



CONTENT SCORE GUIDELINE

Travelers prefer when
properties tell them exactly
what they're getting!

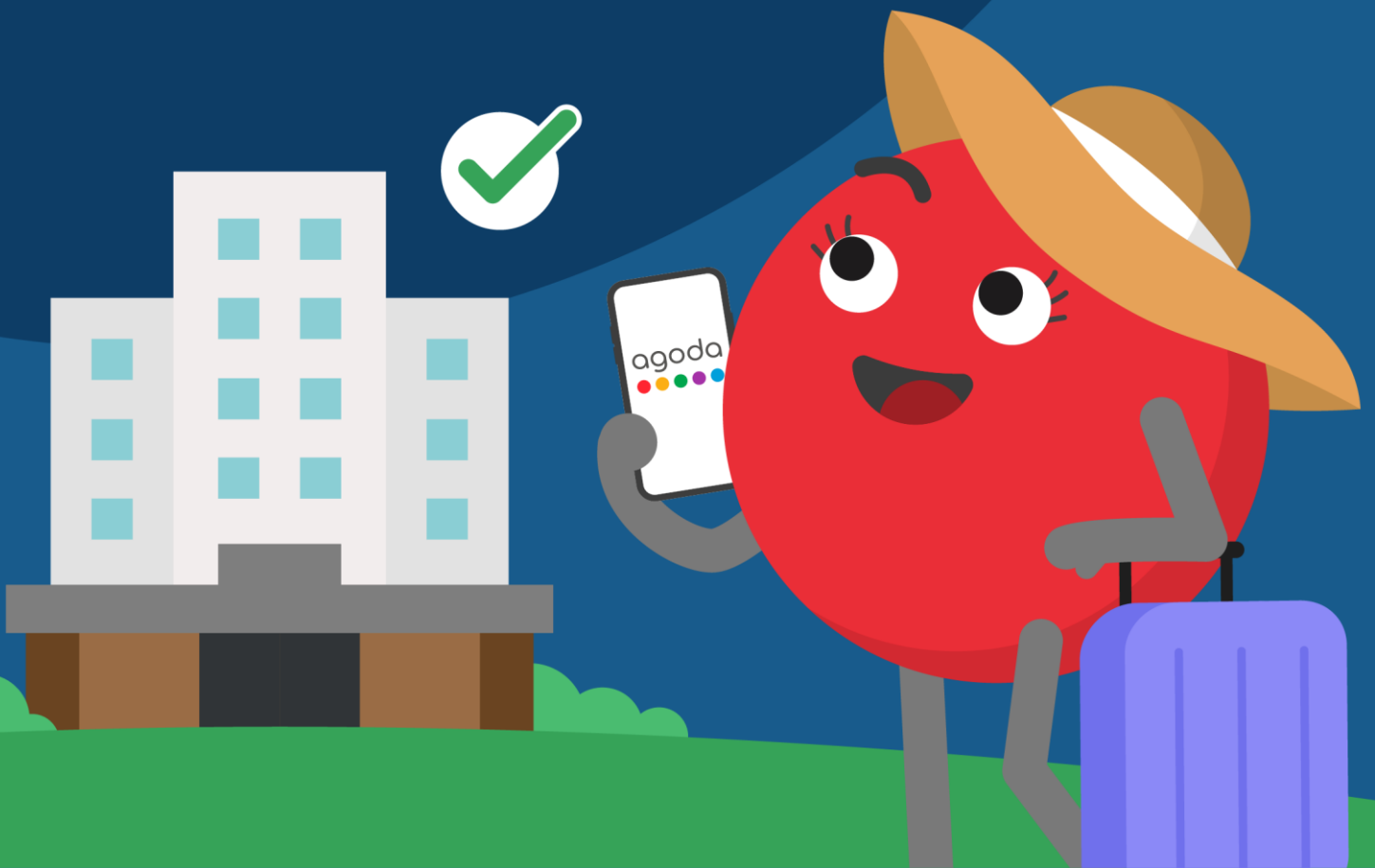


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1. Introducing Content Score

1.1 What is Content Score?

Content Score is the overall measure of content health for your property listing on Agoda. Think of it as a representation of how much information a guest can see about your property and the rooms you offer while browsing for accommodation.

Years of data and research have proven that there's a direct correlation between complete content and guest confidence in booking. Guests don't like uncertainty. The more detailed information you provide, the more reassured a guest will be that your property provides what he or she is looking for.

Therefore, more complete content leads to higher conversion, and fewer guest complaints – which leads to better reviews. Agoda's Content Score provides an easy and direct way to measure your listing's content completeness.

The following guide explains what is measured in Content Score, how this information is displayed to the guest, and how you can easily update and improve your own content.

Content Score Elements

Content Score is split into six categories:

- Property-level Content
- Room-level Content
- Property Photos
- Room Photos
- Age Policy



1. Introducing the Content score

1.2 Overview of Content Score Elements

Property-level Content

Property services

- Access
- Services and conveniences
- Getting around
- Things to do, ways to relax
- Internet access
- For the kids
- Dining, drinking, and snacking
- Others

Sports and recreation

- Land sports
- Fitness & recreation
- Swimming & soaking
- Things to do, ways to relax
- For the kids

Useful information

- Check-in/Check-out time
- Airport transfer fee
- Breakfast charge

Languages spoken

Star rating

Room-level Content

Room content

- Room size
- Number of bathrooms

- Room view

- Bedding configuration

Room-level amenities

- Bathroom and toiletries
- Entertainment
- Layout and furnishings

- Safety and security features
- Access
- Comforts

- Clothing and laundry
- Dining, drinking and snacking
- Accessibility

Property Photos

Overall photo count: minimum 25 photos

Photo coverage: at least 1 photo from each facility category:

- Restaurant/bar/café
- Food & beverage
- Things to do
- Swimming pool
- Fitness
- Spa
- For the kids

Room Photos

Overall photo count: minimum 4 photos per room type

Photo coverage: at least 1 photo from each facility category:

- Bedroom
- Bathroom
- View

Age Policy

Property-level Age Policy

- Children allowed in property
- Extra bed price
- Baby cots price

Room-level Age Policy

- Number of extra bed allow in room type
- Baby cot allow in room type
- Allow children in this room type

2. Property-level Content



General

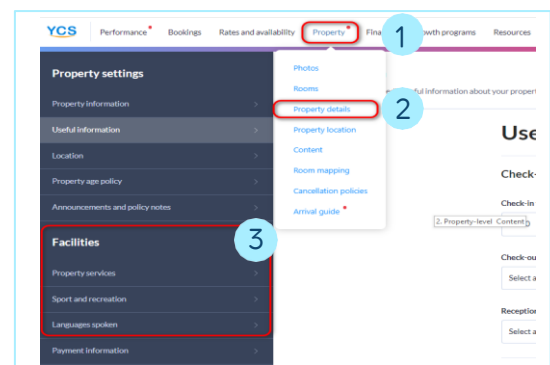
Property-level facilities are the features and offerings of your property that are accessible to all guests, such as swimming pools, fitness facilities, or restaurants.

Property Facilities Page on YCS

To edit property facilities, go to YCS, and click **Property > Property settings > Facilities**

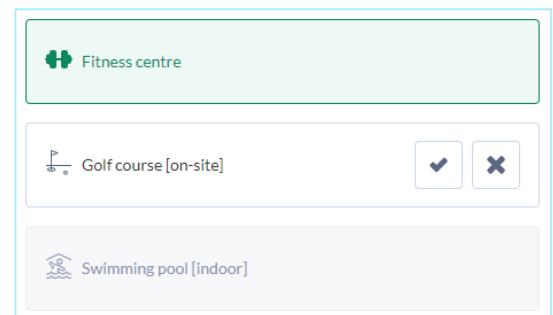
Property facilities are separated into three different categories:

- Property services
- Sports and recreation
- Language spoken



There are three possible values you can select with each individual facility to indicate their status:

1. Green (appears when “✓” button is ticked): meaning this facility is available
2. Grey with ✓ and ✗ button: missing information, indicating no status has been chosen
3. Grey out (appears when “✗” is ticked): meaning this facility is NOT available at the property



Once facility status has been ticked, it can only be changed to “✓” or “✗” value. To change the status of selected facility, hover over the button to select alternative value.

