# Viator API certification - back-end checks (v2 API)



How to get started

1. Please check our [certification documentation](https://partnerresources.viator.com/travel-commerce/merchant/certification/) before submitting answers.
2. Please fill in your answers to the form below.
3. Send this document back to us at affiliateapi@tripadvisor.com.
4. We will verify your integration and ensure everything is in working order.
5. We will reach out directly to you via email with additional questions or to let you know you've completed the back-end checks.
6. Only after back-end checks are completed, can you start the front-end certification.

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## General questions

1. What is your company name?

| Your response: |  |
| --- | --- |

1. Is this a B2B or B2C implementation, or both?

| Your response: |  |
| --- | --- |

1. Is this implementation for desktop, mobile, or app?

| Your response: |  |
| --- | --- |

1. How many destinations do you support? Which destinations do you exclude, if any, and why?

| Your response: |  |
| --- | --- |

1. How many products do you currently support? If you filter out certain products, what criteria is that based on? Do you plan to add more products after launch?

| Your response: |  |
| --- | --- |

## Endpoint usage

1. Please tell us which endpoints are used in your implementation. For the endpoints used, please indicate whether they are used for ingestion or in real-time, as well as how often you’re going to call them.

Please refer to this section of the API documentation: [Update frequency](https://docs.viator.com/partner-api/technical/#section/Workflows/Update-frequency).

*For example, if you ingest all data with /products/modified-since every 30 minutes, the input in the table should look like this:*

| Endpoint | Ingestion | Real-time | Additional notes |
| --- | --- | --- | --- |
| [/products/modified-since](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsModifiedSince) | Every 30 min |  |  |

Please provide this information in the table below for all endpoints that are used:

***Please note: Failure to follow the endpoint usage rules outlined in the*** [***API documentation***](https://docs.viator.com/partner-api/technical/#section/Workflows/Update-frequency) ***and from the*** [***Technical guide***](https://partnerresources.viator.com/travel-commerce/technical-guide/) ***for any of the endpoints will be considered a certification blocker.***

| Endpoint | Ingestion | Real-time | Additional notes |
| --- | --- | --- | --- |
| [/products/modified-since](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsModifiedSince) |  |  |  |
| [/products/bulk](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsBulk) |  |  |  |
| [/products/{product-code}](https://docs.viator.com/partner-api/technical/#tag/Products/operation/products) |  |  |  |
| [/availability/schedules/modified-since](https://docs.viator.com/partner-api/technical/#tag/Availability/operation/availabilitySchedulesModifiedSince) |  |  |  |
| [/availability/schedules/bulk](https://docs.viator.com/partner-api/technical/#tag/Availability/operation/availabilitySchedulesBulk) |  |  |  |
| [/availability/schedules/{product-code}](https://docs.viator.com/partner-api/technical/#tag/Availability/operation/availabilitySchedules) |  |  |  |
| [/products/search](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsSearch) |  |  |  |
| [/search/freetext](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/searchFreeText) |  |  |  |
| [/products/tags](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsTags) |  |  |  |
| [/products/booking-questions](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsBookingQuestions) |  |  |  |
| [/locations/bulk](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/locationsBulk) |  |  |  |
| [/exchange-rates](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/exchangeRates) |  |  |  |
| [/reviews/product](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/reviewsProduct) |  |  |  |
| [/suppliers/search/product-codes](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/suppliersSearchProductCodes) |  |  |  |
| [/destinations](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/destinations) |  |  |  |
| [/attractions/search](https://docs.viator.com/partner-api/technical/#tag/Attractions/operation/attractionsSearch) |  |  |  |
| [/attractions/{attraction-id}](https://docs.viator.com/partner-api/technical/#tag/Attractions/operation/attractions) |  |  |  |
| [/products/recommendations](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsRecommendations) |  |  |  |
| [/availability/check](https://docs.viator.com/partner-api/technical/#tag/Availability/operation/availabilityCheck) |  |  |  |
| [/bookings/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsHold) |  |  |  |
| [/bookings/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsBook) |  |  |  |
| [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) |  |  |  |
| [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) |  |  |  |
| [/v1/checkoutsessions/{sessionToken}/paymentaccounts](https://docs.viator.com/partner-api/technical/#tag/Payments/operation/paymentsCreateToken) |  |  |  |
| [/bookings/status](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsStatus) |  |  |  |
| [/bookings/modified-since](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsModifiedSince) |  |  |  |
| [/bookings/modified-since/acknowledge](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsModifiedSinceAcknowledge) |  |  |  |
| [/bookings/cancel-reasons](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCancelReasons) |  |  |  |
| [/bookings/{booking-reference}/cancel-quote](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCancelQuote) |  |  |  |
| [/bookings/{booking-reference}/cancel](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCancel) |  |  |  |
| Deprecated endpoints |
| [/v1/taxonomy/destinations](https://docs.viator.com/partner-api/technical/#tag/V1-endpoints/operation/v1TaxonomyDestinations) |  |  |  |
| [/v1/taxonomy/attractions](https://docs.viator.com/partner-api/technical/#tag/V1-endpoints/operation/v1TaxonomyAttractions) |  |  |  |
| [/v1/search/attractions](https://docs.viator.com/partner-api/technical/#tag/V1-endpoints-(affiliates-only)/operation/v1SearchAttractions)  |  |  |  |
| [/v1/attraction](https://docs.viator.com/partner-api/technical/#tag/V1-endpoints-(affiliates-only)/operation/v1Attraction) |  |  |  |
| [/v1/attraction/products](https://docs.viator.com/partner-api/technical/#tag/V1-endpoints-(affiliates-only)/operation/v1AttractionProducts) |  |  |  |
| [/v1/support/customercare](https://docs.viator.com/partner-api/technical/#tag/V1-endpoints-(affiliates-only)/operation/v1SupportCustomercare)  |  |  |  |
| [/v1/product/photos](https://docs.viator.com/partner-api/technical/#tag/V1-endpoints/operation/v1ProductPhotos) |  |  |  |

