



Ticket Service XML Interface Specification **developer's guide**

v1.0.2

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I. Document Control

| Version | Issue | Description | Operations |
|---------|----------|--|------------|
| 1.0.2 | 02/06/10 | CancelProtection section removed | 4 |
| 1.0.1 | 11/08/08 | Modified FAQ <i>How is calculated the final price of a ticket service?</i> | 4 |
| 1.0.0 | 14/04/08 | New Ticket documentation file | 4 |

II. Operations

II.1 TicketAvail

Get a list of available ticket services according to the requested parameters.

| TicketAvail | | |
|-------------|--|--|
| | Request | Response |
| Details: | xsddocs/TicketAvailRQ.html | xsddocs/TicketAvailRS.html |
| Schema: | xml/TicketAvailRQ.xsd | xml/TicketAvailRS.xsd |
| Example: | xml/TicketAvailRQ.xml | xml/TicketAvailRS.xml |

II.1.1 REQUEST BUSINESS RULES

| Element/attribute | Rule |
|-------------------|---------------------------|
| Language | Mandatory |
| Destination/@type | SIMPLE value |
| DateFrom/@date | At least today |
| DateTo/@date | Later than DateFrom/@date |

II.1.2 REQUEST OBSERVATIONS

If TicketAvailRQ/ServiceOccupancy/GuestList/Customer/@type attribute value is CH, element TicketAvailRQ/ServiceOccupancy/GuestList/Customer/Age will be mandatory.

If TicketAvailRQ/TicketZone element is present then TicketAvailRQ/TicketZone/Code will be mandatory.

II.1.3 REQUEST ACCEPTANCE TEST

The following elements and attributes are useless:

- TicketAvailRQ/ExtraParamList
- TicketAvailRQ/ServiceOccupancy/GuestList/Customer/CustomerId
- TicketAvailRQ/ServiceOccupancy/GuestList/Customer/Name
- TicketAvailRQ/ServiceOccupancy/GuestList/Customer/LastName
- TicketAvailRQ/ServiceOccupancy/GuestList/Customer/AdditionalInfo
- TicketAvailRQ/ServiceOccupancy/GuestList/Customer/Document
- TicketAvailRQ/ServiceOccupancy/GuestList/Customer/BirthDate
- TicketAvailRQ/ServiceOccupancy/GuestList/Customer/CountryCode
- TicketAvailRQ/Destination/Name
- TicketAvailRQ/Destination/ZoneList
- TicketAvailRQ/DateFrom/@time
- TicketAvailRQ/DateTo/@time
- TicketAvailRQ/TicketZone/Name
- TicketAvailRQ/TicketZone/DescriptionList
- TicketAvailRQ/TicketZone/ImageList
- TicketAvailRQ/TicketZone/Contact
- TicketAvailRQ/Contract/IncomingOffice/Description
- TicketAvailRQ/Contract/IncomingOffice/ContactInfo
- TicketAvailRQ/Contract/IncomingOffice/FiscalNumber
- TicketAvailRQ/Contract/Sequence
- TicketAvailRQ/Contract/Classification

- TicketAvailRQ/Contract/CommentList

Furthermore:

- TicketAvailRQ/ServiceOccupancy/GuestList/Customer/Age is useless for adult customers.

II.1.4 RESPONSE BUSINESS RULES

One of TicketAvailRS/ServiceTicket or TicketAvailRS/ErrorList element must be present in the response unless the TicketAvailRS/@totalItems attribute is 0.

If TicketAvailRS/ServiceTicket element is present the following elements and attributes must be always present:

- TicketAvailRS/PaginationData
- TicketAvailRS/ServiceTicket/@availToken
- TicketAvailRS/ServiceTicket/AvailableModality/PriceList
- TicketAvailRS/ServiceTicket/AvailableModality/OperationDateList
- TicketAvailRS/ServiceTicket/AvailableModality/ChildAge
- TicketAvailRS/ServiceTicket/AvailableModality/ChildAge/@ageFrom
- TicketAvailRS/ServiceTicket/AvailableModality/ChildAge/@ageTo

If TicketAvailRS/ServiceTicket/Paxes/GuestList/Customer/@type attribute value is CH, element TicketAvailRS/ServiceTicket/Paxes/GuestList/Customer/Age will be mandatory.