Note that for calculating Content Score, only green ✓ or ✗ grey out values will be counted as a complete data point. Missing information is regarded as incomplete.

2. Property-level Content

2.1 Property-level: Essential Property Facilities

What are the Most Important Property Facilities?

To help you easily navigate the numerous facilities, we have selected the facilities that travelers care most about. We have grouped them into their respective facility types and listed them below.

Property Services

Update the facilities listed in the “Property services” tab of the Facilities section with either a yes ✓ or no ✗ selection, indicating availability at your property.

Let us know at the availability of at least 1 facility from the following categories

Getting around

- Airport transfer
- Car park [on-site]
- Car park [free of charge]
- Car park
- Car park [nearby]
- Car park [charges apply]
- Valet parking

Things to do, ways to relax

- Massage chair
- Massage bed

Internet access

- Free W-Fi in all rooms
- Wi-Fi in public areas
- Wi-Fi [portable rental]
- Internet [LAN]
- Internet services

Dining, drinking, and snacking OR Accessibility

- Coffee shop
- Bar
- Restaurant
- Restaurant [kosher]
- Restaurant [halal]

- On-site Accessible Restaurants / Lounges

OR Others

- Restaurant Breakfast
- Restaurant Lunch
- Restaurant Dinner

Sport and Recreation

Update the facilities listed in the “Sports and recreation” tab of the Facilities section with either a ✓ or ✗ selection, indicating availability at your property.

Let us know at the availability of at least 1 facility from the following categories

Things to do, ways to relax

- Sauna
- Spa
- Massage
- Steamroom

- Swimming pool [outdoor]
- Swimming pool [indoor]
- Swimming pool
- Pool facilities
- Pool with view

Note: To get full score in the section, you must indicate the availability of **at least 1 facility from the above categories**. In calculating Content Score, only green ✓ or ✗ grey out values will be counted as a complete data point. Missing information is regarded as incomplete.

2. Property-level Content

2.2 Property-level: Additional Property Facilities

Apart from the essential property level facilities, we have an additional list of facilities that is also of interest to guests.

Property Services

Update the facilities listed in the “Property services” tab of the Facilities section with either a yes ✓ or no ✗ selection, indicating availability at your property.

Access

- Non-smoking room
- Front desk [24 –hour]

Services and conveniences

- Non-smoking room
- Smoke-free property
- Smoking area
- Front desk [24 –hour]
- Elevator
- Daily housekeeping
- Concierge

Things to do, ways to relax

- Beach
- Fitness center [free]
- Fitness center [24-hours]
- Fitness center [charges apply]

Dining, drinking and snacking

- Room service

Sport and recreation

Update the facilities listed in the “Property services” tab of the Facilities section with either a yes ✓ or no ✗ selection, indicating availability at your property.

Things to do, ways to relax

- Private beach
- Fitness center

For the kids

- Kids club
- Swimming pool [kids]

Note: To get full score in the section, you must indicate the availability of **at least 1 facility from the above categories**. In calculating Content Score, only green ✓ or ✗ grey out values will be counted as a complete data point. Missing information is regarded as incomplete.

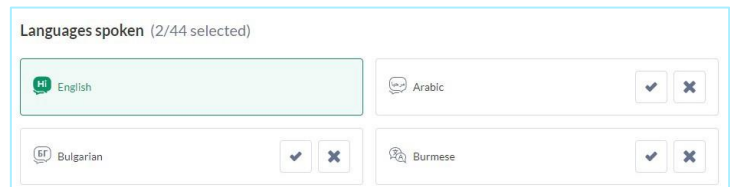
2. Property-level Content

2.3 Property-level Facilities: Language Spoken

Languages Spoken

What languages do the staff at your property speak? Update it on “Languages Spoken” section of the Facilities tab.

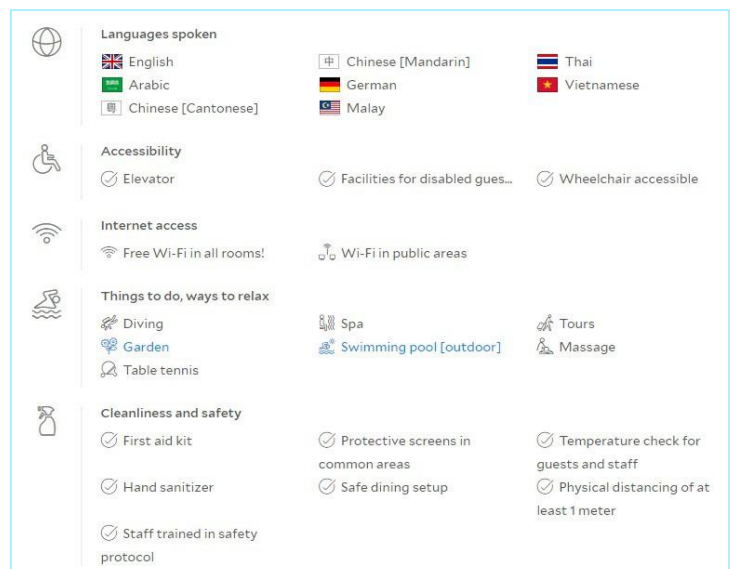
Select ✓ for the languages that are spoken by property staff. It is NOT necessary to select the ✗ values for languages that are not spoken.



Languages spoken (2/44 selected)	
English	Arabic
Bulgarian	Burmese

How Property-level Facilities Appear on Agoda?

Other property facilities are displayed further down, next to the heading “Amenities and facilities”.



Amenities and facilities		
Languages spoken	English, Arabic, Chinese [Cantonese], Chinese [Mandarin], German, Malay, Thai, Vietnamese	
Accessibility	Elevator, Facilities for disabled guests, Wheelchair accessible	
Internet access	Free Wi-Fi in all rooms, Wi-Fi in public areas	
Things to do, ways to relax	Diving, Garden, Table tennis, Spa, Swimming pool [outdoor], Tours, Massage	
Cleanliness and safety	First aid kit, Hand sanitizer, Staff trained in safety protocol, Protective screens in common areas, Safe dining setup, Temperature check for guests and staff, Physical distancing of at least 1 meter	

2.3 Useful Information

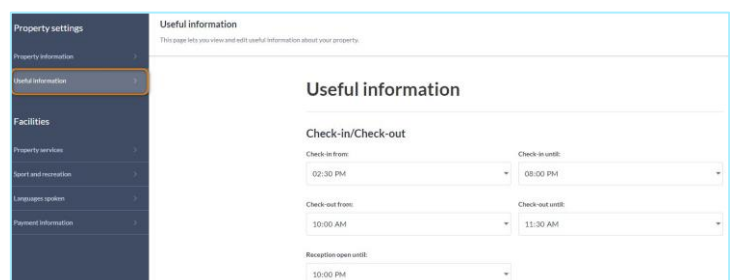
General

We also ask you to provide important information for guests that includes:

- Check-in /Check-out information
- Airport transfer fee
- Breakfast charge

Adding useful information on YCS

Click **Property > Property Settings > Useful information**



Useful information	
Check-in/Check-out	
Check-in from:	Check-in until:
02:30 PM	08:00 PM
Check-out from:	Check-out until:
10:00 AM	11:30 AM
Reception open until:	
10:00 PM	

2. Property-level Content

2.4 Useful Information

Check-In/Check-Out

Check-in and check-out times are the earliest or latest time that guests may check-in or check-out at the property without having to pay an additional charge.

Updating on YCS

On YCS there are four check-in/out time fields:

1. Check-in from

2. Check-out until

Check-in from: What is the earliest time that a guest may check-in at the property without having to pay extra?

Check-out until: What is the latest time that a guest may check-out from the property without having to pay extra?

Check-in until and check-out from fields: These are not counted within Content Score, but still useful for guests if your property does not offer a 24-hour check-in/out service or 24-hour reception.

