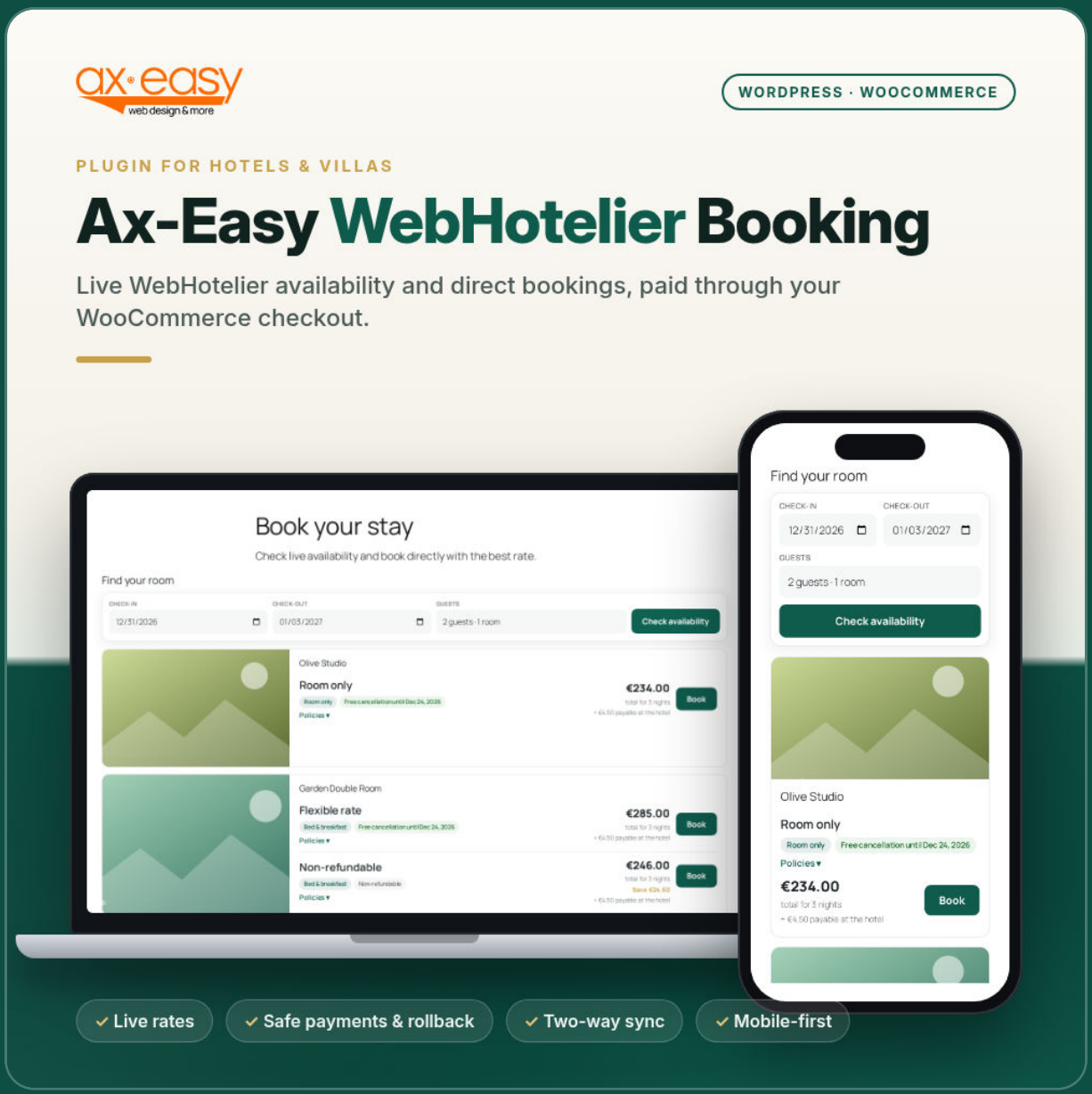
Ax-Easy WebHotelier Booking

Live WebHotelier availability and direct bookings, paid through WooCommerce

User Manual / **Version 0.1.0**



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1. Introduction

Ax-Easy WebHotelier Booking connects your property's WebHotelier account to your WordPress and WooCommerce site. Guests search and book on your own website, pay through your WooCommerce checkout, and the booking is created in WebHotelier automatically.

