Displaying your Sustainable Tourism Accreditation on Booking.com

Contents

Introduction 2

FAQs 2

Why do I need to create a BeCause user profile? 2

Which email should I use for BeCause profile? 3

Why is my accreditation not appearing on Booking.com? 3

Why is my renewal date so important? 5

How to Sign Up to BeCause as a user 5

Text Only Instructions 5

Visual Instructions 6

How to Connect your BeCause profile to your Booking.com ID 9

Text Only Instructions 9

Visual Instructions 9

Introduction

Properties that have achieved Sustainable Tourism Accreditation can have this recognised and reflected on their Booking.com property page.

In addition, travellers will have the ability to filter by certified properties, helping your listing to stand out even more on the Booking.com platform.

To have your Sustainable Tourism Accreditation displayed on your Booking.com profile there are two important steps to make:

1. **Sign up to BeCause** – the data management company Booking.com and other OTAs use to communicate sustainability data.
2. **Connect your BeCause profile to your Booking.com ID**

Once these key actions are completed, travellers should be able to see your Sustainable Tourism Accreditation achievement on your Booking.com property page within seven days.

FAQs

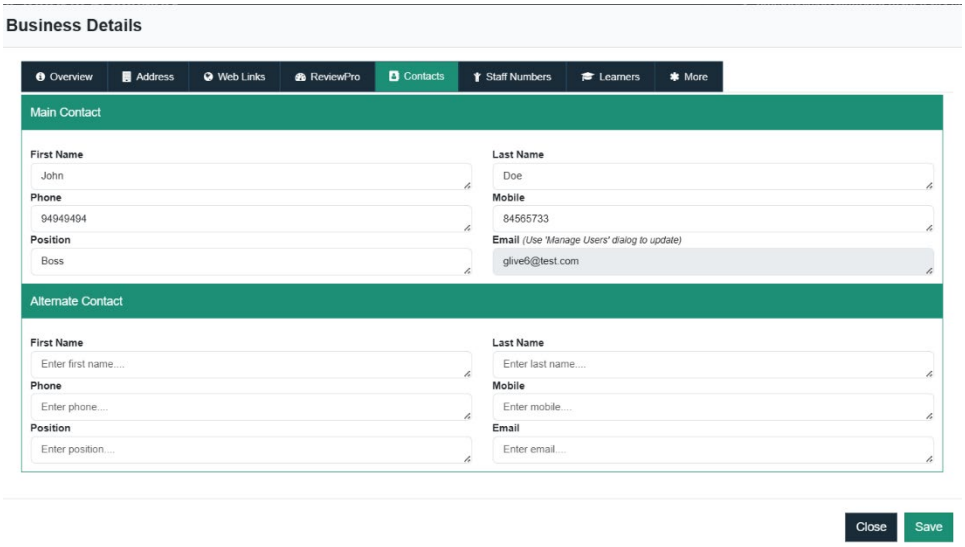
Why do I need to create a BeCause user profile?

BeCause is the data management platform that Booking.com uses to display certifications. It is the only way your Sustainable Tourism Accreditation can be displayed on your Booking.com property profile.

Which email should I use for BeCause profile?

We suggest you use the email used for your main contact in the Quality Tourism Framework.

1. On your QTF Dashboard, click on 'Manage Account', located at top right of your page.
2. Click on the 'Contacts' tab, and the Main Contact email will be visible here.

