

W2M TOUR OPERATORS API SPECIFICATIONS

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AUTHENTICATION METHOD

OAuth 2.0

Parameters (to be provided by W2M-Newblue API support team):

Login

Password

Client ID

Client Secret

Access Token URL LIVE: <https://auth.w2m.com/auth/realms/agency/protocol/openid-connect/token>

Access Token URL TEST: <https://pre-auth.w2m.com/auth/realms/agency/protocol/openid-connect/token>

Scope: openid email address roles

To authenticate and obtain an access token, you need to make a POST request to the provided Access Token URL, including the necessary parameters such as login, password, client ID, client secret, and scope. The response will contain the access token that can be used for subsequent API requests. You must use the same token for different requests during Token lifetime.

Be aware that tokens have a limited TTL, but when TTL runs out, you need to use *refresh token* instead of requesting a new token.

Please follow the OAuth 2.0 standards as described here <https://oauth.net/2/>

BRANDS

BRAND is an essential parameter in the API that determines the entity from which the package is being purchased.

1. Brand Representation

- **NBLUE:** Represents the Newblue product for **Spain**. Typical origin airports are **MAD** (Madrid) or alternative Spanish airports.
- **NBLPT:** Represents the Newblue product for **Portugal**. Typical origin airports include **LIS** (Lisbon), **OPO** (Porto), and occasionally **MAD** (Madrid).
- **KANNAK:** Represents the **Kannak** product, focusing on [specific details of the product, if applicable].
- **ICARION:** Represents the **Icáron** product, focusing on [specific details of the product, if applicable].

2. Market and Nationality

- Brands do **not** determine the market or nationality of the customer.
 - Portuguese customers might choose to depart from Madrid, and Spanish customers might opt for Lisbon or Porto.
- Similar flexibility applies to **KANNAK** and **ICARION** products, depending on customer preferences and availability.

3. Pricing Differences

- The same travel package may have **different prices** based on the brand.
- Pricing variations depend on the product configuration under each brand.

API TRANSACTIONS

ENDPOINTS

TEST: <https://pre-api.w2m.com>

LIVE: <https://api.w2m.com>

0. Destination List

- Purpose: Retrieve the list of zones/destinations for the products.
- Request: GET
<https://<environment>/agency/packages/api/v1/product/destinations?brand=<brand>>
- Example LIVE:
<https://api.w2m.com/agency/packages/api/v1/product/destinations?brand=XXXXX>
- Considerations:
 - The result depends on the requesting agency, as it goes through rules and only provides zones for visible products.
 - This endpoint is not intended for "online" calls; it requires making a request and storing the result.
 - The response includes the entire tree of destinations, including leaf nodes and their parent nodes.
 - Any zone from the response (leaf or parent) can be used in the product download request.

1. Product

- Purpose: Retrieve a list of products available for sale. The information can be retrieved by DESTINATION or by PRODUCT CODE.
- Request LIVE: POST <https://api.w2m.com/agency/packages/api/v1/product/ttoo>
- Response: A JSON array containing product information, including product IDs, names, descriptions, and prices.

To retrieve detailed content associated with a product in the **Product** transaction, it is necessary to include the parameter `withContents` in the request payload. This parameter ensures that the response includes all available descriptive content for the specified product.

When the `withContents` parameter is set to **true**, the API will return additional content in the response. This may include, but is not limited to:

- Product description.
- Itineraries included in the product.
- Other detailed information related to the product.

Including this parameter ensures the response contains the full range of content required for a complete understanding of the product.

Please note that hotels' content (description) may be retrieved from a different endpoint described in section 4.

Example 1:

Request

```
{
  "brand": "KANNAK",
  "productCode": "25KNAS012",
  "withContents": true,
  "language": "pt_BR"
}
```

Response

```
"itineraries": [
  {
    "day": 1,
    "title": "CIDADE DE ORIGEM - MILÃO",
    "additionalInfo": "<p>Chegada a MILÃO e traslado* ao hotel. Restante do dia livre para um contato inicial com",
    "image": "https://cms.w2m.com/.imaging/is6/Sites/Imagens-TTOO/EUROPA/Italia/Milan/Milan-(2).jpg"
  },
  {
    "day": 2,
    "title": "MILÃO à€ VERONA à€ VENEZA.",
    "additionalInfo": "<p>Café da manhã. De manhã cedo, faremos uma visita panorâmica completa",
    "image": "https://cms.w2m.com/.imaging/is6/Sites/Imagens-TTOO/EUROPA/Italia/Venezia/Venezia-(7).jpg"
  },
  {
    "day": 3,
    "title": "VENEZA",
    "additionalInfo": "<p>Café da manhã e passeio panorâmico de barco pela Lagoa de Veneza, onde se",
    "image": "https://cms.w2m.com/.imaging/is6/Sites/Imagens-TTOO/EUROPA/Italia/Venezia/3.-Venezia.jpg"
  }
],
```

Example 2:

```

Response
{
  "content": {
    "description": "Una nueva propuesta más libre y personalizada, con nuevos servicios y experiencias en destino. Aquí encontrarás todos los servicios incluidos en el programa de viaje Varadero Essence, el itinerario previsto del viaje y aquellos servicios opcionales que podrás añadir al reservar tu viaje.",
    "services": [
      {
        "name": "Vuelo Madrid-La Habana-Madrid con nuestra compañía World2Fly.",
        "category": "MAIN",
        "type": "INCLUDED"
      },
      {
        "name": "Estancia en el Hotel y habitación reservada",
        "category": "MAIN",
        "type": "INCLUDED"
      },
      {
        "name": "Traslados aeropuerto-hotel-aeropuerto",
        "category": "MAIN",
        "type": "INCLUDED"
      }
    ]
  }
}

