



## OTA TERMS AND CONDITIONS

### Synchronization with Channel Manager or booking portals

Prior to synchronization with OTA, please read the following fundamental rules on how the synchronization is performed and how it works. This document is meant to ensure a properly working synchronization, by providing you with the most important data regarding its functioning. We kindly ask you to acknowledge these rules with a signature of the person responsible and the company stamp at the end of the document, as well as a short signature / initials on the remaining pages.

#### 1. Definitions:

**OTA** (refers to partner channel manager i.e. YieldPlanet, SiteMinder, WuBook / booking portal i.e. Booking.com, Expedia / as well as the direct synchronization to KWHotel Channel Manager).

**Attention:** Partner OTAs are separate, external systems synchronized with KWHotel that Starline Anna Lech company is not responsible for. Setting up an account is negotiated and paid for directly with the Partner.

**Synchronization** with an OTA allows for the exchanging of the following information:

- sending prices from KWHotel to OTA
- downloading prices from a channel manager (not supported with Booking.com),
- sending allotment from KWHotel to the Partner once any changes in reservations are made (add / edit / delete),
- downloading reservations by KWHotel from the Partner.

#### 2. Prepare for synchronization:

1. Windows Vista (64-bit) or a newer 64-bit operating system is required to ensure a proper synchronization.
2. Prior to enabling the synchronization with OTA, please prepare the following points before contacting our technician:
  - Set in KWHotel and OTA the same room groups and rate plans
  - Each KWHotel rate plan used in the synchronization to OTA should have a general validity date configured.
  - Certain KWHotel Rate Plans will be required to only send the allotment from KWHotel. In these cases no prices need to be set in the Rate Plan.
  - it is not necessary to insert rates in rate plans if they are meant to be downloaded from the synchronized channel manager (available for YieldPlanet and KWHotel Channel Manager).
  - Rate Plans, which will send both prices and allotment should have prices set or be closed for the full period (no orange fields should be left). Alternatively, the room group should be turned off from the synchronization (mark option "Do not synchronize this group").
3. Before synchronization is enabled, both systems (KWHotel and OTA) must be fully configured independently of each other.
4. It is recommended to create a separate rate plan for synchronization with every OTA.
5. For technical reasons, OTAs receive only the base price from KWHotel. Consequentially the User is required to set in the portal's account, how prices should be distributed per person or to set the number of people the base price includes. In case of sending rates to multiple portals, the same way of calculating the rate per person must be set in every portal's account.
6. Before contacting KWHotel's technician to enable the synchronization, please prepare the following information:
  - a. **YieldPlanet** – login and password to YieldPlanet account after the account has been activated for synchronization purposes.
  - b. **WuBook** – login, password and property code (also referred to as ICode) are required. These credentials can be obtained from the WuBook Support Team.

- c. **Booking.com** – please make sure you can log in to your Booking.com admin account.
- d. **Expedia** (OTA available only in the 0.47 version) – In KWHotel it is required to type the minimum and maximum stay restrictions for each synchronized room group. In addition, it is necessary to delete the prices entered in the Rooms > Room groups menu - we edit each synchronized room group. It is recommended to create a separate rate plan for synchronization with Expedia.
- e. **SiteMinder** (available only in the 0.47 version) - it is necessary to complete the integration process with the SiteMinder's PMS integration team first.
- 7. When purchasing an annual license for KWHotel and the Synchronization with OTA, the User is entitled to a one-time TeamViewer session to complete the synchronization. During the meeting, a technician will check all necessary settings and reschedule the meeting, if major changes are required. Additional configuration sessions require an additional payment, in accordance to the current price list.
- 8. If synchronization is purchased for a period of 1 to 11 months, an additional fee has been added to the price of the module
- 9. If KWHotel Channel Manager is purchased, KWHotel's technicians will connect portals to the Channel Manager account prior to the synchronization with KWHotel. For the connection to be established quickly, it is necessary to fill out the questionnaire sent in the email with this document (including the login and password to all synchronized OTAs).
- 10. It is recommended to update your KWHotel to version 0.47 before proceeding with the synchronization. Contact KWHotel Support team to schedule a update.

