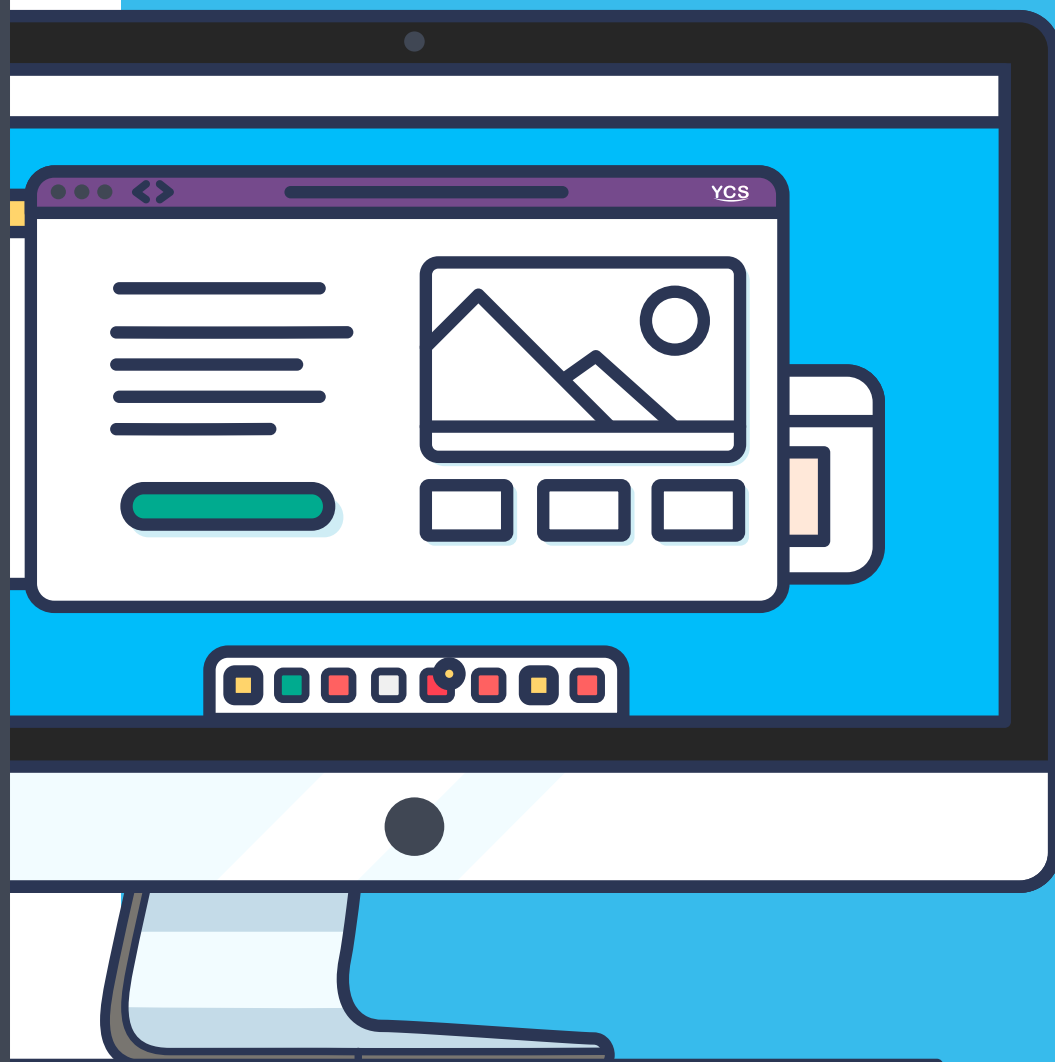




# Agoda Content Score Guideline

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



# Table Of Contents

<b>1. Introducing the Content Score</b>	<b>03</b>
1.1 What is the Content Score?	03
1.2 Overview of Content Score elements	04
<b>2. Property-level content</b>	<b>05</b>
2.1 Property-level facilities	05
2.2 Useful information: Some helpful facts	08
<b>3. Room-level content</b>	<b>10</b>
3.1 Room-level facilities	10
3.2 Room details: What guests want to know	12
<b>4. Photos</b>	<b>16</b>
4.1 General photo guidelines	16
4.2 Property photos	18
4.3 Room photos	18
<b>5. Child policy</b>	<b>19</b>
5.1 General child policy guidelines	19
5.2 Property-level child policy	20
5.3 Room-level child policy	24
<b>6. Appendix</b>	<b>27</b>
6.1 Appendix 1: Currency codes	27
6.2 Appendix 2: Information and Intellectual Property Rights	28

# 1.

# Introducing

## the Content Score

### 1.1 What is the Content Score?

---

Your 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 customer 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 relationship between complete content and customer confidence in booking. Travelers don't like uncertainty. The more detailed information you provide, the more reassured a traveler will be that your property provides what he or she is looking for.

Therefore, more complete content leads to higher conversion, and fewer customer 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 the Content Score, how this information is displayed to the customer, and how you can easily update and improve your own content.

### Content Score elements

The Content Score is split into four categories:

- **Property-level content**
- **Room-level content**
- **Property photos and Room photos**
- **Child policy**

## 1. Introducing the Content score

# 1.2 Overview of Content Score elements

## Property-level content

### HOTEL FACILITIES

Accessibility Facilities  
Breakfast Facilities  
Fitness Facilities  
Parking Facilities  
Pet Facilities  
Restaurant Facilities  
Security Facilities  
Service Facilities  
Smoking Facilities  
Transportation Facilities  
Wi-Fi Facilities

### SPORTS AND RECREATION

Fitness Facilities  
Spa Facilities  
Swimming Pool Facilities

### LANGUAGES SPOKEN

### USEFUL INFORMATION

Airport transfer fee  
Breakfast fee  
Check-in and check-out time

## Room-level content

### ROOM FACILITIES

Balcony/Terrace Facilities  
Bathroom Facilities  
Climate Control Facilities  
Food And Beverage Facilities  
Interconnecting Room Facilities  
Safety Facilities  
Smoking Policy Facilities  
Television Facilities

### ROOM DETAILS

Room view  
Room size  
Bed configuration

## Property photos and Room photos

### PROPERTY PHOTOS

Minimum of 24 photos

### ROOM PHOTOS

Minimum of 4 photos per room type

## Child policy

### PROPERT- LEVEL CHILD POLICY

Infant age range  
Child age range  
Children stay free on existing bedding  
Extra bed required age  
Minimum guest age for stay  
Extra bed price  
Baby cot rate per night

### ROOM-LEVEL CHILD POLICY

Baby cot allowed in room type  
Allow infants and children in room type  
Number of infants and children allowed in room type  
Number of extra beds allowed in room type