1.1 What the plugin does

- Shows a **dates and guests search** on any page (shortcode, Gutenberg block or WPBakery element).
- Displays **live availability, rates and policies** straight from WebHotelier.
- Puts the chosen stay in the WooCommerce cart and lets the guest **pay through WooCommerce**.
- **Creates the booking in WebHotelier**, with protection against double bookings and an **automatic rollback** if anything fails, so a guest is never charged for a stay that was not booked.
- **Syncs back** cancellations and changes made inside WebHotelier to the WooCommerce order.
- Keeps a complete **API log** with credentials and card fields masked, and adds a **WebHotelier box** to every order.

1.2 How a booking works

1 · Search
The guest picks dates and guests and sees live rooms and rates.

2 · Book
One stay goes to the cart; checkout re-checks the exact price with WebHotelier.

3 · Pay
The guest pays with a WooCommerce payment method (or chooses to pay at the hotel).

4 · Confirm
The booking is created in WebHotelier, then the payment is captured.

5 · Sync
Later changes or cancellations in WebHotelier are written onto the order.

> **GOOD TO KNOW**
> WebHotelier remains the single source of truth for availability, prices and booking status. You keep managing rooms, rates and allotment in WebHotelier as usual; the plugin never decides availability itself.

1.3 One plugin, any property

Everything about a property (API credentials, property code, booking-engine URL, colours, policy page) is set in the plugin settings, so the same plugin works for any hotel, villa or apartment on WebHotelier. Each site connects to one WebHotelier property per environment (Test and Live).

2. Requirements

Item	Requirement
WordPress	6.4 or newer
WooCommerce	8.0 or newer, installed and active
PHP	8.1 or newer
WebHotelier	An account for your property with **API access**: API username, API password and property code. These are issued by WebHotelier (see chapter 5).
Payments	For card payments with the recommended flow: a WooCommerce payment gateway that supports **authorize-then-capture**. Alternatively, guests can reserve and pay at the hotel.
HTTPS	Recommended for any shop, and required for WebHotelier PUSH notifications.
Cron	A real server cron job is recommended on production (see section 6.3).
Licence	An Ax-Easy licence key for your domain, needed for Live bookings.

The plugin is compatible with WooCommerce High-Performance Order Storage (HPOS) and with both the block-based and the classic Cart and Checkout.

DEPENDS ON YOUR WEBHOTELIER ACCOUNT

API credentials, the methods your API account is allowed to use, and IP whitelisting are all controlled by WebHotelier, not by the plugin. If WebHotelier restricts API access by IP address, it must whitelist your server's outgoing IP. The plugin shows you that IP when you click **Test connection**.

3. Installation

1. Download the plugin zip file (`axeasy-webhotelier-0.1.0.zip`) from your Ax-Easy account or purchase email.
2. In WordPress, go to **Plugins → Add New → Upload Plugin**, choose the zip file and click **Install Now**.
3. Click **Activate**. WooCommerce must already be active.
4. Open **WooCommerce → WebHotelier** to configure the plugin.

On activation the plugin creates its own database tables (API log, bookings overview, PUSH queue and locks), schedules its background jobs and generates the credentials WebHotelier will use for PUSH notifications. It adds three items under the WooCommerce menu:

Menu item	What it is for
WebHotelier	Settings, connection tools and licence
WebHotelier Logs	Every API request and response (chapter 11)
WebHotelier Bookings	All bookings the plugin has seen (section 9.4)

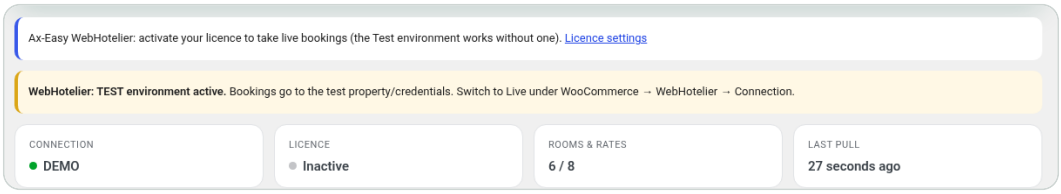


Figure 1. Status bar. The top of the settings page shows the connection, licence status, imported rooms and rates, and the time of the last PULL. Notices remind you when the Test environment is active or the licence is not yet activated.

