

RENTALS UNITED
MORE BOOKINGS. LESS WORK.

MASTERS OF DISTRIBUTION HOW TO ADVERTISE ON



tripadvisor®

WHO ARE THEY?

TripAdvisor is the world's largest travel site, enabling travelers to plan and book the perfect trip. TripAdvisor offers advice from millions of travelers and a wide variety of travel choices and planning features with seamless links to booking tools that check hundreds of websites to find the best hotel prices. TripAdvisor branded sites make up the largest travel community in the world, reaching 350 million unique monthly visitors, and 320 million reviews and opinions covering more than 6.2 million accommodations, restaurants and attractions. The sites operate in 48 markets worldwide.

WHERE ARE THEY STRONG?

Tripadvisor are strong worldwide with key markets in Europe and North America. They handle both hotels and vacation rental product.

Tripadvisor have been acquiring a number of sites to add to their network. Currently they have the following sites integrated into the Online Booking Model

- TripAdvisor
- Flipkey
- Holiday Lettings
- Niumba

HOW IS THE CONNECTION PROCESS?

Connection

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.

Make sure, your TripAdvisor account has been migrated over to allow a channel management connection. **Please contact TripAdvisor and have them enable the Rentals United connection in your account.**

Average onboarding time is 4 week. If you haven't heard back from the channel after this week please email them directly at: pmsupport@tripadvisor.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.**

WHAT INFORMATION DO WE SEND TO THEM?



Rentals United sends Tripadvisor

- Rates
- Availability
- Full static data (descriptions, photos, amenities)

Tripadvisor operate a full update each day of all data. If you are using a PMS connected to Rentals United or you are connected to Rentals United directly, any changes in photos, your description or amenities will automatically be pushed to Tripadvisor afterwards.

VERY IMPORTANT: Tripadvisor's API works only one way. This mean that Rentals United can send data to Tripadvisor but Tripadvisor does not send booking data to Rentals United. Any booking request from Tripadvisor needs to be accepted (or declined) in your Tripadvisor account and inserted manually into your PMS or booking system.

WHAT RATES DO THEY WANT?



Tripadvisor work to daily/seasonal rack rates so the rates you list in Rentals United are the rates they receive with their commission INCLUDED.

HOW IS THEIR BOOKING PROCESS?



No direct contact

Tripadvisor will take full payment for the booking. They pay out the day after the client has arrived in the property.

WHAT EXTRA FEES CAN BE SENT TO THEM?



Extra fees via the content API are limited so we can only send them the following:

- Security deposit
- Cleaning fees
- Taxes

HOW ARE THEIR BOOKING MODELS?



Instant confirmation

Tripadvisor work with two models.

- Pay per Lead (fee per request)
- Pay per Booking (commission per booking)

You can set a time limit to when you accept or decline a booking within your Tripadvisor account.

If you decide to accept and then cancel the booking at a later date, you need to handle this directly with the client. You will also always pay Tripadvisor's commission.

HOW IS THEIR PAYMENT PROCESS?



Payment taken by channel

Tripadvisor will take full payment for the booking. They pay out the day after the client has arrived in the property.

Payout is made either by PayPal or bank transfer.

CAN YOU UPLOAD YOUR OWN CANCELLATION POLICY?

 **No**

No you can't. You need to use one of the cancellation policies they provide. They range from easy to very strict.

ENABLING FEATURES

When connecting your TripAdvisor account to Rentals United, it is necessary that you enable all features in the channel management section in your TripAdvisor account.

To enable the features you will first need to enter the TripAdvisor dashboard, click the preferences tab, head to the channel management section and here you should enable all the features.

TIP:

Tripadvisor work on a request and booking request model. Via their own system, if you accept a request this send out a booking quote to the customer. The booking quote is valid for a certain period of time set within the system. If you don't want the booking quote to last longer than 24 hours, you need to set this within your account.

IMPORTANT RULES TO ADVERTISE ON TRIPADVISOR

To advertise on TripAdvisor, you must have a minimum of 5 properties.

