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VERSION

Version	Date	Author	Revised by
2.0	Dec - 2015	Bernat Carbonell	

Objective of this fact-sheet is to explain how Jumbo Tours technically displays the concept of erratas in order to get a correct xml implementation.

DEFINITION

Jumbo Tours considers an errata as Important and mandatory information related to a stay in an accommodation. This information must be shown to the customer during availability phase and in the voucher: Hotels may need to check this information at check-in or while redeem. Customer need to know this information during purchase phase and check-in. Some information are legally mandatory (city tax – local tax).

EXAMPLES

Errata: “ACCOMODATION: Safe with extra charge payable on spot.” Apply From: 15/02/2015 To: 30/09/2015

Errata: “ACCOMODATION: Hotel is under renovation. Café Swiss Restaurant, Outdoor pool are out of operation.” Apply From: 10/03/2015 To: 12/03/2015

Errata: “KEY COLLECTION: Keys delivery in building Los Peces, Calle Navarra 2, 43840 SALOU. Phone number: + 34 977.350.315” Apply From: 10/03/2015 To: 12/03/2015

Errata: “ACCOMODATION: Cots available upon request” Apply From: 01/01/2010 To: 31/12/2038

Note: the errata text begins with a categorization of the errata. (list of available categories in annexe of this document and on request)

APPLICATION DOMAIN

This feature applies to any agencies working with xml.

SPECIFICATIONS

This information is available in our static data hotel content file generated every Thursday (HotelsFile V2 or V5); in all our web services operations related to the product stay: availability, valuate, confirm and through our content related web services operations:

The information is defined with:

- application dates (From / To)
- comment type: value is always ERRATA
- errata category. Errata tipology: refers to the category list added at the end of this document (Annexe)

Always 1st part of the errata string: before the separator “:”. Example : KEY COLLECTION

- errata: string - free text. Example: keys delivery in building Los Peces, Calle Navarra 2, 43840 SALOU.”

Hotel File: V2 or V5

xls or csv-psv format: the information is located in the columns starting from column CR : Comment

CR	CS	CT	CU
comentario_1_text	comentario_1_text	comentario_2_text	comentario_3_text
Hotel prices do not include room taxes established by local entities. These room taxes vary depending on the city and hotel category and are charged directly by the hotel to the clients.	ERRATA		
Please note if hotel offers buffet meals, they are subject to a minimum amount of clients, depending the hotel. If that minimum is not reached buffet meal may be substituted by a menu meal.	ERRATA	Hotel prices do not include	ERRATA
Safe with extra charge payable on spot.	ERRATA		
CHECK-IN AND BREAKFAST ALL YEAR AT HOTEL ANTICA CASA CARETTONI (Address: Riva Testa, Lido di Spagnola, 130 - 30121 Venice) 100m from the Hotel Moderno	ERRATA		
ing & safe on extra charge payable on the spot. Wifi on extra payable on the spot.	ERRATA	SERVICES AT CHAR	ERRATA
Hotel prices do not include room taxes established by local entities. These room taxes vary according to the city and hotel category and are charged directly by the hotel upon client's arrival.	ERRATA	Hotel prices do not include	ERRATA
Hotel is under renovation. Gaja Restaurant, C&A Swiss Restaurant, Outdoor pool are out of operation during 2014. Breakfast will be served at Lobby Lounge. We are upgrading our rooms and suites.	ERRATA		
A/C and Safe with extra charge payable on spot	ERRATA		
FREE PARKING, SAUNA & HEATED POOL	ERRATA	INFORMING NOTE: CH	ERRATA
AIR CONDITIONING AND FREE WI FI ONLY IN 1 BEDROOM APARTMENT & IN SUPERIOR STUDIO	ERRATA		
CHECK-IN IS AT HOTEL ANTICA CASA CARETTONI. (ADDRESS: RIVA TESTA DI SPAGNOLA, 130 - 30121 VENICE) CHECK-IN ALL YEAR AT HOTEL ANTICA CASA CARETTONI	ERRATA	Hotel prices do not include	ERRATA
COATS ON REQUEST	ERRATA		

xml format: The information is located inside the node Comments:

```
<comentario_1>
  <text>CAT-ERRATA: Errata text </text>
  <type>ERRATA</type>
</comentario_1> /
```

NB: number of errata is not limited.