# 2.

# Property-level content

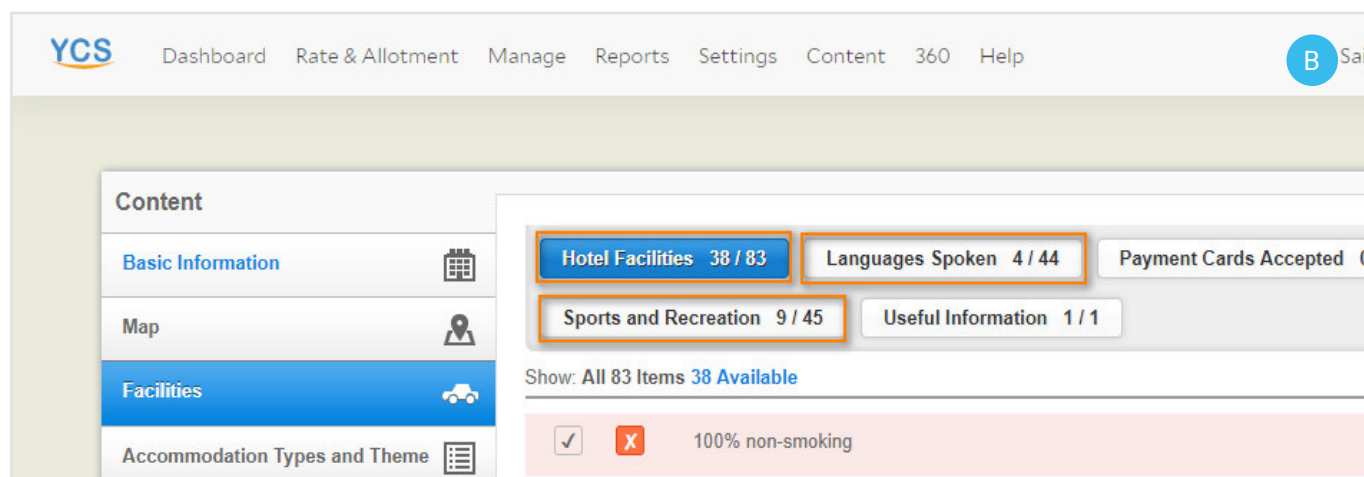
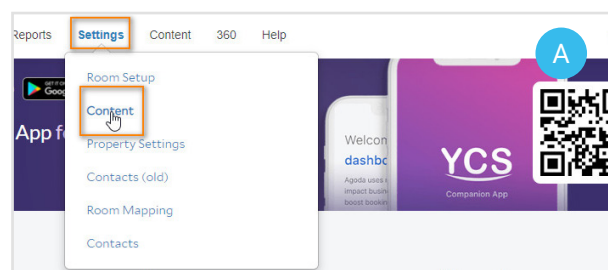
## 2.1 Property-level facilities

### 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

1. To access and edit your property facilities, go to YCS and click Settings > Content. (A)
2. Click on the Facilities tab.
3. The property facilities are separated into three different categories: (B)
  - Hotel Facilities
  - Sports and Recreation
  - Languages Spoken



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

- Grey -- missing information: no status has been chosen
- ✓ Green -- yes value: this facility exists at the property
- ✗ Red -- no value: this facility does not exist at the property

<input type="checkbox"/>	<input checked="" type="checkbox"/>	fishing
<input checked="" type="checkbox"/>	<input type="checkbox"/>	fitness center
<input checked="" type="checkbox"/>	<input type="checkbox"/>	games room

**KEEP IN MIND:** For calculating the Content Score, only ✓ or ✗ values will be counted as a complete data point. Blank values (grey) are not counted as they are regarded as incomplete.

## 2. Property-level content

### 2.1 Property-level facilities

#### What are the most important property facilities?

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

##### KEY FACILITIES: HOTEL FACILITIES TAB

Update the key facilities listed in the “Hotel Facilities” tab of the Facilities page with either a yes (✓) or no (✗) selection, indicating availability at your property.

##### ACCESSIBILITY FACILITIES

- Elevator
- Facilities for disabled guests
- Wheelchair accessible

##### BREAKFAST FACILITIES

- Breakfast buffet
- Continental breakfast
- Free breakfast

##### FITNESS FACILITIES

- 24-hour fitness center
- Fitness center with additional charge
- Free fitness center

##### PARKING FACILITIES

- Car park
- Car park charge applied
- Car park free of charge

##### PET FACILITIES

- Additional fee applied for pets
- Cats allowed
- Dogs allowed
- Pets allowed

##### RESTAURANT FACILITIES

- Coffee shop
- Halal restaurant
- Kosher restaurant
- Restaurant

##### SECURITY FACILITIES

- 24-hour security

##### SERVICE FACILITIES

- 24-hour front desk
- 24-hour room service
- Concierge
- Daily housekeeping
- Dry cleaning
- Laundry service
- Luggage storage
- Room service

##### SMOKING FACILITIES

- 100% non-smoking
- Designated smoking area

##### TRANSPORTATION FACILITIES

- Airport transfer
- Car hire
- Shuttle service
- Taxi service

##### WI-FI FACILITIES

- Free Wi-Fi in all rooms
- Wi-Fi in public areas
- Wi-Fi with additional charge

##### KEY FACILITIES: SPORTS AND RECREATION TAB

Update the key facilities listed in the “Sports and Recreation” tab of the Facilities page with either a yes (✓) or no (✗) value.

##### FITNESS FACILITIES

- Fitness center

##### SWIMMING POOL FACILITIES

- Indoor pool
- Outdoor pool

##### SPA FACILITIES

- Hot spring bath
- Hot tub
- Massage
- Sauna
- Spa
- Streamroom

## 2. Property-level content

### 2.1 Property-level facilities

#### KEY FACILITIES: LANGUAGE SPOKEN TAB

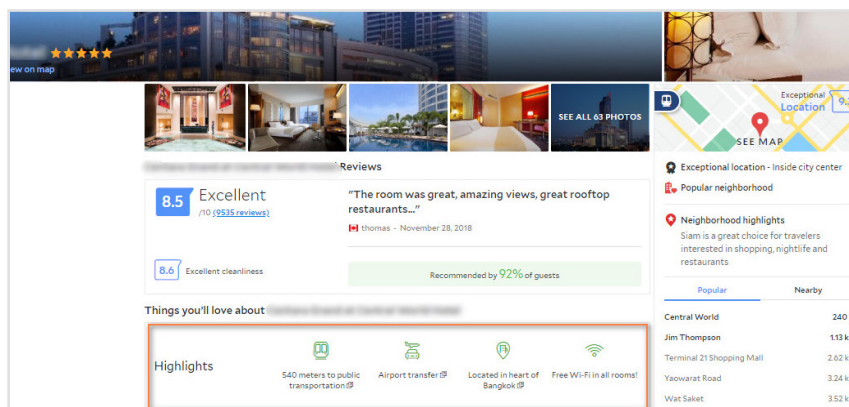
What languages do the staff at your property speak? Update this important information on the “Languages Spoken” tab of the Facilities page.

Select yes (✓) for the languages that are spoken by property staff. It is NOT necessary to select the no (✗) values for languages that are not spoken.

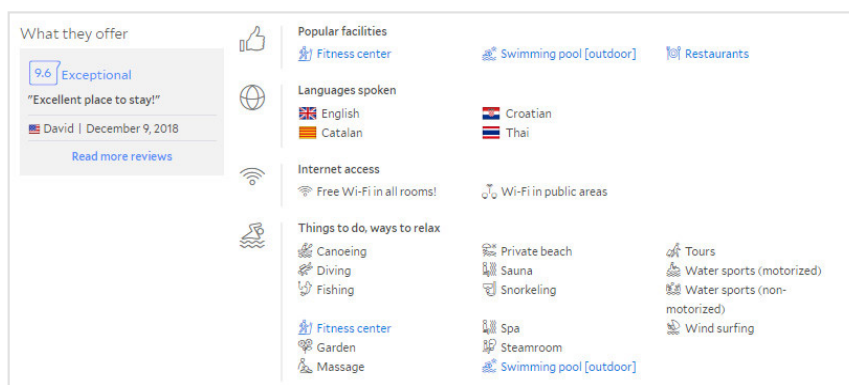
Hotel Facilities 38 / 83	<b>Languages Spoken 4 / 44</b>	Payment Cards Accepted 0 / 59
Sports and Recreation 9 / 45	Useful Information 1 / 1	
Show: All 44 Items 4 Available		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Arabic
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Bulgarian
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Burmese
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Catalan

#### How your property facilities appear on Agoda

Highlighted property content is listed under the heading Things You'll Love. It's shown at the top of the property page, just under the photos, and is one of the first things customers see when they arrive at your property page.



Other property facilities are displayed further down, next to the heading “What they offer.”