```

Example 3:

```

Response
{
  "itineraries": [
    {
      "day": 1,
      "title": "Embarque y llegada, Madrid - Varadero.",
      "description": ";Empieza nuestro viaje! Nos dirigimos al aeropuerto para tomar el vuelo de la nueva aerolínea World2Fly hasta La Habana. Tras recoger tu equipaje, te estará esperando nuestro transfer que te llevará hasta la puerta del hotel para que empieces a disfrutar de tus vacaciones."
    },
    {
      "day": 2,
      "title": "Tu viaje, estancia en Varadero.",
      "description": "Una vez instalados en el hotel, ya estamos listos para empezar a disfrutar de nuestro destino. La playa de Varadero está considerada una de las más bonitas del Caribe, con 21 km de longitud, arena blanca y aguas transparentes. Infórmate de las diferentes actividades en destino que te ofrecemos y disfruta al máximo de tu estancia."
    },
    {
      "day": 8,
      "title": "Regreso, Varadero - Madrid.",
      "description": "Termina nuestro viaje y el último día vendrá nuestro transfer a recogerte a tu hotel para llevarte al aeropuerto de La Habana. Tras facturar tu equipaje, subiremos a bordo del vuelo de World2Fly, donde pasaremos la noche para llegar al día siguiente a Madrid junto con los mejores recuerdos de nuestro viaje. "
    },
    {
      "day": 9,
      "title": "Llegada a Madrid."
    }
  ],
  "images": [
    {
      "image": "https://cms.w2m.com/.imaging/mte/basic-theme/is6/dam/Sites/New-Blue/Programas-Info/CARIBE/CUBA/Varadero/Varadero-Essence/shutter",
      "type": "MAIN_IMAGE"
    },
    {
      "image": "https://cms.w2m.com/.imaging/mte/basic-theme/is6/dam/Sites/New-Blue/Programas-Info/CARIBE/CUBA/Varadero/Varadero-Essence/shutterst"
    },
    {
      "image": "https://cms.w2m.com/.imaging/mte/basic-theme/is6/dam/Sites/New-Blue/Programas-Info/CARIBE/CUBA/Varadero/Varadero-Essence/shutterst"
    },
    {
      "image": "https://cms.w2m.com/.imaging/mte/basic-theme/is6/dam/Sites/New-Blue/Programas-Info/CARIBE/CUBA/Varadero/Varadero-Essence/varadero"
    }
  ],
  "lodgings": []
}

```

NOTE: "lodgings" will be provided only for Tour packages (W2MDESEGI product for example); single destination packages will have this node always empty.

- Calendar info:
 - defaultNightStatus indicates the calendar status for the default nights. In the below example there is no availability on the 26/11/2023 with the default number of nights:

```

    },
    {
      "type": "CALENDAR_DATE",
      "status": "OK",
      "date": "2023-11-24",
      "amount": 1427.00,
      "defaultNightsStatus": "OK"
    },
    {
      "type": "CALENDAR_DATE",
      "status": "OK",
      "date": "2023-11-26",
      "amount": 1487.00,
      "defaultNightsStatus": "NA"
    },
  ],

```

The default nights are reported in the same response. In case of combined destinations, they are aggregated:

```

    "origins": [ "117" ],
    "nights": [
      {
        "type": "PRODUCT_NIGHT",
        "defaultNights": 7,
        "minNights": 7,
        "maxNights": 38,
        "code": "117",
        "name": "Estancia en Punta Cana",
        "order": 6,
        "exceptions": []
      }
    ],

```

2. Availability

- Purpose: Check the availability of a selected product.
- Request LIVE: POST <https://api.w2m.com/agency/packages/api/v1/availability>
- Request Body: JSON object specifying the product ID, desired dates and the transaction Id, a unique parameter set to identify the booking flow.
- Response: A JSON object indicating the availability status, including information on available dates, prices, and any restrictions. The response will contain tokens with Prices > Type: "INCLUDED"

```

"prices": [
  {
    "type": "INCLUDED",
    "rules": [],
    "token": "JxK4BaSn9pDuNEqqrDA52RuAsj561C89RDkgU2IUsvw="
  }
]

```

It will also contain Prices/Type: "INCREMENT" for those services that have an upgrade available.

```

...
"meals": [
  {
    "code": "TI",
    "name": "Todo Incluido",
    "prices": [
      {
        "type": "INCREMENT",
        "amount": 167,
      }
    ]
  }
]

```

Additionally, the package itself has an associated token¹ as shown here, which must be included in the Prebooking request:

```

"rates": [
  {
    "productCode": "W2MDESEGI",
    "baseRates": [
      {
        "type": "ABSOLUTE",
        "amount": 2244,
        "currency": {
          "code": "EUR",
          "name": "Euro"
        }
      },
      {
        "details": {
          "commissionablePrice": 1694,
          "nonCommissionablePrice": 550
        }
      },
      {
        "rules": [],
        "token": "646b9260e2d29"
      }
    ]
  }
]

```

3. Cache Endpoint for Availability

- Purpose: Facilitate caching of availability results for improved response times.
- Request LIVE: POST <https://api.w2m.com/agency/packages/api/v1/availability/cache>
- Considerations:
 - This endpoint receives the same payload as the regular availability endpoint.
 - Improvements have been made to reduce latency and increase efficiency.
 - Availability obtained from this endpoint cannot be used for prebooking; for that purpose, please continue to use the regular availability endpoint.
 - When querying the regular availability endpoint, you can specify the hotel code to improve response times.

¹ More information about this token in the Frequently Asked Questions sections

Sample request with lodging filter:

```

{
  "start": "2024-02-04",
  "productParameters": [
    {"productId": "28"}
  ],
  "locations": [
    {"code": "MAD", "locationType": "AIRPORT", "locationUseType": "DEPARTURE"}
  ],
  "distributions": [
    {
      "code": 1,
      "passengers": [
        {"code": "1", "age": 30},
        {"code": "2", "age": 30}
      ]
    }
  ],
  "flags": {
    "lodgingFilter": {"code": "JP803605"}
  },
  "nights": [
    {"numberOfNights": 7}
  ],
  "brand": "NBLUE",
  "transactionId": "967kfyulhERR"
}

```

- If you are planning to send massive requests, authorization must be requested in advance to xml@w2m.com in order to assess its feasibility.
- The use of the /api/v1/availability endpoint is restricted to real requests (from users, potentially proceeding to a prebooking).

