

STAR

STAR ENTERPRISES AG

User Guide for STAR

December 2021

Booking.com

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How to make a booking - **Booking.com** **Direct**

STAR and Booking.com have set-up **unique** Booking.com-branded **websites** for each **STAR collect code travel agency** with **unique Affiliate IDs (AIDs)** per agency.

Every booking made via these **travel agency individual websites** will be **remunerated** based on the commercial agreement between STAR and Booking.com. For details on the commercial conditions kindly refer to STAR. Booking.com will not share any commission details directly with travel agencies.



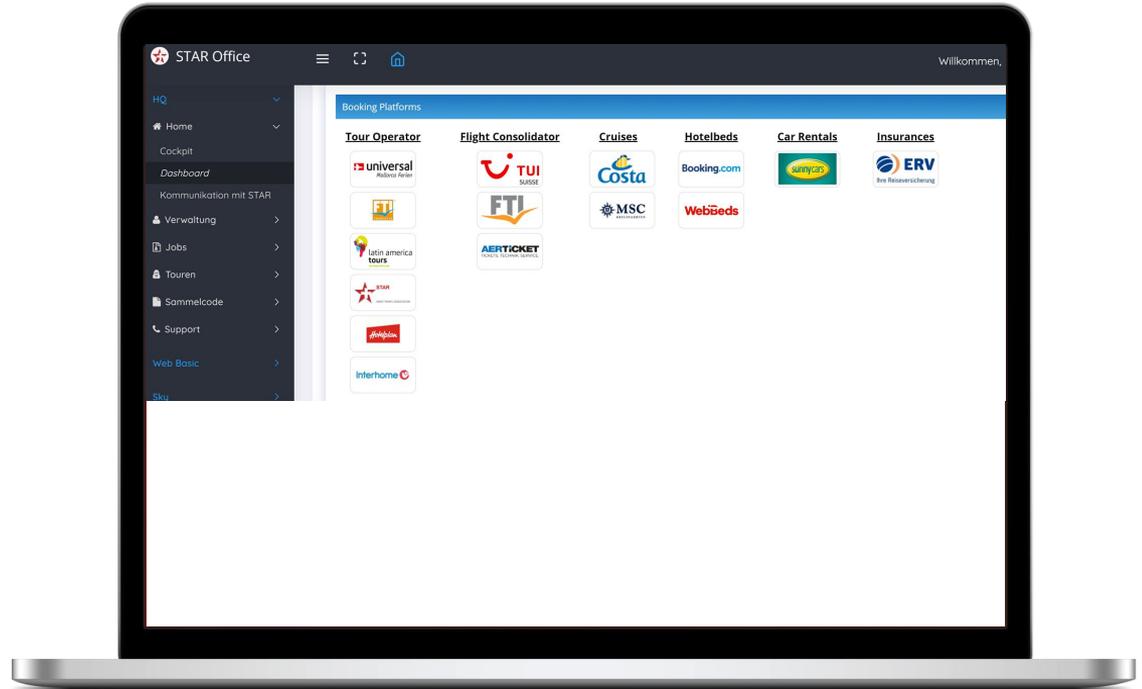
How to make a booking

Booking.com Direct

1. Access Booking.com thru
“STAR Office”

2. When clicking on the Booking.com logo the travel agency individual and dedicated Booking.com website will open

3. You only have access to Booking.com via STAR Office if you have **previously registered** access permission with STAR. If you do not have access yet, please contact STAR directly under enterprises@star.ch or +41444396060