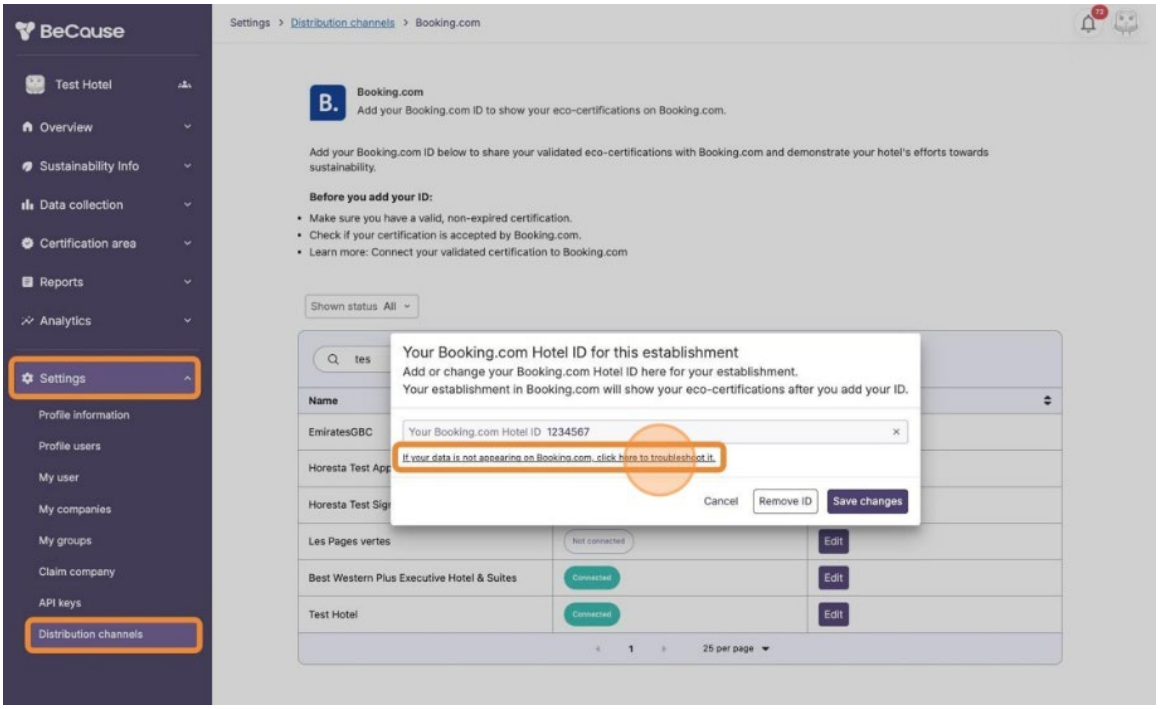


Why is my accreditation not appearing on Booking.com?

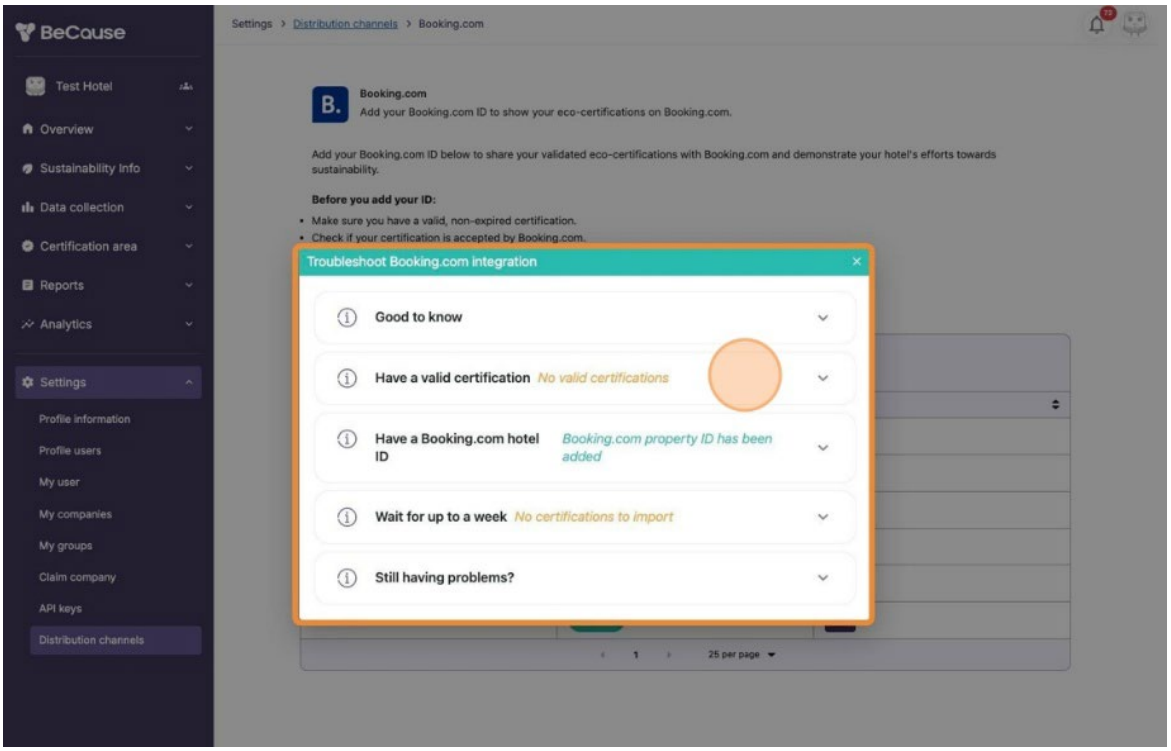
Property profiles can take up to seven (7) days to display updated accreditations/certifications. If your accreditation is still not appearing, here are some troubleshooting tips:

- If your Sustainable Tourism accreditation has not been renewed, the BeCause platform will consider your accreditation no longer valid/ expired, therefore it will not be displayed.
- If your accreditation dates are valid but still not appearing, BeCause also have a troubleshooting function available on their platform

1. Go to your BeCause profile and navigate to ‘Settings’. Click on ‘*If your data is not appearing on Booking.com, click here to troubleshoot it*”



2. This will assist in where the issue may lie



Why is my renewal date so important?

