

RENTALS UNITED
MORE BOOKINGS. LESS WORK.

**STEP BY
STEP**

HOW TO CONNECT TO

Booking.com

How it works - Self build

Property created in Booking.com

If you already have your property uploaded in Booking.com, you only need to synch your calendar, rates and minimum stay with RU. When the synch is activated, the rates and calendar you have in RU will **overwrite** your existing info in Booking.com. Going forward, you will manage your calendar and rates from RU only.

Price per guest

If you have price per guest in Booking.com you will need to have Extra price per guest in Ru too. Unsure of what price model you have in Booking.com? See more info on [page 5-6](#)

Existing reservations

RU can't import previous bookings made before connecting with us. Please make sure that your RU/PMS calendars are fully update with these reservations.

Extra fees and taxes

Since you uploaded your property in Booking.com, you need to add taxes and extra fees directly in your Booking.com extranet. Double check that you added this before activating the connection.

Bookings

You have to accept all bookings, RU cannot cancel a reservation on your behalf. Only the guest can cancel a booking and once it's been cancelled in Booking.com it will automatically be removed in RU and your PMS. Alternatively, if the credit card is invalid or there is a no show, you can also cancel the reservation.

Payment

You need to charge the guest yourself; you can find the credit card details in the Booking details in RU, which will be stored for 10 days.

Property Content

If you need to change your content, eg photos, amenities etc you need to do this directly in Booking.com since you uploaded your property there.

Step by step- How to connect to Booking.com

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1. Booking.com rate models

You need to have the same price model in RU as you have set up in Booking.com. This is how you check your price model in Booking.com

Price per night model

May 2018										Jun 2018													
	Tue 15	Wed 16	Thu 17	Fri 18	Sat 19	Sun 20	Mon 21	Tue 22	Wed 23	Thu 24	Fri 25	Sat 26	Sun 27	Mon 28	Tue 29	Wed 30	Thu 31	Fri 01	Sat 02	Sun 03	Mon 04	Tue 05	Wed 06
Room Status	*	*	*	*	*	*	*	*							*	*				*			
Rooms to Sell	1	1	1	1	1	1	1	1	0	0	0	0	0	0	1	1	0	0	0	0	1	0	0
Net Booked	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Standard Rate	*	*	*	*	*	*	*	*							*	*				*			
Price	354	354	354	379	379	354	354	464	464	464	488	488	464	464	464	464	464	488	488	464	464	464	464
Single use rate per night																							
Minimum Length of Stay	2	2	2	2	2	2	2	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3
Policies	Partially r...																						

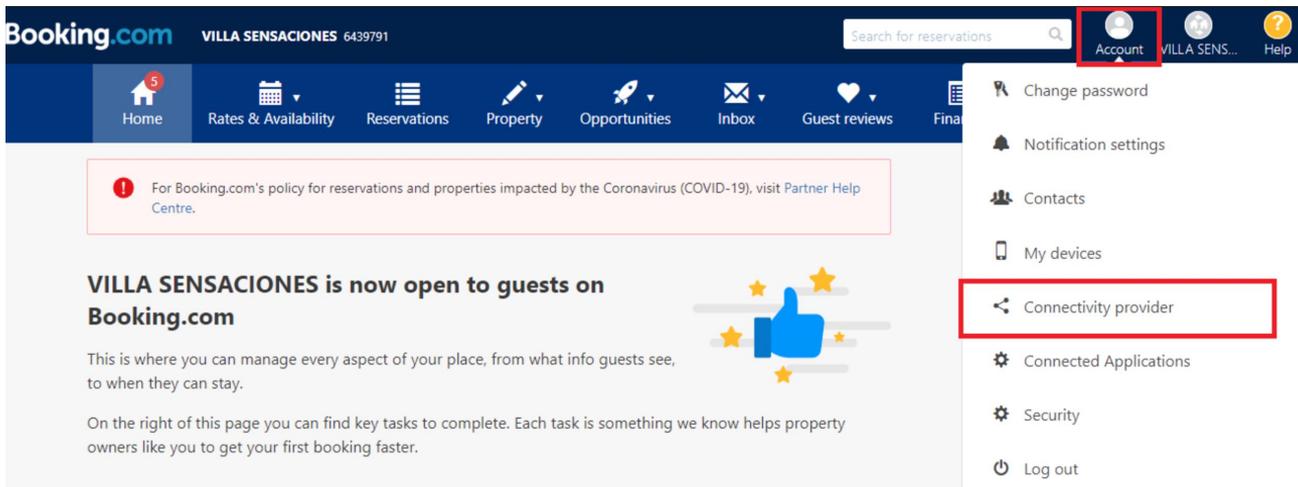
Price per guest model | “derived” occupancy rates