4. Licence activation

Your Ax-Easy licence is valid for one domain. Activate it on the site where you take bookings.

1. Go to **WooCommerce → WebHotelier → Licence**.
2. Enter your licence key in **Licence key**.
3. Click **Activate**. The status changes to **Active** and the domain is shown.

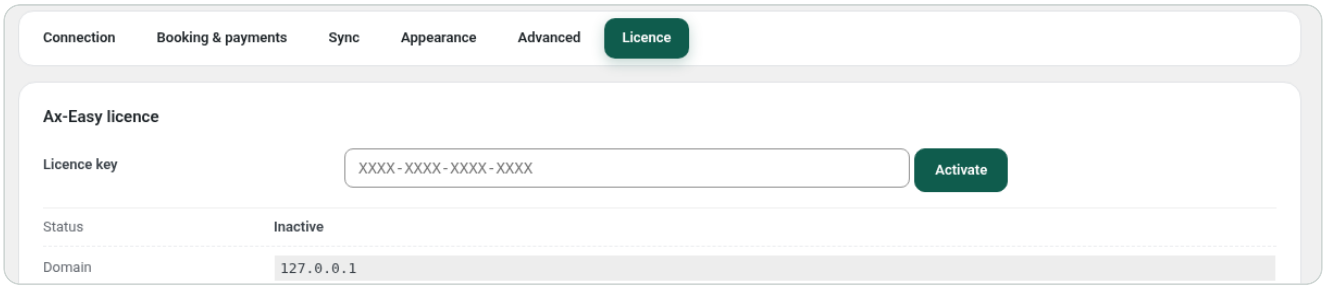


Figure 2. Licence tab. Enter your Ax-Easy licence key and click Activate.

When the licence is active, the tab also shows **Updates until**, the number of **Activations** and the time of the **Last check**, with two buttons: **Check now** and **Deactivate on this site** (use it before moving the licence to another domain).

Situation	What happens
No active licence	The **Test** environment works fully. In **Live**, the widget shows a link to your hotel's booking engine instead of taking bookings.
Licence active	Live bookings are enabled and updates are delivered through the WordPress Plugins screen.
Licence server temporarily unreachable	Everything keeps working for 7 days.
Updates period ended	The plugin keeps working. Only updates stop until you renew.

5. Connecting to WebHotelier

5.1 Getting your API credentials

WebHotelier issues API access on request. Contact WebHotelier (or ask the hotel's account owner to do so) and request:

- an **API account** for your property: **API username** and **API password**;
- your **property code** (up to 10 characters);
- the API **methods enabled** for availability, booking, cancellation and reservation sync. If a method is missing, the plugin reports “The API account lacks privileges for this method; WebHotelier must enable it.”;
- if they offer one, a separate **test property or test credentials** for the Test environment;
- which `payment_method` value marks a booking as paid by your website (see section 6.2).

> **IP WHITELISTING**
> If WebHotelier allows API access only from approved IP addresses, send them your server's outgoing IP. Save your credentials first, then click **Test connection**: the result shows **Server outgoing IP**.

5.2 Entering credentials

1. Go to **WooCommerce → WebHotelier → Connection**.
2. Choose the **Environment**: **Test** while you set up, **Live** when you go live.
3. Enter your **Booking engine URL**, for example `https://yourhotel.reserve-online.net/`. It is used for the fallback link and for “manage booking”.
4. In the **Live credentials** and/or **Test credentials** card, enter the **Property code**, **API username** and **API password**. The card in use is marked **in use**.
5. Click **Save changes**.