## 2. Property-level content

# 2.2 Useful information: Some helpful facts

## Useful information: "Some helpful facts"

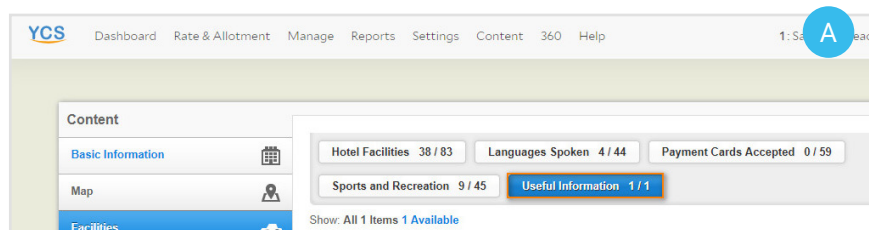
### General

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

1. Airport transfer fee
2. Breakfast fee
3. Check-in and check-out times

### Adding useful information on YCS

1. Click Settings > Content > Facilities
2. Click the Useful Information tab (A)
3. Click on the EDIT button at the bottom of the page to modify Useful Information values.
4. After you finish editing each of the items, click Save.



### Airport transfer fee

The 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

##### Does your property offer airport transfer?

- If your property offers airport transfer, remember to select yes (✓) for airport transfer on the Property Facilities page.
- If your property does not offer airport transfer, remember to select no (✗) for airport transfer on the Property Facilities page.

<input checked="" type="checkbox"/>	<input type="checkbox"/>	airport transfer
<input type="checkbox"/>	<input checked="" type="checkbox"/>	airport transfer

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

- Fee information is updated on the "Airport Transfer Fee" field on the Useful Information tab
- **If airport transfer is free:** Write fee with a "0" followed by the currency code in all uppercase.
- **If airport transfer is charged:** Write fee with a numerical value followed by the currency code in all uppercase.
- If there are multiple fees (such as for different airports), provide the fee for the most popular option chosen by your customers.

Airport Transfer Fee	0 THB
Airport Transfer Fee	5200 THB

### Breakfast fee

Breakfast in-house is important to travelers. Having breakfast options should be clearly communicated to maximize bookings. The breakfast fee information you provide should be the flat rate for breakfast, if not included in the room rate.

#### UPDATING ON YCS

##### Is breakfast offer?

- There are three types of breakfast facilities listed in the Property Facilities page: free, buffet and continental.
- Free breakfast means it is free of charge for all guests and included in all room rates.
- If breakfast is offered, update the Property Facilities with either yes (✓) or no (✗) as per availability.
- If no breakfast is offered at all, update all above facilities with a no (✗)
- If you have selected no (✗) for all breakfast facilities options listed above but you offer other breakfast options, make this known to customers by entering a breakfast fee.



## 2. Property-level content

### 2.2 Useful information: Some helpful facts

If breakfast free or charge at the property, let travelers know whether they need to pay for it or not.

- Fee information should be updated on the “Breakfast Charge” field on the Useful Information tab.
- Write fee with a numerical value followed by the currency code in all uppercase.
- If breakfast is free for all room types, write as “0” followed by the currency code in all uppercase.

Breakfast Charge (when not included in room rate)

12 USD

### Check-in and check-out times

Check-in and check-out times are the earliest or the 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-in until
3. Check-out from
4. Check-out until

In measuring your Content Score, we look at only “check-in from” and “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 extra fields that are not counted within the Content Score but can give the customer some additional insights. This may be useful 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.
- Times should be written in XX:XX AM/PM, 12-hour format. For example, 02:00 PM.
- Be mindful of the difference between midnight (12:00 AM) and noon (12:00 PM).

### How useful information appears on Agoda

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

Some helpful facts	Check-in/Check-out
	 Check-in from: 10:30
	 Check-in until: 12:40
	 Check-out from: 11:40
	 Check-out until: 13:00
	 Reception open until: 22:00
	Getting around
	 Airport transfer fee: 5200 THB
	 Distance from city center: 60 KM
	 Travel time to airport (minutes): 150

View Appendix 1 for list of currency codes

# 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

To access and edit your room facilities, go to YCS and click:

1. Settings > Room Setup (A)
2. Select the room name and the window will expand to show more room information.
3. Select the 'Amenities'. (B)
4. A pop-up will appear with a list of facilities of the room type. (C)

a. To delete existing facilities, click on the trash icon next to the facility.

b. To add additional facilities, click on the Add Facilities button at the top-right corner.

5. A complete list of room facilities will appear in alphabetical order. Facilities can also be found through the search bar at the top of the pop-up. (D)
6. Click Select to save.

a. Select ✓ to all room facilities that are available within the selected room type.

b. To remove an existing room facility, untick the box to remove the ✓.

The screenshot displays the YCS (Yellow Card System) interface for room setup. The top navigation bar includes 'Settings', 'Content', '360', and 'Help'. The 'Settings' menu is expanded, showing 'Room Setup' as the selected option. Below this, the 'Room Setup' page is visible, showing details for a 'Deluxe' room type. The 'Amenities' section is highlighted, showing '11 Selected'. A pop-up window titled 'Facilities' is open, displaying a list of facilities with checkboxes. The 'balcony/terrace' facility is selected. The 'Add Facilities' button is visible in the top right corner of the pop-up. The bottom of the pop-up shows a 'Select' button.

### 3. Room-level content

## 3.1 Room-level facilities

### What are the most important room-level facilities?

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

#### BATHROOM FACILITIES

- Shower
- Bathtub
- Shared bathroom
- Private bath
- Toiletries

#### BALCONY/TERRACE FACILITIES

- Balcony/Terrace

#### CLIMATE CONTROL FACILITIES

- Air conditioning
- Heating
- Fan

#### INTERCONNECTING ROOM FACILITIES

- Interconnecting room(s) available

#### SAFETY FACILITIES

- In-room safe
- Smoke detector

#### SMOKING POLICY FACILITIES

- Smoking rooms available
- Non-smoking rooms available

#### TELEVISION FACILITIES

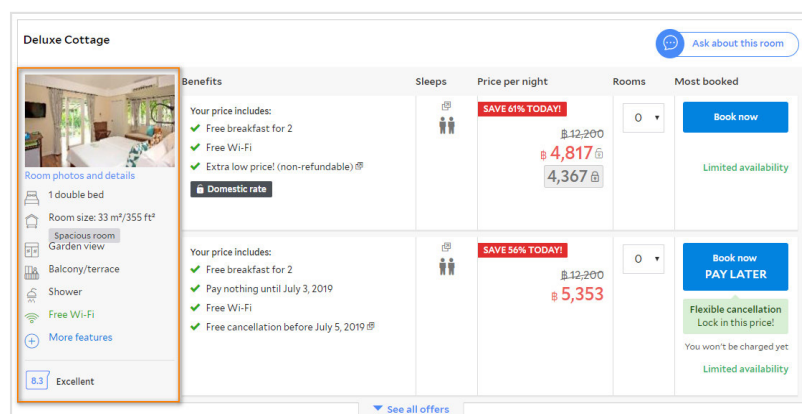
- Television
- Flat screen television

#### FOOD AND BEVERAGE FACILITIES

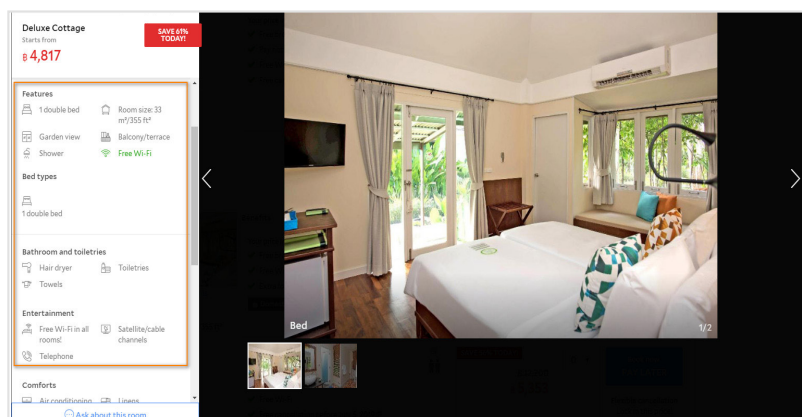
- Coffee/tea maker
- Complimentary bottled water
- Microwave
- Refrigerator

### How room facilities appear on Agoda

Room facilities appear in two different places. Key room facilities 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. Room-level content

## 3.2 Room details: What guests want to know

### Room details: what guests want to know

#### General

We also ask you to provide room details for travelers that include:

1. Room view
2. Room size
3. Bed configuration

#### Room views

Room view is the view that guests may see when 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.