Luxury Spanish Water View 2 Bedroom 2 Bathroom Apartment (Room ID: 106224501)

	Mar 2018							Apr 2018						
	Thu 22	Fri 23	Sat 24	Sun 25	Mon 26	Tue 27	Wed 28	Thu 29	Fri 30	Sat 31	Sun 01	Mon 02	Tue 03	Wed 04
Room status	*	*						*						
Rooms to sell	1	1	0	0	0	0	0	1	0	0	0	0	0	0
Net booked	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Standard Rate	*	*						*						
Price  x 4	168	168	168	168	168	168	168	168	168	168	168	168	168	168
Price  x 3	153	153	153	153	153	153	153	153	153	153	153	153	153	153
Price  x 2	138	138	138	138	138	138	138	138	138	138	138	138	138	138

Contact Booking.com to set up these “derived” occupancy rates!

2. Activate connection in Booking.com



The screenshot shows the Booking.com user interface. At the top, the 'Account' menu is open, with 'Connectivity provider' highlighted in a red box. The main navigation bar includes Home, Rates & Availability, Reservations, Property, Opportunities, Inbox, Guest reviews, and Final. A notification banner at the top left states: 'For Booking.com's policy for reservations and properties impacted by the Coronavirus (COVID-19), visit Partner Help Centre.' Below this, a section titled 'VILLA SENSACIONES is now open to guests on Booking.com' features a thumbs-up icon and a list of tasks to complete, including 'Connectivity provider', 'Connected Applications', 'Security', and 'Log out'.

1. Login to Booking.com. Go to your account in the top menu. Select Connectivity Provider.

2. In the next step, search for "Rentals United" or "Rentals United LOS" (depending on your pricing model) and click Next.

RU only syncs rates, availability & reservations.

Search for a provider

Enter the name of your connectivity provider in the following box, or choose a recommended provider from the list below. If your provider isn't listed here, please contact them for assistance.

Rentals United

Rentals United

Premier

99.97% Connection Quality

More details

Next

Select features to integrate with the channel manager



Content and photos

Manage property photos, facilities, policies, contact details, as well as room types, sizes, amenities, and photos



Reservations

Manage your existing and future reservations



Rates and availability

Manage the rates and availability for your property



XML service agreement

I have read, accepted and agreed to the [terms and conditions](#).

Your XML Service Agreement with [Booking.com](#)

Between:

Booking.com B.V., Herengracht 597, 1017CE Amsterdam, the Netherlands ("**Booking.com**").

And You, The Accommodation

Property name:

Have agreed as follows:

XML Service Schedule

This Agreement is subject to and governed by the XML Service Schedule (the "Terms and conditions"). The Accommodation declares to be read in conjunction therewith.

The XML Service Agreement and XML Service Schedule forms an integral part of the accepted Accommodation Agreement and shall be read in conjunction therewith.