Here are some things to keep in mind when updating check-in and check-out information:

- Times should not be between 06:00 PM and 06:00 AM.
- Be mindful of the difference between midnight and noon: 12:00 AM means midnight while 12:00 PM means noon.

Airport Transfer Fee

Airport transfer fee is a flat rate for transportation to or from the airport (one-way), if not included in the room rate.

Updating on YCS

If your property has airport transfer, is it free or charged?

- Fee information should be updated if there's a charge, but if the airport transfer is free, you can leave the field as blank or input a "0" value.

Transfer information

☐ Airport transfer available

THB

Travel time to airport (minutes)

150

Minutes

Distance to airport

190 KM

Distance from city center

60 KM

How Useful Information Appear on Agoda?

This information will be displayed next to the heading "Some helpful facts".

Some helpful facts

Check-in/Check-out

🕒 Check-in from: 15:00

🕒 Check-out until: 12:00

Getting around

📍 Distance from city center: 0.5 km

🕒 Travel time to airport (minutes): 45

Extras

🍳 Breakfast charge (unless included in room price): 1765.50 THB

📶 Daily Internet/Wi-Fi fee: 642 THB

The property

🚭 Non-smoking rooms/floors: Yes

🍷 Number of bars/lounges: 2

🏠 Number of floors: 16

🍽️ Number of restaurants: 10

🏠 Number of rooms: 331

🔌 Room voltage: 220

📅 Year property opened: 1876

Show less

2. Property-level Content

2.5. Property-level: Star rating

Star rating is one of the crucial information about your property. Travelers can search for a property using this as a criteria while browsing for accommodation

Star rating on YCS

Star rating can be found “Property” tab in YCS. To access the star rating, simply click into the Property tab > Property information > General information

Property level information
Property name:*

Property external ID:

Property former name:

Hotel chain:

Hotel brand:

Hotel owner:

Currency:

Star rating:*

Classification:

Setting and amending Star rating

Star rating can be selected during the property onboarding process. If you wish you amend your current rating, please reach out to us and our team will assist on the request.

3. Room-level Content



3.1 Room-level Facilities

General

Room level facilities are the features and offerings of your property that are available in each room type, such as a shower or bathtub, air conditioning, television, or refrigerator.

Room Set-up Page on YCS

1. Click **Property > Room setup**
2. Select the **room name** or use the search function to find a specific room.

☐	ID	Name	Room occupancy	Room size	Rack rate	Number of rooms of this type	Status
☐	3090639	Deluxe	2: 2 guests	30 m²	7000 THB	999	Active
☐	3090644	Deluxe Cottage	2: 2 guests	33 m²	7500 THB	999	Active
☐	3090648	Premier	3: 2 guests, 1 extra bed	45 m²	13000 THB	999	Active
☐	3090710	Deluxe Premier Room	3: 2 guests, 1 extra bed	48 m²	14200 THB	999	Active
☐	3090719	Pool Side Villa	3: 2 guests, 1 extra bed	60 m²	16000 THB	999	Inactive
☐	505340390	Suite	3: 2 guests, including max 2 children, 1 extra bed	45 m²	500 THB	3	Inactive

What are the Most Important Room Amenities?

To help you easily navigate the numerous possible facilities, we've selected the facilities that travelers care most about. We have grouped them into their respective types and listed them below.

Keep in mind that at the room level, there is no toggle button for **X** values. Select from the facilities that are available for that room type.

If certain facilities are not available: **select the facility > click Save > un-select the facility > click Save**

Bathroom and toiletries

- Bathtub
- Whirlpool bathtub
- Shared bathroom
- Additional bathroom
- Private bath
- Shared bath
- Shower
- Separate shower and tub
- Shower booth
- Walk-in shower
- Toiletries
- Additional toilet
- Toilet with bidet
- Hair dryer
- Bathrobe
- Towels
- Tv [in bathroom]

Comfort

- Air conditioning
- Fan
- Heating

Safety and security features

- Non-smoking
- Smoking allowed

Layout and furnishings

- Balcony/terrace
- Private pool

Entertainment

- Internet access – wireless
- Internet access – LAN
- Wi-Fi [free]
- Wi-Fi [charges apply]
- LAN internet in room [free]
- LAN internet in room [charges apply]
- TV
- TV [flat screen]
- Satellite/cable channel

Dining, Drinking and Snacking

- Kitchenette
- Kitchenware
- Full kitchen
- Coffee/tea maker
- Refrigerator
- Microwave
- Kettle
- Free bottled water
- Free instant coffee
- Complimentary tea
- Minibar
- BBQ facilities

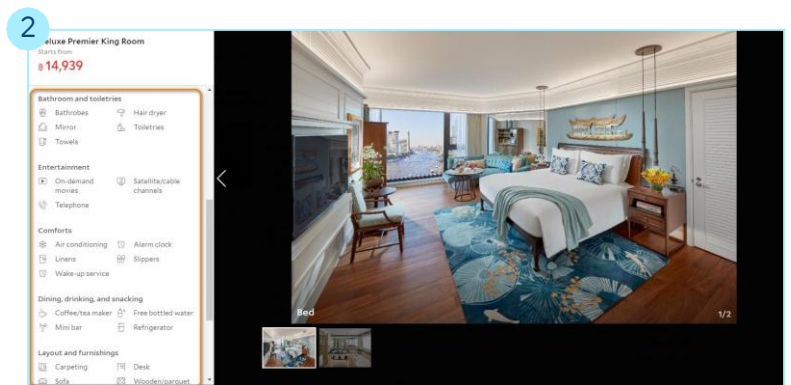
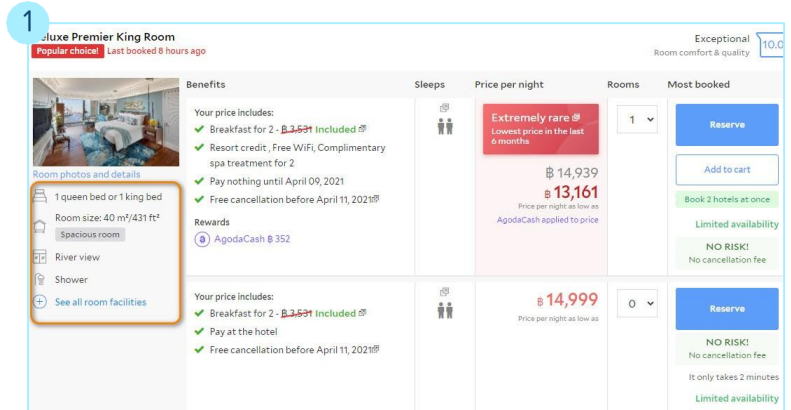
3. Room-level Content

1. Room-level Amenities

How Room Amenities Appear on Agoda?

Room amenities appear in two different places:

- Selected key room amenities are highlighted on the room grid.
- Clicking on 'More Features' on the room grid will lead to a pop-up with a complete list of room amenities.



3.2 Room Details

General

We also ask you to provide room level content for guests that include:

- Room size
- Number of bathrooms
- Room view
- Bed configuration

Room Size

Room size is the size of the room including the balcony in square meters.

Updating on YCS

- Enter the room size in square meters as a whole number. Do not include decimals.
- To convert the number from square feet to square meters, use the following formula:
- 1 square foot is equal to 0.093 square meter

3. Room-level Content

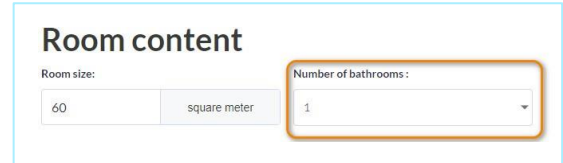
3.2 Room Details

Number of Bathrooms

The number of bathroom (s) available for a room type.

Updating on YCS

- Enter number of bathrooms into the box or use the drop-down list.



The screenshot shows a form titled "Room content". It has two input fields: "Room size:" with a text box containing "60" and a unit dropdown set to "square meter", and "Number of bathrooms:" with a dropdown menu showing "1".