4. Hotel Content

- Purpose: Retrieve the description and images of hotel results obtained in the availability response.
- Request: GET
<https://<environment>/agency/cms-content/api/v2/hotels/juniper/{JPCode}?{brand}&{locale}>

Example LIVE Environment:

<https://api.w2m.com/agency/cms-content/api/v2/hotels/juniper/{JPCode}?{Brand}&{locale}>

- Considerations:
 - This endpoint is not intended for "online" calls; it requires making the availability request and storing the result.
 - The response includes the hotel name, description, location information, hotel images, hotel facilities and other relevant information to display to customers.
 - Most common locale parameter used are es_ES and en_GB. If the requested language is not available for the requested JPCode, the default (es_ES) will be shown.

Examples

Name	Value	Style	Level
brand	NBLUE	QUERY	RESOURCE
locale	en_GB	QUERY	RESOURCE

```

1 {
2   "code": "JP006047",
3   "codeIP": "JP006047",
4   "name": "Sunscape Dominicus La Romana",
5   "description": "The hotel SUNSCAPE DOMINICUS LA ROMANA is located in the vicinity of a private sandy beach. The old town
6   "urlName": null,
7   "address": "Av. Boulevard de los hoteles, KM 3.5, Playa Dominicus, Bayahibe, La Romana, 22000, Dominican Republic",
8   "country": null,
9   "hotelChain": "HYATT INCLUSIVE COLLECTION",

```

Name	Value	Style	Level
brand	NBLPT	QUERY	RESOURCE
locale	es_ES	QUERY	RESOURCE

```

1 {
2   "code": "JP006047",
3   "codeIP": "JP006047",
4   "name": "Sunscape Dominicus La Romana",
5   "description": "El hotel SUNSCAPE DOMINICUS LA ROMANA está situado en las inmediaciones de la playa privada de arena.
6   "urlName": null,
7   "address": "Av. Boulevard de los hoteles, KM 3.5, Playa Dominicus, Bayahibe, La Romana, 22000, Dominican Republic",

```

5. Prebooking

- Purpose: Add selected components to a shopping basket or prebooking.
- Request LIVE: POST <https://api.w2m.com/agency/packages/api/v1/prebooking>
- Request Body: JSON object specifying the selected product ID, lodging details, flight details, transfer details, insurance details, and any other necessary information.

This request must contain as many tokens as INCLUDED tokens you have received in the availability response, unless you choose an upgraded service, in which case the INCLUDED token must be replaced by the INCREMENT token for that same service.

- Response: A JSON object confirming the successful addition of the components to the prebooking. It will include:

- Token which needs to be used in the Booking request.

Prebook RS

```
{
  "productCode": "W2MDESEGI",
  "productName": "Descubre Egipto - Salidas Lunes y SÃ¡bado",
  "start": "2023-07-01",
  "end": "2023-07-08",
  "token": "ym69jJRVXK2e_qZv40dj4dipN7a_jpa0BcCKT9pT5SY=",
  "remarks": [
    {
      "type": "PKT",
```

- Mandatory and optional fields that must be included in the booking request. The number and type of these fields will vary depending on the brand, product ID, and market.

6. Booking

- Purpose: Confirm the booking and generate a reservation.
- Request LIVE: POST <https://api.w2m.com/agency/packages/api/v1/booking>
- Request Body: JSON object specifying the prebooking token, customer details and all mandatory information as specified in the Prebooking response.

```
{
  "token": "VquTRu2VsiguDIGd-LVTnBRbaPA0mc0HDxdB7ZdGS-I=",
  "clientReference": "123456789",
  "agent": "agentName",
  "distributions": [
    {
      "code": "1",
      "passengers": [
        {
          "holder": true,
          "code": "1",
          "age": 30,
          "gender": "MALE",
          "name": "W2M",
          "surname": "Test",
          "dateOfBirth": ""
        },
        {
          "holder": true,
          "code": "1",
          "age": 30,
          "gender": "FEMALE",
          "name": "W2M",
          "surname": "Test",
          "dateOfBirth": ""
        }
      ]
    }
  ]
}
```

In order to introduce passengers' mandatory extra data, consider following the RS Availability structure in the RQ Booking:

RS Availability:

```
"distributions": [
  {
    "code": "1",
    "passengers": [
      {
        "holder": false,
        "code": "1",
        "age": 30,
        "gender": null,
        "name": null,
        "surname": null,
        "dateOfBirth": null,
        "extraData": []
      },
      {
        "holder": false,
        "code": "2",
        "age": 30,
        "gender": null,
        "name": null,
        "surname": null,
        "dateOfBirth": null,
        "extraData": []
      }
    ]
  }
]
```

RQ Booking:

```
"distributions": [
  {
    "code": "1",
    "passengers": [
      {
        "holder": true,
        "code": "1",
        "age": 29,
        "gender": "MALE",
        "name": "W2M",
        "surname": "Test",
        "dateOfBirth": "1994-01-01",
        "extraData": [
          {
            "code": "DOCUMENT_VALUE",
            "value": "A123456"
          },
          {
            "code": "ISSUE_COUNTRY",
            "value": "PRT"
          },
          {
            "code": "ISSUE_DATE",
            "value": "2024-07-31"
          },
          {
            "code": "EXPIRATION_DATE",
            "value": "2034-07-31"
          }
        ]
      },
      {
        "holder": false,
        "code": "2",
        "age": 30,
        "gender": "FEMALE",
        "name": "W2M",
        "surname": null,
        "dateOfBirth": null,
        "extraData": []
      }
    ]
  }
]
```

- Response: A JSON object confirming the successful booking, including the booking reference, status and possible alerts.
- Passenger Validation:

The booking step includes validation of passenger information. The order of passengers is not relevant; however, it is crucial to ensure that the relationship between the assigned order, passenger code, and age remains consistent throughout the entire process. The booking validation checks that the distribution number, passenger code, and age match the information provided in the availability step.