I have read, accepted and agree to the [Terms and conditions](#)

A copy of this agreement will be sent to you via e-mail

[Request connection](#)

[Go back](#)

Your connection with Rentals United will remain active until you activate your connection with Rentals United

1. Scroll down until you can tick the Terms and Conditions box.

2. Then, click on "Request connection".



Status of the connection request: Waiting for provider confirmation

We're currently waiting for Rentals United confirmation to activate the connection with you. Rentals United should map all rooms and rates before the connection gets activated.

[Reset connection request](#)

Summary of your pending request:

- Rentals United is the connectivity provider handling your connection
- The requested type of connection: Reservations, Rates and Availability, Content
- This connection request was submitted on 2020-05-15 10:18:00 at 2020-05-15 10:18:00

Next steps:

- Rentals United will map all your rooms and rates in their system
 - Once mapping is complete, Rentals United will confirm that they're ready to establish the connection
- Don't connect me automatically to the provider. Send me instructions to activate my connection manually by email on
- Connect me automatically to the provider. Send me a confirmation email on _____ once the connection is active.

Save

Note: your calendar should be automatically imported when your connection is activated.

If you have several properties to connect to RU, please follow the instructions in [this guide](#) to send connection requests in bulk.

We accept connection requests on hourly basis from Monday to Friday. Contact us using our [Support Form](#) if you need it done immediately.

XML connection currently active (Rentals United)

Your connection is currently active with IT provider: Rentals United. This connection was activated on: 2020-06-29 10:14:26

Should you have any questions regarding the connection, please contact us through your [extranet inbox](#).

[Switch to a new channel manager](#)

[Deactivate](#)

Premier 99.99% Connection Quality

✔ What's available?

Reservations

Manage your existing and future reservations

[View and update reservations and cancellations](#)

[Report invalid credit card](#)

[Cancel due to invalid credit card](#)

[Report stay changes](#)

[Re](#)

[No show commission waiver](#)

You will be notified via email when we accepted your connection request(s).

Follow the instructions in the next slides to finish the connection.

3. Add Booking.com in RU

To check before you start:

1. Make a note of your Hotel ID from Booking.com Extranet - you will need to enter it in RU. Please note, if you see 01,02,03 etc in the end of your ID please remove them. For example, Hotel ID 123232701 needs to be entered as 1232327 in RU.

Go to My Services and add Booking.com

BOOKING.COM



Accepting properties in:

Channel commission:

Cancellation used:

How do I get paid:

Minimum rentals n# needed:

N# of Websites:

What is synchronised:

Worldwide

12-18% taken from your rates

The one you set on the channel

You need to charge the client yourself

you must have at least 1 property

2 websites



[More Info](#)

[+ ADD CHANNEL](#)



4. Connect in RU

Go through all the 4 steps in the Booking.com checklist. Download and read this PDF. Continue to your connection list to import and map your property..

GET CONNECTED TO 'BOOKING.COM'

Follow the steps to connect to this website. Read carefully

✓ Step 1
MINIMUM PROPERTIES

✓ Step 2
PAYMENT

✓ Step 3
HOW IT WORKS

Step 4
FURTHER INSTRUCTIONS

✓ READY TO CONNECT!

Further instructions

Connect your account with Booking.com

Do you have an account in Booking.com?

YES NO

Are your properties already uploaded in Booking.com?

YES NO

If **no** property is already uploaded in Booking.com
You just need to activate the synch and map it to same property in Rentals United.