Room View

Room view is the view that guests may see when they look out of the window or windows. There are 25 room views that are listed in Agoda, which are:

- Bay
- Beach
- City
- Country
- Courtyard
- Garden
- Gulf
- Harbor
- Lagoon
- Lake
- Lake (partial view)
- Marina
- Mountain
- Nature
- No view
- No windows
- Ocean
- Ocean (partial view)
- Park
- Pool
- River
- Sea
- Sea (partial view)
- Street
- Unknown

Special Cases to Consider for Room Views

No windows vs No view

“No windows” means that the room type does not have any windows in the room. “No view” can mean that room has windows looking directly towards another building, or into an air shaft.

Multiple view options may be available for some room types

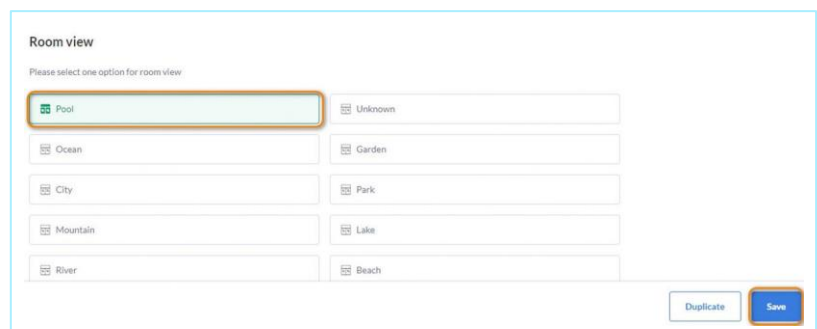
If a specific view cannot be guaranteed for a specific room type and can only be allocated upon arrival, mark it as an “Unknown” view.

No exact matches are found

If no exact matches are found within the list of available options, select the best match. As a last resort, select “Unknown” if no options apply. Please note that “Unknown” view type will not be shown on the property page. Travelers care about room views! Assigning a specific view is better than leaving it blank or unknown, as uncertainty may discourage bookings.

Updating on YCS

- Select the view that you offer in the specific room type. You may only select one view for each room type.
- Click **Save** to save your selection.



The screenshot shows a form titled "Room view" with the instruction "Please select one option for room view". It contains a grid of 12 view options: Pool, Unknown, Ocean, Garden, City, Park, Mountain, Lake, River, and Beach. The "Pool" option is highlighted with an orange border. At the bottom right, there are "Duplicate" and "Save" buttons.

3. Room-level Content

3.2 Room Details

Bed Configuration

Bed configuration is the bed types that are available in the room. There are 11 bed types that are listed on Agoda, which are:

- Single Bed
- Semi Double-Bed
- Double
- Queen Bed
- King Bed
- Super King Bed
- Bunk Bed
- Sofa Bed
- Futon
- Male Capsule
- Female Capsule

Agoda's bed types can refer to beds of slightly different dimensions with equivalent terms. This may depend on where the properties are located, as different regions have different mattress size standards.

Updating on YCS

To set bed configuration, click on the **“Manage Bed Configuration”** button and proceed with the step-by-step guide below, depending on what type of room you wish to update.

Bedding configuration summary

Bedroom 1	
Configuration 1	1 double bed

[Manage bedding configuration](#)

Example 1: Set bed configuration for standard hotel rooms or studios

How to set up bed configuration for a standard hotel room with 1 king bed and 1 sofa bed?

1. Choose room type **“Standard Hotel Room/ Studio Apartment”**
2. Select bed type and number of beds from dropdown list
3. If multiple bed types are offered within the same room, click **“+”** and fill in other types of beds
4. Click **“Confirm”** to save

1

Bedding configuration

Select the bedding setup that 'Deluxe Premier Room' room offers

Note: Number of guests allowed is 2. Please ensure the bed configuration matches number of guests allowed.

☒ Standard Hotel Room/ Studio Apartment
Property with no separate bedrooms in unit

☐ Hotel room with separate bedroom
Property with a separate space for bedrooms in unit

1 Bedrooms

2

Bedroom 1

Configuration	Type of bed in the room:	Number of beds:
Configuration 1	single bed	2
Configuration 2	king bed	1

[Add another configuration for this room](#)

3

Bedroom 1

Configuration	Type of bed in the room:	Number of beds:
Configuration 1	king bed	1
	sofa bed	1

3. Room-level Content

3.2 Room Details

Example 2: Set Alternative Bedding Layouts

How to set up the bed configuration with an alternate bedding layout? An alternative layout means that guest will have the ability to choose between one or the other bedding layout.

1. If your property offers alternative bedding layout for this room type, select “Add another configuration for this room”
2. Select the bed configuration for the alternate layout
3. Click “Confirm” to save

1

Bedroom 1

Configuration 1	Type of bed in the room:	Number of beds:
	double bed	1
+ Add another configuration for this room		

2

Bedroom 1

Configuration 1	Type of bed in the room:	Number of beds:
	double bed	1
	single bed	2

Example 3: Set Bed Configuration for Multiple Bedroom Units

How to set up bed configuration for a two-bedrooms unit? For example, the first bedroom has 2 single beds, and the second bedroom has 1 double bed. There is also a common space in this room type with 1 king bed.

1. Choose room type “Hotel room with separate bedroom”

Select the number of bedrooms within the unit from dropdown list. Bed layout options will appear for each bedroom under separate headers, labeled “Bedrooms” with a number indicating the number of bedrooms.

1

☐ Standard Hotel Room/ Studio Apartment
Property with no separate bedrooms in unit

☒ Hotel room with separate bedroom
Property with a separate space for bedrooms in unit

2 Bedrooms

2. Update bedding layout for each bedroom(s) individually: select number and type of bed within each room

If multiple bed types are offered within the same room, select “Add another configuration for this room” and fill in information accordingly.

2

Bedroom 1

Configuration 1	Type of bed in the room:	Number of beds:
	double bed	1
+ Add another configuration for this room		

Bedroom 2

Configuration 1	Type of bed in the room:	Number of beds:
	super king bed	1

3. Room-level Content

3.2 Room Details

If the room type has common space such as a living room (prevalent in suites), you can also choose bedding options for that space under the “Common Space” header.

Common space

Configuration 1	Type of bed in the room:	Number of beds:
	sofa bed	Select quantity

How Does This Appear on Agoda?

Bed configuration is shown on the room grid on property page. Bed configuration selected will determine how it is displayed. In the examples below, you could see how different bed configurations are shown to guests.

Example 1: Standard hotel room with “Additional bed” – The room type shown here as 1 single and 1 double bed within the same room.

Example 2: Standard hotel room with “Alternative bed layout” – The room type shown below has two different layouts that can be chosen by guests. Guests can choose either 1 king bed or 2 queen beds within this room type.

Example 3: Multiple bedroom unit – The room type shown here has two bedrooms and one common space. The first bedroom has 1 king bed, the second bedroom has 2 double beds, and the common space has 1 sofa bed.

1



Room photos and details

- Free Wi-Fi
- 1 single bed and 1 double bed
- Room size: 25 m²/269 ft²
- Partial sea view
- Balcony/terrace
- Shower
- More features

9.0 Excellent

2



Room photos and details

Bed preference

- 1 king bed
- 2 queen beds

- Free Wi-Fi
- Room size: 32 m²/344 ft²
- Spacious room
- Garden view
- Balcony/terrace
- Non-smoking
- Shower
- More features

8.7 Excellent

3



Room photos and details

- Free Wi-Fi
- 1 king bed & 2 double beds & 1 sofa bed
- Room size: 100 m²/1076 ft²
- Extra spacious room
- Garden view

4. Photos



4.1 General Photo Guidelines

Past research has shown that property photos can maximize the likelihood of bookings. There are two levels of photos: property photos and room photos. Property photos may include exterior or interior views (entrance and lobby), and photos of public facilities such as swimming pools or spas. Room level photos may include bedrooms, living rooms if available, bathrooms, and room facilities such as toiletries or hair dryer. For more information regarding intellectual property rights, refer to Appendix 2.