II.1.5 RESPONSE OBSERVATIONS

If no TicketAvailRS/ServiceTicket element is present and /@totalItems attribute is 0, no ticket services were found matching the search criteria.

If one or more TicketAvailRS/ServiceTicket elements are present:

- /@totalItems attribute contains the total number of ticket services returned in the response.

II.2 TicketClassificationList

Get a list of available classifications for ticket services.

TicketClassificationList

| | Request | Response |
|----------|---|---|
| Details: | xsddocs/TicketClassificationListRQ.html | xsddocs/TicketClassificationListRS.html |
| Schema: | xml/TicketClassificationListRQ.xsd | xml/TicketClassificationListRS.xsd |
| Example: | xml/TicketClassificationListRQ.xml | xml/TicketClassificationListRS.xml |

II.2.1 REQUEST BUSINESS RULES

| Element/attribute | Rule |
|-------------------|--------------|
| Language | Mandatory |
| Destination/@type | SIMPLE value |

II.2.2 REQUEST OBSERVATIONS

II.2.3 REQUEST ACCEPTANCE TEST

The following elements and attributes are useless:

- TicketClassificationListRQ/ExtraParamList
- TicketClassificationListRQ/Destination/Name
- TicketClassificationListRQ/Destination/ZoneList

II.2.4 RESPONSE BUSINESS RULES

One of TicketClassificationListRS/Classification or TicketClassificationListRS/ErrorMessageList element must be present in the response unless the @totalItems attribute is 0.

II.2.5 RESPONSE OBSERVATIONS

If no TicketClassificationListRS/Classification element is present and /@totalItems attribute is 0, no ticket classifications were found matching the search criteria.

If one or more TicketClassificationListRS/Classification elements are present:

- /@totalItems attribute contains the total number of classifications returned in the response.

II.3 TicketDetail

Get detailed information for the specified ticket product.

| TicketDetail | | |
|--------------|---|---|
| | Request | Response |
| Details: | xsddocs/TicketDetailRQ.html | xsddocs/TicketDetailRS.html |
| Schema: | xml/TicketDetailRQ.xsd | xml/TicketDetailRS.xsd |
| Example: | xml/TicketDetailRQ.xml | xml/TicketDetailRS.xml |

II.3.1 REQUEST BUSINESS RULES

| Element/attribute | Rule |
|-------------------|-----------|
| Language | Mandatory |

II.3.2 REQUEST OBSERVATIONS

Don't provide at element TicketDetailRQ/ModalityCode the same value as TicketAvailRS/ServiceTicket/AvailableModality/@code. Two first characters from modality received at TicketAvailRS must be deleted. Example:

TicketAvailRS/ServiceTicket/AvailableModality/@code value is "0#ARENAL"
TicketDetailRQ/ModalityCode must be "ARENAL"

II.3.3 REQUEST ACCEPTANCE TEST

The following elements and attributes are useless:

- TicketDetailRQ/ExtraParamList
- TicketDetailRQ/Contract/IncomingOffice/Description
- TicketDetailRQ/Contract/IncomingOffice/ContactInfo
- TicketDetailRQ/Contract/IncomingOffice/FiscalNumber
- TicketDetailRQ/Contract/Sequence
- TicketDetailRQ/Contract/Classification
- TicketDetailRQ/Contract/CommentList

II.3.4 RESPONSE BUSINESS RULES

If TicketDetailRS/Ticket element is present the following elements and attributes must be always present:

- TicketDetailRS/Ticket/Name
- TicketDetailRS/Ticket/DescriptionList
- TicketDetailRS/Ticket/Destination/Name
- TicketDetailRS/Ticket/TicketFeature/FeatureList/Feature/Description

II.3.5 RESPONSE OBSERVATIONS

II.4 TicketValuation

Get a final valuation of a ticket service for the desired dates and occupancy. This service comes from a previous ticket availability.