Booking.com will only show certifications that are valid. If you have not renewed your Sustainable Tourism Accreditation by the renewal expiry date, it will no longer be valid and as a result will no longer be displayed on your property profile.

There are no extensions available. To reactivate, you will need to renew your Sustainable Tourism Accreditation via the QTF.

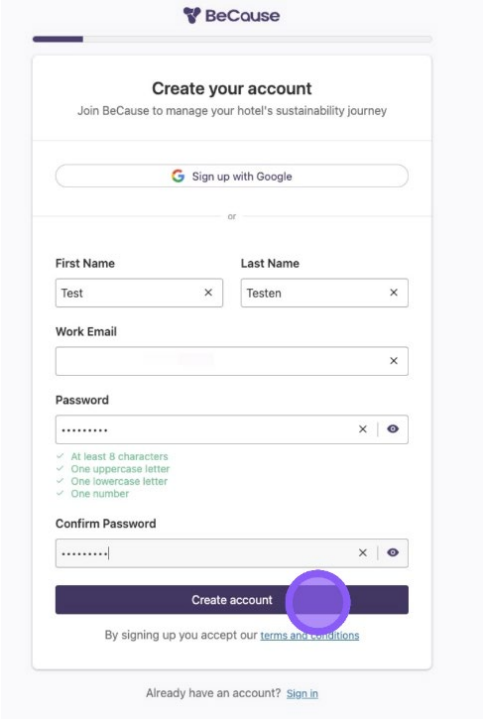
How to Sign Up to BeCause as a user

Text Only Instructions

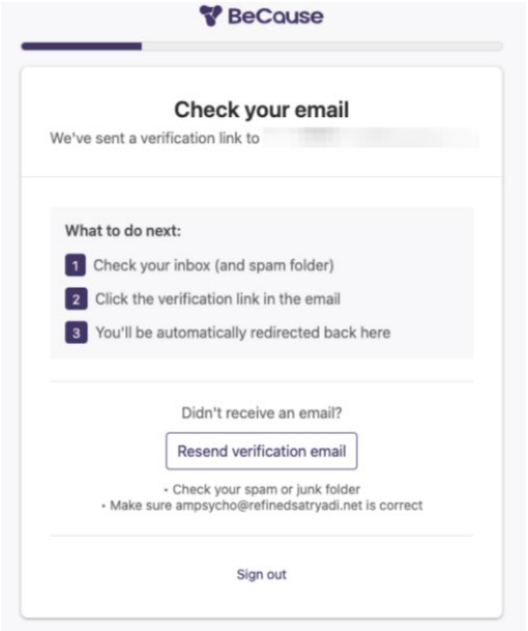
1. Sign up with your work e-mail here and click "Create account" when you have filled out your basic information.
2. Verify your e-mail. You will receive an email with a link to verify your new user. *Please remember to check your spam folder*.
3. Fill out "Tell us about yourself". And select if you are managing "One hotel" or "More than one hotel". Type in the name of your hotel and click "Continue".
4. If we have a hotel that might belong to the information you have given, then it will show for you to claim
5. If there are no hotels for you to claim, then you can click "+ Add my hotel manually".
6. Next you can insert the information on your hotel. Please provide as much information as possible.
7. Now you are ready to connect to Booking.com

Visual Instructions

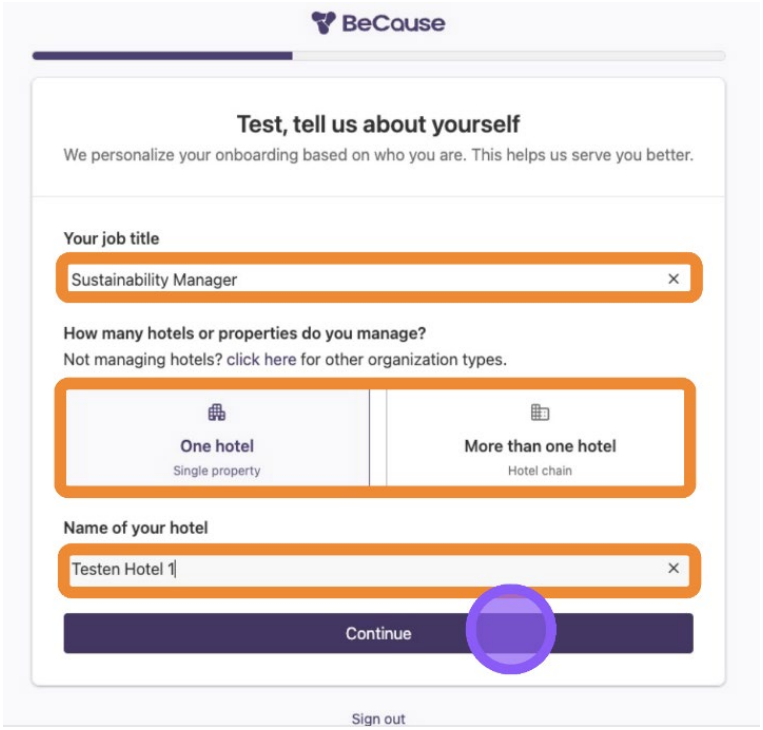
1. Sign up with your work e-mail here and click "Create account" when you have filled out your basic information.