MINIMUM CONTENT

- Default rate
- Seasonal rate
- Weekend rate
- Changeover day
- Tax rate (% only)
- Flat fees only
- Minimum 4 photos
- No duplicate property names

NOTE*

- Default rate *(The daily rate that will display if the traveler enters no dates of stay)
- Seasonal rate *(Nightly, weekly, and monthly options available only.
- Nightly rate cannot be greater than weekly rate).
- Changeover day *(Applies only to check in day)
- Weekend rate *(Defaulted fo Friday and Saturday)
- Flat fees only *(Fees are per property and cannot vary per season.)

STEP BY STEP


HOW TO ADVERTISE ON








tripadvisor[®]


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”.

TRIPADVISOR NETWORK





Accepting properties in: Worldwide
Channel commission: 10-15% taken from your rates
How do I get paid: The channel pays out the total amount
Minimum rentals n# needed: You must have at least 5 properties
N# of Websites: 4 websites
What is synchronised:     
[More Info](#)

+ ADD CHANNEL



STEP 2 | Once done this, a box with the added channel will appear on the right. Confirm the addition by clicking on “My Channels”.

Go to [My channels](#) and connect. 

TripAdvisor Network added to My channels. 

STEP 3 | At “My channels”, find the just added channel and click on “Get connected”.

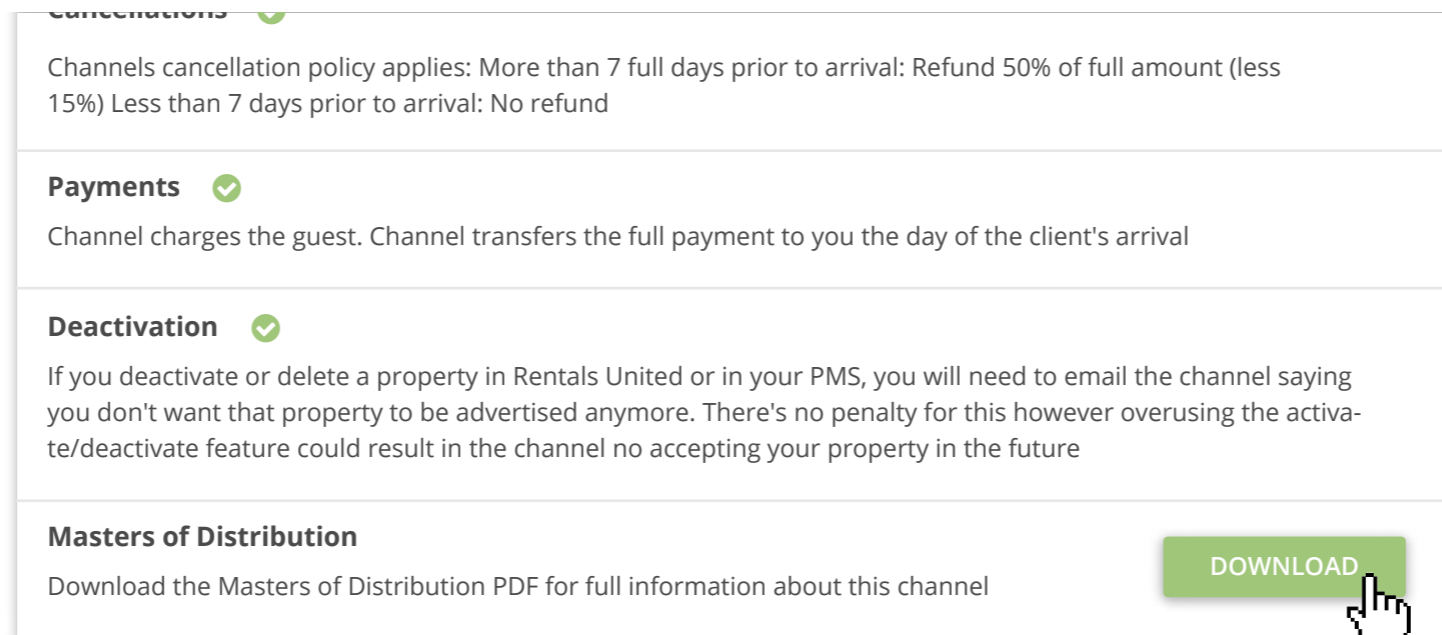


The screenshot shows a window titled "TRIPADVISOR NETWORK" with a "Not connected" status. On the left is the TripAdvisor logo. The main area displays channel information:

Connection Date:	27/04/2017
N# of Properties Connected:	0 out of 0
N# of Bookings Received:	0
Channel Commission:	10-15% taken from your rates
How Do I Get Paid:	The channel pays out the total amount
Channel Contact:	pmsupport@tripadvisor.com

On the right, there are three buttons: a red "GET CONNECTED" button with a hand cursor over it, a grey "PROPERTY SETTINGS" button, and a grey "ACCOUNT SETTINGS" button.