#### UPDATING ON YCS

1. On the Room Setup page, select the ‘View’ section for the room type you wish you edit. (A)
2. Select the view that you offer in the specific room type. You may only select one view for each room type. (B)
3. Click “Apply” to save.

The screenshot displays the Agoda Room Setup interface. The 'View' section on the right is highlighted with a blue circle labeled 'B'. It contains a list of 25 room views: Bay, Beach, City, Country, Courtyard, Garden, Gulf, Lake, Lake (partial view), Marina, Mountain, Nature, No view, No Windows, Ocean, Ocean (partial view), Park, Pool, River, Sea, Sea (partial view), Street, and Unknown. The 'Garden' view is currently selected. The 'Content' section on the left, highlighted with a blue circle labeled 'A', shows the 'View' dropdown menu with 'Garden' selected. Other fields in the 'Content' section include Room Size (30.00 sq.m), Amenities (11 Selected), Bedding (Selected), and Bathrooms (1).

### 3. Room-level content

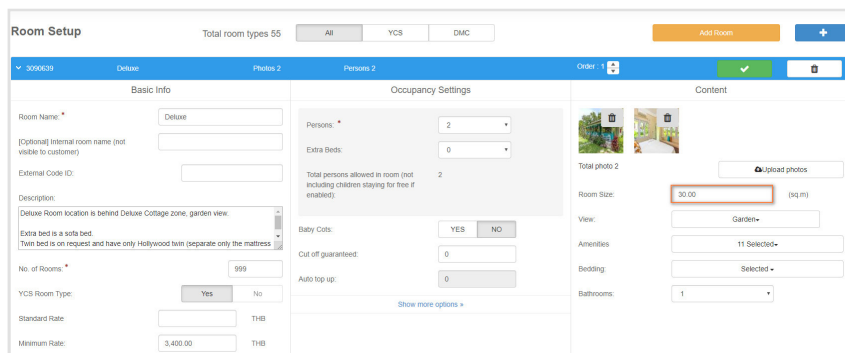
## 3.2 Room details: What guests want to know

### Room size

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

#### UPDATING ON YCS

1. On the Room Setup page, edit the free-text field labelled Room Size.
2. Enter the room size in square meters as a whole number. Do not include decimals.

The screenshot shows the 'Room Setup' interface for a 'Deluxe' room. It is divided into three main sections: 'Basic Info', 'Occupancy Settings', and 'Content'. In the 'Content' section, the 'Room Size' field is highlighted with a red box and contains the value '30.00'. Other fields in 'Content' include 'View' (Garden), 'Amenities' (11 Selected), 'Bedding' (Selected), and 'Bathrooms' (1). The 'Occupancy Settings' section shows 'Persons' (2) and 'Extra Beds' (0). The 'Basic Info' section includes 'Room Name' (Deluxe), 'Description', 'No. of Rooms' (999), and 'YCS Room Type' (Yes).

### Bed configuration

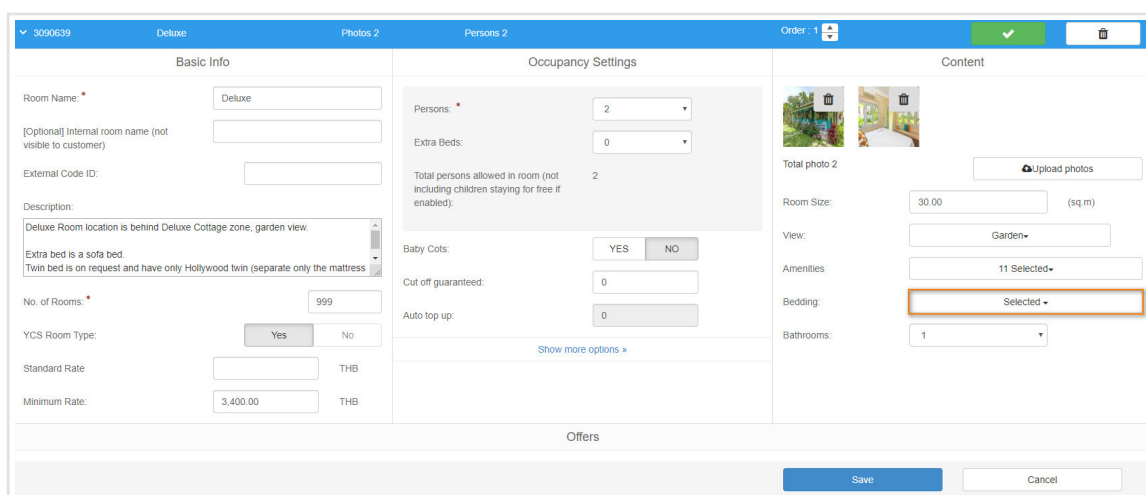
Bed configuration is the bed types that are available in the room. There are 11 bed types that are listed on Agoda, which are:

- 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

On the Room Setup page, select the Bedding button. A pop-up will appear for you to update the bed configuration.

This screenshot is similar to the previous one but highlights the 'Bedding' field in the 'Content' section with a red box. The 'Bedding' field is currently set to 'Selected'. The rest of the interface, including the 'Occupancy Settings' and 'Basic Info' sections, remains the same.

Proceed with the step-by-step guide below, depending on what type of room you wish to update.

### 3. Room-level content

## 3.2 Room details: What guests want to know

#### **Example A:** Setting bed configuration for standard hotel rooms or studios

In this example we will show you how to set up the bed configuration for a standard hotel room with one king bed and one sofa bed.

1. Choose “Standard hotel room or studio apartment.”
2. Enter the type and number of beds.
3. If there are multiple types of beds within the same room, select “Add another bed” and additional fields will appear.
4. Click Apply to save.

The screenshot shows the 'Bed Configuration' form for a standard hotel room. The first section has two radio buttons: 'Standard hotel room or studio apartment (any property with no separate bedrooms in unit)' which is selected, and '1 or more bedrooms in unit (for example, hotel suite - any property that has separate bedrooms in unit)'. Below this, the 'What beds are in this room?' section contains two rows. The first row has a dropdown with '1', a multiplier 'X', and a dropdown with 'double bed'. The second row has a dropdown with '1', a multiplier 'X', and a dropdown with 'single bed'. There is an 'AND' label between the two rows. At the bottom right of the bed rows is a trash icon. Below the bed rows are two buttons: 'Add another bedding layout for this room' and 'Add another bed'. At the very bottom are 'Close' and 'Apply' buttons.

#### **Example B:** Setting Alternate Bedding Layouts

Continuing from example A, we will show you how to set up the bed configuration with an alternate bedding layout. An alternate layout means that customers can choose between one or the other bedding layout.

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

This screenshot shows the 'Bed Configuration' form with an alternate bedding layout. The first section is the same as in Example A. The 'What beds are in this room?' section has one row with a dropdown of '1', a multiplier 'X', and a dropdown of 'double bed'. To the right of this row is an 'Add another bed' button. Below this, there is a section titled 'Do you offer different bedding layout in this room ?' with a trash icon to its right. Under this section, there is another row with a dropdown of '1', a multiplier 'X', and a dropdown of 'single bed'. To the right of this row is another 'Add another bed' button. At the bottom are 'Close' and 'Apply' buttons.

