

Connectivity Partner Handbook:

# Check-in API



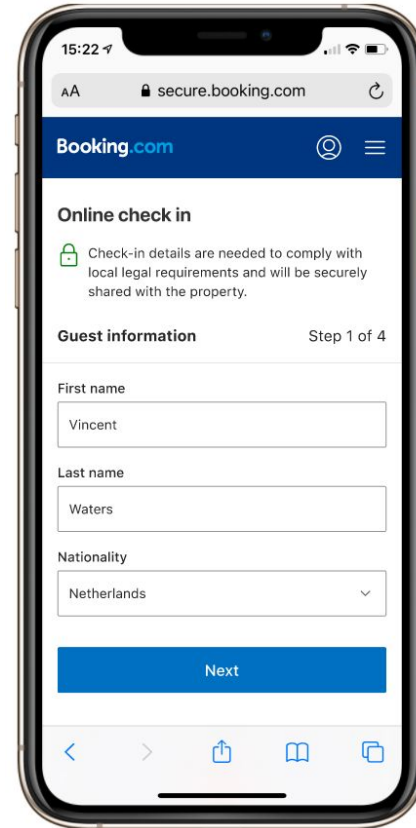


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# What is the check-in API?

We offer guests an interface to submit and store check-in related data and make it available to you via easy-to-integrate APIs that you can plug straight into your platform.



example

# Why is the check-in API important?

## It's what your clients and their guests want

Check-in is important for both guests and partners. 77% of properties pre-communicate with guests on matters related to check-in. During the COVID-19 pandemic, the demand for online and contactless solutions in the hospitality sector grew dramatically.

## It's good for business

Our goals are to:

- Improve the digital guest experience which leads to saving time and reducing uncertainty and physical contact during COVID-19
- Increase operational efficiency by reducing time spent on administrative paperwork
- Ensure data security by using authentication and encryption standards





## How does it work?

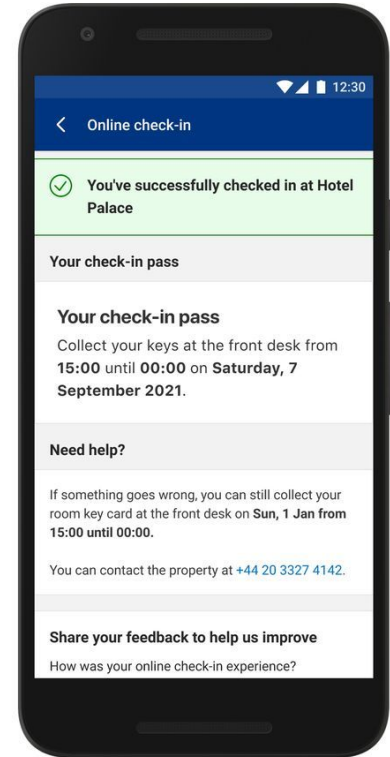
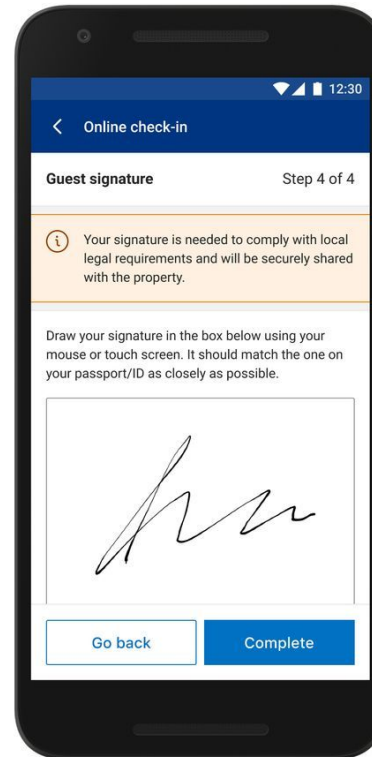
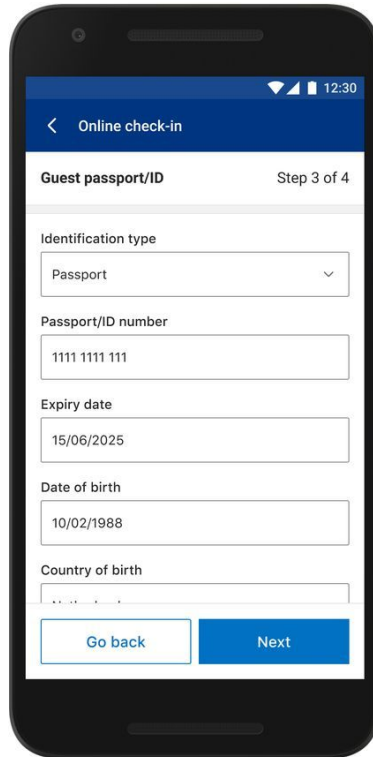
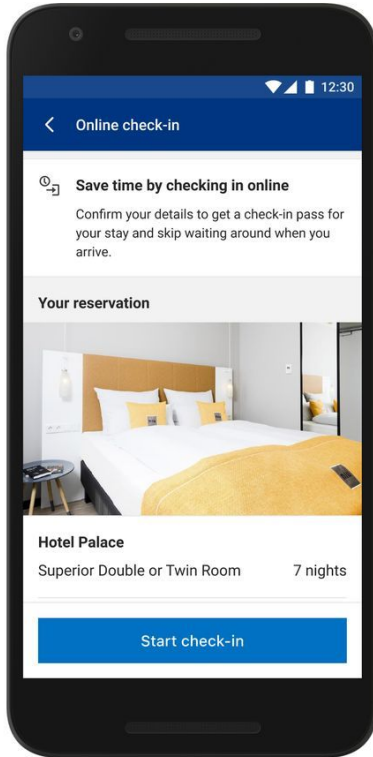
The check-in API enables you to request and receive additional Booking.com guest data that's needed to check guests in online.

