

W2M TOUR OPERATORS API SPECIFICATIONS

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OVERVIEW

The Tour Operators API follows modular and scalable architecture designed to enable full lifecycle management of travel products. It provides a structured and efficient integration approach, allowing partners to seamlessly connect with tour operator booking systems.

The API integration is organized into three main functional layers:

- **Discovery Layer** – Enables product and destination retrieval, allowing clients to build and display a complete travel catalog
- **Booking Engine** – Manages availability checks, pricing, token validation, and booking confirmation processes
- **Post-booking Services** – Access booking details, documents retrieval, and handle cancellations

Optional services can also be integrated during the booking process, providing additional flexibility to enhance customer experience with upgrades, extras, and complementary services.

CORE FEATURES

The API provides a comprehensive set of capabilities covering the entire booking lifecycle:

- **Product** – Retrieve available travel products and catalog information
- **Availability** – Check pricing, dates, and real-time availability
- **Booking** – Confirm and finalize reservations
- **Read Booking** – Retrieve details of existing bookings
- **Cancel Booking** – Manage reservation cancellations
- **Document Retrieval** – Access vouchers and booking documentation
- **Optional Services** – Add supplementary services such as upgrades, extras, or activities

INTEGRATION FLOW

The solution is based on a structured end-to-end integration flow, ensuring a clear separation between each phase of the booking lifecycle:

Authenticate → Destinations → Product → Availability → Prebooking → Booking → Post-Booking Services

This approach ensures consistency, scalability, and reliability while aligning with API standards widely used across the travel industry.

TECHNICAL CHARACTERISTICS

- Protocol: HTTPS
- Authentication: OAuth 2.0
- Format: JSON
- Architecture: REST

AUTHENTICATION

The API implements OAuth 2.0 for authentication and authorization, enforcing a secure access model across all endpoints. All requests to protected resources must include a valid access token issued by the authorization server.

AUTHENTICATION METHOD

OAuth 2.0 Password Grant flow is used.

TOKEN ENDPOINTS

Production (LIVE): <https://auth.w2m.com/auth/realms/agency/protocol/openidconnect/token>

Testing (TEST): <https://pre-auth.w2m.com/auth/realms/agency/protocol/openidconnect/token>

GENERATE ACCESS TOKEN

Required Credentials

Parameter	Description
username	User login
password	User password
client_id	Client ID
client_secret	Client secret
scope	Permissions (default value: openid email address roles)

Request

POST <https://pre-auth.w2m.com/auth/realms/agency/protocol/openid-connect/token>
 Content-Type: application/x-www-form-urlencoded

Response

```
{
  "access_token": "...",
  "expires_in": 3600,
  "refresh_token": "...",
  "token_type": "Bearer"
}
```

TOKEN LIFECYCLE

Access tokens have a limited Time To Live (TTL). Once expired, they must not be reused.

Instead of requesting new credentials, use the refresh token to obtain a new access token securely.

REFRESH TOKEN REQUEST

POST <https://pre-auth.w2m.com/auth/realms/agency/protocol/openid-connect/token>

```
grant_type = refresh_token
&refresh_token= YOUR_REFRESH_TOKEN
&client_id= YOUR_CLIENT_ID
&client_secret= YOUR_CLIENT_SECRET
```

OAuth 2.0 FLOW SUMMARY

1. Client sends credentials to Auth Server
2. Auth Server returns Access Token
3. Client uses Access Token to call API endpoints
4. When token expires, client uses Refresh Token to obtain new Access Token
5. Step 3 repeats

BOOKING FLOW TRANSACTIONS

ENDPOINTS

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

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

BRANDS

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

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).
- **KANNAKEM:** 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].

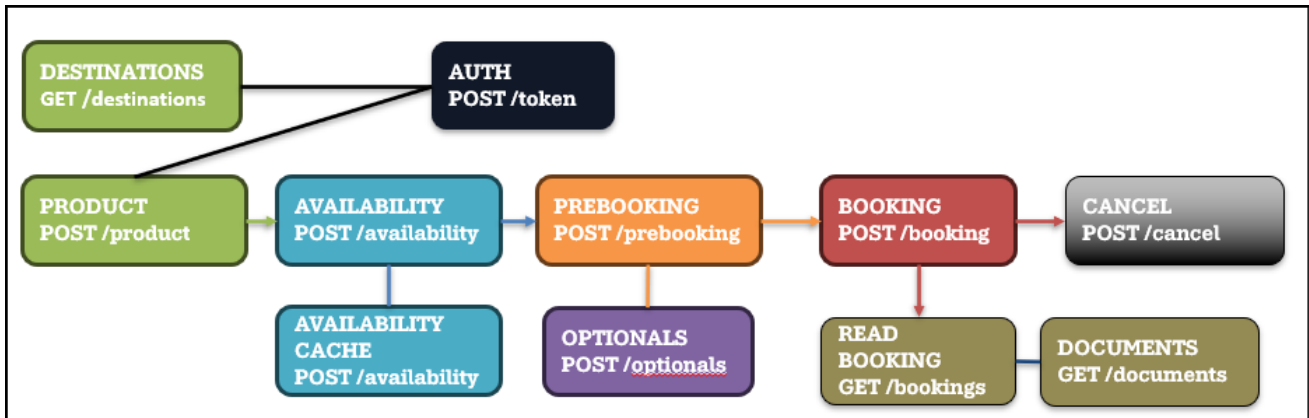
MARKET AND NATIONALITY

- 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.

PRICING DIFFERENCES

- The same travel package may have **different prices** based on the brand.
- Pricing variations depend on the product configuration under each brand and may not be caused by the integration itself.

INTEGRATION FLOW SUMMARY



BOOKING FLOW STEPS

Destination List

Purpose: Retrieve the **list of zones/destinations** associated with available products.

Request Details

Method: GET

Endpoint: <https://<environment>/agency/packages/api/v1/product/destinations?brand=<brand>>

Example:

<https://pre-api.w2m.com/agency/packages/api/v1/product/destinations?brand=XXXXX>

Key Considerations

- **Agency-dependent results** — The response is filtered by agency rules and only includes zones for products that are visible to the requesting agency.
- **Not designed for real-time (“online”) calls** — This endpoint should be queried and the result **stored**, rather than called repeatedly during live operations.
- **Destination tree returned** — The response includes:
 - Leaf nodes
 - Parent nodes
- **Flexible usage of zones** — Any zone in the response (leaf or parent) can be used in the **product download** request.

Product

The Product layer provides access to travel products by brand, destination, or configuration rules, serving as the main entry point for product retrieval.

