks in

#### Deactivation

If you deactivate or delete a property in Rentals United or in your PMS it will automatically be removed from channel after 24 hours

NEXT

[Connect to another channel](#)

# How to connect

When you sign an agreement with TripAdvisor, they will give you your Account ID. You will need to enter it in Rentals United to link and validate the connection. Finish by connecting your properties. You can connect them all or choose which properties to connect.

Step 4  
HOW IT WORKS

Step 5  
FURTHER INSTRUCTIONS

 READY TO CONNECT!

2. Scroll down to "Manage 5 or more properties" In the Form, add Rentals United as your Property Management software
3. A TripAdvisor Sales Manager will contact you within 1 week to sign a contract, set up an account and connection. If you haven't heard back from TripAdvisor after a week please reach out directly to [pmsales@tripadvisor.com](mailto:pmsales@tripadvisor.com) and ask for your status.
4. Once completed TripAdvisor will email your Account ID, please add your ID below to link your TripAdvisor Account together with your Rentals United account.
5. When your accounts have been successfully linked together you can connect your properties.
6. TripAdvisor will review your content. If information is missing, they will send an error report to your TripAdvisor and Rentals United account. If you don't understand the errors you need to contact [pmsupport@tripadvisor.com](mailto:pmsupport@tripadvisor.com) directly so they can explain what needs to be updated.

TripAdvisor Network Account ID

LINK ACCOUNTS

CONNECT

CHOOSE WHICH PROPERTIES TO CONNECT

# How to connect

After you have connected your properties, you will be able to see the connection in "My Channels", "Property settings". In your connection list, you will see the properties that are connected with a green checkmark.

 **TRIPADVISOR**  
Connected ^ ✕

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 **tripadvisor Rentals**

|                             |                                       |  |
|-----------------------------|---------------------------------------|--|
| Connection Date:            | 30/01/2018                            |  <b>T&amp;C</b>           |
| N# of Properties Connected: | 6 out of 6                            |  <b>PROPERTY SETTINGS</b> |
| N# of Bookings Received:    | 0                                     |  <b>ACCOUNT SETTINGS</b>  |
| Channel Commission:         | 3% taken from your rates              |  |
| Cancellation Used:          | yours                                 |  |
| How Do I Get Paid:          | The channel pays out the total amount |  |
| Channel Contact:            | pmsupport@tripadvisor.com             |  |

|  |           |            |        |     |   |   |
|--|-----------|------------|--------|-----|---|---|
| Beautiful 2 Bed Apartment By NaturalHis...<br>London | 137527286 | Create New | - 0% + | GBP |  | <a href="#">Push details</a>   <a href="#">deactivate</a> |
| Cosy Spacious Studio Next To Pimlico St...<br>London | 137527286 | Create New | - 0% + | GBP |  | <a href="#">Push details</a>   <a href="#">deactivate</a> |

# Errors

TripAdvisor may reject your properties if the content doesn't meet their criteria. This will show as errors in RU in "My channels"

 **TRIPADVISOR**  
Connected with 10 errors ^ X

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 **tripadvisor Rentals**

|                             |                                       |                                     |
|-----------------------------|---------------------------------------|-------------------------------------|
| Connection Date:            | 13/04/2018                            | <a href="#">✓ T&amp;C</a>           |
| N# of Properties Connected: | 20 out of 25                          | <a href="#">🏠 PROPERTY SETTINGS</a> |
| N# of Bookings Received:    | 0                                     | <a href="#">✗ CHECK ERRORS</a>      |
| Channel Commission:         | 3% taken from your rates              | <a href="#">⚙️ ACCOUNT SETTINGS</a> |
| Cancellation Used:          | the channel                           |                                     |
| How Do I Get Paid:          | The channel pays out the total amount |                                     |
| Channel Contact:            | pmsupport@tripadvisor.com             |                                     |

# Error handling

Read what the error says as most errors are due to content not meeting TripAdvisor's criteria. In the cases below, you will need to update your content in RU or in your PMS and then simply re-push your property.