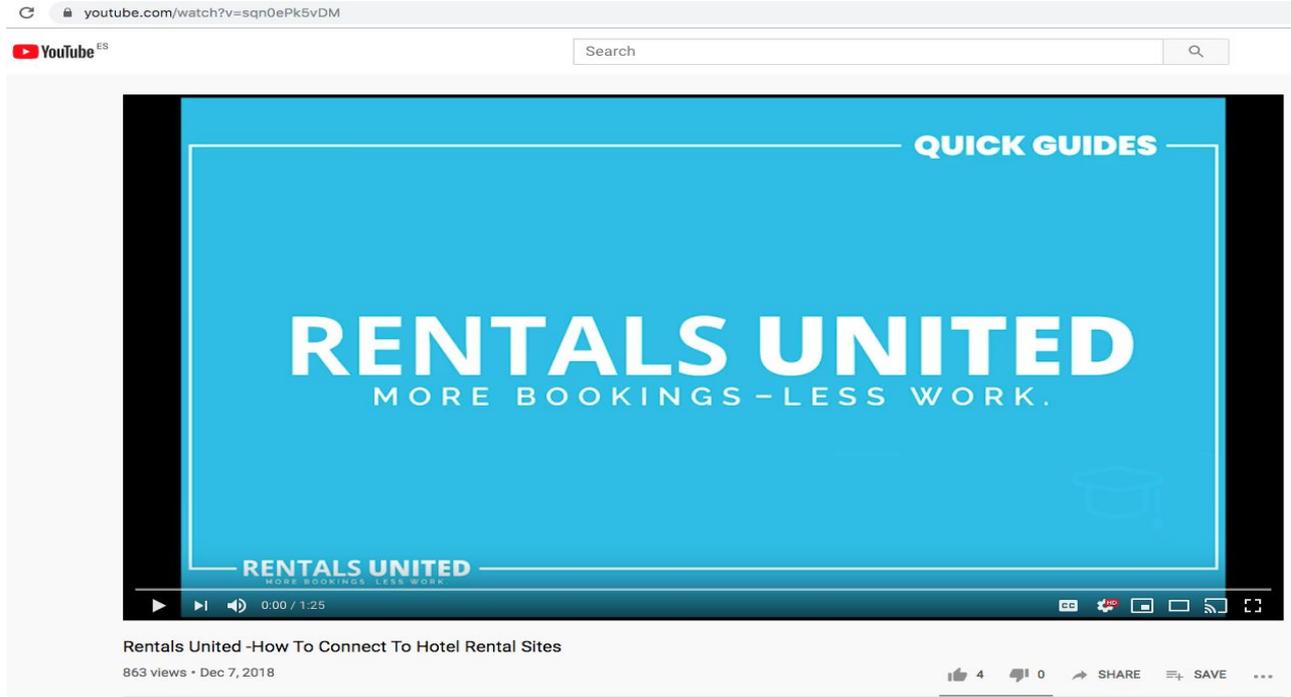
In the next step you will activate and map properties. In order to do this you first need to download and read the **Connection PDF**. follow the instructions carefully.

[DOWNLOAD CONNECTION PDF](#)

Watch this video

<https://www.youtube.com/watch?v=sgn0ePk5vDM>

It shows how to map your Hotel channel property in Rentals United. This will enable the sync of rates & availability to the channel.



The image is a screenshot of a YouTube video player. The browser's address bar at the top shows the URL "youtube.com/watch?v=sgn0ePk5vDM". The YouTube logo is visible in the top left corner of the player interface. A search bar is located in the top right. The video content is a blue title card with the text "QUICK GUIDES" in the top right corner, "RENTALS UNITED" in large white letters in the center, and "MORE BOOKINGS - LESS WORK." below it. At the bottom of the card, the Rentals United logo and tagline are repeated. The video player controls at the bottom show a play button, a progress bar at 0:00 / 1:25, and icons for closed captions, volume, and full screen. Below the video player, the video title "Rentals United -How To Connect To Hotel Rental Sites" is displayed, along with "863 views • Dec 7, 2018". In the bottom right corner, there are icons for likes (4), dislikes (0), share, save, and a menu icon.

5. Import property

Import your property: 1. Enter your Hotel ID 2. Select a mark up if you wish to cover for the commission Booking.com charges you.

BOOKING.COM CONNECT PROPERTIES

Connect the rates you have created in Booking.com with rates in Rentals United.