Purpose: Retrieve a list of products available for sale. Products can be obtained by:

- Destination
- Product code
- Package ID

Request Details

Method: POST

Endpoint: <https://<environment>/agency/packages/api/v1/product/ttoo>

Example:

<https://pre-api.w2m.com/agency/packages/api/v1/product/ttoo>

Request Body Parameters

Parameter	Type	Required	Description
brand	string	Yes	Identifier of the brand making the request
productCode	string	Yes *	Product code within the zone
productId	string	Yes *	Unique identifier of the package
zone	string	Yes *	Destination code
transactionId	string	Optional	Unique transaction ID used to maintain consistency across the booking flow
withContents	boolean	Optional	Indicates whether detailed content should be returned
currencyCode	string	Optional	Currency code in ISO 4217 format
language	string	Optional	Response language in locale format (ISO 639-1 + ISO 3166-1)

Note: The request body must include **only** one of those

```
{
  "brand": "NBLUE",
  "zone": "WLCZ466",
  "withContents": true,
  "language": "en_EN",
  "transactionId": "202606-1200"
}
```

```
{
  "brand": "NBLPT",
  "productCode": "PTW2PMI",
  "withContents": false,
  "language": "pt_PT",
  "transactionId": "20260202606-1201"
}
```

Response Body

The API returns a JSON array containing product information, including:

- Product IDs
- Product names
- Calendar information
- Prices
- Packages content descriptions
- Packages cache restriction (more information about its usage in [Availability cache](#) section)

Calendar Information - defaultNightsStatus

Indicates the availability status for the default number of nights indicated in **nights** node.

Values types:

- **OK**
Indicates that availability exists and more than 10 units (e.g., seats, slots, or rooms) are available.
- **LP (Low Availability)**
Indicates that availability exists, but fewer than 10 units are remaining.
- **NA (Not Available)**
Indicates that no availability exists for the specified date, or that sales have been closed.

Examples:

```

{
  "start": "2020-05-01",
  "end": "2051-10-31",
  "release": 1,
  "minPaxBooking": 1,
  "maxPaxBooking": 9,
  "origins": [
    {
      "origin": {
        "code": "MAD",
        "description": "Madrid",
        "locationType": "AIRPORT",
        "locationUseType": "DEPARTURE",
        "transportTypes": []
      }
    },
    {
      "type": "MAIN",
      "dates": [
        {
          "type": "CALENDAR_DATE",
          "status": "OK",
          "date": "2026-05-28",
          "amount": 1492.00,
          "defaultNightsStatus": "OK",
          "tags": [
            "W2F",
            "SANTODOMINGO"
          ]
        }
      ]
    }
  ]
}

```

```

{
  "type": "CALENDAR_DATE",
  "status": "OK",
  "date": "2026-06-11",
  "amount": 1368.00,
  "defaultNightsStatus": "NA",
  "tags": [
    "W2F",
    "SANTODOMINGO"
  ]
}

```

```

{
  "type": "CALENDAR_DATE",
  "status": "OK",
  "date": "2026-12-26",
  "amount": 3722.00,
  "defaultNightsStatus": "LP",
  "tags": [
    "W2F"
  ]
}

```

- For combined destinations, default nights are aggregated (see section [TOUR PACKAGES](#)).

Retrieving Detailed Product Content - withContents

To obtain full descriptive content for a product, the request payload must set the parameter with the contents as true.

When enabled, the response includes additional product details such as:

- Product description
- Itineraries included
- Other extended product information

This ensures the response contains all content required for a complete understanding of the product.

i Note: Hotel descriptions are retrieved from a different endpoint (see section [Hotel Content](#)).

Example:

Request

```
{
  "brand": "NBLUE",
  "zone": "WLCZ467",
  "withContents": true,
  "language": "en_EN",
  "transactionId": "202606-1200"
}
```

Response

```
{
  "content": {
    "description": "A higher level through which extra services are added to make your trip to Punta Cana an even more comfortable experience",
    "services": [...],
  },
  "itineraries": [
    {
      "day": 1,
      "title": "Boarding and arrival, Madrid-Punta Cana.",
      "description": "Our journey begins! We head to the airport, and there's no need to worry about waiting around. You'll have priority check-in and boarding, and your seat is already reserved in the first cabin to travel with our company World2Fly. What's more, World2Fly includes our Quality services. Upon arrival, after collecting your luggage, our transfer will be waiting to take you directly to your hotel without any stops, so you can start enjoying your holiday straight away.",
      "rangeLabel": "First day"
    },
    {
      "day": 2,
      "title": "Your stay in Punta Cana.",
      "description": "Our journey begins! We are heading to the airport and forget about waiting. You have priority check-in and boarding, and you will have already reserved your seat to travel together on the flight with our company World2Fly. In addition, World2Fly includes our Quality services. On arrival, after collecting your luggage, our transfer will be waiting for you to take you directly, without any stop, to your hotel, so you can enjoy your holiday straight away.",
      "rangeLabel": "Days in between"
    },
    {
      "day": 8,
      "title": "Return, Punta Cana-Madrid.",
      "description": "Our trip comes to an end as our transfer comes to pick you up from your hotel on the last day and take you to Punta Cana airport. After checking in your luggage, we will board the World2Fly flight, where we will spend the night before arriving in Madrid the next day, along with the best memories of our trip.",
      "rangeLabel": "Last day"
    },
    {
      "day": 9,
      "title": "Arrive in Madrid."
    }
  ]
}
```

Lodgings Information

- The lodgings node is returned only for Tour packages (e.g., *W2MDESEGI* product). For single-destination packages, this node is always empty.

Products specifications in payload - restrictedCache parameter

Some products may be restricted for cache availability.

Name: restrictedCache

Type: Boolean (always present)

false: Requests to
/api/v1/availability/cache
are allowed

true: Requests to
/api/v1/availability/cache
are not allowed

```

"product": {
  "productId": "4477",
  "productCode": "BRAPGCSA",
  "productName": "Porto de Galinhas y Cabo de Santo Agostinho"
},
"zone": { ...
},
"allZones":
  ...

"start": "2020-05-01",
"end": "2021-10-31",
"release": 1,
"minPaxBooking": 1,
"maxPaxBooking": 9,
"origins": [ ...
],
"nights": [ ...
],
"distributionsAllowed": [
  ...
],
"baseRate": {
  "origin": {
    "code": "MAD",
    "transportTypes": []
  },
  "date": "2020-05-01",
  "currency": "EUR"
},
"description": "",
"productTags": [
  { ...
  }
],
...

"transportTypes": [
  "FLIGHT"
],
"extensions": [],
"language": "en_EN",
"allowRQStatus": false,
"restrictedCache": true
}

```

Integrators are strongly advised to evaluate the restrictedCache attribute in the Product transaction.

Incorrect handling or misuse may result in access limitations for the integrator when interacting with the cache availability endpoint.

Availability

The **Availability Layer** validates product availability, manages pricing, and generates technical tokens required to ensure consistency throughout the booking flow.

Purpose: To check the availability of a selected product and return the necessary data and tokens for subsequent booking steps.

Request Details

Method: POST

Endpoint: <https://<environment>/agency/packages/api/v1/availability>

<https://pre-api.w2m.com/agency/packages/api/v1/availability>

Request Body Parameters

Parameter	Type	Required	Description
brand	string	Yes	Identifier of the brand making the request
transactionId	string	Yes	Unique transaction ID used to maintain consistency across the booking flow
start	string	Yes	Start date of package search
productId	string	Yes	Unique identifier of the package
locations	string	Yes	Location parameters
distributions	string	Yes	Passengers' room distributions
nights	string	Yes	Package nights
flags	String/Boolean	Optional	Request configuration. Different types.
currencyCode	string	Optional	Currency code in ISO 4217 format
language	string	Optional	Response language in locale format (ISO 639-1 + ISO 3166-1)

Response body

Returns a JSON object with:

- Availability status
- Package components
- Pricing details
- Ancillary information (e.g., baggage, restrictions)
- Tokens required for booking continuity

⚙️ Tokens Details

🔒 Structure

The response includes tokens that must be reused in subsequent booking steps to ensure pricing and availability consistency.