- Agency Validation via **c1oseAgency** - Optional:

The **c1oseAgency** parameter is used during the booking step to validate and associate a booking with a specific agency. This ensures that the booking reference generated in the confirmation is correctly linked to the intended agency.

Parameter Details:

- Name: **c1oseAgency**
- Type: string
- Format: Internal code in the format WAGEXXXX
- Required: Optional (requires prior setup)

When provided, the **c1oseAgency** parameter assigns the booking to the specified agency using the internal code. This enables tracking and reporting per agency and ensures correct attribution of bookings.

Setup Instructions to use the **c1oseAgency** parameter:

1. Notify the Integrations Team: Inform them of your intention to use this parameter.
2. Request Permissions: Specific permissions must be granted to enable this functionality.
3. Obtain Agency Code: The internal agency code (WAGEXXXX) must be requested from the Key Account Manager (KAM) for each agency you plan to use.

```

POST ..gw_auth /agency/packages/api/v1/booking
Params Body Auth Headers 3 Scripts D
JSON
1 {
2   "c1oseAgency" : "WAGE----",
3   "token": "...",
4   "clientReference": "...",
5   "agent": "...",
6   "distributions": []
7 }
    
```

7. Read Bookings

7.1 By booking reference

- Purpose: Retrieve booking information using the booking reference.
- Request LIVE: GET <https://api.w2m.com/agency/ttoo-third/api/v1/agency/bookings/{{brand}}/{{bookingReference}}>
- Response:

You will receive the information for the booking reference provided.

```
{
  "type": "AGENCY",
  "bookingReference": "1595240",
  "status": "OK",
  "client": {
    "agent": {
      "agentName": "AGENT",
      "reference": "123456789",
      "agency": {
        "code": "65622",
        "name": "DEMO PRO",
        "email": "it_ttoo@w2m.com",
        "phone": "",
        "agencyGroup": {
          "code": "398",
          "name": "AZUL MARINO VIAJES"
        },
        "address": {
          "zone": "",
          "address": "TEST..",
          "postalCode": ""
        }
      }
    }
  },
  "brand": {
    "code": "NBLUE",
    "name": "Newblue",
    "operativeBrand": "NBLUE",
    "address": {
      "country": "ESP",
      "zone": "Palma de Mallorca",
      "address": "Domicilio social: Edificio W2M, C/ General Riera 154\r\n",
      "postalCode": "07010"
    }
  }
}
```

7.2 Booking list

- Purpose: Retrieve bookings confirmed by clientReference and booking creation date.
- Request LIVE: POST <https://api.w2m.com/api/v1/agency/bookings/search>

```

POST  https://api.w2m.com/api/v1/agency/bookings/search

raw  JSON

1  {
2  |   "brandCodes": [
3  |     "NBLUE",
4  |     "NBLPT"
5  |   ],
6  |   "paxDetail": true,
7  |   "bookingStatuses": [
8  |     "OK",
9  |     "RQ",
10 |     "CANCELLED"
11 |   ],
12 |   "clientReference": "910409702WEB",
13 |   "pagination": {
14 |     "page": 0,
15 |     "collectionSize": 100,
16 |     "sortField": "2025-04-23",
17 |     "sortOrder": "desc"
18 |   }
19 | }

```

- Response:
 - You will receive the booking list for the client reference and date set.

8. Document retrieval

- Purpose: Retrieve the documents associated with a specific reservation.

8.1 List of documents

- Request LIVE: GET <https://api.w2m.com/agency/ttoo-third-document/api/v1/agency/brands/{{brand}}/bookings/{{bookingReference}}>
- Response: This endpoint responds with a list of documents related to the specified reservation, but this does not contain any link to the documentation itself.

```

1  [
2  |   {
3  |     "documentName": "Informe reserva cliente",
4  |     "documentId": "d7",
5  |     "documentCode": "CLIENT",
6  |     "data": null,
7  |     "documentType": "BOOKING_REPORT",
8  |     "documentArea": "CLIENT"
9  |   },
10 |   {
11 |     "documentName": "Informe reserva agencia",
12 |     "documentId": "d8",
13 |     "documentCode": "AGENCY",
14 |     "data": null,
15 |     "documentType": "BOOKING_REPORT",
16 |     "documentArea": "AGENCY"
17 |   }
18 | ]

```

8.2. Download documents

- Request LIVE: POST <https://api.w2m.com/agency/ttoo-third-document/api/v1/agency/>
- Response: This endpoint provides links to download the requested documents.

```

1 {
2   "brandCode": "NBLUE",
3   "bookingReference": "1679346",
4   "documentIds": [
5     "d7", "d8"
6   ]
7 }

```

```

1 {
2   "documentId": "d7",
3   "filename": "Reserva-Cliente-1679346---NBLUE-20250619135338-0-726.pdf",
4   "storage": {
5     "storageFilename": "Reserva-Cliente-1679346---NBLUE-20250619135338-0-726.pdf",
6     "containerName": "ttoo",
7     "directory": null
8   },
9   "url": "https://stw2mcontainers001.blob.core.windows.net/ttoo/Reserva-Cliente-1679346---NBLUE-20250619135338-0-726.pdf?sv=2025-01-06&se=2025-06-20T13K3A53K3A38Z&sr=b&sp=r&sig=Zvuno0132FbJalUyZ9me8e9ub8tPaSD0vTNw1wBz0wK7I1K3D"
10 },
11 {
12   "documentId": "d8",
13   "filename": "Reserva-Agencia-1679346---NBLUE-20250619135338-1-145.pdf",
14   "storage": {
15     "storageFilename": "Reserva-Agencia-1679346---NBLUE-20250619135338-1-145.pdf",
16     "containerName": "ttoo",
17     "directory": null
18   },
19   "url": "https://stw2mcontainers001.blob.core.windows.net/ttoo/Reserva-Agencia-1679346---NBLUE-20250619135338-1-145.pdf?sv=2025-01-06&se=2025-06-20T13K3A53K3A38Z&sr=b&sp=r&sig=ZKrojmYzFxl0k2F0h0q6zH6TcBU78Z86L9kp0q2FhaC7ZU0K3D"
20 },
21 }
22 ]