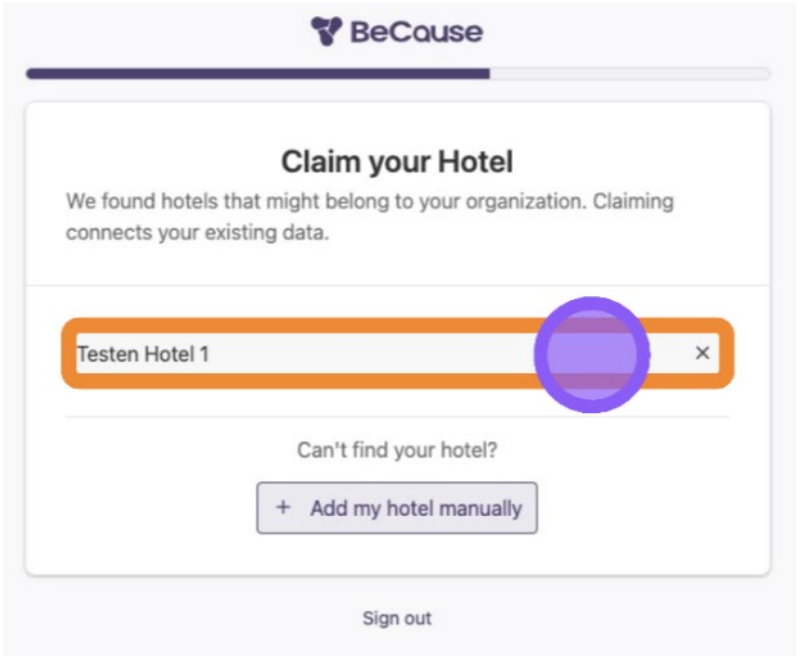
2. Verify your e-mail. You will receive an email with a link to verify your new BeCause user account. *Please remember to check your spam filter* 🗑️.



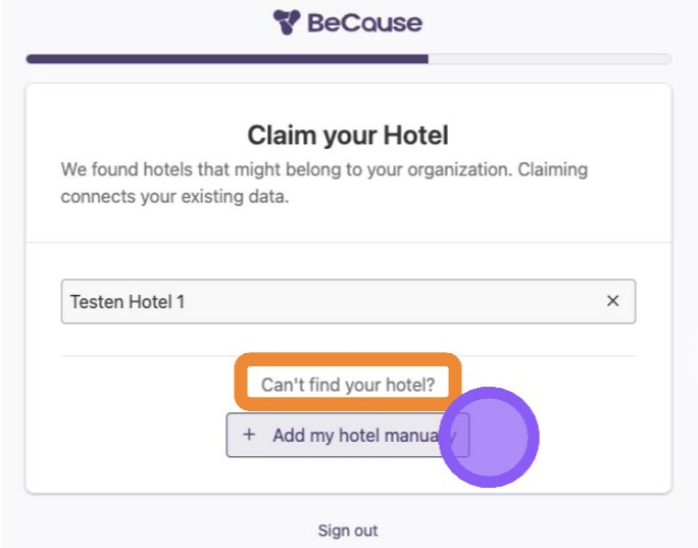
3. Fill out "**Tell us about yourself**". Select if you are managing "One hotel" or "More than one hotel". Type in the name of your hotel and click "Continue".