📘 Types

- a. Package token
- b. Components tokens

A. PACKAGE TOKEN

- Unique token associated with the selected package
- Required for all downstream booking operations

```

{
  "availabilities": [
    {
      "productCode": "W2PUJPLUS",
      "productName": "Punta Cana - Quality",
      "start": "2026-10-03",
      "end": "2026-10-11",
      "remarks": [],
      "components": [ ... ]
    }
  ],
  "rates": [
    {
      "productCode": "W2PUJPLUS",
      "baseRates": [
        {
          "type": "ABSOLUTE",
          "series": null,
          "amount": 2228.00,
          "currency": {
            "code": "EUR",
            "name": "Euro"
          },
          "details": {
            "type": "COMMISSIONABLE",
            "netAmount": null,
            "commissionablePrice": 1828.00,
            "nonCommissionablePrice": 400.00,
            "commissionAmount": null,
            "commissionTaxesAmount": null,
            "commissionTaxesIncluded": null
          },
          "priceBreakdown": null,
          "rules": [],
          "ruleOperator": null,
          "token": "6a1be663e2a3e"
        }
      ]
    }
  ]
}

```

B. COMPONENT TOKENS

```

"availabilities": [
  {
    "productCode": "W2PUJPLUS",
    "productName": "Punta Cana - Quality",
    "start": "2026-10-03",
    "end": "2026-10-11",
    "remarks": [],
    "components": [
      {
        "code": "kggiS6DjSYookukDtPB1DYsfH117w0g9XMIXB4LdVHU",
        "type": "SERVICE",
        "subtype": "TRANSFER",
        "name": "Transfer Airport <-> Hotel",
        "minSelectedItems": 1,
        "maxSelectedItems": 1,
        "start": "2026-10-03",
        "end": "2026-10-03",
        "from": null,
        "to": null,
        "options": [
          {
            "type": "SERVICE",
            "status": "OK",
            "details": null,
            "code": "kggiS6DjSYookukDtPB1DYsfH117w0g9XMIXB4LdVHU",
            "name": "Direct Transfer Airport - Hotel in Punta Cana (APT / Whala!Bavazo)",
            "operativeDates": [],
            "prices": [
              {
                "type": "INCLUDED",
                "series": null,
                "amount": null,
                "currency": null,
                "details": null,
                "priceBreakdown": null,
                "rules": [],
                "ruleOperator": null,
                "token": "58g4siYJk6QHjF_T20ZkTCkukI0Csfp5RRtVgq4KUHo"
              }
            ]
          }
        ]
      }
    ]
  }
]

```

These types of tokens are generated for each individual component of the package:

- Flights
- Accommodation
- Services

All of them are returned under the Prices parameter for each component.

- For included services: Prices > Type: "INCLUDED".
- For services that have an upgrade available: Prices > Type: "INCREMENT".

⚙ Pricing details

🔒 Structure

The response includes the package price, as well as the incremental prices for components that may be upgraded.

📘 Types

- a. Increment Price
- b. Package Price

A. INCREMENT PRICE

Upgrading services eligible for chosen are tagged as type "INCREMENT".

```

{
  "code": "337",
  "type": "LODGING",
  "subtype": null,
  "name": "Stay in Punta Cana",
  "minSelectedItems": 1,
  "maxSelectedItems": 1,
  "start": "2026-10-03",
  "end": "2026-10-10",
  "from": null,
  "to": null,
  "options": [
    {
      "type": "LODGING",
      "status": "OK",
      "details": "LD#JP396769",
      "code": "JP396769",
      "name": "Whala!Bavaro",
      "rooms": [
        {
          "code": null,
          "name": "Double Superio",
          "distribution": "1"
        }
      ],
      "meals": [
        {
          "code": "TI",
          "name": "All-Inclusive",
          "prices": [
            {
              "type": "INCREMENT",
              "series": null,
              "amount": 71.34,
              "currency": null,
              "details": null,
              "priceBreakdown": null,
              "rules": [],
              "ruleOperator": null,
              "token": "qhi2ViVEfhE0nYyc2mtGbunNCdeMyIWU-ktZpQZauIc"
            }
          ]
        }
      ]
    }
  ]
}

```

A specific component token is defined for each.

B. PACKAGE PRICE – rates Object

The rates array contain pricing information associated with a specific product. It provides all relevant data required to understand and process the product price within the booking flow.

Included information:

- Total amount
- Currency
- Commission breakdown *if applicable*
- Token required for booking flow

```

"rates": [
  {
    "productCode": "W2PUJPLUS",
    "baseRates": [
      {
        "type": "ABSOLUTE",
        "series": null,
        "amount": 2228.00,
        "currency": {
          "code": "EUR",
          "name": "Euro"
        },
        "details": {
          "type": "COMMISSIONABLE",
          "netAmount": null,
          "commissionablePrice": 1828.00,
          "nonCommissionablePrice": 400.00,
          "commissionAmount": null,
          "commissionTaxesAmount": null,
          "commissionTaxesIncluded": null
        },
        "priceBreakdown": null,
        "rules": [],
        "ruleOperator": null,
        "token": "6a1be663e2a3e"
      }
    ]
  }
],

```

```

"rates": [
  {
    "productCode": "W2PUJPLUS",
    "baseRates": [
      {
        "type": "ABSOLUTE",
        "series": null,
        "amount": 2228.00,
        "currency": {
          "code": "EUR",
          "name": "Euro"
        },
        "details": {
          "type": "PRICE_WITH_DISCOUNT",
          "netAmount": null,
          "grossAmount": 0,
          "grossAmountApplyDiscount": 0,
          "grossAmountNotApplyDiscount": 0,
          "discountAmount": null
        },
        "priceBreakdown": null,
        "rules": [],
        "ruleOperator": null,
        "token": "6a1c6b9062aea"
      }
    ]
  }
],

```

Attributes returned definitions:

productCode

Identifier of the product associated with the rate.

Type: String

Pricing structure

1) baseRates

Contains one or more pricing entries for the product.

Type: Array

Each object within baseRates provides detailed pricing breakdown.

- ◆ **type**
Indicates that the price is a fixed total amount.
Values: ABSOLUTE
Type: String
- ◆ **amount**
Total price of the package in the specified currency.
Type: Number
- ◆ **currency**
Currency in which the price is expressed.
Type: Object

2) details

Provides a breakdown of how the price is structured.

⚠ Some values may be **0 or null** depending on configuration, product type, or pricing strategy.

Different pricing models can be returned.

- ◆ **type** - Indicates pricing model depending on agency and/or the package configuration.

✓ COMMISSIONABLE

Indicates that part of the price is eligible for commission.

Fields:

- **commissionablePrice**: Portion of the total amount subject to commission
- **nonCommissionablePrice**: Portion of the total amount not eligible for commission
- Other fields (*not relevant at this stage but they will be at the [Prebooking](#) response*): netAmount, commissionAmount, commissionTaxesAmount, commissionTaxesIncluded

✓ PRICE_WITH_DISCOUNT

Indicates that the price includes discount logic.

- Fields (*not relevant at this stage*): grossAmount, grossAmountApplyDiscount, grossAmountNotApplyDiscount, discountAmount

!! These values will be fully provided and become relevant at the [Prebooking](#) stage.