#### **Example C:** Setting bed configuration for multiple bedroom units

In this example, we will show you how to set up the bed configuration for a two-bedrooms unit. 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 “1 or more bedrooms in unit” option
2. Select the number of bedrooms from the dropdown list. The layouts for each bedroom will appear for each under separate headers, labeled “Bedroom #”.
3. Update the bedding layout options for each bedroom(s) individually.
4. If the room type has common space such as a living room, you can also choose bedding options under the “Common Space” header.
5. Multiple bedding layouts within a specific room type will need to be updated at the bedroom or common space level. To do this, select “Add another bedding layout for this room” under each room header.

This screenshot shows the 'Bed Configuration' form for a multi-bedroom unit. The first section has two radio buttons: 'Standard hotel room or studio apartment (any property with no separate bedrooms in unit)' and '1 or more bedrooms in unit (for example, hotel suite - any property that has separate bedrooms in unit)', with the second one selected. Below this is a 'Bedrooms:' dropdown set to '2'. The form then has three sections: 'Bedroom 1' with a dropdown of '2', a multiplier 'X', and a dropdown of 'single bed'; 'Bedroom 2' with a dropdown of '1', a multiplier 'X', and a dropdown of 'double bed'; and 'Common Space' with a dropdown of '1', a multiplier 'X', and a dropdown of 'king bed'. Each of these three sections has an 'Add another bedding layout for this room' button and an 'Add another bed' button. At the bottom are 'Close' and 'Apply' buttons.



### 3. Room-level content

## 3.2 Room details: What guests want to know

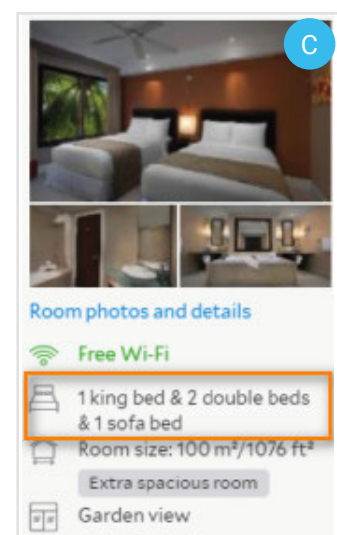
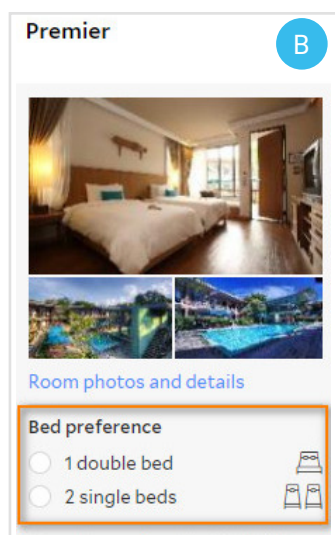
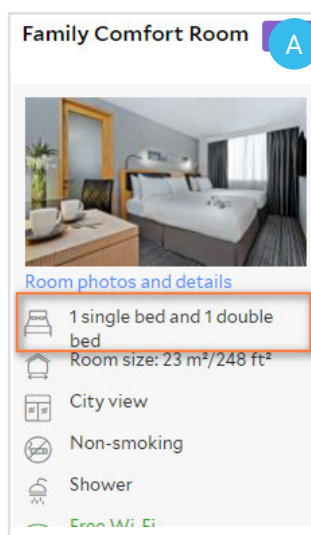
#### HOW DOES THIS APPEAR ON AGODA?

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

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

**Example B:** Standard hotel room with “Additional bedding layout” – The room type shown below has two different layouts that can be chosen by customers when booking. Customers can choose either 1 double bed or 2 single beds within this room type.

**Example C:** 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.



# 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 property 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 photos on YCS

#### GENERAL PHOTO GUIDELINES

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

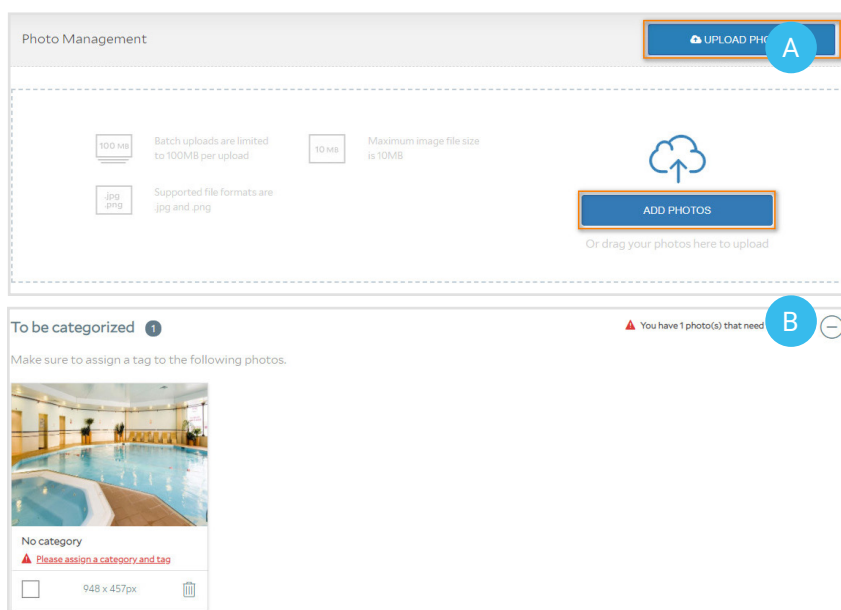
- Minimum resolution of 800 x 600
- JPEG or PNG format only
- Landscape orientation
- Color photos only

For quality control, please avoid:

- Duplicates with existing photos
- Photos of people, animals, or nearby landmarks
- Information such as rates, maps, contact information or directions
- Third party names or logos, even if in background
- Graphic design, including frames or montages

#### UPLOADING PHOTOS: METHOD 1

1. Click Content > Photos.
2. Once you are on the Photos page, click the Upload Photos button. (A)
3. An additional section will appear. In this section, click the Add Photos button for a pop-up allowing you to add photos saved on your desktop. You may also drag and drop photos from your desktop directly in this box.
4. Newly uploaded photos will be shown directly below under the header "To be categorized". (B)



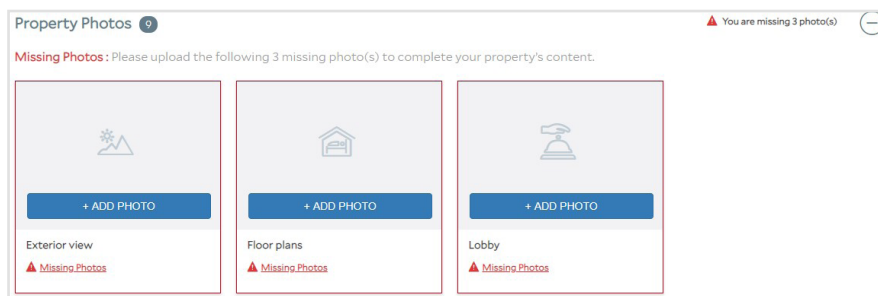


## 4. Photos

### 4.1 General photo guidelines

#### UPLOADING PHOTOS: METHOD 2

On the Photos page, you will see there are call-outs at both the property and room level for missing photos. These contain captions describing which type of photos are missing. You may upload the photos directly on this call-out if it relates to the specific caption by clicking the Add Photo button.