TicketValuation

| | Request | Response |
|----------|--|--|
| Details: | xsddocs/TicketValuationRQ.html | xsddocs/TicketValuationRS.html |
| Schema: | xml/TicketValuationRQ.xsd | xml/TicketValuationRS.xsd |
| Example: | xml/TicketValuationRQ.xml | xml/TicketValuationRS.xml |

II.4.1 REQUEST BUSINESS RULES

| Element/attribute | Rule |
|----------------------------|-----------|
| Language | Mandatory |
| ServiceOccupancy/GuestList | Mandatory |

II.4.2 REQUEST OBSERVATIONS

If TicketValuationRQ/ServiceOccupancy/GuestList/Customer/@type attribute value is CH, element TicketValuationRQ/ServiceOccupancy/GuestList/Customer/Age will be mandatory.

II.4.3 REQUEST ACCEPTANCE TEST

The following elements and attributes are useless:

- TicketValuationRQ/ExtraParamList
- TicketValuationRQ/ServiceOccupancy/GuestList/Customer/CustomerId
- TicketValuationRQ/ServiceOccupancy/GuestList/Customer/Name
- TicketValuationRQ/ServiceOccupancy/GuestList/Customer/LastName
- TicketValuationRQ/ServiceOccupancy/GuestList/Customer/AdditionalInfo
- TicketValuationRQ/ServiceOccupancy/GuestList/Customer/Document
- TicketValuationRQ/ServiceOccupancy/GuestList/Customer/BirthDate
- TicketValuationRQ/ServiceOccupancy/GuestList/Customer/CountryCode

Furthemore:

- TicketValuationRQ/ServiceOccupancy/GuestList/Customer/Age is useless for adult customers.

II.4.4 RESPONSE BUSINESS RULES

If TicketValuationRS/ServiceTicket element is present the following elements and attributes must be always present:

- TicketValuationRS/ServiceTicket/Paxes/AdultCount
- TicketValuationRS/ServiceTicket/Paxes/ChildCount
- TicketValuationRS/ServiceTicket/Paxes/GuestList

II.4.5 RESPONSE OBSERVATIONS

If TicketValuationRS/ServiceTicket/Paxes/GuestList/Customer/@type attribute value is CH, element TicketValuationRQ/ServiceOccupancy/GuestList/Customer/Age will be mandatory.

If service has got contract observations, you will receive element TicketValuationRS/ServiceTicket/ServiceDetailList. This list contains questions about service that you must response.

Question: ServiceDetailList/ServiceDetail/Name

Response: ServiceDetailList/ServiceDetail/Description

You must provide the response to each question at PurchaseConfirm operation. You will receive again this information at ServiceAdd response.

III. Particularities of common operations

III.1 ServiceAdd

In this section you will see the particularities of this operation for Ticket service. If you want to see the general specification for ServiceAdd, please see [HotelBeds XML Interface Specification-v2.4.4](#).

III.1.1 REQUEST BUSINESS RULES

| Element/attribute | Rule |
|---------------------------------------|---|
| Service/DateTo | Mandatory |
| Service/TicketInfo/Code | Mandatory |
| Service/Paxes/GuestList/ Customer/Age | Mandatory if Service/Paxes/GuestList/ Customer/@type attribute is CH. |
| Service/AvailableModality | Only the first element will be taken in consideration. If you want to provide more than one modality a new service must be added for each new modality. |

III.1.2 REQUEST ACCEPTANCE TEST

The following elements and attributes are useless:

- ServiceAddRQ/Service/DateTo/@time
- ServiceAddRQ/Service/TicketInfo/Name
- ServiceAddRQ/Service/TicketInfo/DescriptionList
- ServiceAddRQ/Service/TicketInfo/ImageList
- ServiceAddRQ/Service/TicketInfo/Contact
- ServiceAddRQ/Service/TicketInfo/TicketZone
- ServiceAddRQ/Service/TicketInfo/Classification
- Only first ServiceAddRQ/Service/AvailableModality is taken in consideration
- ServiceAddRQ/Service/AvailableModality/PriceList
- ServiceAddRQ/Service/AvailableModality/Type
- ServiceAddRQ/Service/AvailableModality/Mode
- ServiceAddRQ/Service/AvailableModality/OperationDateList
- ServiceAddRQ/Service/AvailableModality/ChildAge
- ServiceAddRQ/Service/Paxes/GuestList/ Customer/CustomerId
- ServiceAddRQ/Service/Paxes/GuestList/ Customer/Name
- ServiceAddRQ/Service/Paxes/GuestList/ Customer/LastName
- ServiceAddRQ/Service/Paxes/GuestList/ Customer/AdditionalInfo
- ServiceAddRQ/Service/Paxes/GuestList/ Customer/Document
- ServiceAddRQ/Service/Paxes/GuestList/ Customer/BirthDate
- ServiceAddRQ/Service/Paxes/GuestList/ Customer/CountryCode
- ServiceAddRQ/Service/Paxes/GuestList/ Customer/Age useless for adult customers
- ServiceAddRQ/Service/CancellationPolicyList

III.1.3 RESPONSE BUSINESS RULES

If ServiceAddRS/Purchase/ServiceList/Service/@type is ServiceTicket the following elements and attributes must be provided:

- ServiceAddRS/Purchase/ServiceList/Service/@SPUI
- ServiceAddRS/Purchase/ServiceList/Service/Status
- ServiceAddRS/Purchase/ServiceList/Service/Supplier
- ServiceAddRS/Purchase/ServiceList/Service/TicketInfo/Code
- ServiceAddRS/Purchase/ServiceList/Service/TicketInfo/Name
- ServiceAddRS/Purchase/ServiceList/Service/TicketInfo/Destination/Name

III.1.4 RESPONSE OBSERVATIONS

If service has got contract observations, you will receive element ServiceAddRS/Purchase/ServiceList/Service/ServiceDetailList. This list contains questions about service that you must response.

Question: ServiceDetailList/ServiceDetail/Name

Response: ServiceDetailList/ServiceDetail/Description

You must provide the response to each question at PurchaseConfirm operation.

III.2 ServiceRemove

In this section you will see the particularities of this operation for Ticket service. If you want to see the general specification for ServiceRemove, please see [HotelBeds XML Interface Specification-v2.4.4](#).

III.2.1 RESPONSE BUSINESS RULES

If ServiceRemoveRS/Purchase element is present and ServiceRemoveRS/Purchase/ServiceList/Service/@type is ServiceTicket the following elements and attributes must be provided:

- ServiceRemoveRS/Purchase/ServiceList/Service/@SPUI
- ServiceRemoveRS/Purchase/ServiceList/Service/Status
- ServiceRemoveRS/Purchase/ServiceList/Service/Supplier
- ServiceRemoveRS/Purchase/ServiceList/Service/TicketInfo/Code
- ServiceRemoveRS/Purchase/ServiceList/Service/TicketInfo/Name
- ServiceRemoveRS/Purchase/ServiceList/Service/TicketInfo/Destination/Name

III.3 PurchaseConfirm

In this section you will see the particularities of this operation for Ticket service. If you want to see the general specification for PurchaseConfirm, please see [HotelBeds XML Interface Specification-v2.4.4](#).

III.3.1 REQUEST BUSINESS RULES

If ServiceAddRS/Purchase/ServiceList/Service/ServiceDetailList element was present, the following elements and attributes must be provided:

- PurchaseConfirmRQ/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/@code
- PurchaseConfirmRQ/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/Name
- PurchaseConfirmRQ/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/Description

The element Description must contains the response to question about ticket service (element Name).