PROPERTY SETTINGS | ACCOUNT SETTINGS | HOW IT WORKS | ERRORS | PUSH PROPERTIES | PROMOTIONS | OPPORTUNITIES

▼ Add new properties

Add a group of properties that have the same rate in Booking.com. You will be able to scale individual rates once created cancel X

External ID

Scale Prices

Enter your Hotel ID

Scale up your prices if you want to cover for commission

6. Map property

Now you will see your imported property from Booking.com in RU. The next step is to map it to the matching property in RU.

<input type="checkbox"/>	Channel property ID	Location	Rate name	Rates (Markup %)	Status	<input type="checkbox"/> Show archived
	Your Booking.com name and Hotel ID Three-Bedroom Apartment ([REDACTED])		Standard Rate	(10%) quick edit	activate Manual options delete	
	Click to enter the properties that should be in this group					
	edit group delete					

Click here to add your RU property →

Map property

Select the RU property that matches to this imported group. **Please note:** You may have a different name in Booking.com, so please map carefully. Finish by "Save group".

Three-Bedroom Apartment

([map](#))

[Click to enter the properties that should be in this group](#)

[edit_group](#) | [delete](#)

Edit Group

Group name

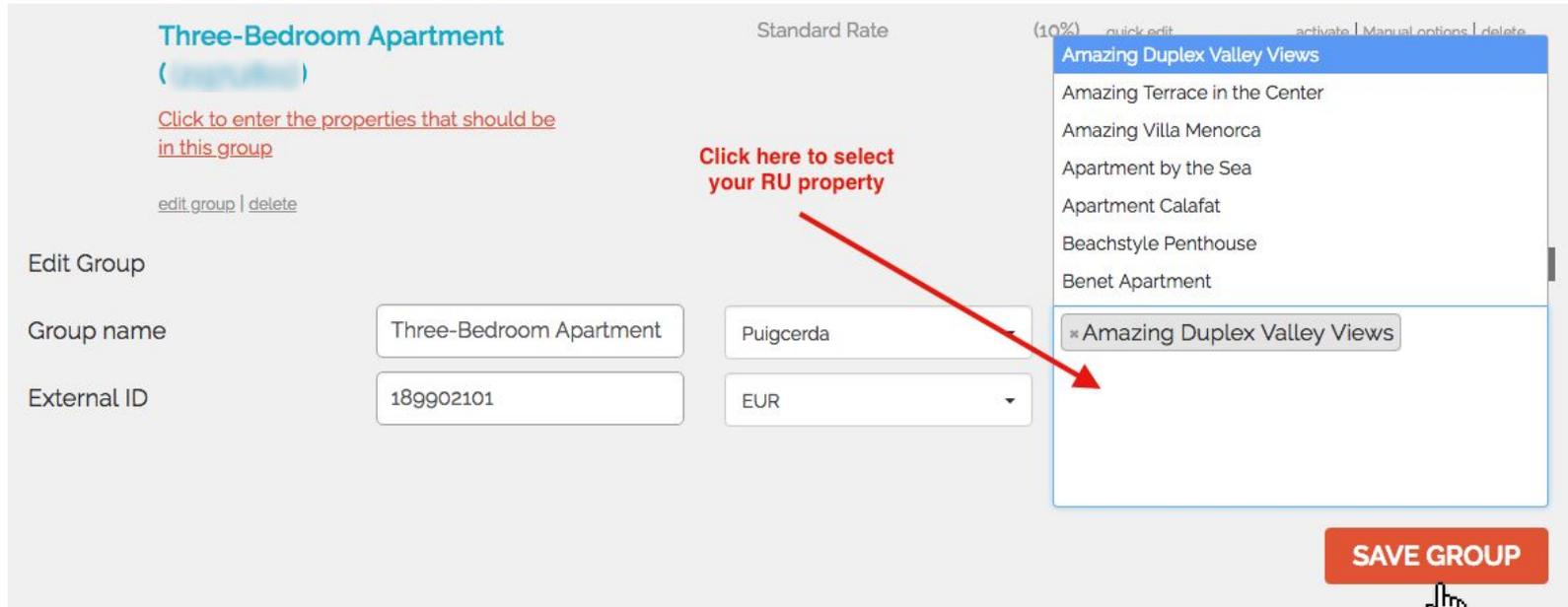
External ID

Standard Rate (10%) [quick edit](#) [activate](#) | [Manual options](#) | [delete](#)