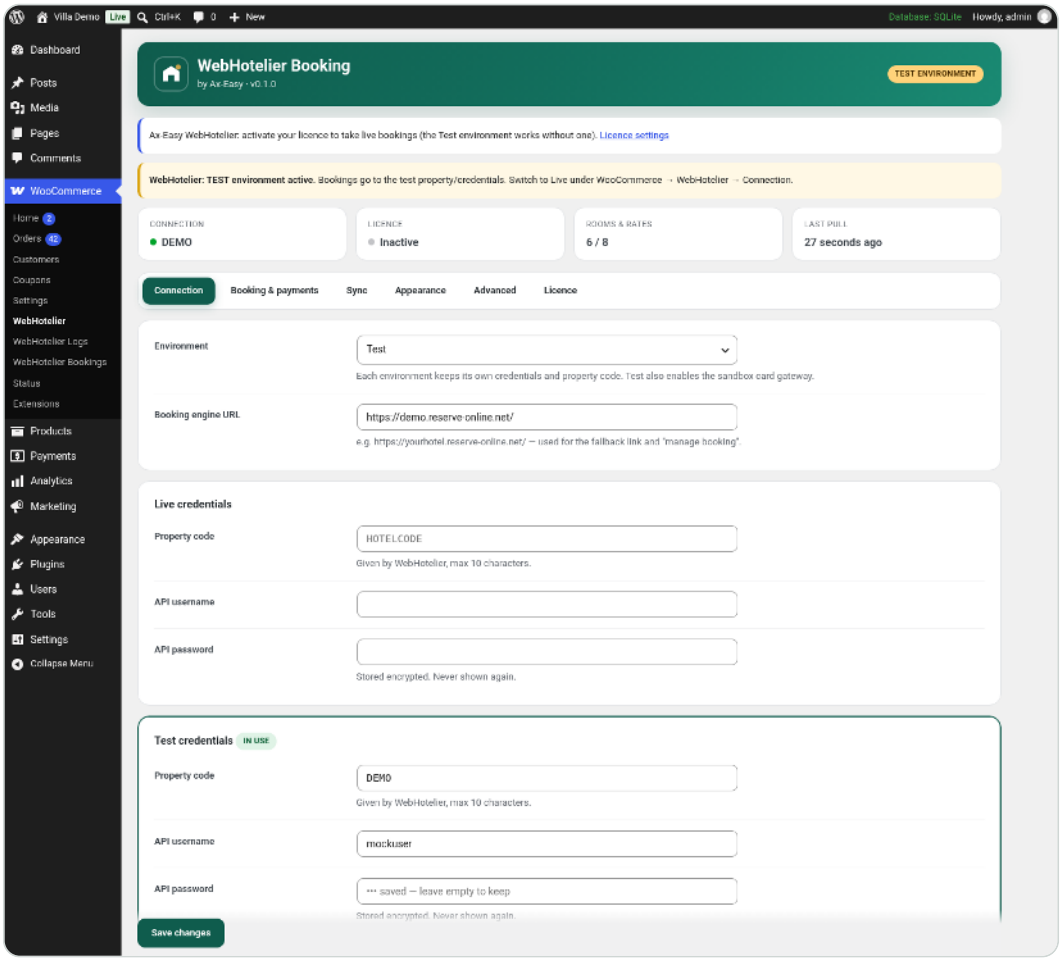


Figure 3. Connection tab. Environment, booking engine URL and a separate credentials card for Live and Test.

The password is stored encrypted and never shown again. To keep it, leave the field empty when you save.

5.3 Testing the connection

Under **Tools**, click **Test connection**. On success you see **Connected** with the property name, currency, timezone, check-in/out times, the server's outgoing IP and the response time. On failure the message tells you what to check, for example “Check the API username and password.”, “Check the property code.” or “Ask WebHotelier to whitelist this server IP”.

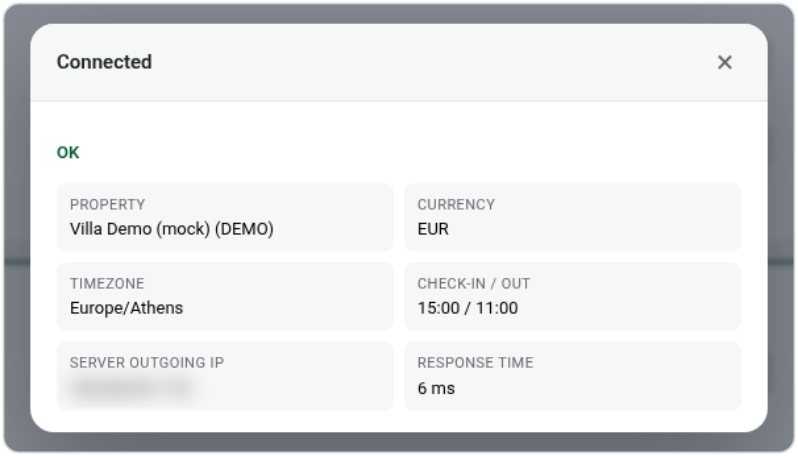


Figure 4. Test connection. A successful test, showing property details and the server's outgoing IP (blurred here).