**ADDRESS\_LAT\_LONG\_DISCREPANCY** - means that the address and coordinates don't match

**PAYMENT\_METHOD** - not set in the channel, you need to add it into your TripAdvisor dashboard

**DESCRIPTION** - missing or too short

**TITLE** - invalid name, probably too many numbers or forbidden non latin characters éñåö etc...

**BEDS** - bedding doesn't match the number of guests

**POSTAL\_CODE** - missing or not matching the address

**TripAdvisor rate limit reached** - your property was not properly connected. Click "Fix selected errors" to repush

**Error connecting property xxx to external property xxxx** - your property was not properly connected. Click "Fix selected errors" to repush

# Error handling

When you have corrected your property content, go back to My channels "Check errors" and select "Fix selected errors". Your properties will be re-pushed to TripAdvisor. Login later and and double check that the errors are gone.

## TRIPADVISOR ERROR MANAGER

Manage and fix errors from all of your rates.

**FIX SELECTED ERRORS**



**10 errors selected**

|                                     |  |          |         |                        |  |
|-------------------------------------|--|----------|---------|------------------------|--|
| <input checked="" type="checkbox"/> | Joya Cyprus<br>Nightingale Garden<br>Apartment | Standard | Kyrenia | 13/04/2020<br>00:00:00 | 13/04/2018 09:32:31<br>- Type: 0<br>Type: 280648<br>E: ACTIVATION - Validation failures prevented<br>publishing ACTIVATION (POSTAL_CODE) |
|-------------------------------------|--|----------|---------|------------------------|--|

# Error handling

If you see these errors please reach out to [pmsupport@tripadvisor.com](mailto:pmsupport@tripadvisor.com) for help, as Rentals United cannot help you with these errors. Provide TripAdvisor with your Account ID number, Property name and copy the error message in.