## Booking flow

1. Please share a diagram or a write-up of your booking flow with endpoints used in the booking process.

| Your response: |  |
| --- | --- |

1. Please share your logs for a successful booking made in sandbox. Please include all requests and responses from the booking flow (starting from the /availability/check request).

| Your response: |  |
| --- | --- |

## Product search

1. Do you provide search results to customers that are returned by our **search endpoint** or do you return search results **directly from your database**?

| Your response: |  |
| --- | --- |

1. If you’re using the search endpoint(s), can you confirm that the **pagination** has been applied in your implementation and you’re not requesting more than 50 products at a time, and making additional requests only when the customer wants to see more products?

*Please note: You should paginate through the search results (using the start and the count paremeters) only when the customer wants to move to the next page with search results to see more products.*

| Your response: |  |
| --- | --- |

## Attractions

1. Do you use attraction data from the API? If so, could you confirm that it’s not indexed?

*Please note: Guidelines to prevent indexing of unique content can be found* [*here*](https://docs.viator.com/partner-api/technical/#section/Key-concepts/Protecting-unique-content)*.*

| Your response: |  |
| --- | --- |

## Reviews

1. Do you display Viator or Tripadvisor reviews from the API? If so, could you confirm that this data is not indexed?

*Please note: Guidelines to prevent indexing of unique content can be found* [*here*](https://docs.viator.com/partner-api/technical/#section/Key-concepts/Protecting-unique-content)*.*

| Your response: |  |
| --- | --- |

1. If the reviews or review scoring from the API are used on your site, do you indicate the provider of the reviews (Viator/Tripadvisor)?

