

Secure your bookings, grow your revenue

Get guaranteed payments, fraud protection, and increase net bookings with our payment service



Why join Payments by Booking.com?

More than 1.2 million partners already enjoy the benefits of our payment service.



Guaranteed payments

We guarantee your payouts when we facilitate prepayment online (when you're owed money).



Revenue growth

Based on our data, 1 in 5 guests would've completed a booking on Booking.com if they'd had more payment options.



Fewer cancellations

On average, partners using Payments by Booking.com saw cancellations decrease by 14% and no-shows by 83%.



Fraud and chargeback protection

No more dealing with invalid cards, fraud, or chargebacks – we'll do it for you.

How do payments work?

Set up secure payouts by bank transfer in three simple steps.



01

02

03

Your guest pays through Booking.com

By connecting you to Stripe (a payment service provider), Booking.com can securely handle your payments – offering guests more flexibility and choices of online payment methods.

We facilitate guest payments

We'll handle any online payment problems directly with the guest so you don't have to.

Booking.com sends you payouts by bank transfer

We'll initiate your gross payouts on the day of guest check-in (which can take 1 – 3 business days to reach your bank account).

What are the costs?

Try out Payments by Booking.com for free. We're waiving all payout fees for 2022, and you can opt out anytime.

Also included:

- ✓ Flexible daily gross payouts
- ✓ Reduced operational workload
- ✓ Extra visibility in search results

What are other partners saying?

1.2 million partners just like you already benefit from Payments by Booking.com.

"Payments by Booking.com helps bring in different types of guests. It's a good way to diversify and attract guests who want to use other payment methods."



Ionut Macovei
General Manager, Safrano Palace

"Payments by Booking.com took all the hassle away with payments and made the whole process very seamless. It helped us save a lot of time and resources that we had to spend on payment-related things before joining this program. It really put our mind at ease knowing Booking.com will handle fraud and chargebacks."



Adam Atayan
VP of Strategic Partnerships, Hosteeva

Frequently asked questions

How does the Payments by Booking.com onboarding process work?

To onboard your portfolio of properties to Payments by Booking.com, click "Get Started." From there, you need to first get verified by our partner Stripe with their Know Your Partner (KYP) verification. Once the KYP verification is successful, you can choose properties to enable on Payments by Booking.com.

What does the business verification (Stripe KYP) process look like?

You'll need to go through the KYP process to be onboarded to Payments by Booking.com, which is facilitated by Stripe. This KYP process is required by Stripe to verify the company's profile and the associated bank account. When you enter the KYP flow, it'll give you an overview of the info you'll provide to get onboarded onto Payments by Booking.com via Stripe.

Does the Stripe KYP need to be completed for each property?

No, the KYP only needs to be completed once for your company's profile (legal entity) to verify your company and the associated bank account. Payouts will happen daily in bulk for your entire portfolio. However, Stripe might require another KYP if you want to get paid for your properties outside the US if they're run through a separate legal entity.

If I sign up a new property with Booking.com, will it automatically be added to Payments by Booking.com?

No, a new property in your Booking.com portfolio won't automatically be added to Payments by Booking.com. You can onboard new properties to Payments by Booking.com by going to the "Payments" section on the "Bulk Editing" page on the Extranet.

I use a property management system or channel manager. How does it work for me?

If you use a property management system or a channel manager and you don't see this information on your reservations, contact your connectivity provider (PMC/CM) and ask them to enable the reservation API feature, called `res_extra_info`. This feature indicates that payment has been facilitated by Booking.com. We recommend activating and testing this feature on your end before your first reservation. You can also find this info under the "Reservations" tab on the Extranet.

Who takes care of any additional charges my guest might incur?

When booking through Payments by Booking.com, additional fees are usually included unless they're billed per person and set to "excluded" on the Extranet. These exclude per person charges that need to be charged by you. See the breakdown of charges by going to the Extranet's "Reservations" page and clicking "See details."

How do I charge for any incurred damages?

Currently, Booking.com won't collect the damage deposit, but you can still arrange a damage deposit with your guest according to your house rules.

How will I pay the commission for these bookings?

You'll receive a gross payment for all bookings where the guest has paid online, accompanied by an email with your invoice and payout statement (also available under the Extranet's Finance tab). To pay your monthly settlement (as seen on the invoice), use a debit card, direct debit, or any other available payment method.

Who provides invoices for my guests?

You'll need to provide an invoice for your guests at check-out – either on paper, by email, or both. This is because the reservation agreement is between you and the guest, and not with Booking.com. Booking.com won't send the invoice for the room reservation to either you or the guest.

During the booking process, when does Booking.com check if the guest has funds and is using a valid credit card?

Because we're responsible for collecting the funds from the guest, we check this as part of the reservation process. We won't allow a booking to be created if we identify a guest's credit card as invalid or fraudulent.

How will Booking.com handle chargebacks, fraud, and invalid credit cards?

Booking.com is responsible for fraud, chargebacks, and invalid credit cards when the reservation is facilitated and paid through Booking.com.

What happens if a guest wants to modify their booking after check-in (provided they are able to according to your policy)?

You don't need to do anything. Our system automatically adjusts the amount you're owed. Here are two examples: 1) If a guest extends their stay, we collect funds from them and pay those to you in the next payout cycle. 2) If the guest shortens their stay after check-in (post-payout), we refund the guest and adjust the paid amount to you in the next day's payout. Booking.com must be informed about the refund in order to issue a refund to the guest. These modification-related events will be included in the daily payout statement we send you, or you can download custom payout statements on the Extranet.

When and how will I receive payment for bookings?

Funds are released on a daily basis for all checked-in reservations for that day. If you have properties under multiple legal entities, funds will be provided separately to each legal entity. After Booking.com releases funds, it takes time for the money to effectively get to your bank account. Usually the transfer is made within 1–3 business days by Stripe.

Is commission taken before the payout?

The paid amount per reservation is the total reservation amount (gross amount). No commission deductions are made. This means the invoice payment process remains the same on your side.

How do I deactivate or remove a property from Payments by Booking.com?

To deactivate your Payments by Booking.com status or remove specific properties, reach out to your Account Manager or send a message to Customer Service via the Inbox tab.

How do I reconcile all payments received by Booking.com?

You'll receive a payment statement as a CSV file by email. You can also download custom payout statements on the group Extranet (under the "Finance" tab). A payout statement is generated daily for each payment made to your bank account and explains which reservations the payment is made for. This should let you perform proper reconciliation.