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### 3. The rules of synchronization performance:

- 1. Enabling the direct synchronization with **Booking.com** will prevent you from configuring prices and restrictions in the Booking.com's extranet. Therefore all changes must be inserted and sent from KWHotel.  
**All prices and availabilities in the synchronized term will be reset in Booking.com.**
- 2. In case of the **channel manager** synchronization, reservations are downloaded from the channel manager, not directly from the booking portals. If any problems with downloading reservations occur, please make sure reservations are located in the channel manager first.
- 3. In case of synchronizing the same room group with YieldPlanet, WuBook, Booking.com and KWHotel Web, Booking Engine or KWHotel Mobile - availability will be blocked when reservation is saved in KWHotel Pro, KWHotel Web, Booking Engine or KWHotel Mobile.
- 4. When synchronized to multiple portals without the channel manager, availability will be blocked when reservations are saved in the desktop version of the program. In such cases it is required to keep the desktop version running at all times, to avoid potential overbookings.
- 5. KWHotel queries for new reservations every 6 minutes. This query can also be manually forced by the User.
- 6. KWHotel neither downloads nor stores credit card data.
- 7. Prices and availabilities are sent by KWHotel's rate plans. Users are required to **regularly update the synchronization dates** for the proper functioning of the synchronization. We recommend doing so every three months.

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8. Shortening synchronization periods from the portal's account does not shorten the validity period in KWHotel . To block a room group from being available on OTA, it is necessary to close the period in KWHotel's rate plans.
9. When creating price periods, it is not possible to delete the periods already made. You may add new periods, modify or merge them instead. If you wish to delete a term in your OTA, you need to close it in KWHotel.
10. Reservation cancellations and modifications downloaded from OTA **will not** be merged with the original reservation in KWHotel, if the online reservation number and source (reservation screen --> Other tab) are not matched between systems. *The most frequent reason for this is inserting the reservation in KWHotel manually.*
11. It is not recommended to move the OTA's reservations between room groups, as in the case of a cancellation OTA will automatically release the allotment of the room group that was used in the reservation. This action may result in an overbooking. *The company Starline Anna Lech will not be responsible for an overbooking diagnosed as being caused by the User moving a reservation between the room groups.*
12. It is not recommended to manually delete OTA's reservations from KWHotel, before the cancellation is downloaded from the Partner. Deleting the reservation from KWHotel will cause an allotment change, which will be doubled when the OTA cancellation arrives. *The company Starline Anna Lech will not be responsibility for an overbooking diagnosed as being caused by the User manually deleting reservations before obtaining a cancellation from OTA.*
13. *KWHotel monitors the status of downloaded reservations. In the case of any issues with incoming reservations, the "Online reservations" tab will change to red. In such a situation the User should familiarize himself with the error message displayed in the module and apply suggested steps to resolve the problem. If this fails, contact KWHotel Support no later than 3 days after the overbooking. After that period, the overbooking is unlikely to be diagnosed due to the number changes in the calendar/allotment made in this time. The company Starline Anna Lech will not be responsibility for an overbooking caused by a lack of action on the part of the User.*
14. KWHotel (desktop version, installed on Windows PC), having saved a reservation or modification, sends the updated availability to the Partner within 60 seconds from that operation. KWHotel is not responsible for the time it takes the Channel Manager to process such information and / or for the portal to update the information on their site. The KWHotel User is obliged to inquire on the time it takes to process data with OTA, if an overbooking occurs due to the allotment being slowly processed. When OTA is processing availability received from KWHotel, a queue is created which may lead to overbooking.
15. When reservation is sent to KWHotel from the OTA, it will be assigned automatically. Depending on configuration, KWHotel will save reservation as a resource or assign it to the first vacant room.
16. User is obliged to personally add and synchronize new room groups / apartments / hostel beds with the OTA.
17. Synchronization with online reservation portals is a complex process, involving three separate entities: KWHotel, channel manager and/or reservation portal. These systems are required to continuously exchange information which may lead to temporary differences in availability. KWHotel, when started, checks for availability differences between the PMS and channel manager. If any discrepancies are found, a message will be displayed. It points out where the differences are located and allows the KWHotel User to upload updated availability to the OTA. When such event occurs, *sending corrected availability by the KWHotel User is obligatory.* Closing notification without uploading availability may lead to overbooking.