Click here to select your RU property

- Amazing Duplex Valley Views
- Amazing Terrace in the Center
- Amazing Villa Menorca
- Apartment by the Sea
- Apartment Calafat
- Beachstyle Penthouse
- Benet Apartment
- » Amazing Duplex Valley Views

SAVE GROUP



7. Activate rates & calendar

Your new group has been mapped and created. The last step is to activate and push your rates and calendar (incl. minimum stay) to Booking.com. To do this, simply click on "Activate", allow a few minutes for your info to show in your Booking.com Extranet. It can take a few minutes to send rates and calendar for a whole year.

Important: When you activate your rates and calendar it will overwrite your existing info in Booking.com. Therefore, it's crucial that your rates and calendar in RU are correct! Allow a few minutes, then login to Booking.com and double check that the correct rates and calendar are showing.

Studio Apartment ([redacted])	New York	Standard Rate	(18%) ↑	quick edit	×	activate Manual options delete
The Lovers Apartment						

[edit group](#) | [delete](#)

Advanced options

Table of contents

1. Check your rates and calendar
2. Edit Group
3. Import new rooms
4. Import new rate plans
5. Change mark up
6. Emergency- my rates or calendar are wrong!
7. Cancel the connection

1. Check your rates or calendar

This is how you can check what rates and availability you are sending to Booking.com. Find your group and click on Manual Options. The data you see here in Manual Options is only sent to Booking.com.

Sea front apartment
()

La Casa del Mar

[edit group](#) | [delete](#) | [deactivate](#)

Sitges

Standard

(17%) 

[quick edit](#)



[deactivate](#) | [Manual options](#) | [delete](#)



Select dates in the calendar and click " Calculate"



Date from Date to

	Thursday 7 Jun 2018	Friday 8 Jun 2018	Saturday 9 Jun 2018	Sunday 10 Jun 2018	Monday 11 Jun 2018
Summary Total Available	0	0	0	0	1
Set Availability Change Availability	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="1"/>
Set Price Change Price per night	<input type="text" value="205"/>				
Set Minimum Stay Change Minimum stay	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="5"/>	<input type="text" value="2"/>

Availability open or blocked



Price including markup in **selected** currency



Minimum stay



2. Edit group

Click on Edit group, remove the property by clicking on the X and add a new one. Don't forget to save!

Sea front apartment

([redacted])

La Casa del Mar

[edit group](#) | [delete](#) | [deactivate](#)

Sitges

Standard

(17%) ↑

[quick edit](#)



[deactivate](#) | [Manual options](#) | [delete](#)

Open your group



Family Room with Bathroom

([redacted])

Big Space Manhattan City Center

[edit group](#) | [delete](#) | [deactivate](#)

New York

Standard Rate

(15%) ↑

[quick edit](#)



[deactivate](#) | [Manual options](#) | [delete](#)

Edit Group

[cancel](#) **X**

Group name

Family Room with Bathroom

New York



X Big Space Manhattan City Center

External ID

215279504

USD



SAVE GROUP

3. Import new rooms

If you have created new rooms in Booking.com, to an existing Hotel ID you will need to **import** and map them into RU too. **Don't delete or change the original Hotel ID group in RU.** Copy the same Hotel ID and add it into External ID and add markup if you need to cover for the channel's commission. Same process as on page 12.