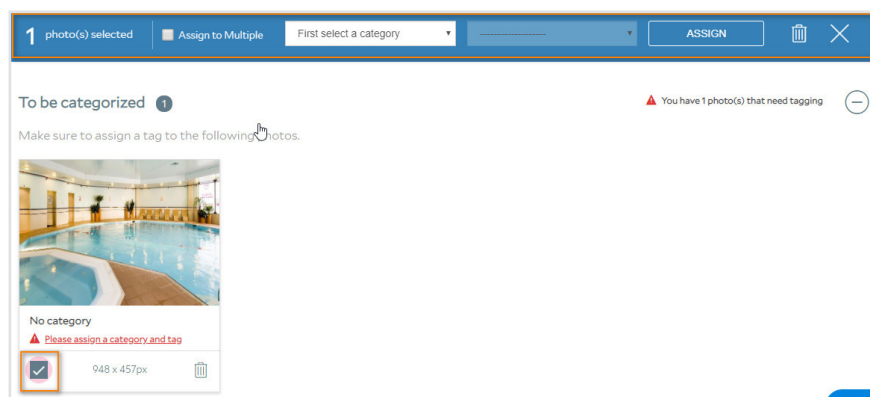


Based on past, we found these types of photos to increase conversion.

#### ADDING PHOTO CATEGORIES AND CAPTIONS

All photos need to be assigned, to make them appear in the right places on Agoda.

1. Hover over the image you would like to update and select the check box at the bottom of the thumbnail.
2. A section will appear at the top to select photo category and caption.
3. For photo category, categorize as either property level or by room type.
4. For photo captions, select the tag that best describes the image.
5. Click on Assign 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

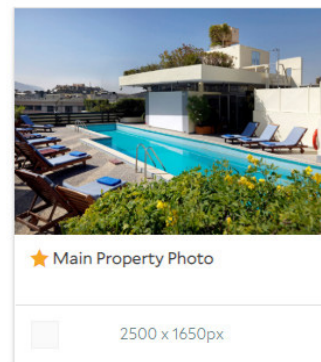
- Use "swimming pool" and "swimming pool (outdoor)" for indoor and outdoor pools, respectively.
- Use "restaurant" for formal sit-down establishments, and "coffee shops" for other non-alcoholic F&B establishments such as breakfast bars or cafes.
- Use "Food and Beverage" for close-ups of F&B items only.
- 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 star image which will be the customer's first impression of your property, so select the image that best sells your property's beauty or uniqueness. If you 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.

The main photo should be of 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 set of room level photos. Again, choose a photo that shows a wide shot of the entire room as best as possible.

If a main photo is not selected, the system will select one at random. It's best not to let this happen.



## 4. Photos

### 4.2 Property photos

Every listing has a minimum requirement of 24 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 will it look on Agoda?

Property photos are displayed on the property photo mosaic at the top of the property page. Clicking on the photos will open up a photo carousel showing all property and room level images, categorized into groups if captions are properly added.

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

If the photos of key property-level facilities are correctly captioned, they will appear on the “What they offer” (facilities list) section of the Agoda website when the facility name is hovered over. Captioning your photos makes your listing work more effectively to sell your property.

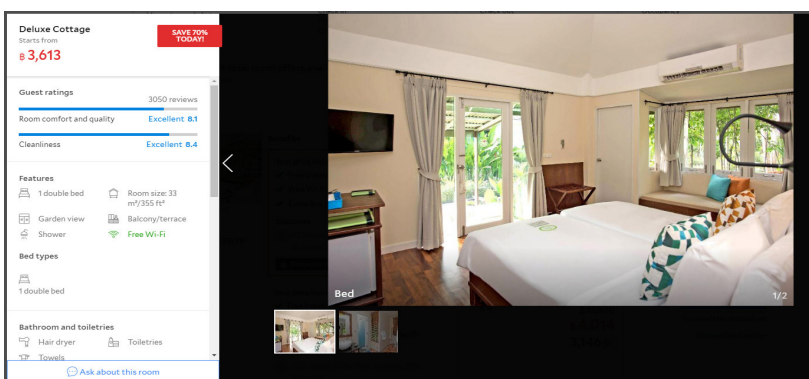
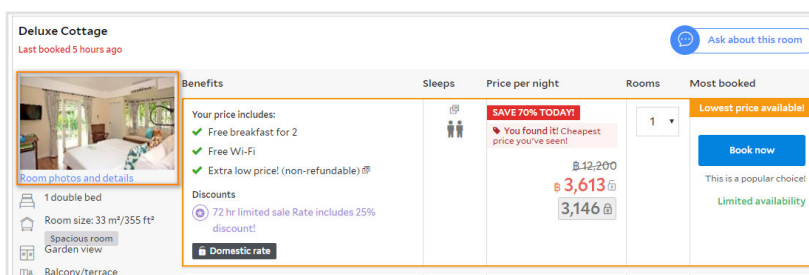
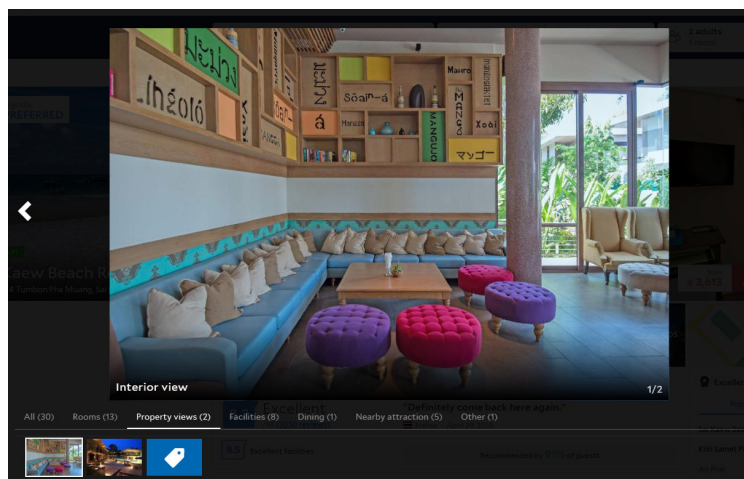
Please note that the photo order cannot be set manually, as this is arranged by the system.

### 4.3 Room photos

Room photos show the actual product that you’re selling, so they’re extremely important to travelers. Agoda’s minimum requirement is to have 4 photos per room type, with at least 1 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.

#### How will it look 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. Child policy

## 5.1 General child policy guidelines

Child policy is **VERY** important. It lets us and your 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 child policy is inaccurately set in the system, potential customers may not even see your rooms or property at all.

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

### Setting your child policy on YCS

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

#### PROPERTY-LEVEL

1. Click Settings > Property Settings
2. The child policy settings are under the Property Age Policy header.
3. Any settings here will apply to all rooms within your property.

The screenshot shows the 'Property Age Policy' settings page. It includes the following fields and options:

- Infant Age Until:** 3 Years Old, included
- Children Age From:** 4 to 11 Years Old, included
- Minimum Guest Age For Stay (All children are welcome at this property):** 0 Years Old, included
- Extra Bed required from:** 12 Years Old, included
- ☐ Children Stay Free on Existing Bedding
- Free Children Logic:** Respect the number of max. allowed guests including free children
- Extra Bed Price:** 2,000.00 THB

#### ROOM-LEVEL

1. Click Settings > Room Setup
2. Update room level child policies by accessing the Occupancy Settings header for each room type.
3. The selections made on this page are specific to each room type, so make sure every room type is updated.

The screenshot shows the 'Room Setup' page with the 'Occupancy Settings' section highlighted by a red box. The 'Occupancy Settings' section includes the following fields and options:

- Persons:** 2
- Extra Beds:** 0
- Total persons allowed in room (not including children staying for free if enabled):** 2
- Baby Cots:** YES NO
- Cut off guaranteed:** 0
- Auto top up:** 0
- [Show more options](#)

5. Child policy

5.2 Property-level child policy

INFANT AGE RANGE

What is it?

This setting is where you define the age range for an infant. 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. For example, if you set the infant age to 3 years old, it means you will allow guests up to 3 years old to stay free or use the property’s baby cot.