5.4 Importing rooms and rates

Click **Sync rooms & rates now** to import the room and rate list. With **One WooCommerce product per room** turned on (default), the plugin creates one hidden, virtual WooCommerce product per room. You can edit their titles and descriptions afterwards; **Re-import room content** refreshes them from WebHotelier. Prices and availability are always fetched live, never from these products.

5.5 Optional: credentials in wp-config.php

For the **Live** environment you can define the credentials in `wp-config.php` instead. They then override the settings and cannot be changed from the admin:

```
define('AXWH_USER', 'api-username');
define('AXWH_PASS', 'api-password');
define('AXWH_PROPERTY', 'HOTELCODE');
```

6. Settings, tab by tab

All settings are under **WooCommerce → WebHotelier**. Click **Save changes** at the bottom of each tab.

6.1 Connection

Setting	Description
Environment	**Live** (default) or **Test**. Each environment keeps its own credentials and property code. Test also enables the sandbox card gateway.
Booking engine URL	Your WebHotelier booking engine, e.g. `https://yourhotel.reserve-online.net/`. Used for the fallback link and "manage booking".
Property code, **API username**, **API password**	One set in the **Live credentials** card and one in the **Test credentials** card.
Tools	**Test connection**, **Sync rooms & rates now**, **Re-import room content**. If online booking has been paused after a connection error, **Re-enable booking** also appears.