III.3.2 RESPONSE BUSINESS RULES

If PurchaseConfirmRS/Purchase element is present and PurchaseConfirmRS/Purchase/ServiceList/Service/@type is ServiceTicket the following elements and attributes must be provided:

- PurchaseConfirmRS/Purchase/ServiceList/Service/@SPUI

- PurchaseConfirmRS/Purchase/ServiceList/Service/Status
- PurchaseConfirmRS/Purchase/ServiceList/Service/Supplier
- PurchaseConfirmRS/Purchase/ServiceList/Service/TicketInfo/Code
- PurchaseConfirmRS/Purchase/ServiceList/Service/TicketInfo/Name
- PurchaseConfirmRS/Purchase/ServiceList/Service/TicketInfo/Destination/Name

III.3.3 RESPONSE OBSERVATIONS

If PurchaseConfirmRS/Purchase/ServiceList/Service/@type is ServiceTicket and service has got contract observations, the following elements and attributes must be provided:

- PurchaseConfirmRS/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/@code
- PurchaseConfirmRS/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/Name
- PurchaseConfirmRS/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/Description

III.3.4 REQUEST ACCEPTANCE TEST

The following elements and attributes are useless:

- PurchaseConfirmRQ/ConfirmationData/Confirmation/ServiceDataList/ServiceData/CommentList

III.4 PurchaseDetail

In this section you will see the particularities of this operation for Ticket service. If you want to see the general specification for PurchaseDetail, please see [HotelBeds XML Interface Specification-v2.4.4](#).

III.4.1 RESPONSE BUSINESS RULES

If PurchaseDetailRS/Purchase element is present and PurchaseDetailRS/Purchase/ServiceList/Service/@type is ServiceTicket the following elements and attributes must be provided:

- PurchaseDetailRS/Purchase/ServiceList/Service/@SPUI
- PurchaseDetailRS/Purchase/ServiceList/Service/Status
- PurchaseDetailRS/Purchase/ServiceList/Service/Supplier
- PurchaseDetailRS/Purchase/ServiceList/Service/TicketInfo/Code
- PurchaseDetailRS/Purchase/ServiceList/Service/TicketInfo/Name
- PurchaseDetailRS/Purchase/ServiceList/Service/TicketInfo/Destination/Name

III.4.2 RESPONSE OBSERVATIONS

If PurchaseDetailRS/Purchase/ServiceList/Service/@type is ServiceTicket and service has got contract observations, the following elements and attributes must be provided:

- PurchaseDetailRS/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/@code
- PurchaseDetailRS/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/Name
- PurchaseDetailRS/Purchase/ServiceList/Service/ServiceDetailList/ServiceDetail/Description

III.5 PurchaseList

In this section you will see the particularities of this operation for Ticket service. If you want to see the general specification for PurchaseList, please see [HotelBeds XML Interface Specification-v2.4.4](#).

III.5.1 RESPONSE BUSINESS RULES

If PurchaseListRS/Purchase element is present and PurchaseListRS/Purchase/ServiceList/Service/@type is ServiceTicket the following elements and attributes must be provided:

- PurchaseListRS/Purchase/ServiceList/Service/Status
- PurchaseListRS/Purchase/ServiceList/Service/TicketInfo/Code
- PurchaseListRS/Purchase/ServiceList/Service/TicketInfo/Name
- PurchaseListRS/Purchase/ServiceList/Service/TicketInfo/Destination/Name

III.6 PurchaseCancel

In this section you will see the particularities of this operation for Ticket service. If you want to see the general specification for PurchaseCancel, please see [HotelBeds XML Interface Specification-v2.4.4](#).