*Please note: It is a legal requirement to indicate the provider of the reviews (Viator/Tripadvisor) even if only the review rating is displayed without the review text. You can use the same text as on the Viator website: “Total review count and overall rating based on Viator and Tripadvisor reviews”. Refer to contractual agreement on requirements to indicate source of reviews.*

| Your response: |  |
| --- | --- |

## Exchange rates

1. Do you use the Viator exchange rates from the [/exchange-rates](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/exchangeRates) endpoint? If so, can you confirm that the exchange rates are cached and refreshed following the expiry timestamp from the response?
 *Please note: If you’re using any of the /schedules endpoints to get the pricing schedules, you will need to convert the pricing into the currency of the booking as /schedules endpoints return the price in the supplier’s currency. It’s not mandatory for you to apply Viator’s exchange rates (we recommend using Viator’s exchange rates for conversion as you will be invoiced based on the Viator’s rates). However if you use the* [*/exchange-rates*](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/exchangeRates) *endpoint this data must be cached and refreshed based on the expiry timestamp.*

*Merchant Partners Only
You will be invoiced* partnerTotalPrice *based on the Viator exchange rates in the currency sent in the booking request (you can choose between the following currencies: AUD, CAD, EUR, GBP, USD.*

| Your response: |  |
| --- | --- |

## Locations

1. Do you have access to Google Places API to retrieve details of Google locations using the providerReference from the [/locations/bulk](https://docs.viator.com/partner-api/technical/#tag/Auxiliary/operation/locationsBulk) response?

*Please note: in accordance with our contractual agreement with Google, we are unable to share location details for Google locations. To access this data, you will need to have your own account and utilize the Google Places API.*

| Your response: |  |
| --- | --- |

## Recommendations

##

## Do you use the [/products/recommendations](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsRecommendations) endpoint? If so, could you explain how it's used? For instance, is it implemented to show product recommendations on product pages or at checkout when a selected product is unavailable?

| Your response: |  |
| --- | --- |

## Which product content endpoint do you use to retrieve product content details for products returned in the [/products/recommendations](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsRecommendations) response? How many products do you request information for when generating a single recommendation?

*Please note: when retrieving details for multiple products at the same time, it’s best to use the /products/bulk endpoint for maximum efficiency.*

| Your response: |  |
| --- | --- |

## Which availability endpoint do you use to retrieve the availability or pricing details for products returned in the [/products/recommendations](https://docs.viator.com/partner-api/technical/#tag/Products/operation/productsRecommendations) response? How many products do you request information for when generating a single recommendation?

*Please note: when retrieving details for multiple products at the same time, it’s best to use the /schedules/bulk endpoint for maximum efficiency.*

| Your response: |  |
| --- | --- |

##

## Real-time availability and pricing

1. Do you conduct availability and pricing checks in real-time prior to booking? If so, at what stage of the booking flow and what endpoint do you use for this?

| Your response: |  |
| --- | --- |

1. Can you confirm that the [/availability/check](https://docs.viator.com/partner-api/technical/#tag/Availability/operation/availabilityCheck) endpoint is used when a specific date and passenger mix (age bands) are selected?

| Your response: |  |
| --- | --- |

1. In case of pricing differences between previously quoted price and the new price from the [/availability/check](https://docs.viator.com/partner-api/technical/#tag/Availability/operation/availabilityCheck) response, do you apply the new price?

| Your response: |  |
| --- | --- |

## Contact details

1. Do you include customer contact details (email, phone) in the booking request, your own contact details, or both?

*Please note: The email address provided in the booking request (communication.email) is the primary contact for all booking-related communication from both Viator and its suppliers.*
* *For* ***affiliate partners****, Viator sends all booking confirmations, amendments, and cancellation notifications directly to this email. Suppliers will also use this email for direct communication regarding booking (e.g., tickets, pickup details).*
* *For* ***merchant partners****, the partner is responsible for sending all booking confirmations, amendments, and cancellation notifications to their customer - these updates are provided by Viator via the API or email communications. However, suppliers will still use this email for direct communication regarding booking (e.g., tickets, pickup details).*

***If you are an affiliate API partner with full + booking access****, you should only provide customer contact details in the booking request. This ensures all communication about bookings (amendments, cancellations, and booking-related enquiries from suppliers) is sent directly to the customer.*

*Due to PII compliance reasons, only merchant API partners can be copied on the communication sent from the Viator system.*

| Your response: |  |
| --- | --- |

1. Is the phone number submitted in the correct format: plus symbol at the beginning, followed by the country code, followed by the remaining numerals?