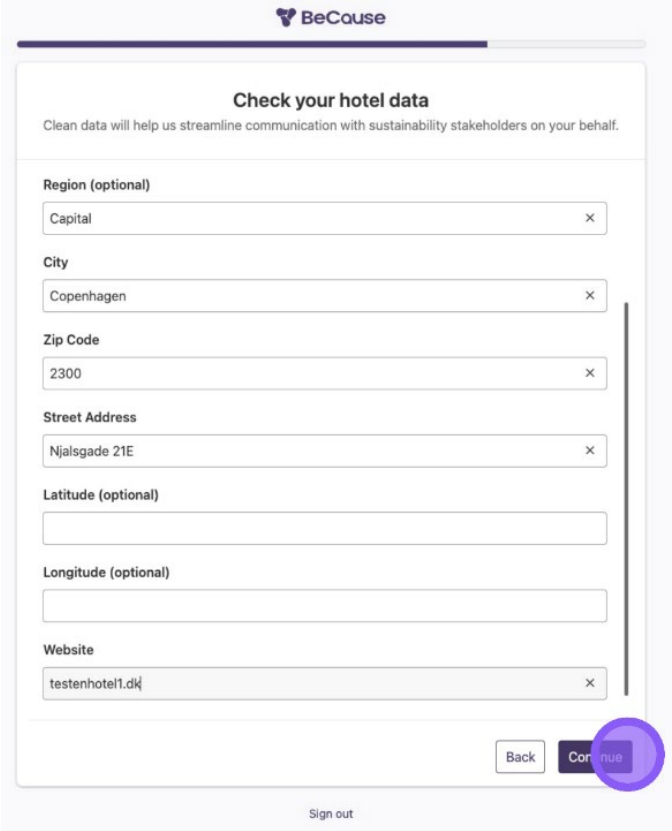
4. If the BeCause platform has a Hotel that might belong to the information you have provided, it will provide a prompt for you to claim the property.



5. If there are no hotels for you to claim, then you can click "+ Add my hotel manually".



6. Next you can insert the information on your hotel. Please provide as much information as possible.



7. Congratulations, you are now ready to connect your BeCause profile to your Booking.com ID.

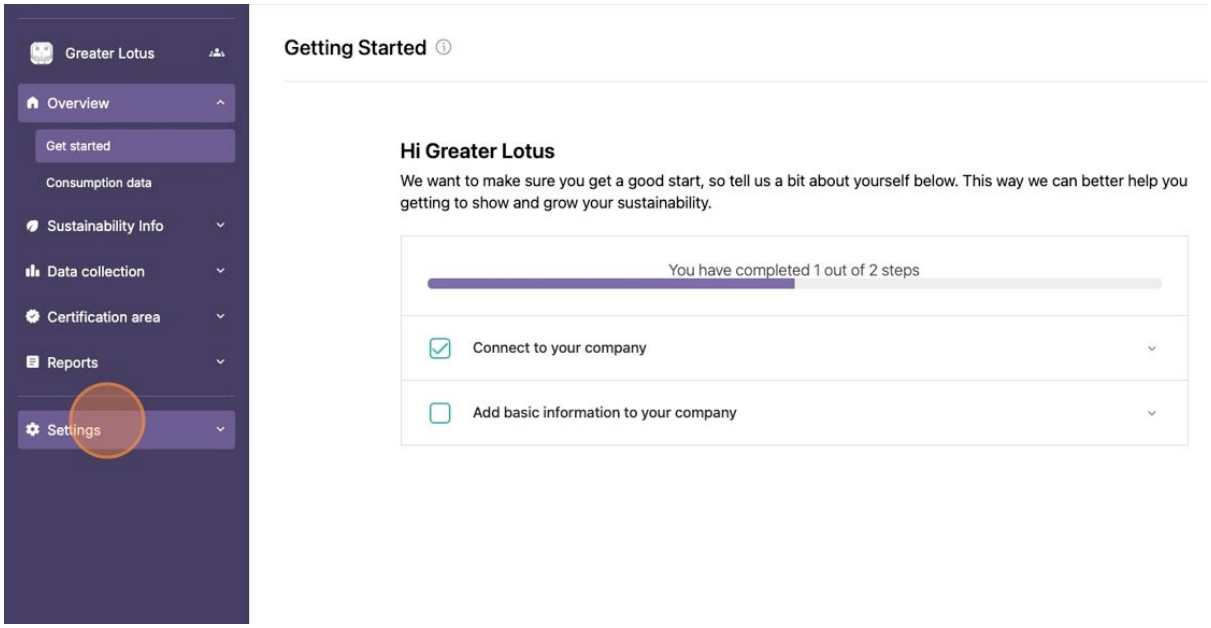
How to Connect your BeCause profile to your Booking.com ID