How to update

The lower age limit is automatically set to 0. This is not shown on the YCS interface. Use the dropdown menu to set the upper age limit of the infant age range. The maximum infant age is 5.

Property Age Policy

Infant Age Until

3

Years Old, included

Children Age From

4

to

11

Years Old, included

Minimum Guest Age For Stay (All children are welcome at this property)

0

Years Old, included

Extra Bed required from :

12

Years Old, included

☐

Children Stay Free on Existing Bedding

Free Children Logic

Respect the number of max allowed guests including free children

Extra Bed Price

2,000.00

THB

CHILD AGE RANGE

What is it?

This setting is where you define the age range for a child, who is older than an infant but not considered an adult.

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. Use the dropdown menu to update the upper limit of the child age range. The maximum child age is 21 years old.

Property Age Policy

Infant Age Until

3

Years Old, included

Children Age From

4

to

11

Years Old, included

Minimum Guest Age For Stay (All children are welcome at this property)

0

Years Old, included

Extra Bed required from :

12

Years Old, included

☐

Children Stay Free on Existing Bedding

Free Children Logic

Respect the number of max allowed guests including free children

Extra Bed Price

2,000.00

THB

CHILDREN STAY FREE ON EXISTING BEDDING

What is it?

This setting, if checked, will allow child guests to stay for free on existing beds in the room (no extra bed). Child guests are defined by your "Children Age Range" settings in the Property Settings above.

How to update

Simply check the box to allow children to stay for free on existing bedding. This means that children staying with adults will not need to pay additional charges but will also not be provided an extra bed, pillows, or sheets.

Property Age Policy

Infant Age Until

3

Years Old, included

Children Age From

4

to

11

Years Old, included

Minimum Guest Age For Stay (All children are welcome at this property)

0

Years Old, included

Extra Bed required from :

12

Years Old, included

☒

Children Stay Free on Existing Bedding

Free Children Logic

Respect the number of max allowed guests including free children

Extra Bed Price

2,000.00

THB

## 5. Child policy

### 5.2 Property-level child policy

Please note that your “Minimum Guest Age for Stay” setting will override any child settings, even if “Children Stay Free on Existing Bedding” is checked. So if your property only allows adults over 18, then this child policy information will not appear on your listing.

#### Why these settings are important

The room prices shown to customers are determined by this setting. If children can stay free on existing beds, the base price of the room will be cheaper for a family traveling with qualified children. This lower price will bring you more bookings.

#### EXTRA BED REQUIRED AGE

##### What is it?

The age at which additional guests are required to use an extra bed to stay in the same room depending on occupancy settings at the room level. An existing bed cannot accommodate that additional guest.

##### How to update

**Example A:** Your property allows guests within the “children’s age range” to stay for free on existing beds. In this case, set the extra bed age to 1 value higher than the upper limit of the child age range – because a guest who exceeds the set child age is considered an adult.

**Property Age Policy A**

Infant Age Until	3	Years Old, included
Children Age From	4 to 11	Years Old, included
Minimum Guest Age For Stay (All children are welcome at this property)	0	Years Old, included
Extra Bed required from :	12	Years Old, included

**Example B:** Your property does not allow guests within the “children age range” to stay for free on existing beds. In this case, set the extra bed age to match the lower limit of the child age range – because all children require extra beds at your property.

**Property Age Policy B**

Infant Age Until	3	Years Old, included
Children Age From	4 to 11	Years Old, included
Minimum Guest Age For Stay (All children are welcome at this property)	0	Years Old, included
Extra Bed required from :	4	Years Old, included

**Example C:** Your property does not allow extra guests of any age to stay for free on existing beds. In this case, set the extra bed age to 0 – because even infants require their own beds.

If this is the case, set the upper limit of the infant age range to 0, since infants are automatically considered as free guests on Agoda. By doing so you are disqualifying infants from Agoda’s policy.

**Property Age Policy C**

Infant Age Until	0	Years Old, included
Children Age From	0 to 11	Years Old, included
Minimum Guest Age For Stay (All children are welcome at this property)	0	Years Old, included
Extra Bed required from :	0	Years Old, included



## 5. Child policy

### 5.2 Property-level child policy

#### Why these settings are important

While showing the lowest possible room price is great for getting more bookings, providing accurate information is also crucial to guest satisfaction. If a family books a room and thinks the kids can stay for free, and your property does not allow them to stay for free, it may create a legal dispute or at least a negative review.

#### MINIMUM GUEST AGE FOR STAY

##### 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

**Example A:** Your property allows all ages including infants and children, and there are no age restrictions to stay at the property. In this case, set this number to 0.

**Example B:** Your property allows only children but no infants. In this case, set this number to match the lower limit of the child age range.

**Example C:** Your property does not allow infants or children. In this case, set this number to correspond to 1 value greater than the maximum child age setting.

#### Why these settings are important

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

For example: the customer 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 within this customers' search result. Alternatively, if your minimum guest age was set to 18, 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.

**Property Age Policy A**

Infant Age Until: 3 Years Old, included

Children Age From: 4 to 11 Years Old, included

Minimum Guest Age For Stay (All children are welcome at this property): 0 Years Old, included

Extra Bed required from: 12 Years Old, included

**Property Age Policy B**

Infant Age Until: 3 Years Old, included

Children Age From: 4 to 11 Years Old, included

Minimum Guest Age For Stay (All children are welcome at this property): 0 Years Old, included

Extra Bed required from: 4 Years Old, included

**Property Age Policy C**

Infant Age Until: 3 Years Old, included

Children Age From: 4 to 11 Years Old, included

Minimum Guest Age For Stay (This property will be excluded from searches with children under 12): 12 Years Old, included

Hotels + Homes agoda homes

Koh Samet

19 Jul 2019 Friday 20 Jul 2019 Saturday

2 adults, 1 child 1 room

SEARCH

Solo traveler 1 room, 1 adult Save up to 12%

Couple/Pair 1 room, 2 adults

Family travelers 1 room, 2 adults, 1 child

Group travelers

Business travelers

1 Room

2 Adults

1 Child

Child's age (years) 10

I'd prefer a family room

## 5. Child policy

### 5.2 Property-level child policy

#### 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” field on the Property Settings page.

If extra beds are not available at all at the property, leave this field blank. At the room level child policy, make sure each room has “Number of extra beds allowed in the room type” filled in as 0.

#### BABY COT RATE PER NIGHT

##### What is it?

The nightly charge for a baby cot if your property offers them. This is a flat fee for baby cots and must be requested directly to the property after booking.

##### How to update

- The baby cot fee is located on the Useful Information page, not on the Property Settings page.
- Click Setting > Content > Useful Information Tap
- Update the “Baby cot rate per night” field with a numerical value followed by the currency code.
- If baby cots are not available, leave this field blank.

#### Examples of property-level child policy settings

##### Example A

- **Infant age range:** Guests ages 0-2 are considered infants. Infants at this property can stay on existing bedding for free. They may also request a baby cot, subject to availability and extra charges.
- **Children's age range:** Guests aged 3-17 are considered children.
- **Minimum guest age for stay:** Guests of all ages are welcome at this property.
- **Extra bed required from:** Guests 18 years and older cannot stay on existing bedding and must pay the extra bed price. This number is dependent on the “children age range”.
- **Children stay free on existing bedding:** This box is selected, which means that children can stay free on existing bedding at this property. The ages for children is dependent on the “children age range”.
- **Extra bed price:** Guests that request an extra bed at this property must pay a charge of 2000 THB per night.