NOT\_FOUND

FORBIDDEN

DEFAULT\_PRICE violation

MINIMUM\_STAY violation

FORBIDDEN","tracing\_id

LOCATION violation

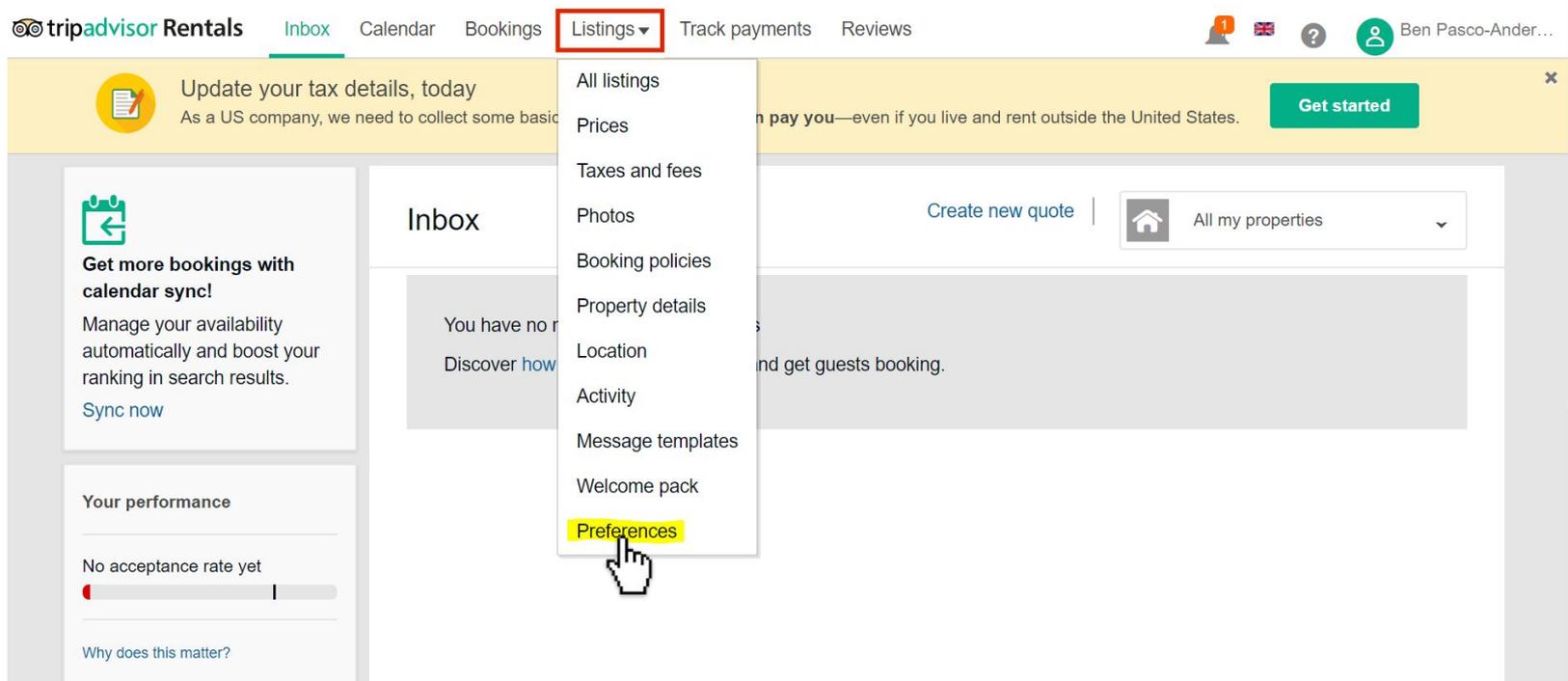
OWNER\_IN\_DEMO\_STATE

MAX\_GUESTS violation

INACTIVE\_DUE\_TO\_DECLINED\_BOOKING\_REQUEST violation

# Synch options

Your existing content in TripAdvisor will be overwritten with the content you have in RU, whenever you change your prices in RU or in your PMS. If you don't want this you can login to your TripAdvisor dashboard and select what you wish RU to overwrite. Go to: **Listings** and **Preferenes**



The screenshot shows the TripAdvisor Rentals dashboard. The navigation bar includes 'tripadvisor Rentals', 'Inbox', 'Calendar', 'Bookings', 'Listings' (highlighted with a red box), 'Track payments', and 'Reviews'. A user profile for 'Ben Pasco-Ander...' is visible in the top right. A yellow banner at the top contains a notification about updating tax details and a 'Get started' button. The main content area features a 'Create new quote' button and a dropdown menu for 'All my properties'. A 'Listings' dropdown menu is open, listing various options: 'All listings', 'Prices', 'Taxes and fees', 'Photos', 'Booking policies', 'Property details', 'Location', 'Activity', 'Message templates', 'Welcome pack', and 'Preferences' (highlighted in yellow with a hand cursor pointing to it). On the left side, there are sections for 'Get more bookings with calendar sync!' and 'Your performance'.

# Synch options

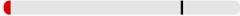
Select in the list what you want Rentals United to update in every synch. "Yes" means the synch is on and "No" means it's turned off.



**Get more bookings with calendar sync!**  
Manage your availability automatically and boost your ranking in search results.  
[Sync now](#)

**Your performance**

No acceptance rate yet



[Why does this matter?](#)

## Preferences

Control which parts of your account are updated automatically from the source you provided to us.

Want to change something, or need help troubleshooting your listing info? Contact us: [propertymanagers@tripadvisor.com](mailto:propertymanagers@tripadvisor.com)

| SECTION            | FOUND ON         | AUTO-UPDATE  |
|--------------------|------------------|---|
| Calendar           | Calendar         | <input type="button" value="Yes"/>  |
| Base rate          | Rates            | <input type="button" value="Yes"/>  |
| Seasonal rate      | Rates            | <input type="button" value="No"/>   |
| Currency           | Rates            | <input type="button" value="Yes"/>  |
| Taxes              | Taxes and fees   | <input type="button" value="Yes"/>  |
| Fees               | Taxes and fees   | <input type="button" value="Yes"/>  |
| Photos             | Photos           | <input type="button" value="Yes"/>  |
| Damage deposit     | Booking policies | <input type="button" value="Yes"/>  |
| Guest Requirements | Booking policies | <input type="button" value="Yes"/>  |



# Changes

If you have updated your property content in RU you need to re-push it to TripAdvisor. Go to your connection list, select property and remember; if you want to push over new content for example, new photos, the photo synch needs to be enabled to "Yes" in your TripAdvisor dashboard.

## TRIPADVISOR CONNECT PROPERTIES

Connect the properties you have in TripAdvisor and decide on scaling.