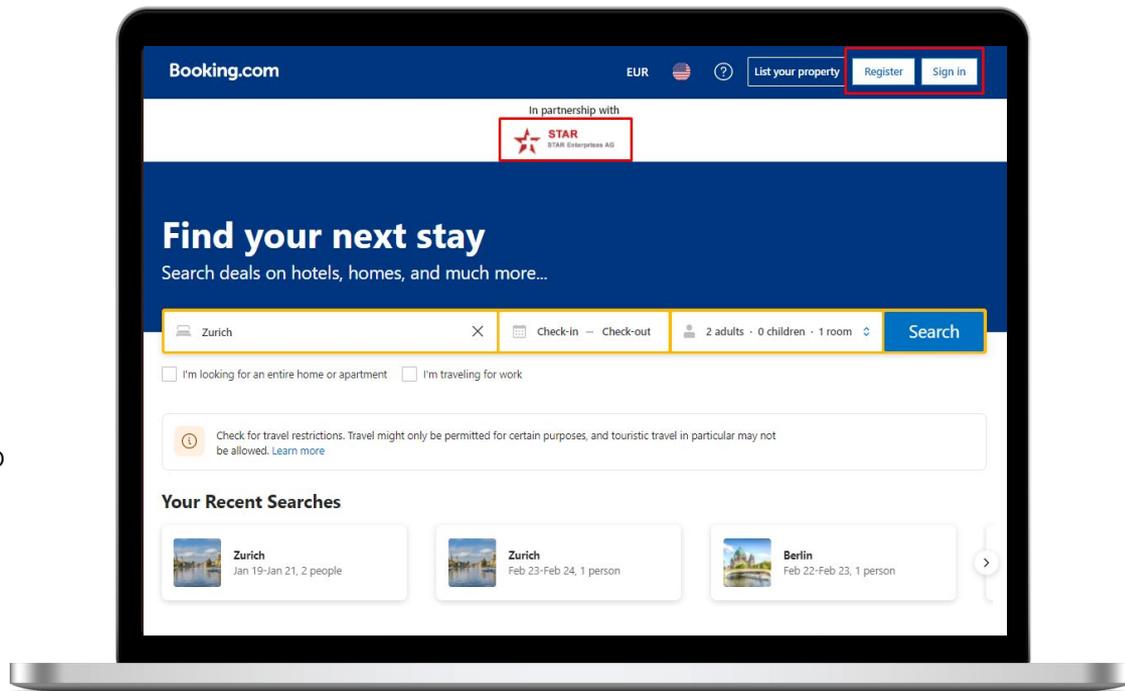
How to make a booking

Booking.com Direct

1. After accessing your unique Booking.com website from the “STAR Office Dashboard” you can check if the Affiliate ID (AID) appears in the URL:

<https://www.booking.com/index.de.htm?aid=2193411>

2. Regardless if you are logged in or not, bookings via this website/AID will be remunerated. We recommend, however, to **always book while logged in** so all bookings appear under your profile and you can take advantage of our **Genius** rates and benefits.

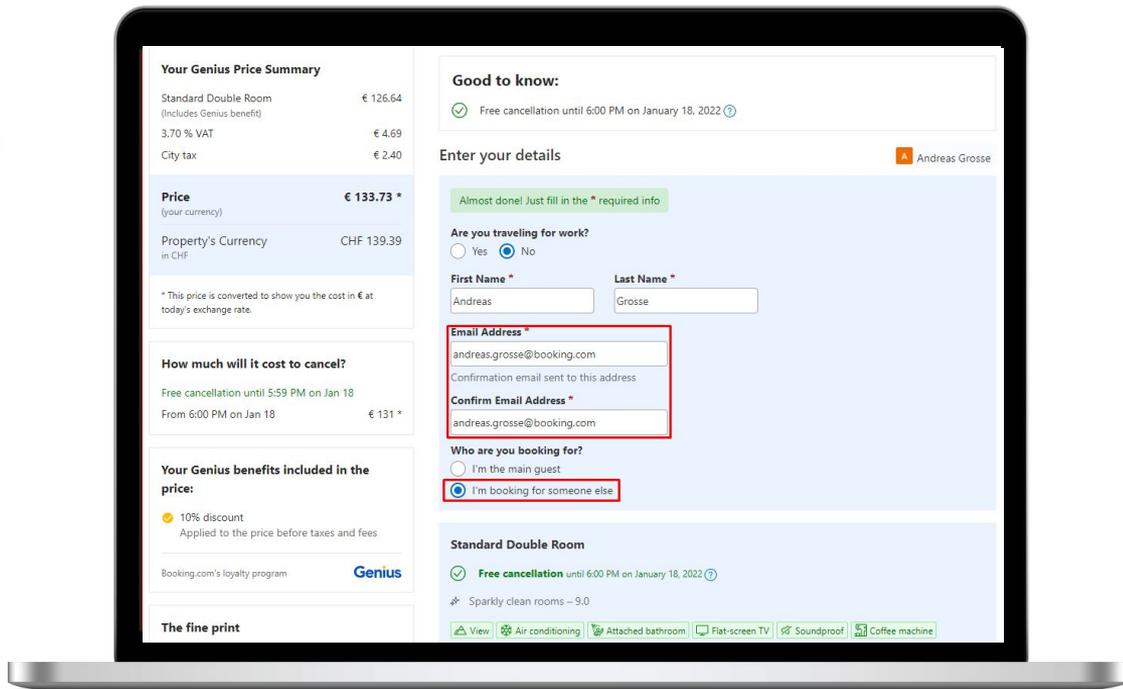


How to make a booking

Booking.com Direct

1. After you have chosen the destination, date, hotel, room and rate you are required to enter booker and guest data.

2. We recommend to always enter your agency's e-mail address and then select **"I'm booking for someone else"**. This ensures that **you will be kept informed** if anything changes.