STEP 4 | Go through the checklist and accept the Terms & Conditions of the channel. Some channels may need you to create an account in their website.



The screenshot shows a checklist with four items, each with a green checkmark:

- Cancellations**
Channels cancellation policy applies: More than 7 full days prior to arrival: Refund 50% of full amount (less 15%) Less than 7 days prior to arrival: No refund
- Payments**
Channel charges the guest. Channel transfers the full payment to you the day of the client's arrival
- Deactivation**
If you deactivate or delete a property in Rentals United or in your PMS, you will need to email the channel saying you don't want that property to be advertised anymore. There's no penalty for this however overusing the activate/deactivate feature could result in the channel no accepting your property in the future
- Masters of Distribution**
Download the Masters of Distribution PDF for full information about this channel

A green "DOWNLOAD" button with a hand cursor is located at the bottom right of the checklist.

STEP 6

After you have completed the Terms of Condition check-list, and you have your TripAdvisor/Flipkey ID number ready, you should test this connection. If the connection is valid, you will be allowed to connect all your properties.

Cancellations

Channels cancellation policy applies: More than 7 full days prior to arrival: Refund 50% of full amount (less 15%) Less than 7 days prior to arrival: No refund

Payments

Channel charges the guest. Channel transfers the full payment to you the day of the client's arrival

Deactivation

If you deactivate or delete a property in Rentals United or in your PMS, you will need to email the channel saying you don't want that property to be advertised anymore. There's no penalty for this however overusing the activate/deactivate feature could result in the channel no accepting your property in the future

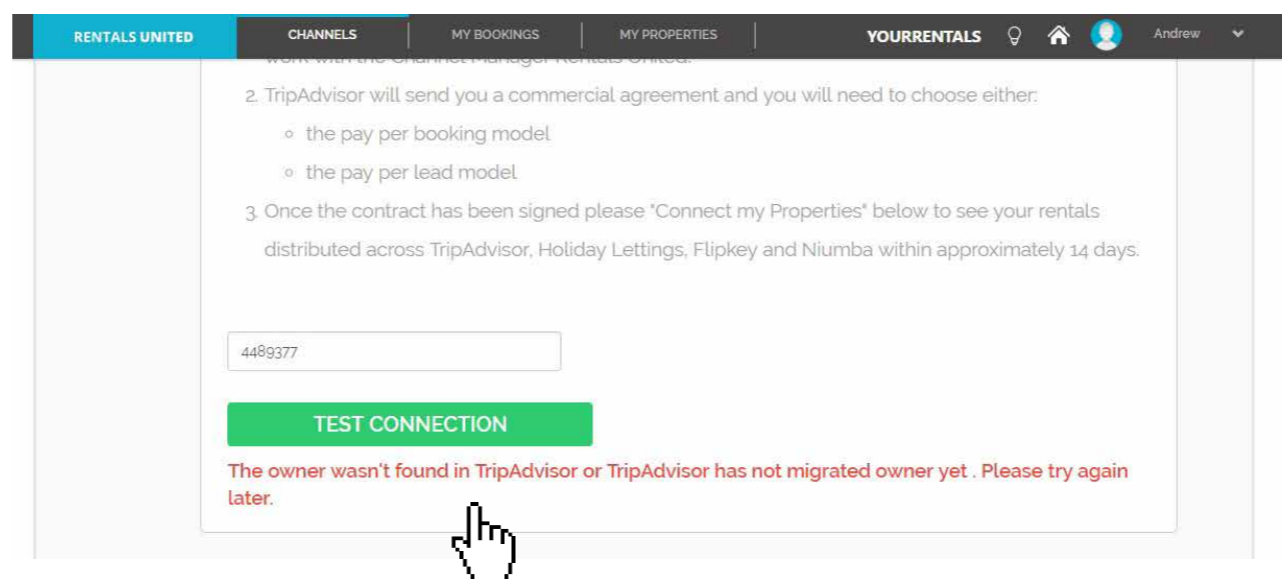
Instructions on how to connect

Download the "Masters of distribution" PDF for full information about this channel