📦 Baggage Information

- Provided within the response (typically under a details section).

```

{
  "type": "BAGGAGE",
  "details": "BG#1PC",
  "code": null,
  "name": null,
  "remarks": [],
  "quantity": 1,
  "baggageType": "CHECKED",
  "weightDetails": null,
  "sizeDetails": null
},
{
  "type": "BAGGAGE",
  "details": "CjHz8073vDZp4zjooA0-18KoQHJlwfi197UuuTcPM8",
  "code": null,
  "name": null,
  "remarks": [],
  "quantity": 1,
  "baggageType": "CARRY_ON",
  "weightDetails": {
    "maxWeightPerBag": 10.0,
    "maxWeightForAllBags": null,
    "unit": "KG",
    "text": "10 kg"
  },
  "sizeDetails": {
    "maxHeight": {
      "value": 50.0,
      "unit": "CM",
      "text": "50 cm"
    },
    "maxWidth": {
      "value": 40.0,
      "unit": "CM",
      "text": "40 cm"
    },
    "maxLength": {
      "value": 25.0,
      "unit": "CM",
      "text": "25 cm"
    }
  }
}

```

✅ Value types:

- Decimal values for baggage metrics
- Integer values for quantity

🔍 Filters

The response payload can be reduced by applying filters to help optimize performance and response size.

```

"flags": {
  "skipLodgingDetails": true,
  "lodgingFilter": {
    "code": "string"
  },
  "flightFilter": {
    "nonstopFilter": true,
    "checkedBagFilter": true
  }
}

```

Three filter types may be applied: **LodgingDetails**, **lodging** and **flight**.

Example:


The following example demonstrates the use of the Lodging filter to restrict results according to specific accommodation criteria. The filter is configured using the JP HotelCode obtained from the Availability or Availability cache response.

```

496
497
498
499
500
501
502
503
504
505
506
507
508
509
510
511
512
513
514
515
516
517
518
519
520
521
522
523
524
525
526
527
528
529
530
531
532
533
534
535
536
537
538
539
540
541
"transactionId": "202606-1",
"brand": "NBLUE",
"start": "2026-10-03",
"productParameters": [
  {
    "productId": "49"
  }
],
"locations": [
  {
    "code": "MAD",
    "locationType": "AIRPORT",
    "locationUseType": "DEPARTURE"
  }
],
"nights": [
  {
    "numberOfNights": 7
  }
],
"distributions": [
  {
    "code": "1",
    "passengers": [
      {
        "code": "1",
        "age": 30
      },
      {
        "code": "2",
        "age": 30
      }
    ]
  }
],
"flags": {
  "skipLodgingDetails": null,
  "lodgingFilter": {
    "code": "JP396769"
  }
},
"language": "en_EN"
},
{
  "code": "337",
  "type": "LODGING",
  "subtype": null,
  "name": "Stay in Punta Cana",
  "minSelectedItems": 1,
  "maxSelectedItems": 1,
  "start": "2026-10-03",
  "end": "2026-10-10",
  "from": null,
  "to": null,
  "options": [
    {
      "type": "LODGING",
      "status": "OK",
      "details": "LQ#JP396769",
      "code": "JP396769",
      "name": "WhaleBavaro",
      "rooms": [
        {
          "code": null,
          "name": "Double",
          "distribution": "1"
        }
      ],
      "meals": [
        {
          "code": "TI",
          "name": "All-Inclusive",
          "prices": [
            {
              "type": "INCLUDED",
              "series": null,
              "amount": 0.45,
              "currency": null,
              "details": null,
              "priceBreakdown": null,
              "rules": [],
              "ruleOperator": null,
              "token": "U7Xu1zMiZ87X_faW12zBR5GeG1lCe64xQeGoAdM3Pe8"
            }
          ]
        }
      ]
    }
  ],
  "refundable": true
}

```

Availability cache

 **Purpose:** Facilitates caching of availability results to improve response times.




 **Request Details**

Method: POST

Endpoint: <https://<environment>/agency/packages/api/v1/availability/cache>


<https://api.w2m.com/agency/packages/api/v1/availability/cache>

Key Considerations

-  This endpoint is only available for products explicitly allowed, as defined in the [Product](#) section.
-  The endpoint accepts the **same request payload** as the standard Availability endpoint. However, responses obtained from this endpoint **cannot be used for prebooking**. For prebooking operations, the **standard Availability endpoint** must be used.
-  **Attribute Validation:** Integrators must evaluate the **restrictedCache** attribute in the Product response before using this endpoint.

Important Notice

Improper use or incorrect handling of this endpoint may result in **access limitations** for the integrator when interacting with the Cache Availability service.

 Bulk or high-volume usage requires prior authorization via xm1@w2m.com .

Hotel Content

Purpose: Retrieve detailed content (descriptions, images, and metadata) for hotels returned in the Availability response.

Request Details

Method: GET

Endpoint: `https://<environment>/agency/cms-content/api/v2/hotels/juniper/{{JPCode}}?{{brand}}&{{locale}}`

Request URL Parameters

Parameter	Type	Required	Description
JPCode	string	Yes	Identifier of the hotel
brand	string	Yes	Identifier of the brand making the request
locale *	string	Yes	Language to return.

Locale: Commonly used locales include es_ES and en_GB.

If the requested locale is not available for a given **JPCode**, the response defaults to **es_ES**.

Usage Context: This endpoint is **not intended for real-time (online) calls**. It requires executing the Availability request first and **storing the resulting data**.

Response body

Returns a JSON object with:

- Hotel name
- Description
- Location details
- Images
- Facilities
- Additional relevant information for customer display

Example (PRE environment)


https://pre-api.w2m.com/agency/cms-content/api/v2/hotels/juniper/JP396769?brand=NBLUE&locale=en_EN

```

GET https://pre-api.w2m.com/agency/cms-content/api/v2/hotels/juniper/JP396769?brand=NBLUE&locale=en_EN

Body Cookies 1 Headers 15 Test Results 3
JSON Preview Visualization
1 - {
2   "code": "JP396769",
3   "codeJP": "JP396769",
4   "name": "Whala!Bavaro",
5   "description": "The hotel Whala!bavaro is situated about 25 km from the airport. On the beach are cushions available. The hotel is equipped with
6     Wi-Fi, parking spaces as well as a TV lounge with satellite TV. In the outdoor area of the property you will find a garden as well as a pool
7     available for free. For children there is also a children's pool. Inside the hotel you can use an indoor pool. If necessary, you can contact
8     holiday region, you can use the car rental service close to the hotel (extra fee). At the hotel reception, tickets are offered for excursions
9     special offers such as special honeymoon packages. American Express and Euro/Master Card are accepted as means of payment. \n Catering For the
10    \n Distances <ul><li>Golf course: approximately at 2 km</li> </ul> \n Sports & Leisure To keep your fitness up on holiday, there is a gym f
11    fee). \n Additional information The 4-storey accommodation has a total of 263 rooms. \n",
12   "url": null,
13   "urlName": null,
14   "address": "Los Corales, el Cortecito, Bavaro, Punta Cana, 23000, Dominican Republic",
15   "country": null,
16   "hotelChain": "HM HOTELES",
17   "destination": null,
18   "category": "4est",
19   "latitude": "18.6851405693491",
20   "longitude": "-68.4155413584286",
21   "hotelBoat": false,
22   "currencyFee": null,
23   "amountFee": null,
24   "descriptionFee": null,
25   "updateDateFee": null,
26   "mainImage": null,
27   "images": [...],
28   "servicesByTypes": [...],
29   "checkIn": null,
30   "checkOut": null,
31   "pets": null,
32   "videos": [],
33   "sustainabilities": [],
34   "creditCards": [],
35   "contactInfo": {...},
36   "pointsOfInterests": [...],
37   "specialNotes": []
38 }
  