BOOKING.COM CONNECT PROPERTIES

Connect the rates you have created in Booking.com with rates in Rentals United.

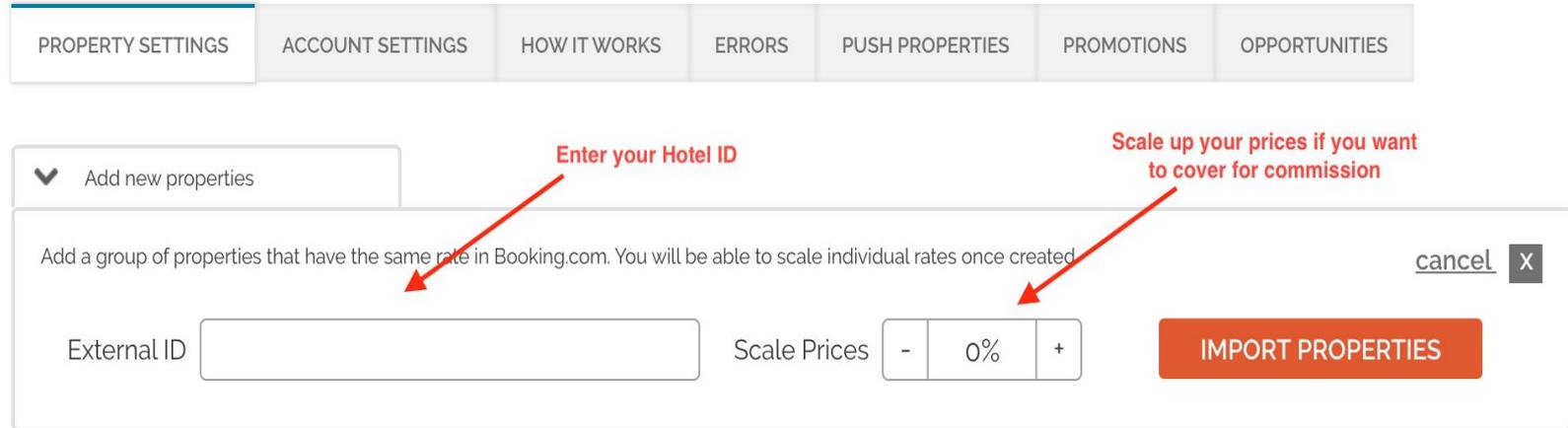
PROPERTY SETTINGS	ACCOUNT SETTINGS	HOW IT WORKS	ERRORS	PUSH PROPERTIES	PROMOTIONS	OPPORTUNITIES
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▼ Add new properties

Add a group of properties that have the same rate in Booking.com. You will be able to scale individual rates once created cancel X

External ID

Scale Prices



The screenshot shows a navigation bar with tabs: PROPERTY SETTINGS (active), ACCOUNT SETTINGS, HOW IT WORKS, ERRORS, PUSH PROPERTIES, PROMOTIONS, and OPPORTUNITIES. Below is a form titled 'Add new properties'. The form contains a text input for 'External ID', a 'Scale Prices' section with minus, percentage, and plus buttons (currently set to 0%), and an orange 'IMPORT PROPERTIES' button. Two red arrows point to the 'External ID' field with the text 'Enter your Hotel ID' and to the 'Scale Prices' section with the text 'Scale up your prices if you want to cover for commission'.

4. Import new rate plans

If you have added or changed your rate plans in Booking.com, you will need to update this in RU too. Same steps as on page 12

Don't delete the original Hotel ID group in RU. Copy your Hotel ID, paste it in the External ID again. Click "import" to pull the new rate plans into your existing group.

Your new rates will show below your standard rate in your group. You can edit each rate plan with a higher or lower markup by clicking on **Quick Edit** next to each rate.

Deluxe Apartment

()

del Doge Apartment

[modifica gruppo](#) | [elimina](#) | [disattiva](#)

Venezia

Not Refundable

Standard Rate

(10%)



(20%)



You can select
different mark
ups for each rate.