Property Age Policy	
Infant Age Until	3 Years Old, included
Children Age From	4 to 11 Years Old, included
Minimum Guest Age For Stay (This property will be excluded from searches with children under 12)	12 Years Old, included
Extra Bed required from :	12 Years Old, included
<input type="checkbox"/> Children Stay Free on Existing Bedding	
Free Children Logic	Respect the number of max allowed guests including free children
Extra Bed Price	2,000.00 THB

Content	
Basic Information	Hotel Facilities 38 / 83 Languages Spoken 4 / 44 Payment Cards Accepted 0 / 59 Sports and Re
Map	Useful Information 1 / 1
Facilities	Show: All 1 Items 1 Available
Accommodation Types and Theme	Additional Information Airport Transfer Fee 5200 THB Distance from City Center 60 KM

Baby Cot rate per night	300 THB
-------------------------	---------

5. Child policy

## 5.2 Property-level child policy

Examples of property-level child policy settings

Example B

- Infant age range:** Guests ages 0-2 are considered infants. Infants at this property can stay on existing bedding for free. They may also request a baby cot, subject to availability and extra charges.
- Children’s age range:** Guests aged 3-17 are considered children.
- Minimum guest age for stay:** Guests of all ages are welcome at this property.
- Extra bed required from:** An extra bed is required for all guests that are not infants. Additional guests who are 3 years and older (lower limit of children age range) require an extra bed.
- Children stay free on existing bedding:** This box is not selected, which means that guests within the children age range cannot stay free on existing bedding at this property.
- Extra bed price:** Guests that request an extra bed at this property must pay a charge of 2000 THB per night.

Property Age Policy

Infant Age Until

2

Years Old, included

Children Age From

3

to

17

Years Old, included

Minimum Guest Age For Stay (All children are welcome at this property)

0

Years Old, included

Extra Bed required from :

3

Years Old, included

☐ Children Stay Free on Existing Bedding

Free Children Logic

Respect the number of max allowed guests including free children

Extra Bed Price

2,000.00

THB

Example C

- Infant age range:** By default on Agoda, infants can stay free on existing bedding. Since the infant age is set to 0, no extra guests can stay free at the property.
- Children’s age range:** Guests aged 0-17 are considered children.
- Minimum guest age for stay:** Guests of all ages are welcome at this property.
- Extra bed required from:** Extra guests of all ages must request an extra bed.
- Children stay free on existing bedding:** This box is not selected, which means that guests within the children age range cannot stay free on existing bedding at this property.
- Extra bed price:** Guests that request an extra bed at this property must pay a charge of 2000 THB per night.

Property Age Policy

Infant Age Until

0

Years Old, included

Children Age From

0

to

17

Years Old, included

Minimum Guest Age For Stay (All children are welcome at this property)

0

Years Old, included

Extra Bed required from :

0

Years Old, included

☐ Children Stay Free on Existing Bedding

Free Children Logic

Respect the number of max allowed guests including free children

Extra Bed Price

2,000.00

THB

## 5.3 Room-level child policy

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

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 on YCS

Use the yes/no toggle.

Basic info

Room Name: \*

Search name

Select a room name from the list

Internal room name: (not visible to customer)

External Code ID:

No. of Rooms: \*

0

–

+

Standard Rate:

THB

Minimum Rate:

10.00

THB

YCS Room Type:

☒

Occupancy settings

Guests: \*

2

Extra Beds:

0

Allow children in this room type

☐

Children allowed for free: Up to 12 years old - Manage child policy

2

Total guests allowed in room:

2x + 2x + 0x FREE = 4

Baby Cots/Cribbs:

Yes

Content

Room Size:

25.00

Sq.m

Bathrooms:

0

–

+

View:

Please select

Bedding:

CONFIGURE

Amenities:

CONFIGURE

Upload & Manage Photos

Total room photos: 3

PAGE

24

Agoda Content Score Guideline



# 5. Child policy

## 5.3 Room-level child policy

### ALLOW INFANTS AND CHILDREN IN 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.

Basic info	Occupancy settings	Content
Room Name: * <div>Search name</div> <div>Select a room name from the list</div>	Guests: * 2	Room Size: 25.00 Sq.m
Internal room name: <small>(not visible to customer)</small>	Extra Beds: 0	Bathrooms: 0
External Code ID:	<div>Allow children in this room type</div>	View: Please select
No. of Rooms: * 0	Children allowed for free: <small>Up to 12 years old - Manage child policy</small> 2	Bedding: CONFIGURE
Standard Rate: THB	Total guests allowed in room: 2x + 2x + 0x FREE = 4	Amenities: CONFIGURE
Minimum Rate: 10.00 THB	Baby Cots/cribs: Yes	<div>UPLOAD &amp; MANAGE PHOTOS</div>
YCS Room Type: <input checked="" type="checkbox"/>	Cut off guaranteed: 0	Total room photos: 3

### NUMBER OF INFANTS AND 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. Infants are defined based on the "Infant Age Range" and children are defined based on the "Children Age Range" setting on the Property Settings page.

#### How to update on YCS

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”.

Property Age Policy	
Infant Age Until	2 Years Old, included
Children Age From	3 to 17 Years Old, included

Basic info	Occupancy settings	Content
Room Name: * <div>Search name</div> <div>Select a room name from the list</div>	Guests: * 2	Room Size: 25.00 Sq.m
Internal room name: <small>(not visible to customer)</small>	Extra Beds: 0	Bathrooms: 0
External Code ID:	<div>Allow children in this room type</div>	View: Please select
No. of Rooms: * 0	Children allowed for free: <small>Up to 12 years old - Manage child policy</small> 0	Bedding: CONFIGURE
Standard Rate: THB	Total guests allowed in room: 2x + 0x + 0x FREE = 2	Amenities: CONFIGURE
Minimum Rate: 10.00 THB	Baby Cots/cribs: Yes	<div>UPLOAD &amp; MANAGE PHOTOS</div>
YCS Room Type: <input checked="" type="checkbox"/>	Cut off guaranteed: 0	Total room photos: 3

**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.

## 5. Child policy

### 5.3 Room-level child policy

#### 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 on YCS

If room type does offer extra beds in the room:

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

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 left blank.

Basic Info	Occupancy Settings	Content
<b>Room Name:</b> Deluxe	<b>Persons:</b> 2	<b>Total photo</b> 2
<b>[Optional] Internal room name (not visible to customer):</b>	<b>Extra Beds:</b> 0	<b>Upload photos</b>
<b>External Code ID:</b>	<b>Total persons allowed in room (not including children staying for free if enabled):</b> 2	<b>Room Size:</b> 30.00 (sq.m)
<b>Description:</b> Deluxe Room location is behind Deluxe Cottage zone, garden view. Extra bed is a sofa bed.	<b>Baby Cots:</b> YES NO	<b>View:</b> Garden
<b>No. of Rooms:</b> 999	<b>Cut off guaranteed:</b> 0	<b>Amenities:</b> 11 Selected
<b>YCS Room Type:</b> Yes No	<b>Auto top up:</b> 0	<b>Bedding:</b> Selected
<b>Standard Rate:</b> THB	<a href="#">Show more options »</a>	<b>Bathrooms:</b> 1
<b>Minimum Rate:</b> 3,400.00 THB		

## 6. Appendix

### 6.1 Appendix 1: Currency codes

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

*\*This is not a complete list of world currencies. Use online sources if required.*

## 6. Appendix

# 6.2 Appendix 2: Information & Intellectual Property Rights

---

### 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 accurate and up to date at all times.

### 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.

## Agoda Content Score Guideline



### ADDRESS

Agoda Services Co. Ltd.  
999/9 Rama I Road The Offices at  
Central World 36th Floor  
Patumwan, Bangkok 10330, Thailand



### WEB SITES

[www.agoda.com](http://www.agoda.com)  
[www.ycs.agoda.com](http://www.ycs.agoda.com)

*Images and information contained within this guide were taken from the YCS extranet and the Agoda website. Due to continuous upgrades in our products, images and information on the live YCS and Agoda sites may vary slightly from those within this guide. The current edition was last updated in June 2019.*

---