Updating on YCS

Please make sure that all your photos observe the following rules:

- Minimum 25 photos
- Minimum resolution of 1024*768
- JPEG or JPG format only
- Landscape orientation
- Colored photos only

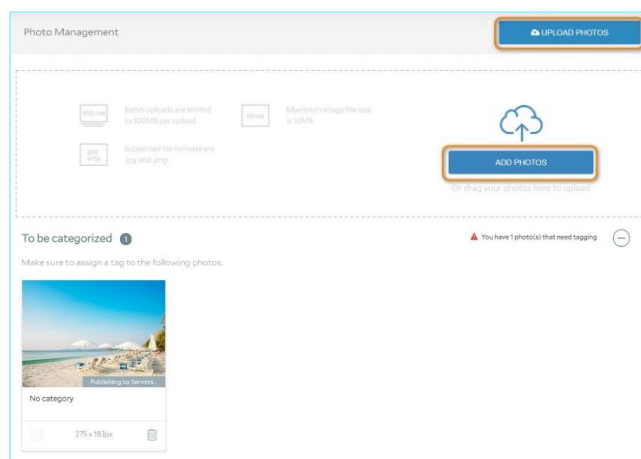
For quality control, please avoid:

- Duplicates with existing YCS Photos
- Animals or people in any photos
- Photos containing information such as rates and contact information.
- Third party names or logos, even if in background
- Any graphic design, including frames or montages

Check out the detailed [guidelines](#) on how to take good photos with your smart phone!

Uploading Photos: Method 1

1. Click **Content > Photos > Upload Photos > Add Photos**
2. The pop-up allows you to add photos saved on your desktop. You may also drag and drop photos from your desktop directly in this box.
3. Newly uploaded photos will be shown directly below under the header “**To be categorized**” > proceed to categorize and caption new photos following the steps in the next section.

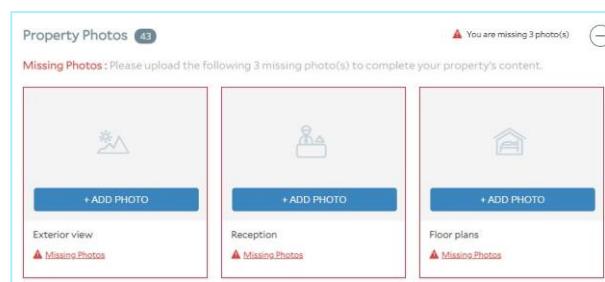


4. Photos

1. General Photo Guidelines

Uploading Photos: Method 2

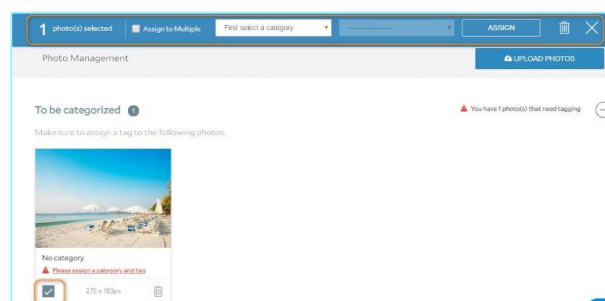
On the Photos page, you will see there are callouts at both the property and room level for missing photos. They contain captions describing which type of photos are missing. You may upload photos directly on these callouts by clicking “Add Photo” button. Photos uploaded through these callouts will be categorized and captioned for you.



Adding Photo Categories and Captions

All photos need to be tagged to the right photo caption to make sure they appear in the right places on Agoda.

1. Hover over the photo you would like to update and select the check box at the bottom of the thumbnail.
2. A section will appear at the top for the photos page to select photo category and caption.
3. For category, you can categorize the photos to either property level or room level.
4. For captions, select the tag that best describes what is shown in the image.
5. Click on **Assign** at the top of the page to save.



Some captions will only appear in the dropdown list if the property has the facility selected. If a specific caption does not appear, select the facility on the property facility page. Some basic caption rules:

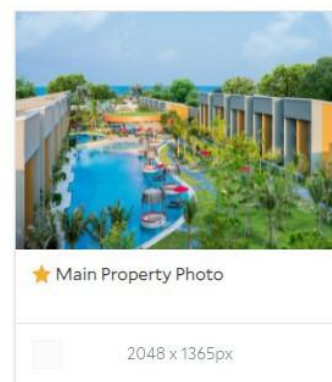
- Use “swimming pool” for indoor pool, and “swimming pool (outdoor)” for outdoor pool, respectively.
- Use “restaurant” for formal sit-down establishments, and “coffee shops” for other non-alcoholic F&B establishments such as breakfast bars or cafes.
- Use “Food and Beverage” for close-ups of F&B items only.
- At the room level, use “guestroom” or “bed” if a bed is shown.
- Avoid generic captions if specific ones are available; for example, use “fitness center” or “swimming pool” instead of “sports & facilities.”

Choosing a Main Photo

This is the hero image which will be the guests’ first impression of your property, so select the image that best sells your property’s best features. Move your cursor over each photo, a star icon at the top of the image will appear that lets you set that photo as the main photo.

Main photo should be the building exterior or the property’s unique selling point, such as a pool or grand lobby. You will also need to select a main photo for each room type. Choose a photo that shows a wide shot of the entire room.

If a main photo is not selected, the system will randomly select one.



4. Photos

4.2 Property Photos

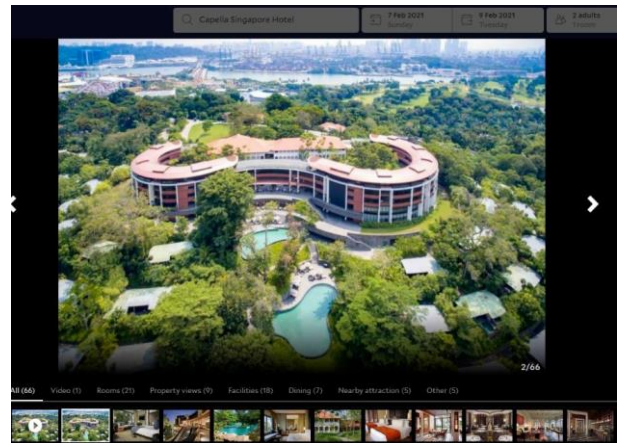
Every listing has a minimum requirement of **25** photos, excluding maps, nearby attractions, and nearby transport to receive a full property photos score. More travelers will book your property if you show them more.

How Property Photos Appear on Agoda?

Property photos are displayed in the photo mosaic at the top of the property page, categorized into groups if captions are properly added.

Additionally, points of interest (POI) photos are also displayed in photo carousel. These photos are handpicked by Agoda to show the popular POIs based on geographic distance to your property, and whose closeness to your property may help increase bookings.

If photos of key property-level facilities are correctly captioned, they will appear on the “What they offer” (facilities list) section. Captioning your photos makes your listing work more effectively to sell your property. Please note that the photo order cannot be set manually, as this is arranged by the system.



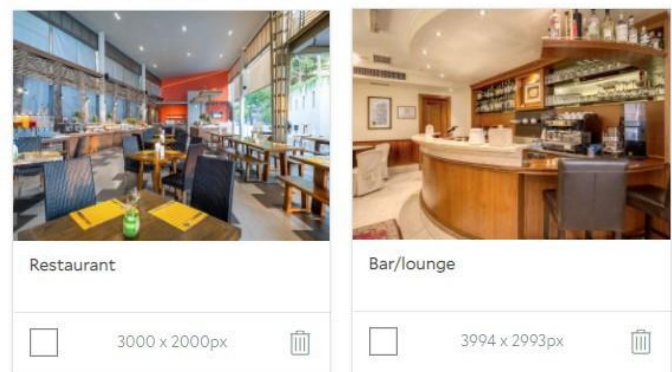
4.2.1 Photo Coverage

Having a lot of photos is good. Having photos that represent diverse facilities offered at your property is even better. Are there any cleanliness measures taken at your property to ensure guests' health and safety? Is there a nice swimming pool where guests can go have a quick dip? If the answer is “Yes”, why not show off these awesome facilities and services to travelers in your photos?