```

LOCATIONS INFORMATION – KANNAK EXCLUSIVELY

 **Purpose:** Retrieve detailed location information for the cities included in each package.

 **Request Details**

Method: GET

Endpoint: <https://<environment>/integration/masterdata/place/api/v1/locations/{{code}}>

 **Response body:** returns a **JSON array** containing location details.

 Example (PRE environment)

<https://pre-api.w2m.com/integration/masterdata/place/api/v1/locations/WLOC701317>

```

{
  "code": "WLOC701317",
  "active": true,
  "name": "Dubrovnik",
  "longitude": 18.1064849,
  "latitude": 42.6419008,
  "locationLevel": {
    "code": 70,
    "active": true,
    "name": "Localidad"
  },
  "iso3": null,
  "locationPhone": null,
  "flattenedHierarchy": "10_HR|40_WLOC11093|50_WLOC183127|70_WLOC701317",
  "weight": 94,
  "resident": false,
  "locationFeatures": [
    {
      "entity": "LODGING",
      "contains": true
    }
  ],
  "area": null,
  "zipcode": null,
  "extent": 5.89863497059684,
  "parentCode": "WLOC183127"
}

```

Prebooking

Purpose: Add selected components to a shopping basket and initiate a **prebooking**.

Prebooking **validates availability**

Generates a **provisional booking token** required for booking confirmation

Request Details

Method: POST

Endpoint: `https://<environment>/agency/packages/api/v1/prebooking`

Request Body Parameters

Parameter	Type	Required	Description
transactionId	string	Yes	Unique transaction ID used to maintain consistency across the booking flow
productSelected	string	Yes	Unique identifier of the package from Availability Response
optionsSelected *	string	Yes	Array of components' tokens from Availability Response
flags	String/Boolean	Optional	Request configuration. Different types.
currencyCode	string	Optional	Currency code in ISO 4217 format
language	string	Optional	Response language in locale format (ISO 639-1 + ISO 3166-1)

optionsSelected - Token Requirement:

The request must include the same number of tokens as **INCLUDED tokens** returned in the Availability response.

- If an upgraded service is selected, the corresponding **INCREMENT token** must replace the INCLUDED token for that specific service.
- If an optional service wants to be included, details of it must be included (more information in [Optional services](#) section)

Response body

Returns a **JSON object** confirming successful prebooking. The response includes:

- **Booking Token – token**
Required for the subsequent Booking request
- **Booking details to be confirmed**
 - ⚠ Remarks and Cancellation policies
 - + Status and details of selected package options
 - ✅ Mandatory 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*
 - 📄 Price detailed according to the agency model pricing configuration

Examples from PRE environment:

<https://pre-api.w2m.com/agency/packages/api/v1/prebooking>

```

{
  "productCode": "W2PUJPLUS",
  "productName": "Punta Cana - Quality",
  "start": "2026-10-03",
  "end": "2026-10-11",
  "token": "ekj_nHidx7uYq2hb10-1Cej1JMT3FRzxIZZkEPsflrA",
  "remarks": [...],
  "optionsSelected": [...],
  "price": {
    "type": "ABSOLUTE",
    "series": null,
    "amount": 2298.00,
    "currency": {
      "code": "EUR",
      "name": "Euro"
    }
  },
  "details": {
    "type": "COMMISSIONABLE",
    "netAmount": 1967.00,
    "commissionablePrice": 1898.00,
    "nonCommissionablePrice": 400.00,
    "commissionAmount": 273.00,
    "commissionTaxesAmount": 57.00,
    "commissionTaxesIncluded": false
  },
  "priceBreakdown": null,
  "rules": [],
  "ruleOperator": null,
  "token": null,
  "requiredPaymentAmount": null
},
  "cancellationPolicies": [...],
  "infoRequirements": [...],
  "optionals": [...],
  "tokenTtl": 1800,
  "alerts": []
}

```

```

{
  "productCode": "W2PUJPLUS",
  "productName": "Punta Cana - Quality",
  "start": "2026-10-03",
  "end": "2026-10-11",
  "token": "bZf7jX8oUoa2enkhcQydcV3HS1QipqyVYnp4C_jqfs8",
  "remarks": [...],
  "optionsSelected": [...],
  "price": {
    "type": "ABSOLUTE",
    "series": null,
    "amount": 2228,
    "currency": {
      "code": "EUR",
      "name": "Euro"
    }
  },
  "details": {
    "type": "PRICE_WITH_DISCOUNT",
    "netAmount": 1936.00,
    "grossAmount": 2228.00,
    "grossAmountApplyDiscount": 1828.00,
    "grossAmountNotApplyDiscount": 400.00,
    "discountAmount": 292.00
  },
  "priceBreakdown": null,
  "rules": [],
  "ruleOperator": null,
  "token": null,
  "requiredPaymentAmount": null
},
  "cancellationPolicies": [...],
  "infoRequirements": [...],
  "optionals": [...],
  "tokenTtl": 1800,
  "alerts": []
}

```

Pricing details

As described in the [Availability](#) section – Pricing details, at this stage of the booking flow the full price breakdown is already displayed, as illustrated in the above images.

Optional services

Optional services (e.g., activities, connection hotels, or upgrades) can be retrieved and added to the package during the booking flow.

 Optional services can **only be retrieved during the Prebooking stage**.

To enable their retrieval, the filter type **withOptionals** must be included in the request:

```

{
  "filter": {
    "withOptionals": true
  }
}

```

The **withOptionals** attribute can be set to false in subsequent prebooking requests. This improves response time, as optional services do not need to be retrieved again.

When enabled, the Prebooking response will include an additional node – **optionals**

OPTIONALS

- Each optional service is identified by a token **that must be included** in a **new Prebooking request** if wants to be added.
- Contains all available optional services associated with the selected product.
- Services may include:
 - Activities – containing increment prices and dates *if applicable*
 - Connection hotels
 - Upgrades
 - Other add-ons
- If an optional service is **not applicable to all passengers**, it must be specified together with:
 - The optional service token
 - The corresponding passengerCodes
 - ⚠ This is only supported when the Prebooking response indicates `allowPartialBooking = true`
- Some optional services may require extra configuration (e.g., selecting a date for an excursion). These must be provided under the configuration's node, alongside the corresponding token.

Booking

Purpose: Confirm the booking and generate a reservation using the selected components and validated passenger details.

Request Details

Method: POST

Endpoint: `https://<environment>/agency/packages/api/v1/booking`

Request Body Parameters

Parameter	Type	Required	Description
token	string	Yes	Prebooking token obtained in the Prebooking response
clientReference	string	Yes	Unique transaction ID used to maintain consistency across the booking flow
agent	string	Yes	Start date of package search
distributions *	string	Yes	Passengers' room distributions

Distributions parameter

This parameter will include customer details including mandatory fields as defined in the Prebooking response.