 [DOWNLOAD TO CONTINUE](#)

ERROR IN CONNECTION

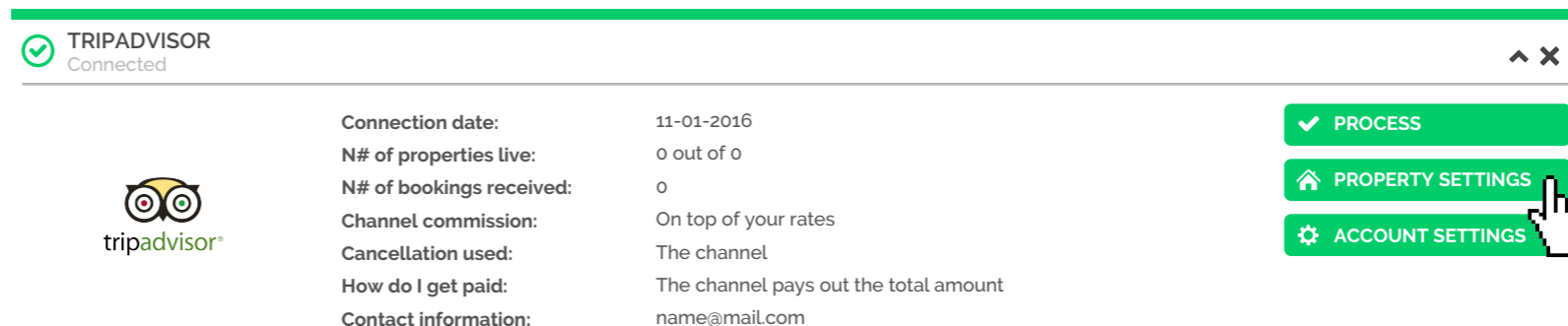
If you receive this error message when trying to connect your TripAdvisor account, this is because your Account is not yet set-up for the Rentals United Connection. **Please contact TripAdvisor and have them enable the Rentals United connection in your account.**




The screenshot shows the Rentals United dashboard with a navigation bar at the top containing 'RENTALS UNITED', 'CHANNELS', 'MY BOOKINGS', 'MY PROPERTIES', and 'YOUR RENTALS'. The main content area displays instructions for connecting to TripAdvisor, including a 'TEST CONNECTION' button. Below the button, a red error message reads: 'The owner wasn't found in TripAdvisor or TripAdvisor has not migrated owner yet. Please try again later.' A hand cursor is pointing at the error message.

STEP 7

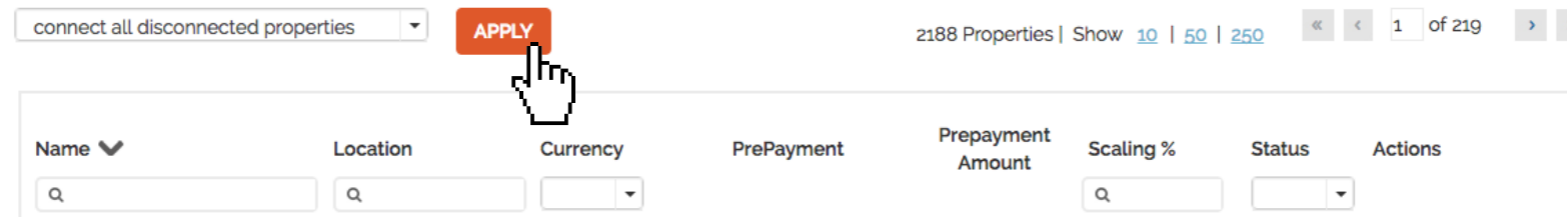
Go to “My channels”. The channel should have a green header now, which means the channel has been connected successfully. Now click on “Property settings” to connect your properties to the channel.