Text Only Instructions

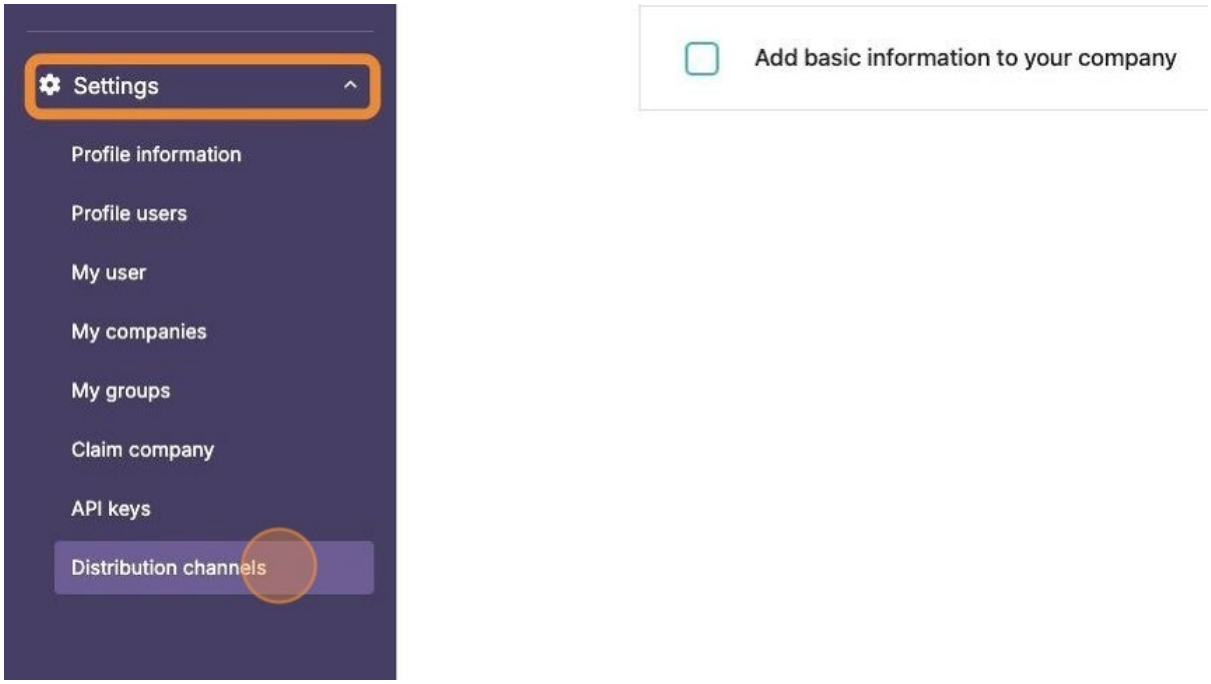
1. Log in to BeCause, then click “Settings” in the sidebar
2. Scroll down to the “Distribution channels” subsection
3. Find Booking.com and click “Connect”
4. Search for and select your property. Click “Edit” if the status is “Not connected”
5. Add your Booking.com ID and click “Save changes”.
6. Now the status has changed to **"Connected"** and it has turned green. Booking.com is now able to pull the data on the property and show your sustainability certification.
7. The process will then be complete, and guests should be able to see your certification on your Booking.com property page within seven days

Visual Instructions

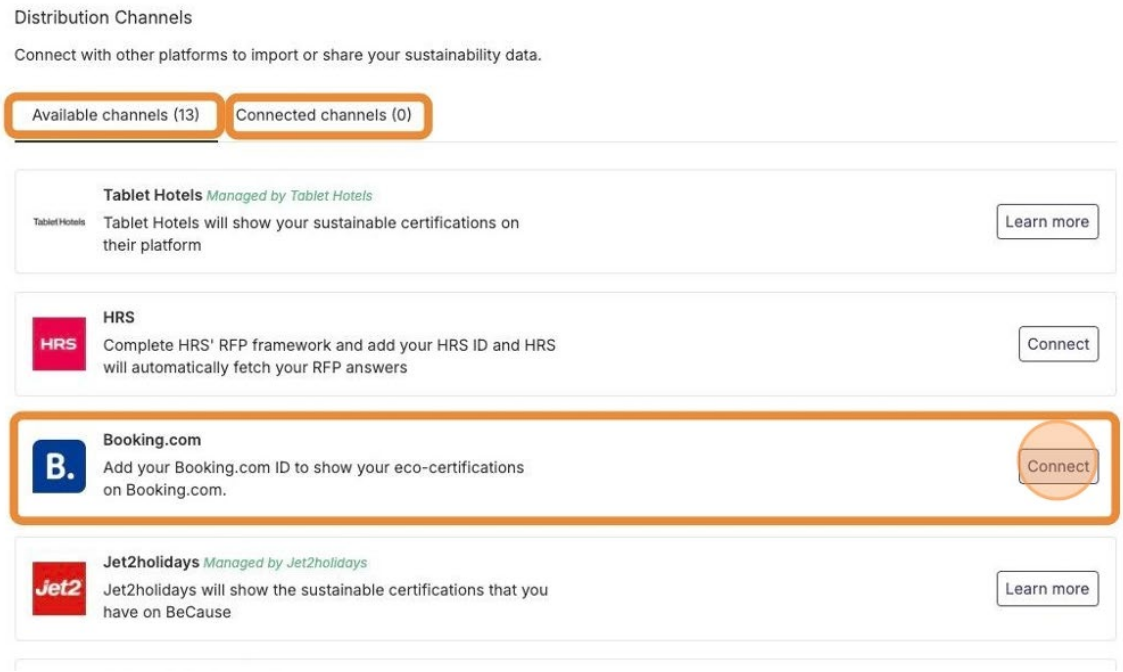
1. Log in to BeCause and click on “Settings” in the sidebar



