

MASTERS OF DISTRIBUTION HOW TO ADVERTISE ON

9flats.com

WHO ARE THEY?

9Flats.com is a strong vacation rental site in Europe based in Berlin, Germany.

WHERE ARE THEY STRONG?

Their site is translated in multiple languages. Their strongest market is Germany.

WHAT INFORMATION DO WE SEND TO THEM?









- Rates
- Availability
- Static content such as photos and descriptions

Changes either from your PMS or your own platform if we are connected via API are updated automatically in 9Flats. If you update Rentals United manually, changes in our platform will be pushed to 9Flats.

WHAT RATES DO THEY WANT?

Rack rates

9Flats work to daily / seasonal rack rates so the rates you list in Rentals United are the rates they receive with their commission on top.

They will take the agreed commission amount from the rates they receive from Rentals United.

HOW IS THEIR BOOKING PROCESS?



No direct contact

9Flats take full payment at the time of booking and guarantee the reservation through the cancellation policy you chose when you first signed up with them. They will send full client details.

WHAT EXTRA FEES CAN **BE SENT TO THEM?**





Cleaning fees and security deposit info. Any additional fees need to be added on top of the rental rates.

HOW ARE THEIR BOOKING MODELS?



Instant booking

9Flats work on Instant booking. If you can't confirm a booking or you have a booking that you need to cancel, you need to contact them directly and there might be a cancellation fee to pay.

HOW IS THEIR PAYMENT PROCESS?



Payment taken by channel

Payments are taken by 9Flats. 9Flats pay out only once the guest is in the property. They pay out via paypal or bank transfer.

CAN YOU UPLOAD YOUR OWN **CANCELLATION POLICY?**





No

TIP:

Provide a nice and friendly profile in 9Flats as this will encourage guests to book your property.

HOW IS THE CONNECTION PROCESS?



You will have to sign an agreement with some channels and/or answer additional questions. Note, that even if you have connected your properties from Rentals United, you will not be live until an agreement has been signed.

Check your spam box for emails from the channel. Also, make sure you have the correct email for notifications set up in Rentals United, so they can reach you.

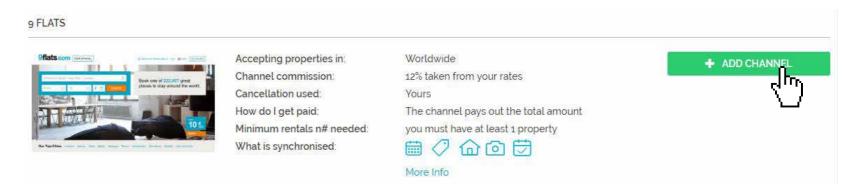
Average onboarding time is I week. If you haven't heard back from the channel after this week please email them directly at: support@9flats.com

Some channels don't accept all locations or type of property.

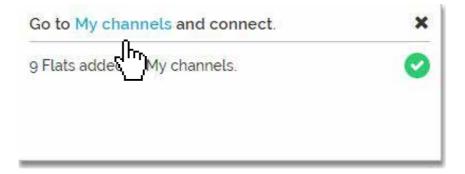
Rentals United can not influence this or the time it takes for the channel to put you live.

STEP BY STEP HOW TO ADVERTISE ON 9flats.com

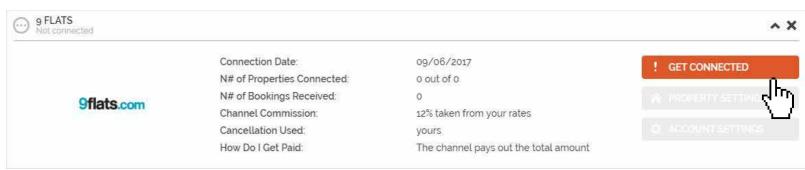
STEP 1 Go to "Add channels" on the main menu, search the name of the channel you want to connect to and click on "Add channel".