*Please note: Spaces, hyphens and parentheses can be included or omitted, but the string must start with the plus symbol and country code; e.g. +61 400 580 860. If not provided correctly, the phone number will not be saved in the Viator system and the supplier will not receive with this information.*

| Your response: |  |
| --- | --- |

1. If you are a **merchant partner**, do you include your company details in the booking request (additionalBookingDetails schema) in order to display this information on vouchers? If not, do you have another way of sharing your contact details with customers?

*Please note: this doesn’t apply to affiliate partners with booking access because Viator is the merchant of record in case of this solution and Viator is responsible for providing customer support.*

| Your response: |  |
| --- | --- |

1. Could you please confirm whether you provide 24-hour customer support to your customers?

| Your response: |  |
| --- | --- |

## Booking questions

1. Do you support all [booking questions](https://partnerresources.viator.com/travel-commerce/merchant/implementing-booking-questions/)? If not, which booking questions are not supported and why?

| Your response: |  |
| --- | --- |

## Booking hold

1. Which endpoint is used to make a booking hold: [/bookings/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsHold) or [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold)?

| Your response: |  |
| --- | --- |

1. At what stage of the booking process are you calling the [/bookings/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsHold) or the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) endpoint?

| Your response: |  |
| --- | --- |

1. Do you verify the timestamps returned for both availability and pricing hold? Would another hold be made in case the previous one expires?

*Please note: it is important to verify the timestamps from the hold response and make a new hold if necessary (i.e. when the first hold expired but the customer hasn’t made the booking yet) otherwise there is a risk of availability or pricing changes. A new hold can only be placed in case the previous hold expires.*

| Your response: |  |
| --- | --- |

1. If you’re not using the hold functionality please confirm that you will verify the availability and the price in real-time with the [/availability/check](https://docs.viator.com/partner-api/technical/#tag/Availability/operation/availabilityCheck) endpoint right before making the booking to ensure that the pricing hasn’t changed.

*Please note: last-minute pricing changes are very common. If you’re not placing the hold on the booking at checkout there is a risk of a price change. It’s essential to double-check the price in real-time before confirming the booking (if this step is skipped the price on the booking may turn out to be much higher than previously quoted).*

| Your response: |  |
| --- | --- |

1. Affiliates only: If you implemented the **API payments solution** please confirm that:
* PARTNER\_FORM will be sent as the value for paymentDataSubmissionMode in the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) request

| Your response: |  |
| --- | --- |

* the paymentDataSubmissionUrl from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) response will be used to create a payment token with the [/v1/checkoutsessions/{sessionToken}/paymentaccounts](https://docs.viator.com/partner-api/technical/#tag/Payments/operation/paymentsCreateToken) endpoint instead of constructing the URL manually

| Your response: |  |
| --- | --- |

* the cart references (cartRef and partnerCartRef) and booking references (bookingRef and partnerBookingRef ) from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) hold are used when submitting the booking request with the [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) endpoint and all booking details from hold match the details from the [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) request.

| Your response: |  |
| --- | --- |

* the booking status from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) response is verified prior to proceeding with the payment. When the booking status is REJECTED the customer will be advised that the product is not available to book (based on the rejectionReasonCode returned in the response).

| Your response: |  |
| --- | --- |

*See our step-by-step guide for the API payments solution* [*here*](https://partnerresources.viator.com/travel-commerce/api-payments/#step-by-step-guide)*.*

1. Affiliates only: If you implemented the **Viator iframe solution** please confirm that:
* VIATOR\_FORM is sent in the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) request as the value for paymentDataSubmissionMode along with the hostingUrl

| Your response: |  |
| --- | --- |

* hostingUrl will always match the URL of the page hosting the iframe (it should include the protocol, domain and any non-standard port, excluding the trailing ‘/’)

| Your response: |  |
| --- | --- |

* The paymentSessionToken from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) response is used to initialize the iframe

| Your response: |  |
| --- | --- |

* The cart references (cartRef and partnerCartRef) and booking references (bookingRef and partnerBookingRef ) from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) endpoint are used when submitting the booking request with the [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) endpoint and all booking details from hold match the details from the [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) request.

| Your response: |  |
| --- | --- |

* The booking status from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) response is verified prior to proceeding with the payment. When the booking status is REJECTED the customer will be advised that the product is not available to book (based on the rejectionReasonCode returned in the response).

| Your response: |  |
| --- | --- |

See our step-by-step guide for the iframe solution [here](https://partnerresources.viator.com/travel-commerce/api-payments/#step-by-step-guide).