Web services operations:

The information is displayed in all our web services operation in relation with the stay or the product: availability, valuate or confirm responses, also in our content related operations such as getEstablishmentData.

The information is located in the node comments as in the following example:

```
<comments>
  <from>2012-04-30T22:00:00.000Z</from>
  <text>RECLAMATIONS: ONLY ACCEPTED DURING THE STAY AT THE
  ACCOMMODATION.</text>
  <to>2040-12-30T23:00:00.000Z</to>
  <type>ERRATA</type>
</comments>
```

the errata category is RECLAMATIONS

The errata text is ONLY ACCEPTED DURING THE STAY AT THE ACCOMMODATION.

This text must be shown during the availability search, before the confirm process and printed in the voucher.

CONCLUSION:

An errata is an important and/or mandatory information for the final customer. This information needs to be shown during the availability process in order to inform the final customer and printed in the voucher.

To achieve this objective, we deliver this type of information in all our contents files and all our product related web services operations. We strongly recommend you to interpret our errata in order to avoid any issue during or after the customer stay.

Please contact Xtravelsystem Support Team at support@xtravelsystem.com for more information.

ANNEXE:

Current defined errata categories:

Code	Title	Description
ALL	ALLOCATION	Room or apartment assignation in specific part or area of the hotel/resort.
BEF	BEACH FACILITIES	Specifications of beach service
BOC	BOARD CONDITIONS	Specifications of meal schedules, menus and everything that has to do with the contracted board
BOP	BOOKING POLICY	Reservation and booking terms
CAP	CANCELLATION POLICY	Cancellation conditions
CHP	CHILD POLICY	Conditions relating to legal or to the hotel policy on children and / or their presence
CIO	CHECK- IN / OUT	Check-in and Check out conditions and timetables.
CIT	CITY TAX	Local tax
DEP	DEPOSIT	Deposit required. Payment and Refund conditions
DRC	DRESS CODE	Dress requirements for certain occasions and spaces
ECT	ECO TAX	Eco tax
EDP	EARLY DEPARTURE	Early departure
GAD	GALA DINNERS	Specifications about new years eve, christmas eve and gala dinners
GAY	GAY	Gay friendly hotel / gay only hotels, and specifications
GRP	GROUP POLICY	Hotel terms referred to groups.
HAC	HOTEL ACCESS	Limited access to hotel and/ or general and specific areas.
HCA	HOTEL CATEGORY	Changes on hotel category
HFA	HOTEL FACILITIES	Specifications of hotel general amenities.
HNO	HOTEL NOTICE	Hotel general announcements
HPO	HOTEL POLICY	Hotel specific conditions
HRE	HOTEL RECOMMENDATIONS	recommendations for use of facilities
HRN	HOTEL RENAMING	alteration of the hotel name
INT	INFRASTRUCTURE TAX	Zanzibar(Tanzania) Local tax for infrastructure
LER	LEGAL REQUIREMENTS	Legal requirements imposed on the customer
NAF	NOT AVAILABLE FACILITIES	Services unavailable temporarily or permanently, in rooms or at hotel
NSH	NO SHOW	Penalty for not appearing
NUD	NUDIST	Hotel for nudist
OFC	OFFER CONDITIONS	Conditions given in the offers

OTH	OTHERS	Unclassified and inactivated
PPO	PET POLICY	Conditions on the use of the facilities referred to pets
RAC	RENOVATIONS AND CLOSURES	Renovations or closures of specific or general areas
RCO	ROOM CONDITIONS	Room contractual specifications and types
RFA	ROOM FACILITIES	Specifications of room amenities
RFE	RESORT FEE	Tax imposed by the resort, may be compulsory or not.
RPO	COMPLAINTS POLICY	Terms on which you can claim
SAC	SERVICES AT CHARGE	Services upon extra charge and specifications
SCI	SPECIAL CHECK-IN INSTRUCTION	Special conditions for check-in or collecting keys
SPO	SMOKING POLICY	Hotel smoking policy and allowed smoking areas.
SWI	SWINGERS	Hotel for swingers only
TES	TEST	IT or User tests