6.2 Booking & payments

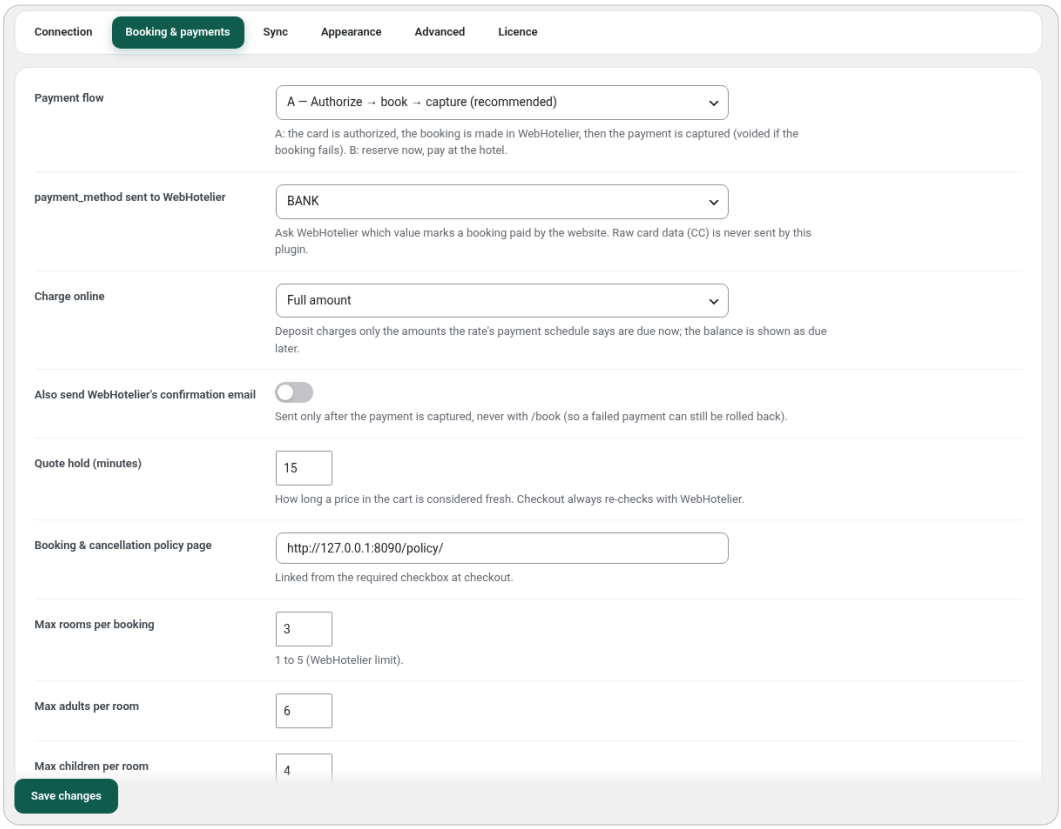


Figure 5. **Booking & payments tab.**

Setting	Description
Payment flow	**A — Authorize → book → capture (recommended)**: the card is authorized, the booking is made in WebHotelier, then the payment is captured (voided if the booking fails). **B — Pay at the hotel**: reserve now, pay at the hotel.
payment_method sent to WebHotelier	`BANK` (default), `CHKIN` (pay on arrival) or `CHKOUT` (pay on departure). Ask WebHotelier which value marks a booking paid by the website. Card data is never sent to WebHotelier.
Charge online	**Full amount** (default) or **Deposit due now**, from the rate's payment schedule; the balance is shown as due later.
Also send WebHotelier's confirmation email	Off by default. When on, WebHotelier's own confirmation email is sent only after the payment is captured.
Quote hold (minutes)	How long a price in the cart is considered fresh (default 15, range 5–120). Checkout always re-checks with WebHotelier.
Booking & cancellation policy page	The page linked from the required "I accept the hotel's booking & cancellation policy" checkbox at checkout.
Max rooms per booking	1 to 5 (WebHotelier limit). Default 3.
Max adults per room / **Max children per room**	Limits in the guests picker. Defaults 6 and 4.
Oldest child age	Highest age offered for children. Default 17.
Alert emails	Comma-separated addresses for failed bookings, rollbacks, reconciliation issues and connection problems. If empty, the site admin email is used.

Payment gateways

The plugin adds two WooCommerce payment methods. Enable them under **WooCommerce → Settings → Payments**:

- **Reserve now, pay at the hotel**: for flow B. No payment is taken online.
- **Test card (sandbox — no real charge)**: a simulated card, offered only while the environment is set to Test.

For real card payments with flow A, use a WooCommerce payment gateway that supports **authorize-then-capture** and set it to authorize only. An adapter for the WooCommerce Stripe gateway is included (turn its immediate capture off). A gateway that charges immediately still works: if a booking fails, the payment is refunded automatically instead of voided.

6.3 Sync

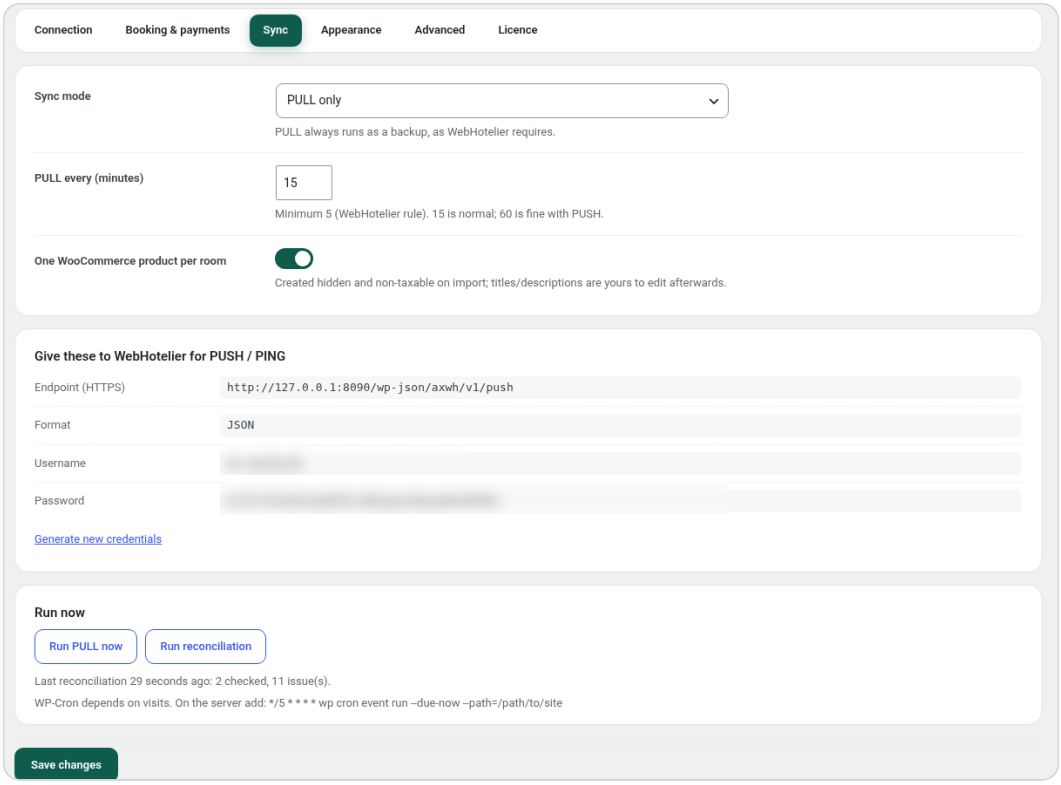


Figure 6. Sync tab. Sync mode, PULL interval, and the PUSH endpoint and credentials to give WebHotelier (blurred here).