```

8.3. Documents packed

- Request LIVE: POST <https://api.w2m.com/agency/ttoo-third-document/api/v1/agency/packed>
- Response: This endpoint compresses all the requested documents and provides a response with a single result, which can be downloaded via the provided "URL".

```

1 {
2   "brandCode": "NBLUE",
3   "bookingReference": "1679346",
4   "documentIds": [
5     "d7", "d8"
6   ]
7 }

```

```

1 {
2   "documentId": null,
3   "filename": "NBLUE_1679346-6328371118155627014.zip",
4   "storage": {
5     "storageFilename": "NBLUE_1679346-6328371118155627014.zip",
6     "containerName": "ttoo",
7     "directory": ""
8   },
9   "url": "https://stw2mcontainers001.blob.core.windows.net/ttoo/NBLUE_1679346-6328371118155627014.zip?sv=2025-01-06&se=2025-06-20T13K3A42K3A60Z&sr=b&sp=r&sig=V1kwXL82FE68Z8v82F0l3kWB8z8L1LNG9mVWE8ZF64QJ17z02t1K3D"
10 }

```

9. Locations information – Kannak exclusively

- Purpose: Retrieve detailed location information for the cities included in each package.
- Request LIVE: POST <https://api.w2m.com/integration/masterdata/place/api/v1/locations/{{code}}>
- Response: A JSON array containing location information, including product IDs, names, descriptions, and prices.

```
1  {
2    "code": "WLOC1228189",
3    "active": true,
4    "name": "Amsterdam",
5    "longitude": 4.8906596,
6    "latitude": 52.3731663,
7    "locationLevel": {
8      "code": 70,
9      "active": true,
10     "name": "Localidad"
11   },
12   "iso3": null,
13   "locationPhone": null,
14   "flattenedHierarchy": "10_NL|40_WLOC16406|50_WLOC195777|60_WLOC377789|70_WLOC1228189",
15   "weight": 208,
16   "resident": false,
17   "area": null,
18   "zipcode": null,
19   "extent": 106.447517651803,
20   "parentCode": "WLOC377789"
21 }
```

10. Booking Cancellation – Kannak exclusively

- Purpose: Cancel booking by brand and reference for agency.

Please note that this option is available exclusively for products without flight inclusion.

- Request LIVE: POST
<https://api.w2m.com/agency/packages/api/v1/bookings/{brandCode}/{bookingReference}/cancel>
- Response: A JSON array containing product information, including product IDs, names, descriptions, and prices.

OPTIONAL SERVICES

Optional services such as activities, connection hotels or upgrades can be retrieved and added to the package.

- Availability request / response: no changes vs standard booking flow
- Prebooking
 - If optional services are desired, they must be indicated with the `withOptionals = true` attribute in the request:

```

{
  "productSelected": "65eeef2b75711",
  "filter": {
    "withOptionals": true
  },
  "optionsSelected": [
    {
      "token": "RRD_2wgPxzICg7a6TH1m7axbUAJRz_ldt5LNtxiPwp8="
    },
    {
      "token": "ZypBoF79jQyA51KIscoITR31TXHANsETUEZ-q060EIt0="
    },
    {
      "token": "YLSpmKaAbH1gL5TEdG--JBZ04fVVNni6sL8-n1g4Ep8="
    },
    {
      "token": "3Id5uzc6Zx-Gv0MPnqxZc1wuMt_yp9_vW-w9v1xXBg="
    },
    {
      "token": "MerKBj1Gpp5WZm_DO-P1-c1b9vAZWwf_2YEhW28z9RQ="
    },
    {
      "token": "Gx9jkVhgXvqXJ1MyZX-5nkZvCFV6k6HW06tjf3u8jrgw="
    },
    {
      "token": "12XncjeM9aL39pTf2SjLALIX9ZzHh02HBdRjoB0SNuc="
    },
    {
      "token": "t1AfZxWh6_QAL3he6aRUmJLoW7M-h9Xbc0dj0YbCFU="
    }
  ]
}

```

- The response to the prebooking will include the "OPTIONAL" node with all available optional services:

```

{
  "type": "OPTIONAL",
  "status": "OK",
  "code": "Mi Habana de Noche (EN PRIVADO)",
  "name": "Mi Habana de Noche (EN PRIVADO)",
  "description": null,
  "allowPartialBooking": false,
  "configurations": [
    {
      "type": "DATE_TIME_TABLE",
      "dates": [
        "2024-06-06", "2024-06-11", "2024-06-12",
        "2024-06-07", "2024-06-08", "2024-06-09",
        "2024-06-10"
      ],
      "times": []
    }
  ],
  "restrictions": [],
  "prices": [
    {
      "type": "INCREMENT",
      "series": null,
      "amount": 135.00,
      "currency": null,
      "details": null,
      "priceBreakdown": {
        "type": "PRICE_PER_PASSENGER",
        "concepts": [
          {
            "order": null,
            "passengerType": "ADULT",
            "description": null,
            "quantity": null,
            "passengerCodes": ["1", "2"],
            "amount": 45.00
          },
          {
            "order": null,
            "passengerType": "CHILD",
            "description": null,
            "quantity": null,
            "passengerCodes": ["3"],
            "amount": 45
          }
        ]
      }
    }
  ],
  "rules": [],
  "ruleOperator": null,
  "token": "FChased60fVzsF5WsNwZtwDwCZbFjuZiSerD9FheDZw="
}

```

- The selection criteria are the same as for the components returned in the availability.

