

Connecting GetYourGuide

Sell your offers on GetYourGuide: map Product ID, Tour ID and categories, availability, extras, reservations, bookings and cancellations. Including the typical pitfalls.

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How the connection works

GetYourGuide (GYG) continuously asks Unitlify for free places on your offers and creates bookings directly in Unitlify. You maintain dates, capacities and prices only in Unitlify. At GetYourGuide you create the tour, describe it and link it to your Unitlify offer.

The connection runs through Unitlify as the reservation system. You do not need your own API keys.

Requirements

- A GetYourGuide supplier account. Don't have one yet? In the Channel Manager, the link to the registration is at the top right.
- At least one active and published offer in Unitlify with dates.
- The tour is created at GetYourGuide. From there you need the **Tour ID** and, for each option, the **Tour Option ID**.

Step by step

1. Switch the channel on

Menu **Booking system** → **Sales channels**. In the **GetYourGuide** row, switch the toggle on and click **Manage**.

2. Select offers

In the product list, tick every offer that is to be sold on GetYourGuide. If an offer has several price lists, you can select individual price lists. Then **Save changes**.

Offers that are "bookable by businesses and institutions only" cannot be enabled for GetYourGuide.

3. Enter the Tour ID, Tour Option ID and categories

Expand the offer with the arrow on the right. For each price list you will see:

- **Unitlify Product ID**: for copying. You enter this ID at GetYourGuide (step 4).
- **Tour ID** and **Tour Option ID**: the numbers from your GetYourGuide account, for example 416397 and 755205.

- **Category mapping:** each of your price categories is given a GetYourGuide category: ADULT, CHILD, YOUTH, INFANT, SENIOR, STUDENT, GROUP, COLLECTIVE, EU_CITIZEN, MILITARY or EU_CITIZEN_STUDENT. Example: "for 1 person" → ADULT, "couples run" → GROUP.

Save the mapping.

Deliberately map **all** categories that GetYourGuide is supposed to book. Categories without a mapping are guessed from their name (for instance "child" → CHILD) and otherwise sent as ADULT. As soon as at least one category is mapped, Unitlify only accepts bookings for mapped categories. Categories that you have set to "invisible" are not transmitted.

4. Enter the Product ID at GetYourGuide

In the GetYourGuide supplier portal, select **Unitlify** as the reservation system for the tour option and enter the copied Unitlify Product ID. GetYourGuide checks the connection and then queries the availability.

What GetYourGuide receives from you

- **Dates:** all bookable time slots of the offer with free places. Blocked or full time slots do not appear at GetYourGuide. Ongoing reservations from the shop and from GetYourGuide are deducted.
- **Booking cut-off:** the advance booking period of the offer (default 1 hour before start).
- **Prices:** the online prices of the price list per category, with minimum and maximum quantity per order.
- **Day offers:** if a time slot lasts 12 hours or longer, it appears at GetYourGuide as a day offer with opening hours instead of a fixed start time.

Unitlify reports changes to GetYourGuide on its own: after every GYG booking or cancellation, when a date becomes full or scarce (fewer than 7 places in the next 60 days), when you change prices, capacity or the active status, and when time slots are blocked or deleted. The synchronisation covers the next 60 days. GetYourGuide also queries the availability itself at regular intervals.

Calendar at GetYourGuide

In the tour calendar, GetYourGuide shows the dates of **all options together**. If, for example, you have linked an option "Regular" (Mon to Thu) and an option "Weekend" (Fri to Sun) to the same tour, every day appears as bookable. Only after selecting the option does the guest see the matching days. This is normal behaviour at GetYourGuide, not an error in your settings.

Extras (add-ons)

Add-ons of your offer are transmitted to GetYourGuide if they have a **GYG type**: Food, Drinks, Safety, Transport/transfer, Donation or Other. Add-ons set to "Do not send to GetYourGuide" stay in your own shop.

GetYourGuide's rules:

- The description may have at most **50 characters** and is otherwise truncated. Formatting is removed. Without a description, the name is used.
- Add-ons set to "Always included" are automatically added to every GetYourGuide booking and increase the amount.

Reservations

When a guest at GetYourGuide puts an offer in the basket, GetYourGuide reserves the places at Unitlify for **60 minutes**. During this time, the places are not available for other channels, even if the guest has long since left the basket. GetYourGuide releases the reservation or it expires by itself after 60 minutes. The booking is only created with the purchase.

Bookings and cancellations

- **Bookings from GetYourGuide** appear in the booking list with the channel badge **GetYourGuide**, confirmed and paid (payment method "Partner"). The amount is the sales price reported by GetYourGuide. The category shows your own category name.
- **Guest data:** name and a GetYourGuide forwarding address. Messages from Unitlify to the guest go through this address.
- **Changes by the guest** (different date, different number) are made by GetYourGuide. Unitlify cancels the old booking and creates a new one.
- **Cancellations** run exclusively through GetYourGuide. In Unitlify, "Cancel" is locked for GYG bookings, as are rebooking, refunding and sending booking emails. A booking that has already been checked in or started can no longer be cancelled by GetYourGuide either.
- **Capacity:** GetYourGuide bookings occupy the same places as shop bookings. Resources and "Maximum per time slot" apply here as well.

Settlement with GetYourGuide runs through your supplier account, not through Unitlify.

Troubleshooting checklist

- **GetYourGuide shows no dates:** offer not active or not published, price list not ticked for GetYourGuide, time slot blocked, or the Product ID at GetYourGuide does not match the one from Unitlify.
- **Option at GetYourGuide without dates:** the price list was deselected in the Channel Manager. Unitlify then reports no availability for that option. Deactivate the option at GetYourGuide as well so that guests no longer see it.
- **Booking of a category is rejected:** category not mapped while others are mapped. Map all bookable categories.
- **A new offer or a new price list appears unintentionally at GetYourGuide:** new price lists are marked for GetYourGuide by default. Deselect in the Channel Manager.

- **Extras are missing at GetYourGuide:** GYG type is missing or set to "Do not send".
- **Places are blocked although nobody has booked:** an ongoing GetYourGuide reservation, it expires after 60 minutes at the latest.
- **Cancel button is missing:** intended. Cancellations only in the GetYourGuide supplier portal.