

RENTALS UNITED
MORE BOOKINGS. LESS WORK.

MASTERS OF DISTRIBUTION HOW TO ADVERTISE ON



WHO ARE THEY?

Hotelbeds are a wholesale distributor. This means that they distribute your product to many OTA, tour operators and travel agents.

Recently sold by TUI, Hotelbeds are the largest distributor in the world and have an extensive network of channels.

Hotelbeds distribute to some of the following channels

- Major OTA's
- Tour Operators such as TUI & Thomas Cook
- British Airways Travel
- American Express Travel
- Major Airlines
- 1000's of Travel Agents worldwide

WHERE ARE THEY STRONG?

Hotelbeds are strong globally. They utilize their huge network of channels and partners and will provide bookings from all markets.

WHAT INFORMATION DO WE SEND TO THEM?



Rentals United sends Hotelbeds

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

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.
- Average onboarding time is 1 week. If you haven't heard back from the channel after this week please email them directly at: xxx
- 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.**

To have your properties accepted on Hotelbeds, you firstly will need to fully set your mangopay account. See the following PDF <http://bit.ly/2qAQVAz> if you need help completing the Mangopay account.

IS THERE ANY PLATFORM LIMITATION?

 **5 properties minimum**

Hotelbeds will only work with property managers with at least 5 properties.

WHAT RATES DO THEY WANT?

 **Rack rates**

Hotelbeds work to daily / seasonal net rates so the rates you list in Rentals United are the rates they receive. They put their commission on top of your rates.

Your rates should be 15% lower than the rates you advertise at.

HOW IS THEIR BOOKING PROCESS?

 **No direct contact**

Given Hotelbeds are a wholesaler, they don't have direct contact with the end customer. This means that when the booking is sent to Rentals United, all we see is the client's full name.

In the confirmation sent to the guest, there will be an important note for the guest to contact the property manager as soon as the booking is made to arrange for the check in.

If there are any problems, you can contact Hotelbeds service center for more information.

Bookings from Hotelbeds will be inserted into Rentals United system. We will also insert the booking into your PMS account if we are connected to your PMS

WHAT EXTRA FEES CAN BE SENT TO THEM?



The only additional fees that can be sent to them are the rental price, end clean and security deposit.

If you have additional fees, Rentals United can always add these to the rental fee but we must know the fees before you start working with them.

HOW ARE THEIR BOOKING MODELS?

 **Instant confirmation**

Hotelbeds only work on Instant confirmation. If you can't confirm a booking or you have a booking that you need to cancel, you need to offer them an alternative of at least equal or greater standard. If the alternative is a higher price, the cost needs to be paid by you.

HOW IS THEIR PAYMENT PROCESS?

 **Payment taken by channel**

Payments are taken by Hotelbeds instantly and they are paid directly to Rentals United 7 days before the client arrives. Rentals United will pay you once the client is in the property by bank transfer.

CAN YOU UPLOAD YOUR OWN CANCELLATION POLICY?

 **Yes**

Yes you can. This is sent to them via the API connection we have with them. Make sure your cancellation policy is up to date in your Rentals United account.

TIP:

Given the nature of the clients booking with Hotelbeds, it's best to have at least a period where the client can cancel for free. For example, all cancellations made before 90 days of arrival are free.

