



This sales sheet provides key information to help travel agencies get started on booking **Booking.com**

Booking.com

Amadeus Hotels

Partner Sales sheet

Partner chain code on Amadeus BK



About Booking.com on Amadeus

During phase 1, Booking.com offers access to **1 Mio properties**, available worldwide through Amadeus. These properties are a mix of traditional (hotel, hostel and apart-hotel), and non-traditional (apartments, B&B, villas, etc.). Amadeus intends to gradually **grow towards 1.5 Mio** available properties of Booking.com by 2020.



What can Travel Agents sell?

Amadeus has **complete rate parity** with Booking.com. This means the same rates as on their direct channel will be available on Amadeus. Booking.com **supports commissionable rates**. Agencies also have access to Booking.com's Genius feature, with special offers available for properties. Genius rates are marked as *PRO* in the rate code showing 'Genius Business' in the rate description.



How can Travel Agents pay?

Payment methods: standard payment is pay at the hotel by traveller (post-pay rates). Prepayment option will be available in 2020. In some cases, a credit card form of payment will be required with full or partial deposit/guarantee of the booking amount.

Currencies supported: All currencies supported by Selling Platform.



How do Travel Agents get the commissions?

Commission payment by Booking.com to the agency. Signed contract between Booking.com and the TA is required.



What else do Travel Agents need to look out for?

Vouchers: Once the booking has been completed, a voucher and a confirmation email are sent to the email address provided at booking time. In case of cancellation, an email will be sent to the same email address. Documents provided in local language of the agency.

Multiple room booking: Currently, only the single room booking is available. Multi-room, children and group booking will be available in 2020.

Multiple occupancy: Single room with up to 9 travellers is supported. One name per room is required.

Multilingual support: All descriptive content on hotels, rooms and rates are available in all the languages supported by Selling Platform.

Booking modifications: No modification of bookings allowed. TA and Travellers can alternatively contact Booking.com helpdesk providing the booking reference number. Helpdesk support available 24/7 and in 40 languages.

How can Travel Agents get started?

Travel agencies that want to book Booking.com with Amadeus **need to sign a contract with Booking.com.** If the travel agency has an existing contract with Booking.com, they must contact their Amadeus Account Manager. If the travel agency does not have an existing contract with Booking.com, they need to open a request for an AID in the *Amadeus Aggregators panel* and *Create it* button. This will redirect the Travel Agency to a Booking.com URL to complete the Booking.com contract process. For any questions related to the activation process, travel agencies shall contact their Amadeus Account Manager or Sales Representative.