To have a diverse and compelling photo carousel to attract more travelers, add at least one photo for each of the following facility group. Make sure the photo caption describes the item accurately.

Restaurant/Bar/Café

If restaurant/halal restaurant/kosher restaurant, bar/poolside bar OR coffee shop is available at your property, upload at least 1 photo of any of these facilities, and choose “Restaurant”, “Bar” or “Coffee shop/café” as the photo caption.



4. Photos

4.2.1 Photo Coverage

Food & Beverage

If BBQ facilities, buffet, breakfast, Continental breakfast, a la carte breakfast OR room service is available at your property, upload at least 1 photo of any of these facilities and choose “Food and beverages” as the photo caption.



Food and beverages



3301 x 2201px



Food and beverages



3338 x 2225px



Swimming Pool

If indoor/outdoor swimming pool is available at your property, upload at least 1 photo of the pool and choose “Swimming pool [outdoor]” or “Swimming pool” as the photo caption.



Swimming pool [outdoor]



3000 x 1999px



Swimming pool



3840 x 2560px



Spa

If hammam, body scrub, body wrap, foot bath, massage, hot tub, sauna, steam room, spa, hot spring bath, solarium OR open air bath is available at your property, upload at least 1 photo of any of these facilities and choose “Spa”, “Sauna”, “Hot Tub”, “Massage”, “Hot Spring Bath” or “Solarium” as photo caption.



Spa



3000 x 2000px



Massage



1280 x 720px



Fitness

If any type of fitness center is available at your property, upload at least 1 photo of any of these facilities and choose “Fitness Room” or “Gym/fitness” as the photo caption.



Fitness center



2048 x 1365px



Fitness center



1280 x 720px



4. Photos

4.2.1 Photo Coverage

For the Kids

If your property has a kids club or swimming pool for kids, upload at least 1 photo of any of these facilities and choose “Swimming Pool [kids]”, “Kid’s Club” as the photo caption.



Kids areas



3000 x 2001px



Swimming pool [kids]



3000 x 2000px



Things to Do

If any activity or entertainment is provided at your property, such as **nightclub**, **beach/private beach**, **water park**, **golf course**, **garden**, **horse riding**, upload at least 1 photo of any of these activities/entertainments, and choose the photo captions accordingly.



Activities



1280 x 900px



Private beach



4810 x 3211px



Exterior

Show off the exterior view of your property, such as the building’s façade and architecture. Upload at least 1 photo for this category and choose “Exterior view” as the photo caption.



Exterior view



1600 x 1000px



Exterior view



1600 x 1000px



4. Photos

4.3 Room Photos

Room photos show the actual product that you're selling, so they're extremely important to guests! The minimum requirement is to have 4 photos per room type, with at least one bathroom photo. If no room photo is added, or if the photos are not properly categorized into the room types, only the main property photo will show at the room level. This will discourage bookings as travelers won't be able to see the actual rooms.

4.3.1 Room Photo Coverage

Like that of Property photo, having a lot of photos is good. Having photos that represent diverse facilities offered in your room is even better. Is there an ensuite bathroom, an amazing view or a plush and comfortable bed? If the answer is "Yes", why not show off these awesome facilities and services to travelers in your photos?

To have a diverse and compelling photo carousel to attract more travelers, add at least one photo for each of the following facility group. Make sure the photo caption describes the item accurately.

Bathroom

If your room has **bathroom**, **private bath**, **bathtub** or **shower**, upload at least 1 photo of any of these facilities and choose "bathroom", "Private bath", "bathtub", "Shared bathroom", "Shared bath" or "shower" as the photo caption.



Bathroom



3000 x 2000px



Bathroom



3000 x 2000px



Bed

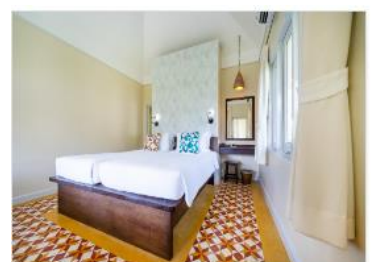
Show travelers the comfortable **bed** that your room has to offer, upload at least 1 photo of your bed set up and choose "Bed" or "Bedroom" as the photo caption.



Bedroom



1024 x 768px



Bed



3000 x 2000px

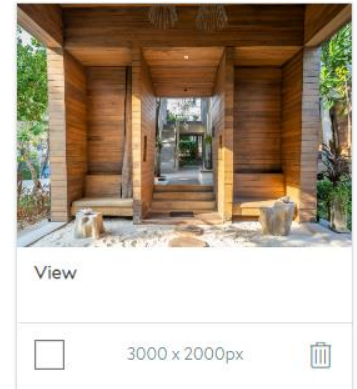
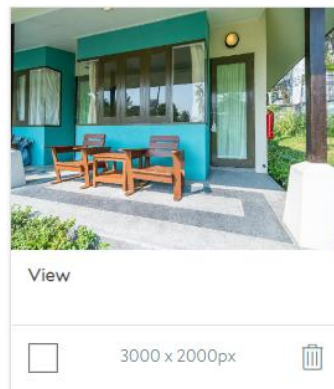


4. Photos

4.3.1 Room Photos Coverage

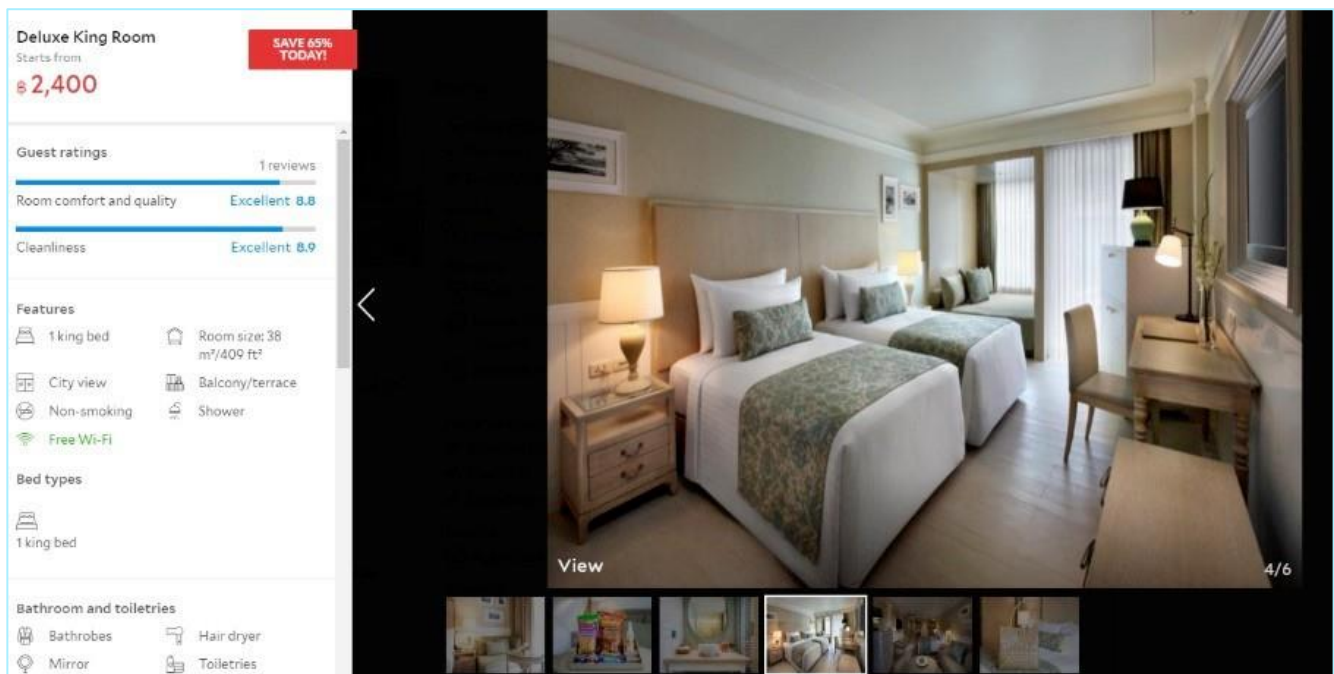
View

If your room offer a beautiful view as such mountain, garden, sea or city, upload at least 1 photo of room view and choose “View” as the photo caption.