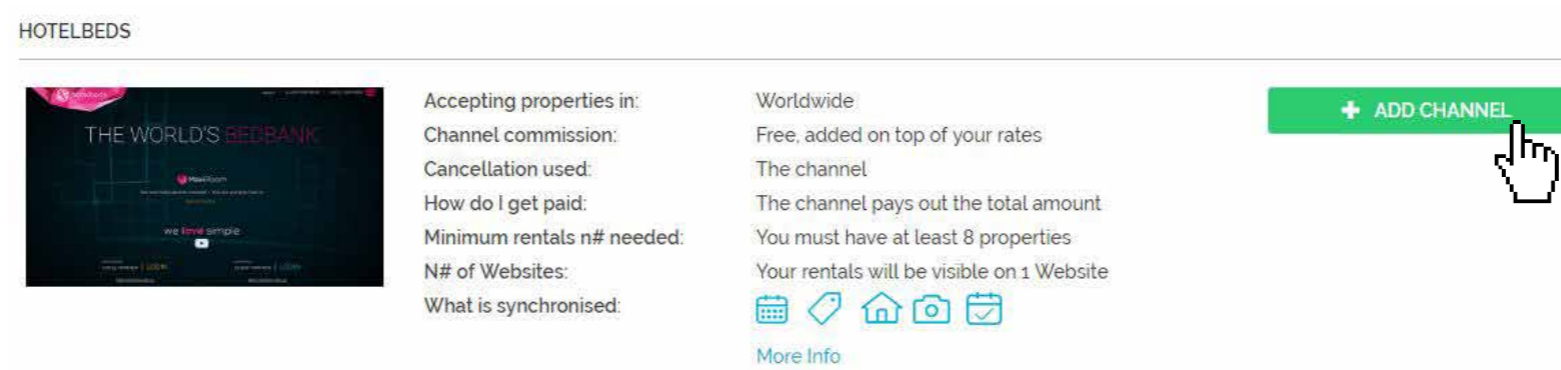
STEP BY STEP

HOW TO ADVERTISE ON



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”.

HOTELBEDS



Accepting properties in: Worldwide






Channel commission: Free, added on top of your rates

Cancellation used: The channel

How do I get paid: The channel pays out the total amount

Minimum rentals n# needed: You must have at least 8 properties

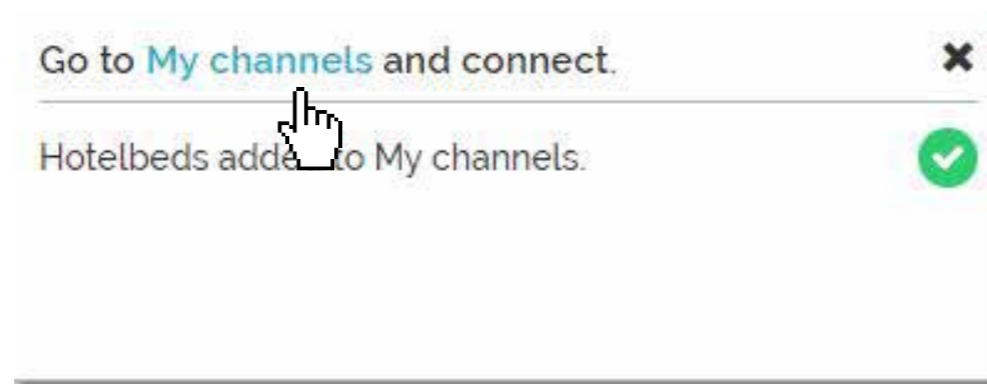
N# of Websites: Your rentals will be visible on 1 Website


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 “Add to my channels”.




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

Hotelbeds added to My channels. 

STEP 3 | Go to “My channels” on the main menu, find the just added channel and click on “Get connected”.

 HOTELBEDS
Not connected



Connection Date:	22/03/2017
N# of Properties Connected:	0 out of 0
N# of Bookings Received:	0
Channel Commission:	on top of your rates
Cancellation Used:	the channel.
How Do I Get Paid:	The channel pays out the total amount
Channel Contact:	support@hotelbeds.com

! GET CONNECTED

PROPERTY SETTINGS

ACCOUNT SETTINGS

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.

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

STEP 5 | 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.