Passenger Data Mapping and validation

- The booking process includes validation of passenger information.
- Validation ensures that all passenger data matches the information provided in the **Availability response**.
- The order of passengers is not relevant, but consistency must be maintained across: Distribution number, Passenger code, Age at the booking start date.

To provide mandatory passenger information, the structure defined in the **Availability response (RS)** must be followed in the **Booking request (RQ)** to ensure consistency.

Request Availability

```

{
  "brand": "NBLUE",
  "transactionId": "2rTC20260420",
  "start": "2026-07-24",
  "productParameters": [...],
  "locations": [...],
  "distributions": [
    {
      "code": "1",
      "passengers": [
        {
          "code": "1",
          "age": 30
        },
        {
          "code": "2",
          "age": 30
        }
      ]
    },
    {
      "code": "2",
      "passengers": [
        {
          "code": "3",
          "age": 30
        },
        {
          "code": "4",
          "age": 30
        },
        {
          "code": "5",
          "age": 5
        }
      ]
    }
  ],
  "nights": [
    {
      "numberOfNights": 7
    }
  ]
}

```

Request Booking

```

"distributions": [
  {
    "code": "1",
    "passengers": [
      {
        "holder": true,
        "code": "1",
        "age": 60,
        "gender": "MALE",
        "name": "W2M",
        "surname": "Tester",
        "dateOfBirth": "1966-01-01"
      },
      {
        "holder": false,
        "code": "2",
        "age": 58,
        "gender": "FEMALE",
        "name": "W2M2",
        "surname": "Tostex",
        "dateOfBirth": "1968-01-02"
      }
    ]
  },
  {
    "code": "2",
    "passengers": [
      {
        "holder": false,
        "code": "3",
        "age": 39,
        "gender": "MALE",
        "name": "W2M5",
        "surname": "Tes1",
        "dateOfBirth": "1987-01-10"
      },
      {
        "holder": false,
        "code": "4",
        "age": 38,
        "gender": "FEMALE",
        "name": "W2M6",
        "surname": "Test1",
        "dateOfBirth": "1988-01-11"
      },
      {
        "holder": false,
        "code": "5",
        "age": 5,
        "gender": "FEMALE",
        "name": "W2M3",
        "surname": "Tes1",
        "dateOfBirth": "2021-01-01"
      }
    ]
  }
]

```

Response body

Returns a JSON object confirming the booking, including:

- Booking reference
- Booking status
- Possible alerts or warnings

```

{
  "bookingReference": "1779620",
  "status": "OK",
  "alerts": []
}
    
```

AGENCY VALIDATION (CLOSEAGENCY) — *Optional parameter*

The `closeAgency` parameter allows associating the booking with a specific agency enabling accurate tracking, reporting, and attribution of bookings.

Requires prior setup:

- Notify the Integrations Team of your intent to use it
- Request the required permissions
- Obtain the internal agency code (WAGEXXXX) from your Key Account Manager (KAM)

The parameter must be added to the Booking request:

Parameter Details:

- **Name:** `closeAgency`
- **Type:** String
- **Format:** Internal code (WAGEXXXX)

```

{
  "token" : "ZLzPwhG05qMudzjPe_Le-aM2ILL_wx74xEK6LxZPF-8=",
  "clientReference" : "RPRE",
  "closeAgency": "WAGE----",
  "agent" : "TESTERCP",
  "distributions" : [
    {
    }
  ]
}
    
```

POST-BOOKING

Post-booking transactions handle booking details retrieval, document delivery and booking cancellations (Kannak exclusively).

Read Bookings

The following endpoints allow retrieval of booking information either by a **unique booking reference** or by applying filters such as **client reference** and **booking creation date**. These services support both individual booking lookup and bulk search operations for reporting or reconciliation purposes.

BY BOOKINGREFERENCE

Purpose: Retrieve detailed information for a specific booking using its unique reference.

Request Details

Method: GET

Endpoint:

- <https://<environment>/agency/ttoo-third/api/v1/agency/bookings/{{brand}}/{{bookingReference}}>
- <https://<environment>/agency/ttoo-third/api/v1/agency/bookings/{{bookingReference}}>

```

{
  "type": "AGENCY",
  "bookingReference": "1779619",
  "status": "CANCELLED",
  "client": {
    "agent": [REDACTED],
    "reference": "20260531-1",
    "agency": { ... }
  },
  "brand": {
    "code": "NBLUE",
    "name": "Newblue",
    "operativeBrand": "NBLUE",
    "address": { ... }
  },
  "CIF": [REDACTED],
  "zone": "PUJ",
  "bookingDate": "2026-05-31T09:34:57",
  "modificationDate": "2026-05-31T10:00:40",
  "cancelDate": "2026-05-31T10:00:06",
  "start": "2026-07-14",
  "end": "2026-07-22",
  "blockDocumentation": false,
  "passengers": [ ... ],
  "products": [
    {
      "type": "PACKAGE",
      "ids": [],
      "modificationDate": null,
      "code": "W2PUJPLUS",
      "order": 0,
      "name": "Punta Cana - Quality",
      "description": null,
      "status": "CANCELLED",
      "offlineStatus": "CANCELLED",
      "start": "2026-07-14",
      "end": "2026-07-22",
      "providerCode": null,
      "provider": null,
      "remarks": [ ... ],
      "category": "Quality",
      "passengerCodes": [ ... ]
    }
  ]
}

```

Response body

Returns the full booking details associated with the booking reference provided.

BOOKING LIST - BY CLIENTREFERENCE

Purpose: Retrieve a list of bookings filtered by **clientReference** and **booking creation date**.

Request Details

Method: POST

Endpoint: <https://<environment>/agency/ttoo-third/api/v1/agency/bookings/search>

Request Body Parameters

The request must include relevant filters such as:

- **clientReference**
- **Date range** (booking creation date)
- The **sortField** parameter must contain a **valid field name** (e.g., **bookingDate** or **name**).

If not required, **sortField** can be omitted or set to null.

```

{
  "brandCodes": [
    "NBLUE",
    "NBLPT"
  ],
  "paxDetail": true,
  "bookingStatuses": [
    "OK",
    "RQ",
    "CANCELLED"
  ],
  "clientReference": "20260531-2",
  "pagination": {
    "page": 0,
    "collectionSize": 100,
    "sortField": "",
    "sortOrder": "desc"
  }
}

```

Response body

Returns a **list of bookings** matching the criteria provided.

- Filtered by **clientReference**
- Filtered by **date range**

Each entry includes key booking details for further processing or display.

Retrieve documentation

LIST OF DOCUMENTS

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

Request Details

Method: GET

Endpoint:

https://<environment>/agency/ttoo-third-document/api/v1/agency/brands/{{brand}}/bookings/{{bookingReference}}

Response body

Returns a **list of documents** linked to the specified reservation.

The response **does not include direct download links** to the documents.

```
[
  {
    "documentName": "Informe reserva cliente",
    "documentId": "d7",
    "documentCode": "CLIENT",
    "data": null,
    "documentType": "BOOKING_REPORT",
    "documentArea": "CLIENT"
  },
  {
    "documentName": "Informe reserva agencia",
    "documentId": "d8",
    "documentCode": "AGENCY",
    "data": null,
    "documentType": "BOOKING_REPORT",
    "documentArea": "AGENCY"
  }
]
```

DOWNLOAD DOCUMENTS

Purpose: Retrieve and download documents associated with a specific reservation.