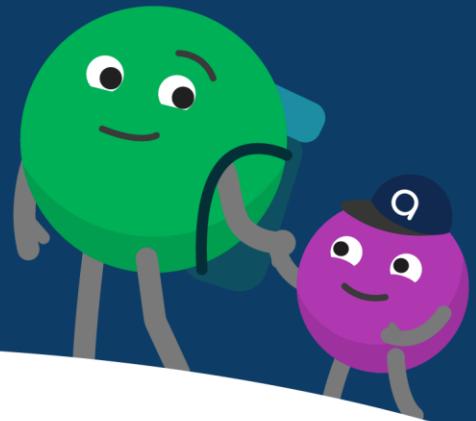


How Does This Appear on Agoda?

Room photos will be displayed on the property photo carousel under the “Rooms” category, with a caption showing the room type name. They will also be shown in the room grid, accessible through the main room photo. If the main room photo is clicked, a pop-up window will appear, displaying the other room photos on a carousel.



5. Age Policy



5.1 General Age Policy Guidelines

Age policy is VERY important. It will let potential guests know who is allowed at your property. It determines which rooms and properties can be displayed on the search page when travelers with family search for rooms. If your age policy is inaccurately set in the system, potential guests may not even see your rooms or property.

Additionally, a good age policy provides a competitive advantage. Family travelers often look for the best value through the most favorable age policies and room occupancy rules. Don't lose your competitive advantage – make sure your age policy is accurate, updated, and detailed.

Setting your Age Policy on YCS

Age policy is divided into property-level and room-level. These are displayed on two different pages on YCS.

Property-level

Click **Property > Property settings > Property age policy** (any settings here will apply to all rooms)

Room-Level

Click **Property > Room Setup > update room-level Age policy** individually by accessing the **Room Occupancy** header for each room type.

The selections made on this page are specific to each room type, so make sure you create settings for every room type you have listed.

5. Age Policy

5.2 Property-level Age Policy

Minimum Guest Age

What is it?

Some properties welcome children, others are a haven for adults only. This field allows you to set restrictions on the age of guests allowed at your property.

How to update?

Scenario 1 Allow children and infant:

Your property allows all ages including infants and children, and there are no age restrictions to stay at the property. In this case, tick both “Allow children in the property” and “Allow infants in the property” and set the age that your property allows.

Scenario 2 Allow children from certain age:

In this case, set “Child age from” to the minimum age that your property allows.

Scenario 3 No children or infants allowed:

In this case, un-tick “Allow children in the property” and select minimum age that your property allows.

1

☒ Allow infants in the property

Guests aged 0 to 0 years are allowed to stay for free, as limited by the room's guest in this age group.

2

☒ Allow children in the property

Guests aged 1 to 4 years are considered children. You can set the number of children or infants (those below child age) from certain rooms for legal or safety reasons.

3

☒ Allow infants in the property

Guests aged 0 to 0 years are allowed to stay for free, as limited by the room's guest in this age group.

Infant age from: Infant age until:

0 years

0

☒ Allow children in the property

Guests aged 1 to 17 years are considered children. You can set the number of children or infants (those below child age) from certain rooms for legal or safety reasons.

Why these settings are important?

This setting determines whether a property will be displayed on the search results page when guests search for rooms when traveling with children.

For example: the guest below is looking for a room that could accommodate a family with one 10-year-old child. If your minimum guest age is set to 0, then your property would appear in this guest's search result.

Alternatively, if your minimum guest age was set to 11 (or any age above 10), your property would NOT appear.

If you fail to set this age correctly, you might either miss a potential booking – or end up with a child staying at your no-children-allowed hotel.

The screenshot shows the Agoda search interface. At the top, the search location is 'Bangkok'. Below that, the dates are '26 Feb 2021 Friday' and '27 Feb 2021 Saturday'. The number of guests is '2 adults, 1 child' and the number of rooms is '1 room'. A 'Flight + Hotel' option is available, with a 'Save up to 25% on hotels' badge. A 'SEARCH' button is prominently displayed. On the right side, there are filters for 'Solo traveler' (1 room, 1 adult), 'Couple/Pair' (1 room, 2 adults), and 'Family travelers' (1 room, 2 adults, 1 child). The 'Family travelers' filter is selected. Below the filters, there is a 'Child's age (years)' dropdown menu set to '10'. At the bottom, there is an 'EasyCancel' badge and a note about cancellation policies.

5. Age Policy

5.2 Property-level Age Policy

Infant Age Range

What is it?

This setting is where you define the age range for an infant or baby. Agoda's default policy is that infants will be allowed to stay with adults for free on existing bedding.

The infant range will also determine the age limit of guests that can stay on baby cots, if offered by your property. For example, if you set the infant age to 3 years old, then this means you will allow guests up to 3 years old to stay free and use the property's baby cot, if available.

How to update?

The lower age limit is automatically set to 0 but you may select the appropriate "infant age from" using the dropdown menu. The upper age limit is automatically set to be one value lower than the "Child age from" value that you had selected. To change the value of "Infant age until" simply update the minimum child age.

Infant age from: Infant age until:

0 years 0

Tip: To change the infant age until, update the minimum guest age.

Children Age Range

What is it?

This setting is where you define the age range for children, who is older than an infant but not considered an adult for accommodation purposes. This will also be the age limit of guests that can stay for free on existing bedding, if such a policy is offered by your property.

How to update?

The lower child age limit is pre-defined based on your "Infant Age Range" setting. The upper limit of the child age range is pre-defined based on the "Minimum adult age". To change the value for "Child age until", simply update the minimum adult age.

Child age from: Child age until:

1 years 17

Tip: To change the child age from, update the Infant age until.

5. Age Policy

5.2 Property-level Age Policy

Basic setting for Children

What is it?

A setting to specify the children's age range and pricing required for any specific range in terms of extra bed.

How to update?

The default value for Children age range is 0. You may add your property's child age bucket to specify the different pricing and a short description for each of the bucket.

Children age range

Child age bucket	Age range	Age policy description
Child 1	0 to 2	
Child 2	3 to 4	

+ Add a new child age bucket

Children Price

What is it?

By default, each of the Child age bucket will be set as Free for stay on existing bed. If your property have different pricing for each of the bucket, then you will have to set it up.

How to update?

Update the "Children Price". This means that children staying with adults may need to additional charges but will also not be provided an extra bed, pillows, or sheets.

Children price

Note: If your channel manager is sending child pricing, do not enter any values here

Child age bucket	Price	
Child 1 Age from 0 to 2	Free	0 Count as room capacity
Child 2 Age from 3 to 4	Free	0 Count as room capacity

Extra Bed Price

What is it?

The price for extra beds at the property, in rooms that can accommodate them.

How to update?

Enter the price for extra beds in the "Extra Bed Price".
If NONE of the rooms allow extra beds, leave this field as blank.

Extra bed price:

500 THB

5. Age Policy

5.3 Room-level Age Policy

These settings allow you to make specific policies room to room. You can for example, allow more children to stay for free in larger rooms, or prohibit children for rooms designated for couples.

Number of Extra Beds Allowed in Room Type

What Is It?

How many extra beds are allowed in this room type? This includes extra beds for guests (infants, adults, and children).

How to Update

If room type does offer extra beds in the room:

- Fill in this field as allowed per room type.
- Make sure to enter “Extra bed price” on the Property Settings page.

Number of extra beds:

Set the number of extra beds that can be accommodated additionally in this room type. Extra bedding rate is set at 1600 THB. Manage settings here.

1

If the room type does not offer extra beds at all:

- Set the number to 0.
- Make sure the “Extra bed price” on the Property Settings page is also set to 0.