2. Scroll down to the “Distribution channels” subsection

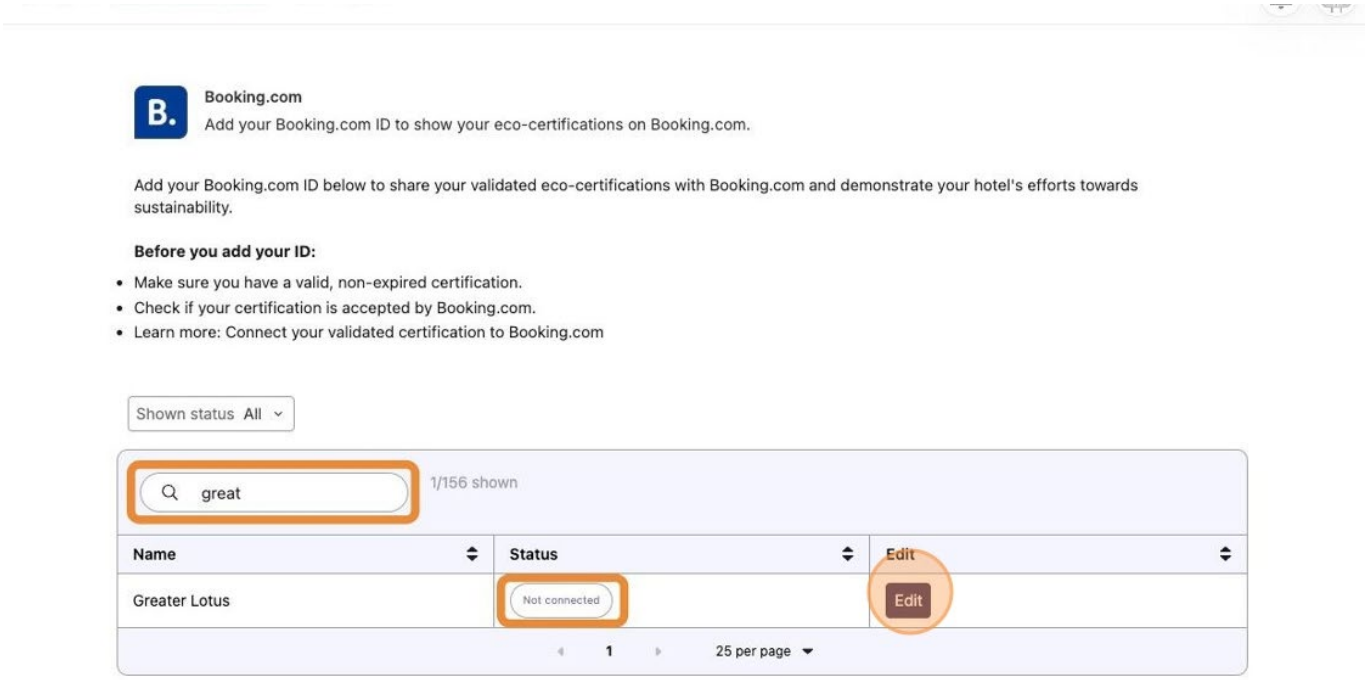


3. Find Booking.com and click “Connect”

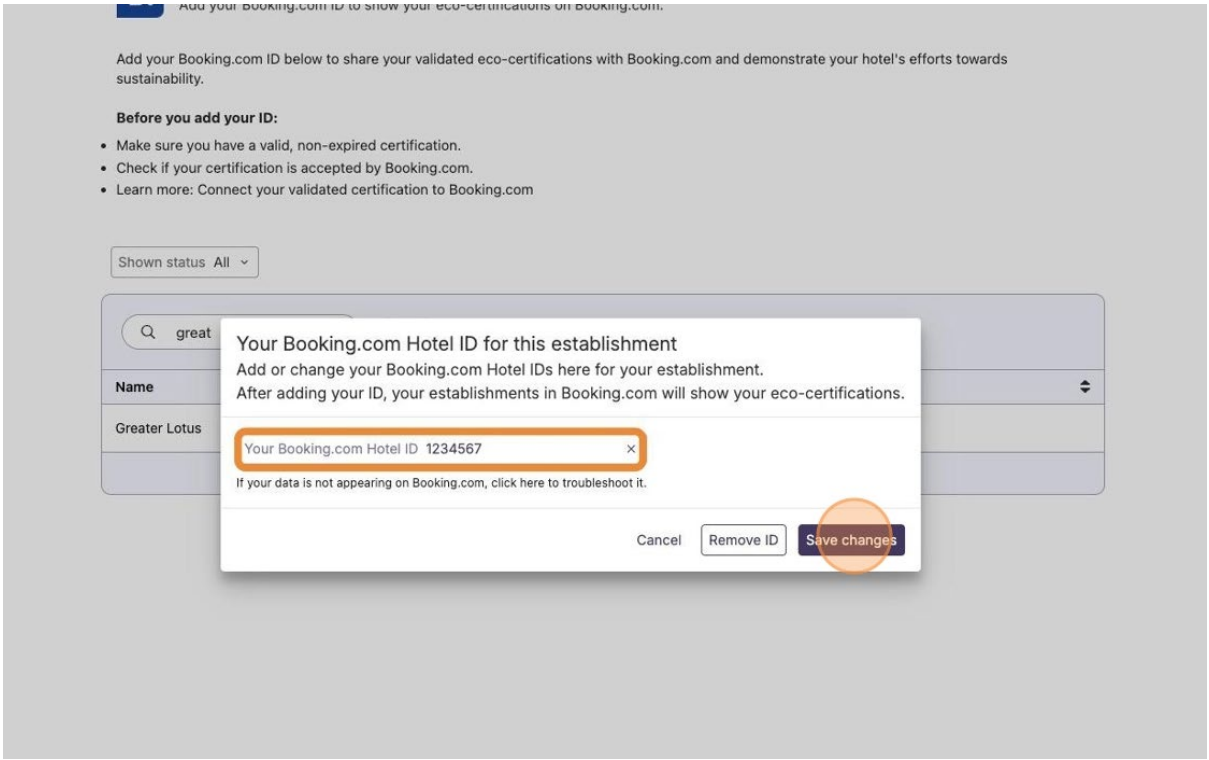


4.

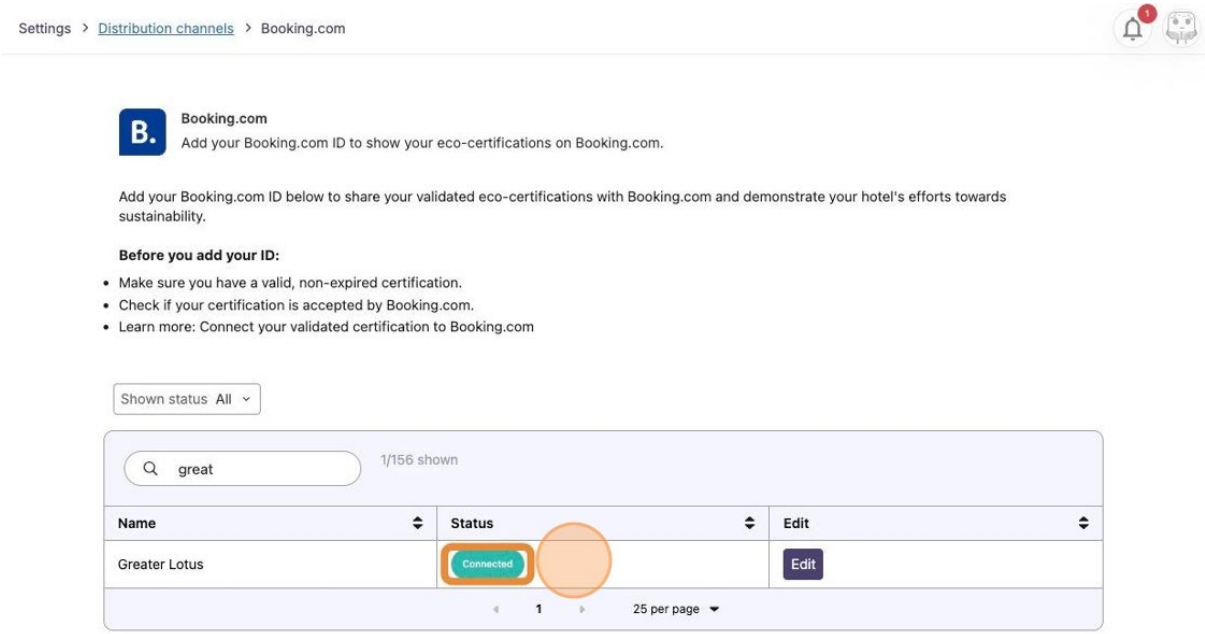
5. Search for and select your property. Click “Edit” if the status is “Not connected”



6. Add your Booking.com ID and click “Save changes”.



7. Now the status has changed to **"Connected"** and it has turned green. Booking.com is now able to pull the data on the property and show your Sustainable Tourism accreditation.



8. The process is now **complete** and guests should be able to see your certification on your Booking.com property page within seven days!