Request Details

Method: POST

Endpoint:

https://<environment>/agency/ttoo-third-document/api/v1/agency

```
{
  "brandCode": "NBLUE",
  "bookingReference": "1779620",
  "documentIds": [
    "d6", "d7"
  ]
}
```

Response body

Provides **download URLs** for the requested documents.

```
[
  {
    "documentId": "d6",
    "filename": "Bono-1779620---NBLUE-20260531202326-0-930.pdf",
    "storage": {
      "storageFilename": "Bono-1779620---NBLUE-20260531202326-0-930.pdf",
      "containerName": "ttoo",
      "directory": null
    },
    "url": "https://stttoopre.blob.core.windows.net/ttoo/Bono-1779620---NBLUE-20260531202326-0-930.pdf?sv=2025-01-05&se=2026-05-31T20%3A33%3A26Z&skoid=b857d317-bc50-4d74-a0a6-f75bba7e9580&sktid=a55c9a68-e1ec-45a2-ad14-ee22e0eccc1&skt=2026-05-31T20%3A23%3A26Z&ske=2026-05-31T20%3A33%3A26Z&skb=b&skv=2025-01-05&sr=b&sp=r&sig=iob3wumERObWHbk3xL1MKddeGJFDPi2Cuboeb82BpzW%3D"
  },
  {
    "documentId": "d7",
    "filename": "Reserva-Cliente-1779620---NBLUE-20260531202332-0-851.pdf",
    "storage": {
      "storageFilename": "Reserva-Cliente-1779620---NBLUE-20260531202332-0-851.pdf",
      "containerName": "ttoo",
      "directory": null
    },
    "url": "https://stttoopre.blob.core.windows.net/ttoo/Reserva-Cliente-1779620---NBLUE-20260531202332-0-851.pdf?sv=2025-01-05&se=2026-05-31T20%3A33%3A32Z&skoid=b857d317-bc50-4d74-a0a6-f75bba7e9580&sktid=a55c9a68-e1ec-45a2-ad14-ee22e0eccc1&skt=2026-05-31T20%3A23%3A32Z&ske=2026-05-31T20%3A33%3A32Z&skb=b&skv=2025-01-05&sr=b&sp=r&sig=Y%2B7KrLViDXP4hD08FciXp7C49mB2TkspbvxV2aR88ys%3D"
  }
]
```

DOWNLOAD DOCUMENTS PACKED

Purpose: Retrieve and download documents associated with a specific reservation in a single package.

Request Details

Method: POST

Endpoint: https://<environment>/agency/ttoo-third-document/api/v1/agency/packed

```
{
  "brandCode": "NBLUE",
  "bookingReference": "1779620",
  "documentIds": [
    "d6", "d7"
  ]
}
```

```
{
  "documentId": null,
  "filename": "NBLUE_1779620-15912195342722786214.zip",
  "storage": {
    "storageFilename": "NBLUE_1779620-15912195342722786214.zip",
    "containerName": "reportPoc",
    "directory": ""
  },
  "url": "https://reportspocw2m.blob.core.windows.net/container/NBLUE_1779620-15912195342722786214.zip?sv=2025-01-05&se=2026-05-31T20%3A42%3A05Z&skoid=b857d317-bc50-4d74-a0a6-f75bba7e9580&sktid=a55c9a68-e1ec-45a2-ad14-ee22e0eccc1&skt=2026-05-31T20%3A41%3A05Z&ske=2026-05-31T20%3A42%3A05Z&skb=b&skv=2025-01-05&sr=b&sp=r&sig=eeClIgkYd7SM1EC%2F1NIkJEK5t%2FJDvq8ekob0eYduQo%3D"
}
```

Response body

Returns a **downloadable URL** containing the bundled documents.

Booking Cancellation – Kannak exclusively

 **Purpose:** Cancel a booking for a specific **brand** and **booking reference** at the agency level.

 This operation is **only supported for products without flight inclusion**.

 **Request Details**

Method: POST

Endpoint:

`https://<environment>/agency/packages/api/v1/bookings/{brandCode}/{bookingReference}/cancel`

 **Response body**

Returns a **JSON object/array** with updated booking details, which may include:

- Product identifiers
- Names
- Descriptions
- Pricing information (if applicable, e.g., cancellation impact)

TOUR PACKAGES: COMBINED DESTINATIONS

Tour packages with combined destinations allow multiple stays within a single product (e.g., multi-city itineraries).

The following program can be used for validation: SAFZANE1

1. Product Download

In contrast to standard packages (where the nights array contains a **single element**), tour packages may include **multiple elements**, one per stay included in the itinerary.

📌 Example (Safari in Zanzibar)

- "n" nights in Safari
- "m" nights in Zanzibar

Each element represents an individual stay within the combined package.

```

{
  "product": {
    "productId": "2020",
    "productCode": "SAFZANE1",
    "productName": "Safari de 2 días/1 noche en Saadani y Estancia en Zanzibar - Essence"
  },
  "zone": { ...
  },
  "allZones": [ ...
  ],
  "destination": "ZNZ",
  "category": { ...
  },
  "brands": [
    "NBLUE"
  ],
  "brochureData": {
    "code": "PRZMZ",
    "name": "Productos Zanzibar"
  },
  "start": "2020-05-01",
  "end": "2051-10-31",
  "release": 1,
  "minPaxBooking": 1,
  "maxPaxBooking": 9,
  "origins": [ ...
  ],
  "nights": [
    {
      "type": "PRODUCT_NIGHT",
      "defaultNights": 1,
      "baseNights": "1",
      "code": "16804",
      "name": "Safari Saadani (1 noche) con estancia en Zanzibar",
      "itineraryDay": 2,
      "order": 4,
      "exceptions": []
    },
    {
      "type": "PRODUCT_NIGHT",
      "defaultNights": 6,
      "baseNights": "6,13",
      "code": "16794",
      "name": "Estancia en Zanzibar",
      "order": 6,
      "exceptions": []
    }
  ]
}

```

2. Availability

The request must specify the number of nights **for each stay** by including multiple entries in the nights parameter.

Request Body Parameters

Parameter	Type	Required	Description
brand	string	Yes	Identifier of the brand making the request
transactionId	string	Yes	Unique transaction ID used to maintain consistency across the booking flow
start	string	Yes	Start date of package search
productId	string	Yes	Unique identifier of the package
locations	string	Yes	Location parameters
distributions	string	Yes	Passengers' room distributions
nights	string	Yes	Package nights
reference	String	Yes	Unique identifier code for elements of the combined package
flags	String/Boolean	Optional	Request configuration. Different types.
currencyCode	string	Optional	Currency code in ISO 4217 format
language	string	Optional	Response language in locale format (ISO 639-1 + ISO 3166-1)

Important

- Each element must include its corresponding **reference**, which is the unique identifier obtained from the Product Download response.
- This parameter is **only required for combined products**.
- It is mandatory to specify the desired nights for each stay by indicating multiple elements in the **nights** parameter.

```

"brand": "NBLUE",
"start": "2026-08-24",
"productParameters": [
  {
    "productId": "2020"
  }
],
"locations": [
  {
    "code": "MAD",
    "locationType": "AIRPORT",
    "locationUseType": "DEPARTURE"
  }
],
"nights": [
  {
    "reference": "16804",
    "numberOfNights": 1
  },
  {
    "reference": "16794",
    "numberOfNights": 6
  }
],
"distributions": [
  {
    "code": "1",
    "passengers": [
      {
        "code": "1",
        "age": 30
      },
      {
        "code": "2",
        "age": 30
      }
    ]
  }
],
"flags": { ... },
"language": "en_EN"

```

Response body

Returns a JSON object with:

- Availability status
- Multiple **"type" = LODGING** options, one per stay.
- Pricing details
- Ancillary information (e.g., baggage, restrictions)
- Tokens required for booking continuity - Unlike standard packages (single stay), combined products require selecting accommodation for **each destination**.