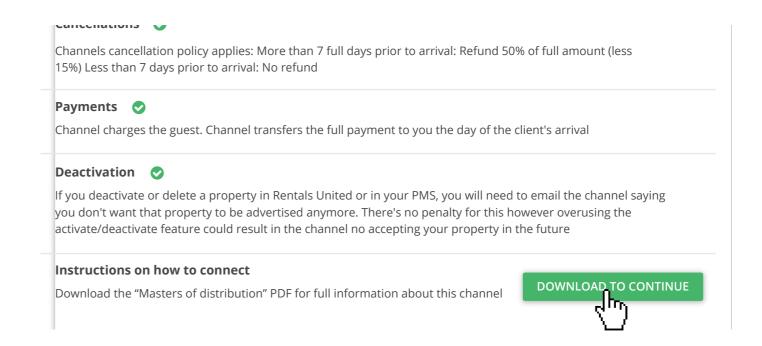
STEP 2 Once done this, a box with the added channel will appear on the right. Confirm the addition by clicking on "Add to my channels".



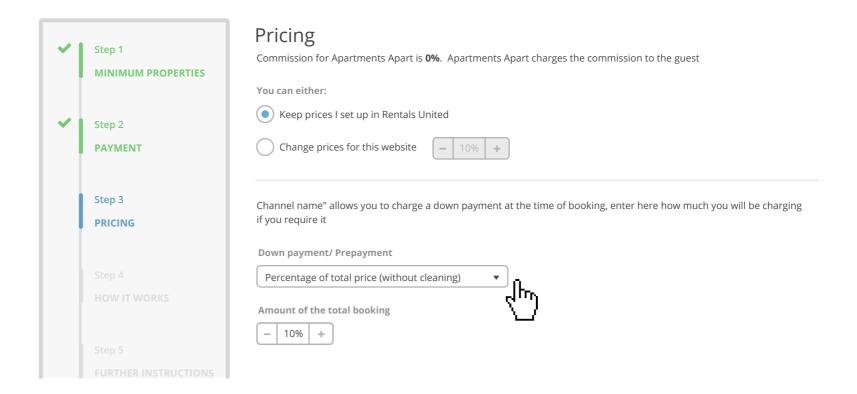
Go to "My channels" on the main menu, find the just added channel and click on "Get connected".



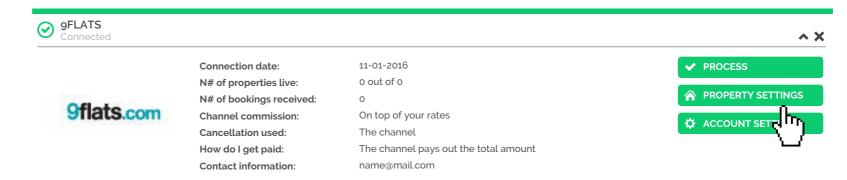
STEP 4 Go through the checklist and accept the Terms & Conditions of the channel.



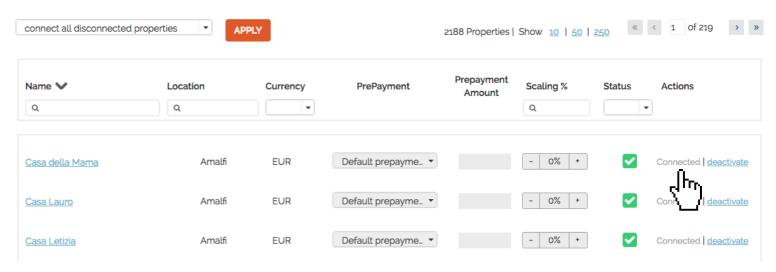
STEP 5 Don't forget to save price settings.



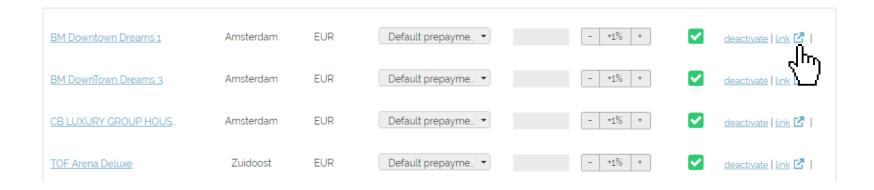
After you have connected your properties you will be able to see the connection in "My Channels", "Property settings".



You will see your properties listed. On the dropdown menu on top of the list, select "Connect all disconnected properties" and click on "Apply" to connect all your properties to the channel.



Check if your properties are live soon. When they are live, a blue icon with a link to the property will appear on the right.



STEP 9 If you want to disconnect properties do it in Rentals United and not in 9Flats.