## Making a booking

1. If you use the **merchant API** and you’re making bookings with the [/bookings/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsBook) endpoint please confirm that:
* The bookingRef from [/bookings/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsHold) and partnerBookingRef is used in the [/bookings/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsBook) request

| Your response: |  |
| --- | --- |

* The booking status returned in the [/bookings/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsBook) response is always verified and communicated to the customer

| Your response: |  |
| --- | --- |

1. Affiliates only: If you implemented the **API payments solution** please confirm that:
* paymentDataSubmissionUrl from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) is used to submit payment details with [/paymentaccounts](https://docs.viator.com/partner-api/technical/#tag/Payments/operation/paymentsCreateToken) endpoint instead of constructing the URL manually.

| Your response: |  |
| --- | --- |

* x-trip-clientid header is be populated with the partner PID and your internal request identifier is included in the x-trip-requestid header

| Your response: |  |
| --- | --- |

* When creating the payment token with the [/paymentaccounts](https://docs.viator.com/partner-api/technical/#tag/Payments/operation/paymentsCreateToken) endpoint full credit card details are provided (number, cvv, expMonth, expYear, name) including address (country + postalCode).

| Your response: |  |
| --- | --- |

* The country code (alpha-2 code for the customer country) and postal code are accurate and for the owner of the card details.

| Your response: |  |
| --- | --- |

* The sessionAccountToken from the [/paymentaccounts](https://docs.viator.com/partner-api/technical/#tag/Payments/operation/paymentsCreateToken) response is used as the paymentToken in the [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) request.

| Your response: |  |
| --- | --- |

* Responses to [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) are handled appropriately and the customer is informed about the booking status

| Your response: |  |
| --- | --- |

* The Javascript library is included on your website and used to send through the device fingerprint.

| Your response: |  |
| --- | --- |

See our step-by-step guide for the API payments solution [here](https://partnerresources.viator.com/travel-commerce/api-payments/#step-by-step-guide).

1. Affiliates only: If you implemented the **Viator iframe solution** please confirm that:
* You use the latest version of Edge, Firefox, Chrome or Safari, other browsers/older versions are not supported.

| Your response: |  |
| --- | --- |

* The paymentSessionToken from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) response is used in the initialization logic called on page load.

| Your response: |  |
| --- | --- |

* The onSubmitSuccess and onSubmitError methods have been implemented to deal with successful or error responses.

| Your response: |  |
| --- | --- |

* The country code (alpha-2 code for the customer country) and postal code is accurate and for the owner of the card details.

| Your response: |  |
| --- | --- |

* The paymentToken returned in the object is passed to the success callback method from the payment submitForm call is used as the paymentToken in the [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) request.

| Your response: |  |
| --- | --- |

* Success and failure callbacks are handled appropriately and the customer is informed about the booking status:
	+ Success: Complete the booking
	+ Failure: Provide appropriate error message to the customer

| Your response: |  |
| --- | --- |

* The cart references (cartRef and partnerCartRef and booking references (bookingRef and partnerBookingRef ) from the [/bookings/cart/hold](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartHold) endpoint are used when submitting the booking request with the [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) endpoint and all booking details from hold match the details from the [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) request.

| Your response: |  |
| --- | --- |

* The Javascript library is included on your website and used to send through the device fingerprint.

| Your response: |  |
| --- | --- |

See our step-by-step guide for the iframe solution [here](https://partnerresources.viator.com/travel-commerce/api-payments/#step-by-step-guide).

1. Affiliates only: If you implemented the **API payments solution** or the **iFrame solution**, please confirm that fraudPreventionDetails in additionalBookingDetails will be populated appropriately\*:
* The use of subChannelId if you have multiple channels (e.g. multi domains) (applicable to partners with multiple channels).

| Your response: |  |
| --- | --- |

* The use of agencyId if you have, for example, agencies in different geographies (applicable to agencies).

| Your response: |  |
| --- | --- |

* The use of agentId if you have agents that make bookings (applicable to agencies).

| Your response: |  |
| --- | --- |

* voucherDeliveryType will be set appropriately based on how vouchers are delivered. Also it will match one of the 3 predefined values (applicable to all partners)

| Your response: |  |
| --- | --- |

* customerMemberSince will be populated if such information is available (applicable to partners with customers that have membership/ are registered).

| Your response: |  |
| --- | --- |

\*partners must implement where applicable.