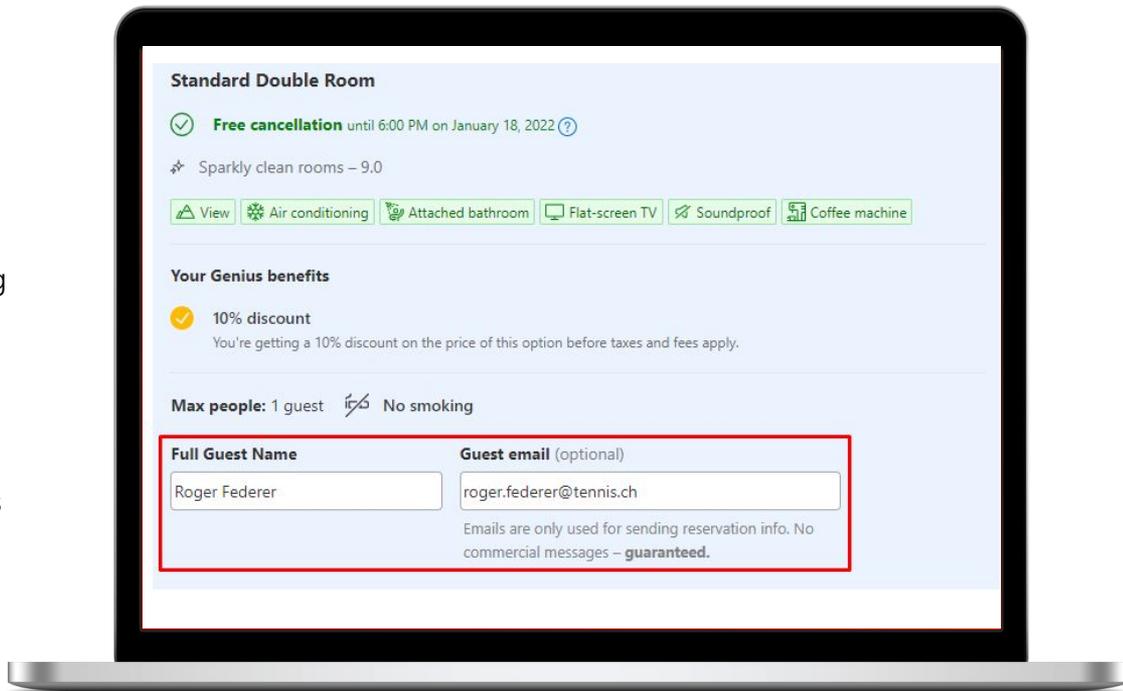
How to make a booking

Booking.com Direct

1. Enter the guest details

2. Adding the guest e-mail is recommendable, however, please note that the guest will also receive the booking number and PIN code which enables him/her to make changes without consulting with you. If you choose not to enter the guest's e-mail **you must ensure that all (relevant) communication that is sent is forwarded by you to the guest immediately and at all times!**