#### 4. Diagnosing overbookings – User preparation:

##### 1. Allotment synchronization

OTA receives allotment for the whole room group, not for individual rooms (or beds in case of hostels). Unless the room group contains one room, the program will select one of the rooms from the room group for the reservation. It is also possible to receive a reservation that is split between two different rooms. Such a reservation is called a resource reservation.

***Attention!*** It is possible for a reservation to come in for a period/room group, which does not seem to accommodate the reservation. Such reservations are marked with crossed arrows on the reservation bar and are created to use up allotment and maximize sales. To enter this reservation into the calendar, look at the whole room group. There should be at least one day open for every day of the “crossed-arrow s”/resource reservation, even if these days are divided between different rooms. By rearranging the other reservations in rooms from the same room group the “crossed-arrow s” /resource reservation should fit into the calendar without dividing it between rooms.

Example. Reservation from 12 - 21/08/2016

Description: Theoretically, in the calendar no room is fully available in the given term. However, for KWHotel and OTA the allotment is:

11/08 – 3 (rooms are free)

12-19/08 – 1 (is room is free)

20/08 – 3 (rooms are free)

This means the reservation lasting from 12 - 21/08 should fit into the calendar as there is still allotment to accommodate it.

Solution: other reservations must be reorganized so that the new reservation can be saved.

Prior to contacting the KWHotel Support Team, please check if any room in the room group is vacant to accommodate the reservation. If yes - please reorganize other reservations (between rooms in the same room group) to enter the new reservation into the calendar.

When using KWHotel 0.47 version with resource reservations enabled, the program will attempt to organize reservations on the calendar automatically. There is not guarantee, however, that the above-mentioned situation will not occur.

##### 2. Overbooking

Before reporting an error or overbooking, the User is obliged to attempt to personally diagnose the situation, using the “Diagnose overbooking” report, located in the “Online reservations” module. The error message may inform about availability sending issues.

A synchronization error should be corrected as quickly as possible. Lack of action on the User’s part may lead to an overbooking.

Overbookings must be reported to KWHotel Support Team within 3 days from when the overbooking took place. The longer the period of time from the overbooking the less likely the cause of the overbooking can be diagnosed.

## 5. Responsibility

1. Once synchronization is activated and after any modification is performed in the Rate plans module / Rooms module / Reservation calendar module, the KWHotel User is obliged to verify the correctness of uploaded prices and availability, both in KWHotel and in the OTA's extranet.
2. The User is obliged to manually control reservation modifications obtained from the OTA in the KWHotel desktop version, located in the "Online bookings" module (0.47 version).  
When new reservation arrives, the button will change its` color to green.  
If the button changes its` color to red, there is an issue with a reservation. Most likely, an overbooking. The User is obliged to diagnose and attempt to fix the problem.
3. The User is obliged to manually extend the OTA's synchronization period and prices for Rate plans located in the desktop version of KWHotel. The Rate Plan period should not be shorter than half a year or longer than a year into the future (unless the property only works for a selected period; one season or a few months out of the year).
4. Once the synchronization is activated, as well as after every intervention / change implemented in the Rate plans module, Rooms module or in the Reservation calendar, the User is obliged to check the sent prices and availabilities in both KWHotel and OTA's extranet. Moreover, the User is obliged to send an email message if there is any issue with the synchronization up to 1 hour after the initial synchronization process. If such a message is not submitted, the company Starline Anna Lech will consider the synchronization to be completed and will not take any responsibility in case of issue with the synchronization.
5. The User is responsible for the correctness of data inserted into KWHotel. In case of the paid consultations with the Starline Anna Lech's employee or paid software configuration, the User is always obliged to verify the data's correctness after the Starline employee has completed his task and to follow any instructions provided by the employee. The User has up to 1 hour to verify the data and contact the KWHotel Support Team to change any settings. After this time the company Starline Anna Lech will consider the configuration to be completed and set correctly.
6. The person managing the KWHotel software / signing this agreement is obliged to provide necessary information to the remaining Users of KWHotel.

I hereby confirm that I read and accept the synchronization terms.

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Date, signature and company stamp