Baby Cots Allowed in Room Type

What is it?

This setting lets you choose whether you allow baby cots in the selected room type at all.

How to update?

Use the yes/no toggle.

Baby cot allowed in this room:

Yes

No

If Baby cot is allowed in any of your room type, Baby cot price should also be updated on property-level. Click **Property> Property setting> Useful information**

Baby Cot rate per night:

THB

Allow Children in This Room Type

What is it?

If you have rooms that you wish to designate as adults only, or sections of your property that you wish to not have child guests, this setting will prohibit child guests from staying in this room if set to “no”. Child guests are defined based on the “Children Age Range” setting on the Property Settings page.

How to update?

Use the yes/no toggle.

Allow children in this room:

Yes

No

Please note that this feature will control whether this room will appear in search results with children indicated.

5. Age Policy

5.3 Room-level Age Policy

Number of Children Allowed in Room Type

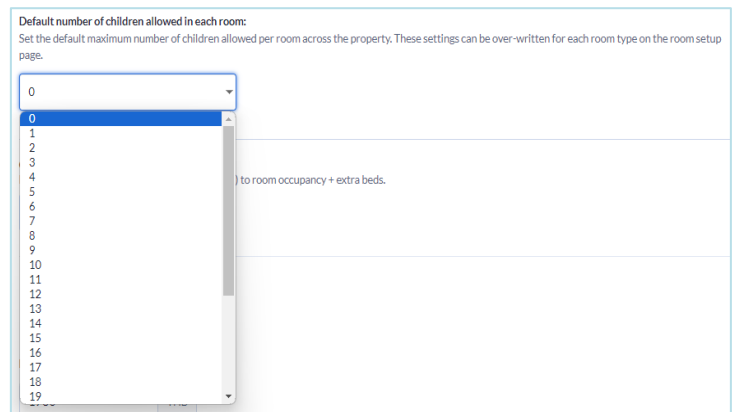
What is it?

This setting sets the maximum number of infants and children that can stay in the specified room.

How to update?

Update the number of infants and children allowed in this room type using the dropdown menu.

This option will be greyed out if the “Allow infants and children in room type” is set to ‘no’.



The screenshot shows a dropdown menu titled "Default number of children allowed in each room:". Below the title is a descriptive text: "Set the default maximum number of children allowed per room across the property. These settings can be over-written for each room type on the room setup page." The dropdown menu is open, displaying a list of numbers from 0 to 19. The number 0 is currently selected and highlighted in blue. To the right of the dropdown menu, there is a text label: "to room occupancy + extra beds."

Keep in mind: The number of infants and children allowed in the room type will respect the setting in this dropdown. However, if the room type allows for extra beds, additional children may stay within the room if guests request extra beds.

6. Appendix

1. Appendix 1: Currency Codes

Currency Name	Code	Currency Name	Code	Currency Name	Code	Currency Name	Code
United Arab Emirates Dirham	AED	Estonian Kroon	EEK	Liberian Dollar	LRD	Seychelles Rupee	SCR
Albanian Lek	ALL	Egyptian Pound	EGP	Lithuanian Litas	LTL	Sudanese Pound	SDG
Armenian Dram	AMD	Ethiopian Birr	ETB	Latvian Lats	LVL	Swedish Krona	SEK
Netherlands Antillean Guilder	ANG	Euro	EUR	Libyan Dinar	LYD	Singapore Dollar	SGD
Argentine Peso	ARS	Fiji Dollar	FJD	Moroccan Dirham	MAD	Slovak Koruna	SKK
Australian Dollar	AUD	British Pound	GBP	Moldovan Leu	MDL	Sierra Leonean Leone	SLL
Barbados Dollar	BBD	Georgian Lari	GEL	Mongolian tögrög	MNT	El Salvador Colon	SVC
Bangladeshi Taka	BDT	Gibraltar Pound	GIP	Maldivian Rufiyaa	MVR	Syrian Pound	SYP
Bulgarian Lev	BGN	Guinea Franc	GNF	Kwacha	MWK	Swazi Lilangeni	SZL
Bahrain Dinar	BHD	Guatemalan Quetzal	GTQ	Mexican Peso	MXN	Thai Baht	THB
Burundi Franc	BIF	Guyana Dollar	GYD	Malaysian Ringgit	MYR	Tunisian Dinar	TND
Brunei Dollar	BND	Hong Kong Dollar	HKD	Namibia Dollar	NAD	Turkish Lira	TRY
Boliviano	BOB	Honduran Lempira	HNL	Nigerian Naira	NGN	Trinidad and Tobago Dollar	TTD
Brazilian Real	BRL	Croatian Kuna	HRK	Norwegian Krone	NOK	Taiwan Dollar	TWD
Bahamian Dollar	BSD	Hungarian Forint	HUF	Nepalese Rupee	NPR	Tanzanian Shilling	TZS
Bhutan Ngultrum	BTN	Indonesian Rupiah	IDR	Taiwan Dollar	NTD	Ukrainian Hryvnia	UAH
Botswana Pula	BWP	Indian Rupee	INR	New Zealand Dollar	NZD	Uganda Shilling	UGX
Belize Dollar	BZD	Iraqi Dinar	IQD	Omani Rial	OMR	US Dollar	USD
Canadian Dollar	CAD	Iranian Rial	IRR	Panamanian Balboa	PAB	Peso Uruguayo	UYU
Congolese Franc	CDF	Jamaican Dollar	JMD	Peruvian Nuevo Sol	PEN	Uzbekistan Sum	UZS
Swiss Franc	CHF	Jordanian Dinar	JOD	Philippine Peso	PHP	Bolivar Fuerte	VEF
Chilean Peso	CLP	Japanese Yen	JPY	Pakistan Rupee	PKR	Vietnamese Dong	VND
Chinese Yuan	RMB	Kenyan Shilling	KES	Polish Zloty	PLN	Samoan Tala	WST
Colombian Peso	COP	Cambodian Riel	KHR	Paraguayan Guarani	PYG	Yemeni Rial	YER
Costa Rican Colon	CRC	North Korean Won	KPW	Qatari Rial	QAR	South African Rand	ZAR
Cuban Peso	CUP	Korean Won	KRW	Romanian Leu	RON	Zambian Kwacha	ZMW
Czech Koruna	CZK	Kuwaiti Dinar	KWD	Serbian Dinar	RSD	Zimbabwe Dollar	ZWR
Danish Krone	DKK	Kazakh Tenge	KZT	Russian Ruble	RUB		
Dominican Peso	DOP	Lao Kip	LAK	Rwanda Franc	RWF		
Algerian Dinar	DZD	Lebanese Pound	LBP	Saudi Riyal	SAR		
		Sri Lanka Rupee	LKR	Solomon Islands Dollar	SBD		

6.2 Appendix 2: Information & Intellectual Property Rights

Intellectual Property (IP) is anything you create with your mind, such as inventions, artwork, music, writing, designs, brand names, or photographs. IP laws protect these creations so that only you (or people you allow) can use, copy, or sell them.

How does IP protect things like photos?

When you take a photo, you automatically own the copyright for that image. This means no one else can use, copy, or sell your photo without your permission. Please ensure that you have the necessary permissions in place before uploading a photo/image.

Accuracy of Information

You are responsible for updating your listing or listings on the Extranet (also known as YCS) on a regular basis, whether directly or through a third party. You are responsible for ensuring that all appropriate details of your property or properties (collectively referred to as the "Information"), including but not limited to photographs of your property, is always accurate and up to date.

Intellectual Property Rights

By uploading the Information on YCS, whether directly or through a third party, you warrant that you have all the necessary rights and authority to use and to license or authorize to use any copyrights, pictures, text, brands, logos and other intellectual property included in the Information provided by you on YCS, and that these include your rights and authority to allow the publication of the Information by Agoda and its affiliated companies, on our websites and channels ("Sites"). You agree that Agoda has the right to remove any Information from the Sites which is deemed by us to be inappropriate or infringes upon any of the requirements in this guideline.

CONTENT SCORE GUIDELINE



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