- If an optional service needs to be added, a new prebooking request must be made:

```

{
  "productSelected": "65eeef2b75711",
  "optionsSelected": [
    {"token": "RRD_2wgPxzICg7a6TH1m7axbUAJRz_ldt5LNtXiPwp8="},
    {"token": "ZypBoF79jQyA51KIscITR31TXHANsETUEZ-q060EIt0="},
    {"token": "YLSpmKaAbH1gL5TEdG--JBZ04fVVNni6sL8-n1g4Ep8="},
    {"token": "3Id5uzcGZx-GvOMPnqxZclwuMt_r9_vW-w9v1xXBg="},
    {"token": "MerKBjlGPp5WZm_DO-P1-c1b9vAZWwf_2YEHw28z9RQ="},
    {"token": "Gx9jkVhgXvqXJ1MyZX-5nkZvCFV6k6HW06tjf3u8jr6w="},
    {"token": "12XncjeM9aL39pTf2SjLALIX9ZzHHo2HBdRjoB0SNuc="},
    {"token": "t1AfZxWh6_QAL3he6aRUmJLoW7M-h9Xbc0dj0YbCFU="},
    {
      "token": "LZ7t_eC5vC7i88SsMZo6vErHi-k2fy5zcbNDuaf3QxQ=",
      "configurations": [
        {"type": "DATE_TABLE", "date": "2024-06-09"}
      ]
    }
  ]
}

```

- The withOptionals attribute can now be set to "false" (it will respond faster as it won't need to add available optional services again).
- The request should include all tokens (similar to the first prebooking request) plus the tokens of the optional services to be added.
- If the optional service is not to be selected for all passengers, it must be indicated along with the optional token and the corresponding passengerCodes.

NOTE: This can only be done when the response to the prebooking indicates allowPartialBooking = true for the optional service.

- If the optional service requires additional configuration (e.g., date for an excursion), it should also be indicated along with the token under "configurations," and it must be one of the possibilities provided in the optional service response to the prebooking.

- The response to this second prebooking must include the selected optional service. The price will also be updated

```

{
  "type": "OPTIONAL_SERVICE",
  "componentCode": "2315",
  "componentName": null,
  "start": "2024-06-09",
  "end": "2024-06-09",
  "status": "OK",
  "remarks": [],
  "subtype": "TOUR",
  "option": {
    "id": "18508",
    "code": "City Tour Habana (Sin Almuerzo)",
    "name": "City Tour Habana (Sin Almuerzo)",
    "description": null,
    "partialBooking": false
  },
  "from": null,
  "to": null,
  "passengerCodes": ["1", "2", "3"]
}

```

NOTE: If you want to remove the optional service, you must make a prebooking request excluding that token.

- Booking request / response: no changes vs standard booking flow

TOUR PACKAGES: COMBINED DESTINATIONS

Tour packages can be tested using the following programs:

- W2COMAB - Combined Havana/Varadero - Absolut
- W2COMQU - Combined Havana/Varadero - Quality

1. Product Download: Unlike the standard packages, where the nights parameter in the response contained only one element, in the case of tour packages, the response can include multiple elements, one for each stay included in the package.

For example, in the case of a Havana/Varadero tour package:

```

"nights": [
  {
    "code": "696",
    "name": "Estancia en la Habana",
    "defaultNights": 0,
    "minNights": 1,
    "maxNights": 7
  },
  {
    "code": "691",
    "name": "Estancia en Varadero",
    "defaultNights": 0,
    "minNights": 1,
    "maxNights": 7
  }
],

```

- "n" nights in Havana
- "m" nights in Varadero

2. Availability: In the request, you need to specify the desired nights for each stay by indicating multiple elements in the nights parameter.

```

"nights": [
  {
    "reference": "696",
    "numberOfNights": 3
  },
  {
    "reference": "691",
    "numberOfNights": 4
  }
],

```

NOTE: reference corresponds to the unique identifier code for each element included in the combined package from the product download. In this example, we are requesting availability for 3 nights in Havana and 4 nights in Varadero.

This parameter must only be included in the Availability request of Combined Products.

The response will return multiple options of "type = LODGING" (in standard packages, only one option was returned because the accessible packages only had one stay).

```

    {
      "code": "696",
      "type": "LODGING",
      "subtype": null,
      "name": "Estancia en la Habana",
      "minSelectedItems": 1,
      "maxSelectedItems": 1,
      "start": "2022-09-16",
      "end": "2022-09-19",
      "from": null,
      "to": null,
      "options": [ ↩ 9 ↪ ]
    },
    { ↩ 11 ↪ },
    { ↩ 11 ↪ },
    {
      "code": "691",
      "type": "LODGING",
      "subtype": null,
      "name": "Estancia en Varadero",
      "minSelectedItems": 1,
      "maxSelectedItems": 1,
      "start": "2022-09-19",
      "end": "2022-09-23",
      "from": null,
      "to": null,
      "options": [

```

3. **Prebooking:** It requires sending the tokens of each accommodation (one for each stay) returned in the response. Each stay represents a mandatory component of the package, and you need to send the chosen token for each stay.
4. **Booking:** Same as with standard packages.

FREQUENTLY ASKED QUESTIONS

1. Integration certification

- After implementing the API in your system, a certification process must be completed. Once your integration is ready for validation, please contact xml@w2m.com. The certification guidelines and next steps will be shared with you upon request.

2. What timeout should be configured?

- It is recommended to set a timeout of 60 seconds for availability and prebooking. For the booking step, since it involves a confirmation, the timeout should be set to up to 3 minutes.

3. Multi-room

- When requesting N identical rooms, the system searches for availability in one of the rooms and returns all 3 (for example) as available. However, when making the actual reservation, there might not be availability for all the requested rooms. This is a core error, and efforts are being made to ensure that at least an error is provided during the prebooking phase.

4. What does LP mean?

- LP stands for Last Places (<10% of places available)
- The calculation of available places is based on the outbound flight. It's possible that the return flight might not have available places, resulting in no availability being provided.
- It is correct to calculate availability based on the outbound flight since the length of stay can vary (7, 8, 14, etc. nights), and availability may differ accordingly.

5. Does Prebooking block the available places?

- No. Prebooking does not block the available places. Prebooking only checks the availability and price of the selected option at that moment.
- Between the prebooking and confirmation it is possible that those places get sold out by any other agency if they were the last ones available.