1. Please share a booking example from sandbox where all the requirements listed above are met.

| Your response: |  |
| --- | --- |

1. If you are an **affiliate partner with full + booking API access**, please confirm if you’re planning to use your customer’s card details to process payments or your own card details, i.e. you have a points system in place and customers redeem points instead of making direct payments (in such cases the payment must be taken during the booking flow using your card details).

*Please note: If you’re going to use your own card details we will need to safelist your cards to ensure that they won’t be blocked by fraud screening tools. In order to do so, we will ask you to confirm and cancel a test booking in production with each card that needs to be whitelisted and share with us the transaction Id.*

| Your response: |  |
| --- | --- |

1. If you are an **affiliate partner with full + booking API access**, please confirm if you’re going to use LoyaltyProgramDetails to share your Loyalty Program Information with Viator (optional).

 *Please note: This data will be used only by Viator’s internal teams (eg, by Customer Service in the event the traveler contacts Viator for any reason).*

| Your response: |  |
| --- | --- |

## Timeout

1. Have you implemented a timeout for API services on your end? If so, how long is it?

*Please note: the timeout for all API services should be 120s.*

| Your response: |  |
| --- | --- |

## Checking booking status

1. How do you check if the booking has been confirmed?

*Please note: even instant confirmation type products could result in rejected bookings in case of last-minute availability changes. That’s why it’s essential to always verify the booking status from the response to the booking endpoint.*

| Your response: |  |
| --- | --- |

1. What’s your process in case the [/bookings/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsBook) / [/bookings/cart/book](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCartBook) endpoint returns an error or the request times out?

*Please note: in such cases you should always call the* [*/bookings/status*](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsStatus) *endpoint to verify the booking status (prior to re-booking) and to make sure that the booking failed (you should not assume that the booking failed until you see the failed status in the API response). If the /book endpoint does not return a status within 120 seconds or returns an error, you should:*

*Ensure the booking status is confirmed via the API before communicating with the customer.*

| Your response: |  |
| --- | --- |

1. Please confirm that, in the event of an error returned by the /book endpoint, you will:
* Call the [/status](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsStatus) endpoint with a timeout of no less than 60 seconds.
* Continue polling until a final booking status is returned.
* Contact Viator team to check the booking status in case a booking is still processing after a long period (e.g., 20 minutes) with no returned status.

*Please note: It is essential to follow the steps outlined above to avoid booking issues, duplicate reservations, and reconciliation problems.*

| Your response: |  |
| --- | --- |

##

## Vouchers

1. How are you going to share the voucher with customers?

| Your response: |  |
| --- | --- |

1. Could you confirm that customers will be provided only with the Viator voucher (unmodified)?

*Please note: custom vouchers are not supported as they wouldn’t be recognized by suppliers.*

| Your response: |  |
| --- | --- |

1. If you are an **affiliate partner with full + booking API access**, please confirm that you will only share vouchers securely via email for all transactions where isVoucherRestrictionRequired is [true](http://true.in). In such cases, vouchers should not be displayed on the booking confirmation page or in the customer’s dashboard.

*Please note:*

* *This requirement applies only to affiliate API partners with full + booking access who share Viator vouchers with customers (it’s not necessary for affiliate partners to share the voucher with customers as Viator sends the booking confirmation email to the customer with the voucher details).*
* *It is essential for partners with full + booking access to implement secure voucher redemption for any transactions identified as potentially fraudulent to avoid bad customer experience and a loss of revenue in case of affected bookings.*

| Your response: |  |
| --- | --- |

## Traveler cancellations

1. Do you use the [/cancel-quote](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsCancelQuote) endpoint every time before the cancellation is processed to verify the refund amount? Can you confirm that you check the refundAmount field?