3. Prebooking

A valid Prebooking request must include one token per stay (accommodation) selected from the Availability response.

- ⚠ All stays are mandatory components of the package, so a token must be provided for each one.
- ✘ Missing any required token will result in an invalid Prebooking request.

4. Booking

The Booking process follows the **same structure and behavior** as 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 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
 - 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. Interaction with Booking Flow Tokens

👁 It is important to distinguish between:

- **OAuth Access Token**
 - * **Purpose:** Grants access to the API
 - * **Usage:** Applies to all API requests
 - * **Expiration:** If expired during the flow, a refresh token must be used to obtain a new one.
- **Business Tokens (e.g., availability tokens)**
 - * **Parameter:** token
 - * Generated during /availability /prebooking and /booking
 - * **Purposes:** Represent pricing and product state
 - * **Expiration:** Valid for 30 minutes; **TTL Parameter (TimeToLive)** → Token TTL: 1800s

```

"token": "689ade3c99b24"

```

```

"tokenTtl": 1800,
>alerts": []
}

```

Both token types coexist:

- OAuth token → **who you are**
- Availability token → **what you are booking**

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 at Product stage is intentional and depends on specific conditions associated with those packages.

Some products fall under particular scenarios where the final price cannot be determined in advance, for example, Kids packages that involve child-specific rates, or packages that require a minimum number of passengers. In these cases, the price is not pre-calculated, and therefore the API does not display it at that stage.

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. 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.

```

{
  "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": "0CC2FncUTj6pzSc5UZN6AGXOY8HOiBxW3F_SeKa7wc=",
          "code": "11",
          "flightClass": "R"
        }
      ],
      "baggage": [
      ],
      "prices": [
        {
          "type": "INCLUDED",
          "series": null,
          "amount": 0.0,
          "currency": null,
          "details": {
            "priceBreakdown": null,
            "rules": [
              {
                "type": "COMPONENT_TYPE",
                "value": "010",
                "componentType": "FLIGHT",
                "componentCodes": [
                  "FLIGHT#0-E-1",
                  "FLIGHT#0-E-4"
                ]
              }
            ]
          },
          "ruleOperator": null,
          "token": "tLxGDJthZBWLfCqkUVKaVbN5dHhTV7fFQaGe8YcAwU="
        }
      ],
      "timeLimit": {
        "lastTicketDate": "2025-08-29"
      }
    }
  ]
}

```

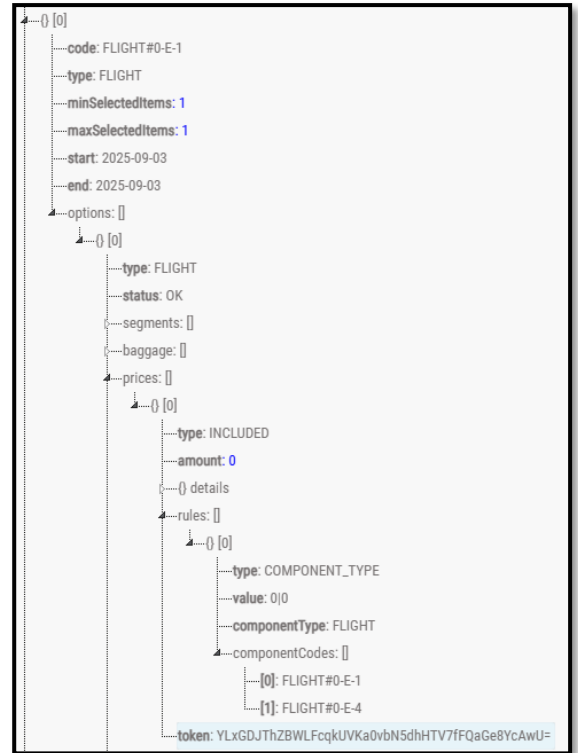
```

{
  "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": [
      ],
      "baggage": [
      ],
      "prices": [
        {
          "type": "INCLUDED",
          "series": null,
          "amount": 0.0,
          "currency": null,
          "details": {
            "type": "COMMISSIONABLE",
            "netAmount": null,
            "commissionablePrice": 0.0,
            "nonCommissionablePrice": 176,
            "commissionAmount": null,
            "commissionTaxesAmount": null,
            "commissionTaxesIncluded": null
          },
          "priceBreakdown": null,
          "rules": [
            {
              "type": "COMPONENT_TYPE",
              "value": "110",
              "componentType": "FLIGHT",
              "componentCodes": [
                "FLIGHT#1-E-2",
                "FLIGHT#1-E-3"
              ]
            }
          ]
        },
        {
          "ruleOperator": null,
          "token": "txRGr35BIFAPuDplnajLUXBQsa7Vlbu3pglvmGEDd_uk="
        }
      ],
      "timeLimit": {
        "lastTicketDate": "2025-06-19"
      }
    }
  ]
}

```

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": "0CC2FncUj6pzSc5UZn6AGXOY8HOiBxW3F_5eKa7wc=",
          "code": "1",
          "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": "mE4Hr9BwE0q4zo8L6jh9bzwCDesidKZps7UY9nEbPxs="
        }
      ]
    }
  ]
}

```

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.

12. Alerts node

This node may be included in both Availability and Booking responses. It can return two value types: INFO and WARNING.

!! Consumers of the response should evaluate these messages carefully, as they may contain relevant operational details, such as changes to departure airports or indications that certain request parameters have not been fulfilled.

13. Availability results optimization

When using the standard Availability endpoint, specifying the **hotel code** is recommended to **optimize response times** using the lodging filters described in [Availability](#) section.

14. How are discount campaigns reflected in the API responses?

Some discount campaigns may be returned via the API by including both the original price and the discounted price.

The API provides full transparency of the pricing by exposing both the pre-discount price and the applied promotion, while the **amount** field remains the final payable price.

This information is provided in the Product response through the following attributes:

- **amountBeforeDiscount:**
Represents the original selling price before the discount is applied.
- **discountCode:**
Identifies the discount campaign or promotion applied to the product.
- **amount:**
Represents the final price after the discount has been applied.
This value should always be considered the reference price for the transaction.

ERRORS MAPPING

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.**

HOW TO REQUEST SUPPORT

Any issue or doubt that needs support must be reported with a valid proof like logs (request and response) (and screenshots).

- ❖ Integration issues → xml@w2m.com
 - Login issues
 - API integration content at structure level
- ❖ Product issues → sales.support@w2m.com
 - Product not available
 - Product pricing discrepancies
 - Web issues