6. Can different cancellation policies be received for the same date range?

- For a given date range, it is possible to receive different cancellation policies. There are two types of policies:
 - a. those with a specific amount, which do not overlap in dates and vary depending on the number of days in advance the cancellation is made

```

{
  "Start": "2022-11-07T00:00:00",
  "End": "2023-03-07T00:00:00",
  "Text": "Sem gastos de gestão",
  "Price": {
    "Amount": 0.00,
    "Rules": [
      ...
    ],
    "Type": 2
  }
},
{
  "Start": "2023-02-05T00:00:00",
  "End": "2023-02-19T00:00:00",
  "Text": "10% taxa de penalização 30 dias antes da partida",
  "Price": {
    "Amount": 10.00,
    "Rules": [
      ...
    ],
    "Type": 3
  }
}
}

```

- b. those without a specified amount, which are provided for informational purposes only. These informational policies might indicate that no administrative fees apply or specify that cancellations must be made during business hours.

```

  "Start": "2022-11-07T00:00:00",
  "End": "2023-03-07T00:00:00",
  "Text": "O pedido de cancelamento deve ser realizado em horário laboral do Booking (consultar web). Caso contrário serão aplicados os gastos correspondentes ao seguinte dia laboral conforme horário do booking"
},
{
  "Start": "2022-11-07T00:00:00",
  "End": "2023-03-07T00:00:00",
  "Text": "Sem gastos de gestão",
  "Price": {
    "Amount": 0.00,

```

7. Token Flow in the Booking Process

The booking flow involves several tokens. Below is a breakdown of the different tokens involved and their purpose.

1. Authorization Token

- **Purpose:** Grants access to the API.
- **Usage:** Requested once per booking flow.
- **Expiration:** If expired during the flow, a refresh token must be used to obtain a new one.

2. RS Availability → Product Token

- **Parameter:** token
- **Purposes:** Identifies the availabilities response obtained.
- **Expiration:** Valid for 30 minutes.
- **TTL Parameter (TimeToLive) →** Token TTL: 1800s

```

{
  "token": "689ade3c99b24"
},
{
  "tokenTtl": 1800,
  "alerts": []
}

```

Note: The correct handling and chaining of tokens is essential for a successful booking flow. Ensure each token is passed accurately between steps.

8. What is the validity period of a token for a specific travel component?

It's important to note that there is no specific transaction to renew tokens. The validity of a token is dependent on all the components of the travel journey. For example, the flight engine also has its own validity period.

9. Why do some products do not have a price?

Please note that the absence of a price for certain products is intentional and based on specific criteria or requirements associated with those products.

The packages Quality, Absolut, and Essence do come with indicated prices. However, there are other products with different circumstances (such as “Kids” packages where the trip involves children, or other packages that require a minimum of 9 passengers, etc.) for which the price is not pre-calculated. Hence, the API does not display the price in that step.

10. Why do some products contain more than one flight code per round trip?

Some packages may offer more than one flight because of different combinations available.

```

{
  "code": "FLIGHT#0-E-1",
  "type": "FLIGHT",
  "subtype": null,
  "name": null,
  "minSelectedItems": 1,
  "maxSelectedItems": 1,
  "start": "2025-09-03",
  "end": "2025-09-03",
  "from": null,
  "to": null,
  "options": [
    {
      "type": "FLIGHT",
      "status": "OK",
      "segments": [
        {
          "details": "0CC2FncUTj6pzS5SUZN6AGXOY8HOifBxW3F_5eKa7wc=",
          "code": "1",
          "flightClass": "R"
        }
      ],
      "baggage": [
        {
          "type": "INCLUDED",
          "series": null,
          "amount": 0.0,
          "currency": null,
          "details": [
            {
              "priceBreakdown": null,
              "rules": [
                {
                  "type": "COMPONENT_TYPE",
                  "value": "0|0",
                  "componentType": "FLIGHT",
                  "componentCodes": [
                    "FLIGHT#0-E-1",
                    "FLIGHT#0-E-4"
                  ]
                }
              ]
            }
          ],
          "ruleOperator": null,
          "token": "YLxGDjThZBWLfCqkUVKa0vbN5dhHTV7fFQaGe8YcAwU="
        }
      ],
      "timeLimit": {
        "lastTicketDate": "2025-08-29"
      }
    }
  ]
}

```

```

{
  "code": "FLIGHT#1-E-2",
  "type": "FLIGHT",
  "subtype": null,
  "name": null,
  "minSelectedItems": 1,
  "maxSelectedItems": 1,
  "start": "2025-09-08",
  "end": "2025-09-08",
  "from": null,
  "to": null,
  "options": [
    {
      "type": "FLIGHT",
      "status": "OK",
      "segments": [
        {
          "type": "COMMISSIONABLE",
          "netAmount": null,
          "commissionablePrice": 0.0,
          "nonCommissionablePrice": 176,
          "commissionAmount": null,
          "commissionTaxesAmount": null,
          "commissionTaxesIncluded": null
        }
      ],
      "priceBreakdown": null,
      "rules": [
        {
          "type": "COMPONENT_TYPE",
          "value": "1|0",
          "componentType": "FLIGHT",
          "componentCodes": [
            "FLIGHT#1-E-2",
            "FLIGHT#1-E-3"
          ]
        }
      ],
      "ruleOperator": null,
      "token": "bRGt3SBIFAPuDpLnajUXBQsa7VJbu3pgLvmGEDd_uk="
    }
  ],
  "timeLimit": {
    "lastTicketDate": "2025-06-19"
  }
}

```

Each combination is identified by the value and componentCodes tags within the parameter rules.

Therefore, flight tokens in the Prebooking request should match the value tag displayed in rules parameter.