- Quick integration with easy to use and simplified APIs
- Clear documentation and dedicated integration support



1. After a guest makes a reservation, **we send an automated email** inviting them to check in before arrival
2. The guest follows an email link to Booking.com and **enters required information** like passport or ID number
3. Guest is **notified of their successful check-in** by email and receives instructions in their language for picking up keys or accessing the property
4. Information appears in your system, where **properties can view and manage** guest check-in details
5. Guest arrives with **all the information they need** to pick up a key or enter the property

# What does it look like?



# API specification

## What's possible with the check-in API?

Booking.com will automatically generate check-in requests that you can action on. The API also allows you to:

- Retrieve and filter check-in requests by their statuses, per property or for all connected properties
- Manage check-in requests by requesting guest data input, accepting or rejecting online check-ins
- Send room/property access information such as instructions, PIN codes, QR codes, etc.

[Get started with API documentation](#)





# Benefits for your properties



## Reduce friction

A positive check-in experience is connected to overall satisfaction. “Check-in was simple” is among the top 3 reasons for guest satisfaction.



## Secure data exchange

Ensure data security by using authentication and encryption standards.



## Adoption

Leverage the trusted Booking.com brand to grow online check-in at your property



## Delight guests

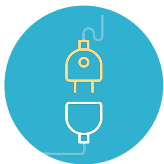
“Check-in was fast” is among the top 3 reasons for guest satisfaction.

# Benefits for you



## Client satisfaction

We know from our research, partners, and feedback from providers like you that properties want to receive guest data in advance to reduce administrative work.



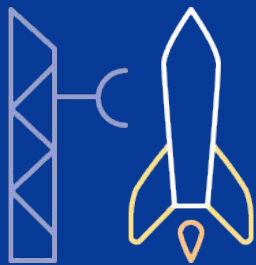
## Easy integration

With our simple APIs and clear technical documentation, you can easily integrate and provide a new feature to your clients in no time.



## Exclusive benefits

Get exclusive benefits including greater business exposure and priority support by earning points in the Connectivity Partner Programme.



# Getting started

- 1 **Understand the API** by reading through our [documentation](#) and checking the endpoints you'll need to develop
- 2 **Start the integration process:** by emailing [connectivity@booking.com](mailto:connectivity@booking.com) and requesting the initial setup.
- 3 **Complete certification/self assessment** before going live.
- 4 **Inform properties** and enable opt-in.

**Thank you!**