 **HOTELBEDS**
Connected ^ x



Connection date: 11-01-2016

N# of properties live: 0 out of 0

N# of bookings received: 0

Channel commission: On top of your rates

Cancellation used: The channel

How do I get paid: The channel pays out the total amount

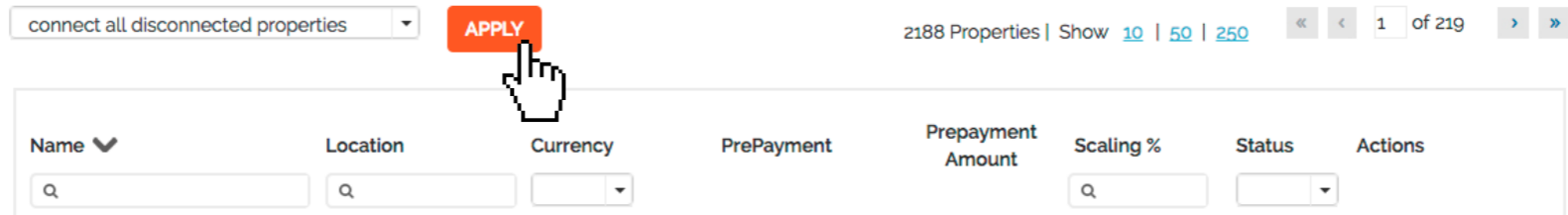
Contact information: name@mail.com

[✓ PROCESS](#)

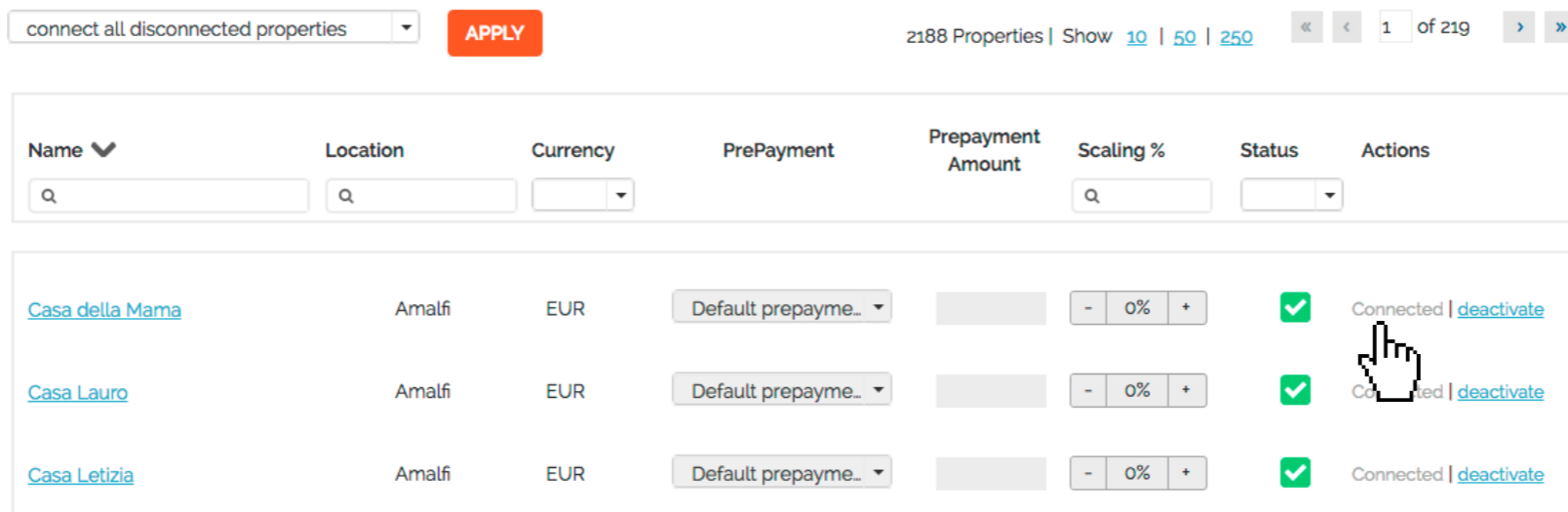
[🏠 PROPERTY SETTINGS](#)

[⚙️ ACCOUNT SET](#)





STEP 7 | 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 8 | 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 9 | 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..		- +1% +	✓	deactivate link 
BM DownTown Dreams 3	Amsterdam	EUR	Default prepayme..		- +1% +	✓	deactivate link 
CB LUXURY GROUP HOUS	Amsterdam	EUR	Default prepayme..		- +1% +	✓	deactivate link 
TOF Arena Deluxe	Zuidoost	EUR	Default prepayme..		- +1% +	✓	deactivate link 

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HOW TO ADVERTISE ON