Setting	Description
Sync mode	**PULL only** (default), **PUSH + PULL (recommended)** or **PING + PULL**. PULL always runs as a backup, as WebHotelier requires.
PULL every (minutes)	Minimum 5 (WebHotelier rule), maximum 240. 15 is normal; 60 is fine with PUSH.
One WooCommerce product per room	On by default. Room products are created hidden and non-taxable on import; titles and descriptions are yours to edit.

The card **Give these to WebHotelier for PUSH / PING** shows the **Endpoint (HTTPS)** (`https://your-site/wp-json/axwh/v1/push`), the format (**JSON**), and a generated **Username** and **Password**. Send these to WebHotelier to receive instant notifications. **Generate new credentials** replaces them (send the new ones to WebHotelier). Under **Run now** you can start **Run PULL now** or **Run reconciliation** manually.

Background jobs and cron

The plugin runs a PULL every N minutes, a nightly reconciliation, PUSH processing, follow-up checks for unanswered bookings, daily log clean-up and a daily licence check. WP-Cron only runs when someone visits the site, so on production disable it and add a real cron job:

```
// wp-config.php
define('DISABLE_WP_CRON', true);

# server crontab
*/5 * * * * wp cron event run --due-now --path=/path/to/site
```

6.4 Appearance

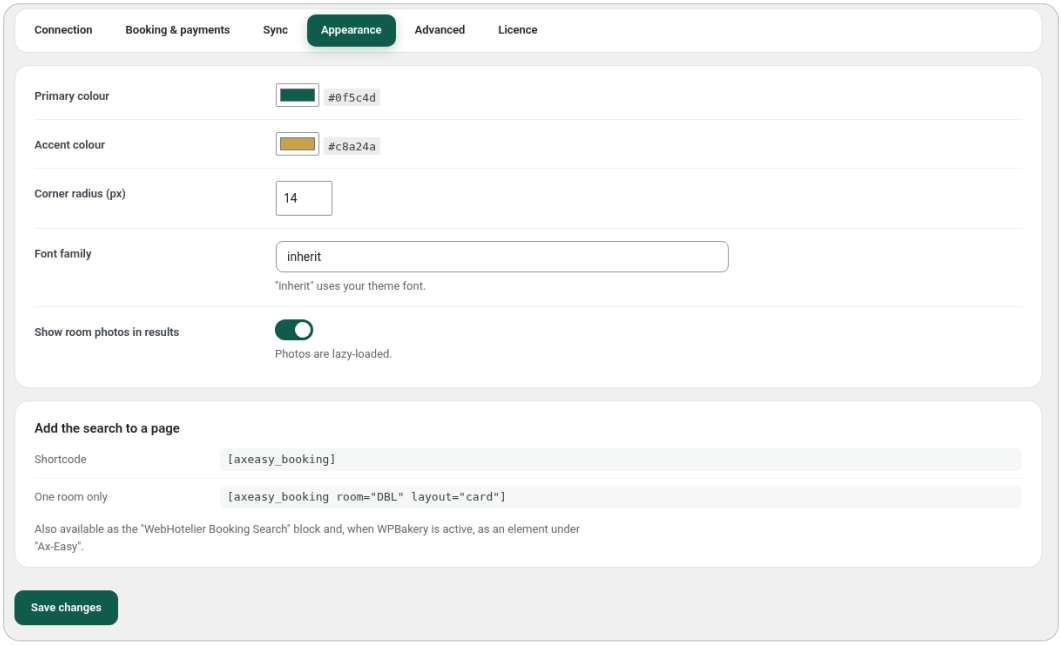


Figure 7. Appearance tab. Colours, corner radius, font and photos, plus ready-to-copy shortcodes.