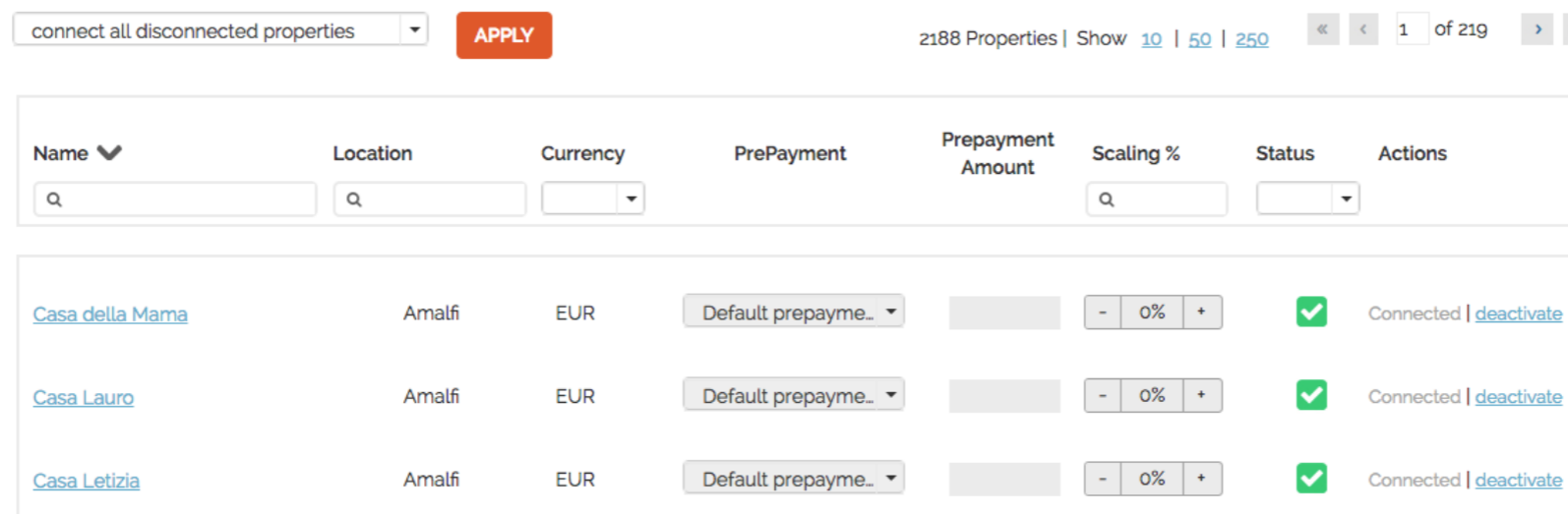
The screenshot shows a panel for the TripAdvisor connection. At the top left is the TripAdvisor logo and the text 'TRIPADVISOR Connected'. On the right are expand/collapse and close icons. The main area contains a table of connection details and three action buttons on the right.

	Connection date:	11-01-2016	✓ PROCESS
	N# of properties live:	0 out of 0	🏠 PROPERTY SETTINGS
	N# of bookings received:	0	⚙️ ACCOUNT SETTINGS
	Channel commission:	On top of your rates	
	Cancellation used:	The channel	
	How do I get paid:	The channel pays out the total amount	
	Contact information:	name@mail.com	




STEP 8 | 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.



STEP 9 | All your properties should say “Connected” in gray on the right side. This doesn’t mean they are yet distributed by channel, that may take several days.



STEP 10 | 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.

BM Downtown Dreams 1	Amsterdam	EUR	Default prepayme... ▾	<input type="text"/>	- +1% +	✓	deactivate link 
BM DownTown Dreams 3	Amsterdam	EUR	Default prepayme... ▾	<input type="text"/>	- +1% +	✓	deactivate link 
CB LUXURY GROUP HOUS	Amsterdam	EUR	Default prepayme... ▾	<input type="text"/>	- +1% +	✓	deactivate link 
TOF Arena Deluxe	Zuidoost	EUR	Default prepayme... ▾	<input type="text"/>	- +1% +	✓	deactivate link 