*Please note: the* "status"*:* "CANCELLABLE" *means that the booking can be canceled but it doesn’t mean that it’s refundable.*

| Your response: |  |
| --- | --- |

1. Please share a log showing that a booking has been successfully canceled using API services.

*Please note: merchant API partners are required to implement the* [*cancellation API workflow*](https://docs.viator.com/partner-api/technical/#section/Booking-concepts/Cancellation-API-workflow) *in order to cancel bookings on traveler’s behalf. This flow is optional for full + booking access affiliate API partners.*

| Your response: |  |
| --- | --- |

## Supplier cancellations

1. Do you have an [automated process for supplier cancellations](https://partnerresources.viator.com/travel-commerce/merchant/automating-supplier-cancellations/) with the [/bookings/modified-since](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsModifiedSince) endpoint? If so, could you confirm how frequently you’re making calls to this endpoint?

*Please note: if you wish to stop the email about supplier cancellations, you need to call the /bookings/modified-since endpoint at least every 5 minutes and acknowledge that you received the cancellation notification with the /bookings/modified-since/acknowledge endpoint within the time returned in the /bookings/modified-since response (5 min from the cancellation being processed).*

*Merchant API partners are required to* [*automate supplier cancellations*](https://partnerresources.viator.com/travel-commerce/merchant/automating-supplier-cancellations/) *via the API. This flow is optional for full + booking access affiliate API partners.*

| Your response: |  |
| --- | --- |

1. Do you use the [/bookings/modified-since/acknowledge](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsModifiedSinceAcknowledge) endpoint to acknowledge (within 5 minutes) that you received the cancellation notification so that Viator doesn’t send an email about the cancellation?

*Please note: If you are a merchant API partner and are not using this endpoint to acknowledge receipt of cancellations, you will receive emails from Viator regarding supplier cancellations. These emails are sent to ensure that both you and travelers are informed of canceled bookings in a timely manner.*

*Only merchant API partners can suppress these email notifications, as they are responsible for customer communication. This is not possible for affiliate API implementations, where Viator acts as the merchant of record and sends cancellation notifications directly to the customer.*

| Your response: |  |
| --- | --- |

##

## Manual confirmation type products

1. Do you [support manual confirmation type products](https://docs.viator.com/partner-api/technical/#section/Booking-concepts/Booking-confirmation-types)?

| Your response: |  |
| --- | --- |

1. If manual confirmation type products are supported, how often do you verify the booking status of PENDING bookings with the [/bookings/status](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsStatus) endpoint?

*Please note: Suppliers have up to 72 hours to confirm the booking request, or it will be automatically rejected 24 hours before the activity start time). If you support products with "confirmationType":* "MANUAL" *or* "confirmationType"*:* "INSTANT\_THEN\_MANUAL"*, you need to use the* [*/bookings/status*](https://docs.viator.com/partner-api/technical/#tag/Bookings/operation/bookingsStatus) *endpoint to verify the final booking status (Viator will not send you the confirmation email) and you should have a way to inform customers about it. We recommend calling this endpoint hourly.*

| Your response: |  |
| --- | --- |

1. If manual confirmation type products are not supported, do you have a logic to filter them out?

*Please note: Filtering should be done based on the confirmationType field from the product content response or by including* "confirmationType": "INSTANT" *in the /products/search requests.*

| Your response: |  |
| --- | --- |

## HTTPS

55. Does your platform have a valid HTTPS security certificate during all stages of the checkout process?

| Your response: |  |
| --- | --- |

## PCI DSS compliance

56. If you are an **affiliate partner with full + booking API access**, please share PCI DSS Attestation of Compliance (AOC).

*Please note:*

* *This requirement applies only to affiliate API partners with full + booking access, it doesn’t apply to merchant partners.*
* *It is essential for partners with full + booking access to establish and maintain technical and organizational security measures governing the processing of customer payment data and other customer information. Viator will conduct an annual PCI DSS assessment as the Attestation of Compliance (AOC) is valid 12 months.*

| Your response: |  |
| --- | --- |

After completing this document, send it back to us at affiliateapi@tripadvisor.com