Example:

Combination rule with the tag value 0|0 →



Therefore, the proper tokens for this flight combination rules will be retrieved from each flight component displayed:

```

{
  "code": "FLIGHT#0-E-1",
  "type": "FLIGHT",
  "subtype": null,
  "name": null,
  "minSelectedItems": 1,
  "maxSelectedItems": 1,
  "start": "2025-09-03",
  "end": "2025-09-03",
  "from": null,
  "to": null,
  "options": [
    {
      "type": "FLIGHT",
      "status": "OK",
      "segments": [
        {
          "details": "0CC2FncUTj6pz5c5UZN6AGXOY8H0ifBxW3F_5eKa7wc=",
          "code": "11",
          "flightClass": "R"
        }
      ],
      "baggage": [
      ],
      "prices": [
        {
          "type": "INCLUDED",
          "series": null,
          "amount": 0.0,
          "currency": null,
          "details": {
            "priceBreakdown": null,
            "rules": [
              {
                "type": "COMPONENT_TYPE",
                "value": "0|0",
                "componentType": "FLIGHT",
                "componentCodes": [
                  "FLIGHT#0-E-1",
                  "FLIGHT#0-E-4"
                ]
              }
            ]
          },
          "ruleOperator": null,
          "token": "YLxGDJThZBWLfcqkUVKa0vbN5dhHTV7fFQaGe8YcAwU="
        }
      ],
      "timeLimit": {
        "lastTicketDate": "2025-08-29"
      }
    }
  ]
}

```

```

{
  "code": "FLIGHT#0-E-4",
  "type": "FLIGHT",
  "subtype": null,
  "name": null,
  "minSelectedItems": 1,
  "maxSelectedItems": 1,
  "start": "2025-09-14",
  "end": "2025-09-15",
  "from": null,
  "to": null,
  "options": [
    {
      "type": "FLIGHT",
      "status": "OK",
      "segments": [
      ],
      "baggage": [
      ],
      "prices": [
        {
          "type": "INCLUDED",
          "series": null,
          "amount": 0,
          "currency": null,
          "details": {
            "type": "COMMISSIONABLE",
            "netAmount": null,
            "commissionablePrice": 0,
            "nonCommissionablePrice": 0,
            "commissionAmount": null,
            "commissionTaxesAmount": null,
            "commissionTaxesIncluded": null
          },
          "priceBreakdown": null,
          "rules": [
            {
              "type": "COMPONENT_TYPE",
              "value": "0|0",
              "componentType": "FLIGHT",
              "componentCodes": [
                "FLIGHT#0-E-1",
                "FLIGHT#0-E-4"
              ]
            }
          ]
        },
        {
          "ruleOperator": null,
          "token": "mE4Hr9BwE0q4zoBL6jh9bzwCDesidKZps7UY9nEbPx="
        }
      ]
    }
  ]
}

```

11. How can the passenger voucher be generated?

The voucher can be obtained either by downloading it from the website after filling in any missing passenger details or via API as described above under section 5. Document Retrieval.

ERRORS

When interacting with the API, you may encounter the following HTTP error codes:

- **400 - Bad Request:** This error is returned when the request contains incorrect parameters. One specific case is when there are options with an invalid status. For example, if one of the requested services does not have availability.

Additionally, there are other cases where this error may occur during the prebooking process. Examples:

- **PKA-025: Invalid number of nights.**
- **PBK-001: Error: Passenger mandatory data not filled: {PassengerCode: 1, InvalidFieldCodes: [DOCUMENT_TYPE]}, {PassengerCode: 2, InvalidFieldCodes: [DOCUMENT_TYPE]}, {PassengerCode: 3, InvalidFieldCodes: [DOCUMENT_TYPE]}, {PassengerCode: 4, InvalidFieldCodes: [DOCUMENT_TYPE]}, {PassengerCode: 5, InvalidFieldCodes: [DOCUMENT_TYPE]}, {PassengerCode: 6, InvalidFieldCodes: [DOCUMENT_TYPE]} → Ensure all mandatory Info requirements have been set.**
- **PBK-008: There are component rules that are either not satisfied or are not compatible with other chosen options →** if the flight or hotel is integrated, it is possible that the availability status may initially appear as OK but change to RQ during the prebooking process due to certain restrictions. This can occur when the flight *value* tags in the prebooking request do not match any of the provided options.
- **PBK-010: The baby age on the date of departure changes the availability passenger type →** Ensure correct kids age on the departure date.
- **PBK-018: Wrong minimum number of valid selected options →** not all options tokens have been set in the prebooking request.
- **PBK-024: Token TTL has expired →** The time for the Product token obtained in the RS Availability has expired. You must launch a new Availability request.
- **PBK-054: Actual booking status is CANCELLED, please contact Booking.**
- **PBK-049: Cancel operation is not allowed using this brand, please contact Booking.**
- **401 - Unauthorized:** This error indicates that the request lacks valid authentication credentials, or the provided credentials are invalid or expired. Access to the requested resource is unauthorized.
- **403 - Forbidden:** This error occurs when the server understands the request but refuses to authorize it. The client does not have permission to access the requested resource.
- **404 - Not Found:** This error is returned when there is no availability for a product, or the product has been removed. It is indicated in the response with an HTTP status code 404.
 - **PBK-047: The booking does not exist, or the agency does not have permission.**
- **406 – Not Acceptable:**
 - **PKA-024: Package without selectable flights:** One of the flights doesn't have enough seats available for all the passengers requested. Try other dates/pax combinations/number of nights.

- **PKA-008:** The request could not be processed, please check that the request data is correct or contact us for more information.
- **PKA-022:** The request could not be processed, please check that the request data is correct or contact us for more information.
- **PKA-011:** Package without selectable lodgings.
- **409 – Conflict:**
 - **PBK-050:** The booking could not be cancelled due to unknown cancellation fees, please contact Booking.
 - **PBK-051:** The booking could not be cancelled due to cancellation fees, please contact Booking.
 - **PBK-052:** The booking could not be cancelled due to linked flight(s), please contact Booking.
- **500 - Service Unavailable / Internal Server Error:** The service is temporarily unavailable or encounters an internal server error. The client should try the request again later.
 - **PBK-053:** error when trying to cancel the booking, please contact Booking.
- **503 - Internal Server Error**
 - **PBK-048:** Unable to check if your booking is cancelled. Please contact Booking.