5. Change mark up- one property

To change your mark up for one property at a time. Find your group and click on “Quick Edit” Don’t forget to save.

Family Room with Bathroom New York Standard Rate (15%) ↑ [quick edit](#) ✓ [deactivate](#) | [Manual options](#) | [delete](#)

Big Space Manhattan City Center

Quick edit for Standard Rate

Price scale:

N of people in the price:

Minimal price: \$

Additional Amount per Day: \$

Overwrite Minimum Stay:

SAVE RATE

[edit group](#) | [delete](#) | [deactivate](#)

Change mark up- in a batch

If you need to change many properties or all properties, either tick the box for each group or select all. Add your new mark up and finish by clicking “Apply”

Add a group of properties that have the same rate in Booking.com. You will be able to scale individual rates once created. cancel x

External ID Currency EUR Scale Prices - 0% + IMPORT PROPERTIES

mark up all the rate by - 0% + APPLY

Filter View all 84 groups selected

Select All

<input checked="" type="checkbox"/>	Channel property ID	Location	Rate name	Rates (Markup %)	Status	<input type="checkbox"/>	Show archived	
-------------------------------------	---------------------	----------	-----------	------------------	--------	--------------------------	---------------	--

or select one property

<input checked="" type="checkbox"/>	Sea front apartment (124426001) La Casa del Mar edit group delete deactivate	Sitges	Standard	(17%)	quick edit		deactivate Manual options delete	
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6. Emergency- my rates/calendar are wrong!

If you see that your prices or calendar are wrong in Booking.com and you can't reach someone in RU, the **quickest** option is to find your group and click "Deactivate" Select option 2 which will immediately close your calendar in Booking.com

Family Room with Private Bathroom ([REDACTED])

New York

Standard Rate

(15%) 

[quick edit](#)



[deactivate](#) | [Manual options](#) | [delete](#)



The National Suite 2BR

[edit group](#) | [delete](#) | [deactivate](#)

Deactivation

- I want to stop sending rates and availability from Rentals United for this property and manage it directly in Booking.com. My property should still be open and bookable on Booking.com.
- I want to close this property for sales on Booking.com.

Select option 2. RU will send 0 availability to Booking.com which will immediately close your property for sales.

CANCEL

APPLY CHANGES



7. I want to cancel the connection

If you want to go back and manage your property in Booking.com again, simply click on “Deactivate” and select option 1. Don't forget to deactivate the connection in Booking.com too, see next page.

Family Room with Private Bathroom ()

New York

Standard Rate

(15%) ↑

[quick edit](#)



[deactivate](#) | [Manual options](#) | [delete](#)



The National Suite zBR

[edit group](#) | [delete](#) | [deactivate](#)

Deactivation

- I want to stop sending rates and availability from Rentals United for this property and manage it directly in Booking.com. My property should still be open and bookable on Booking.com.
- I want to close this property for sales on Booking.com.

CANCEL

APPLY CHANGES



Select option 1. RU will stop sending rates and calendar to Booking.com but your property will still be open and bookable in Booking.com.



After you have deactivated in RU, you also need to deactivate the connection in Booking.com. If you don't deactivate in Booking.com too you will not be able to manually manage your rates and calendar directly in your Extranet.

XML connection currently active (Rentals United)

Your connection is currently active with IT provider: Rentals United. This connection was activated on: 2020-06-29 10:14:26

Should you have any questions regarding the connection, please contact us through your [extranet inbox](#).

[Switch to a new channel manager](#)

[Deactivate](#)



Premier 99.99% Connection Quality

✓ What's available?

Reservations

Manage your existing and future reservations

[View and update reservations and cancellations](#)

[Report invalid credit card](#)

[Cancel due to invalid credit card](#)

[Report stay changes](#)

[Re](#)

[No show commission waiver](#)