III.6.1 RESPONSE BUSINESS RULES

If `PurchaseCancelRS/Purchase` element is present and `PurchaseCancelRS/Purchase/ServiceList/Service/@type` is `ServiceTicket` the following elements and attributes must be provided:

- `PurchaseCancelRS/Purchase/ServiceList/Service/@SPUI`
- `PurchaseCancelRS/Purchase/ServiceList/Service/Status`
- `PurchaseCancelRS/Purchase/ServiceList/Service/Supplier`
- `PurchaseCancelRS/Purchase/ServiceList/Service/TicketInfo/Code`
- `PurchaseCancelRS/Purchase/ServiceList/Service/TicketInfo/Name`
- `PurchaseCancelRS/Purchase/ServiceList/Service/TicketInfo/Destination/Name`

IV. FAQ

1. How is calculated the final price of a ticket service?

Operation TicketAvail returns a list of ticket services availables. For each of these tickets, you will obtain an AvailableModality element with the following information about the price:

- Type of modality price.

TicketAvailRS/ServiceTicket/AvailableModality/Type possible values are:

- `<Type code="D">Days</Type>`
- `<Type code="N">Nights</Type>`
- `<Type code="P">Only once</Type>`

- Modality price.

TicketAvailRS/ServiceTicket/AvailableModality/Mode possible values are:

- `<Mode code="P">Person</Mode>`
- `<Mode code="S">Unit</Mode>`

- List of prices.

TicketAvailRS/ServiceTicket/AvailableModality/PriceList/Price/Description possible values are:

- ADULT PRICE: Adult ticket price.
- CHILD PRICE: Child ticket price.
- INFANT PRICE: Infant ticket price.
- SERVICE PRICE: Total price of ticket service (including all pax).
- TICKET OFFICE PRICE: Adult ticket office price.
- CHILD TICKET OFFICE PRICE: Child ticket office price.

Important note: Price/Amount shows the price of the first day you request. So the Price/Amount can change if you reserve the ticket for another days.

- Child age.

TicketAvailRS/ServiceTicket/AvailableModality/ChildAge. What's the meaning of this element?

- If TicketAvailRQ/ServiceOccupancy/GuestList/Customer/Age < ChildAge/ageFrom then Customer will pay as an infant.
- If ChildAge/ageFrom <= TicketAvailRQ/ServiceOccupancy/GuestList/Customer/Age <= ChildAge/ageTo then Customer will pay as a child.
- If TicketAvailRQ/ServiceOccupancy/GuestList/Customer/Age > ChildAge/ageTo then Customer will pay as an adult.

Using this information, how is calculated the final price of a ticket service?

Prices in modality P (Person)

- Type 'D' (days):

$(\text{TicketAvailRQ} / \text{ServiceOccupancy} / \text{AdultCount} * \text{ADULT PRICE} + \text{TicketAvailRQ} / \text{ServiceOccupancy} / \text{ChildCount} * \text{CHILD PRICE}(\text{case child}) / \text{INFANT PRICE}(\text{case infant}))$

*Number of Days.

- Type 'N' (nights):

$(\text{TicketAvailRQ} / \text{ServiceOccupancy} / \text{AdultCount} * \text{ADULT PRICE} + \text{TicketAvailRQ} / \text{ServiceOccupancy} / \text{ChildCount} * \text{CHILD PRICE}(\text{case child}) / \text{INFANT PRICE}(\text{case infant}))$

*Number of Nights (days - 1).

- Type 'P' (only once):

$(\text{TicketAvailRQ} / \text{ServiceOccupancy} / \text{AdultCount} * \text{ADULT PRICE} + \text{TicketAvailRQ} / \text{ServiceOccupancy} / \text{ChildCount} * \text{CHILD PRICE}(\text{case child}) / \text{INFANT PRICE}(\text{case infant}))$

Prices in modality S (Unit)

- Type 'D' (days): (Price) * Number of Days.
- Type 'N' (nights): (Price) * Number of Nights(days - 1).
- Type 'P' (only once): (Price).