

— OTA connections

What Dawnlight handles on each OTA

For the eight OTAs Dawnlight Hotel OS connects to, this chart shows which items sync automatically and which are set in each OTA's own admin screen. Use it when weighing up whether to switch.

○ Synced automatically with Dawnlight △ Partly, or with conditions — Done in the OTA's admin screen

OTA	Inventory	Rates	Min / max stay	New bookings	Booking changes	Cancel-lations	Guest messages	Property details, photos
FULL CONNECTION								
Booking.com	○	○	○	○	○	○	○	○*1
Airbnb	○	○	○	○	○	○	○	○
Expedia	○	○	○	○	○	○	○	△
STANDARD CONNECTION								
Agoda	○	○	○	○	○	○	—	—
Trip.com	○	○	○	○	—	○	—	—
JAPANESE OTAs								
Rakuten Travel	○	○	—	○	△*2	△*2	—	—
Jalan	○	○	—	○	△*2	△*2	—	—
Ikyu / Yahoo! Travel	○	○	—	○	△*2	△*2	—	—

*1 Some fields — directions, extra beds, security deposits and others — are set in the Booking.com admin screen.

*2 Changes and cancellations the guest makes on the OTA come across automatically. Changes you make in the OTA's admin screen do not, so make the same change in Dawnlight.

Correct as of September 2026. What each OTA allows may change with its own specifications.

Worth knowing before you switch

Booking.com, Airbnb, Expedia

- Upcoming bookings can be brought into Dawnlight when the connection is made.
- Airbnb connects through its official API. Smart Pricing cannot be used on a connected listing; prices are set in Dawnlight. Dates blocked by hand in the Airbnb calendar do not come back to Dawnlight, so block dates in Dawnlight.
- Expedia property details and photos are set in the Expedia admin screen. Cancellation fee details do not come across, so handle them from the notice.

Agoda, Trip.com

- Bookings made before the connection are moved into Dawnlight together with you during onboarding.
- Trip.com booking changes do not come across. New bookings and cancellations do. When a change notice arrives, make the same change in Dawnlight.
- Guest messages, property details and photos stay in each OTA's admin screen.

Rakuten Travel, Jalan, Ikyu / Yahoo! Travel

- Inventory and rates normally arrive in about 50 seconds. Some rate set-ups and plan extensions can take up to six hours; you can push the update by hand straight away. Inventory is sent one year ahead.
- Rates arrive as each OTA's plan rates. Creating plans and extending their sales period, minimum and maximum stay, no-arrival and no-departure days and child rates are set in each OTA's admin screen.
- Bookings made before the connection are moved into Dawnlight together with you during onboarding.
- Jalan requires a new password roughly every 180 days. When you change it, enter it in Dawnlight's connection settings too. Do not change the booking notification email address. Either can stop the connection.

See it working with the OTAs you use

Tell us which OTAs you use and how many room types you have. In a free 30-minute online demo, we show you the real screens.

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