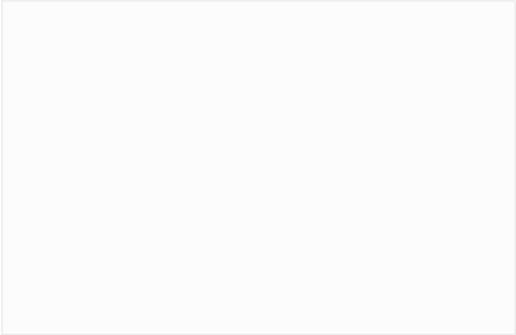
connect all disconnected properties ▾ **APPLY** 20 properties | Show 10 | 50 | 250 << < 1 of 2 > >>

| Property Name ▾   | Account Name                  | External Name                 | Scaling %                     | Currency   | Status      | Actions   |
|---|-------------------------------|-------------------------------|-------------------------------|------------|-------------|---|
| <input type="text" value=""/>                                       | <input type="text" value=""/> | <input type="text" value=""/> | <input type="text" value=""/> | Show all ▾ | Connected ▾ |   |
| <a href="#">Joya Cyprus Diamond Deluxe Penthouse...</a><br>Kyrenia  | 2895170 ▾                     | <id 1675916> ▾                | - 3% +                        | EUR        | ✓           | <a href="#">Push details</a>   <a href="#">deactivate</a> |
| <a href="#">Joya Cyprus Majestic Penthouse Apartm...</a><br>Kyrenia | 2895170 ▾                     | <id 1691125> ▾                | - 3% +                        | EUR        | ✓           | <a href="#">Push details</a>   <a href="#">deactivate</a> |

# Connect multiple accounts

Add more TripAdvisor accounts to Rentals United. Go to "My Channels" Account Settings. Add your additional Account ID. You need to ask TripAdvisor for all your ID's.

 **YOUR TRIPADVISOR ACCOUNT DETAILS**  
See your TripAdvisor accounts here 



2895170  **CONNECTED** [edit](#)

OwnerID:

In case you already have an account in Tripadvisor, enter your  
Tripadvisor OwnerID

**ADD ACCOUNT** 

# Connect multiple accounts

After adding your additional account(s), go to “Property Settings” to access your TripAdvisor connection list. Follow the 3 steps below.

1. Select the Account ID where the property should go to.
2. Leave as “Create new”
3. To push over your property click on “Activate”

|   |           |               |         |     |   |   |
|---|-----------|---------------|---------|-----|---|---|
| DOBO ROOMS MANOTERAS I<br>Madrid          | 165660663 | RU ID 1688694 | - 10% + | EUR | ✓ | <a href="#">Enviar datos</a>   <a href="#">desactivar</a> |
| DOBO ROOMS MONCLOA<br>Madrid              | 165660663 | RU ID 1688671 | - 10% + | EUR | ✓ | <a href="#">Enviar datos</a>   <a href="#">desactivar</a> |
| DOBO ROOMS PLAZA MAYOR COMFORT<br>Madrid  | 165660663 | Crear nuevo   | - 10% + | EUR | ✗ | <a href="#">3</a><br><a href="#">activar</a>              |
| DOBO ROOMS PLAZA MAYOR EXCLUSI.<br>Madrid | 165660663 | RU ID 1688579 | - 10% + | EUR | ✓ | <a href="#">Enviar datos</a>   <a href="#">desactivar</a> |
| DOBO ROOMS RELATORES 2<br>Madrid          | 41346118  | RU ID 1688666 | - 10% + | EUR | ✓ | <a href="#">Enviar datos</a>   <a href="#">desactivar</a> |

# Disconnect a property

If you want to disconnect a property, you will need to do it in Rentals United and not in the channel. The property will be automatically removed from the channel in the next synch.

Go to "My Channels" and click on "Property settings" for TripAdvisor. In your connection list you can deactivate the property you wish to remove.

|  |             |              |        |     |   |   |
|--|-------------|--------------|--------|-----|---|---|
| <a href="#">Beautiful 2 Bed Apartment By NaturalHis...</a><br>London | 137527286 ▾ | Create New ▾ | - 0% + | GBP | ✓ | <a href="#">Push details</a>   <a href="#">deactivate</a> |
| <a href="#">Cosy Spacious Studio Next To Pimlico St...</a><br>London | 137527286 ▾ | Create New ▾ | - 0% + | GBP | ✓ | <a href="#">Push details</a>   <a href="#">deactivate</a> |
| <a href="#">Luxury Apartment Nell Gwynn House 420</a><br>London      | 137527286 ▾ | Create New ▾ | - 0% + | GBP | ✓ | <a href="#">Push details</a>   <a href="#">deactivate</a> |