3. Finalize the booking with the desired payment method

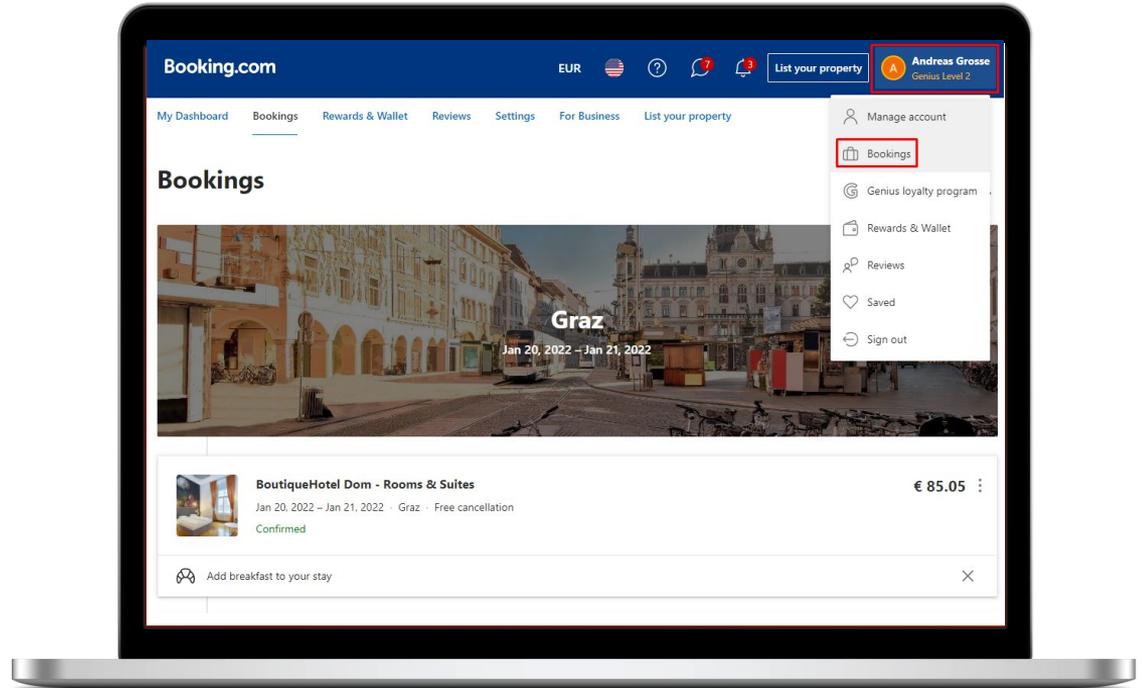


How to make a booking

Booking.com Direct

1. If you are logged in, you will be able to **access all your bookings** by clicking on your profile in the top right corner. Then select “Bookings”.

2. Bookings that were made while being **logged out** will **not** appear here.



How to make a booking - **paxconnect**

Booking.com content can be booked via paxconnect's **paxlounge**.

If you want to make use of this integration, kindly reach out to STAR and provide your **paxlounge licence number**. Booking.com will then set up a **dedicated Affiliate ID** for your travel agency.

Do NOT self-sign-up for paxconnect!

The STAR/Booking.com commission agreement **applies**.



How to make a booking

paxlounge

1. We have compiled ample information around the Booking.com/paxconnect partnership. Kindly consult the following links for further details (incl. correct **setup of the AID**):

[Agency Support Portal](#)

[YouTube: How to activate your AID](#)

2. Please note the following important points:

- The paxlounge is currently not able to display rates in **CHF**.
- **Genius** rates are not displayed in the search results, however, are available in the eventual booking flow after logging into Booking.com



How to contact **Customer Support**

Booking.com's Customer Support is available **24/7 in 43 languages.**



How to contact

Customer Support



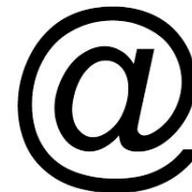
Tel: 044 511 16 44

- Please call in **urgent** cases
- Have **booking number & PIN code** handy



123456789@my.booking.com

- For **non-urgent** enquiries
- Put the concerned booking number in front of @my.booking.com (example above)
- The enquiry is directly linked to the concerned booking and will be added to the booking's dossier
- Please mention the 4-digit **PIN number** of the reservation in the email
- Communication from Booking.com is always sent to the e-mail used in the booking, not to the e-mail the message was sent from (if different)



customer.service@booking.com

- For **general enquiries**



What is Genius?

What is

Genius?



1. “Genius” is Booking.com’s **loyalty program**, offering **discounts** and other **benefits** in carefully selected properties.
2. The “Genius” status is always **linked to the booker’s e-mail address**, not to your dedicated STAR Booking.com link or any other Booking.com website.
3. Therefore, you can only get access to “Genius” rates and benefits when you are **logged in**.
4. The **commission** will be paid on the actual booked rate. So if a “Genius” rate is booked the commission will be calculated on the “Genius” rate. If you book a public rate the commission will be calculated on the public rate.
5. For **further information** on “Genius”, kindly go [HERE](#)





One Mission



Danke
Merci
Grazie

December 2021

Booking.com