Setting	Description
Primary colour	Buttons and highlights. Default `#0f5c4d`.
Accent colour	Secondary highlights. Default `#c8a24a`.
Corner radius (px)	0–32. Default 14.
Font family	`inherit` (default) uses your theme font.
Show room photos in results	On by default. Photos are lazy-loaded.

6.5 Advanced

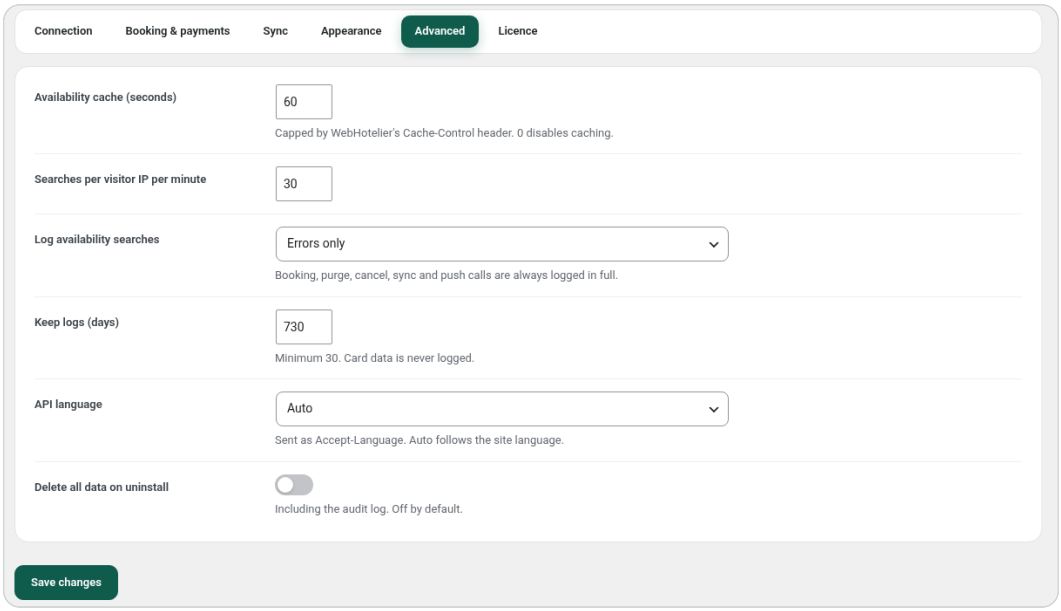


Figure 8. Advanced tab.

Setting	Description
Availability cache (seconds)	Default 60 (0–3600). Capped by WebHotelier's Cache-Control header; 0 disables caching.
Searches per visitor IP per minute	Protects your API quota. Default 30 (5–600).
Log availability searches	**Errors only** (default), **Sampled (1 in 10) + errors** or **Everything**. Booking, purge, cancel, sync and push calls are always logged in full.
Keep logs (days)	Default 730, minimum 30. Card data is never logged.
API language	Language of room and rate texts returned by WebHotelier: **Auto** (follows the site language), English, Ελληνικά, Deutsch, Français or Italiano.
Delete all data on uninstall	Off by default. When on, uninstalling also deletes the plugin's data, including the audit log.

6.6 Licence

Enter your licence key and click **Activate**. See chapter 4.

7. Adding the booking widget

The same widget can be added in three ways. Its scripts and styles load only on pages that show it.

7.1 Shortcode

Add `[axeasy_booking]` to any page, post or widget area. Optional attributes:

Attribute	Values	Description
`title`	text	Heading shown above the search, e.g. “Find your room”.
`room`	room code, e.g. `DBL`	Show only this room, e.g. on a room page. Empty (default) shows all rooms.
`layout`	`bar` (default) | `card`	A horizontal search bar or a compact card.
`button`	text	Search button label. Default “Check availability”.
`align`	`wide` | `full`	Wide or full width, if your theme supports it.

```
[axeasy_booking title="Find your room"]
[axeasy_booking room="DBL" layout="card" button="See prices"]
```

Room codes are the codes defined in WebHotelier. After the import you can see them in the **Room** column of **WooCommerce → WebHotelier Bookings** and in the WPBakery **Room** list.

7.2 Gutenberg block

In the block editor, add the block **WebHotelier Booking Search** (category **Widgets**). In the block settings (**Booking search** panel) set the **Title**, **Room code (optional)**, **Layout** and **Button text**. Wide and full alignment are available from the block toolbar.

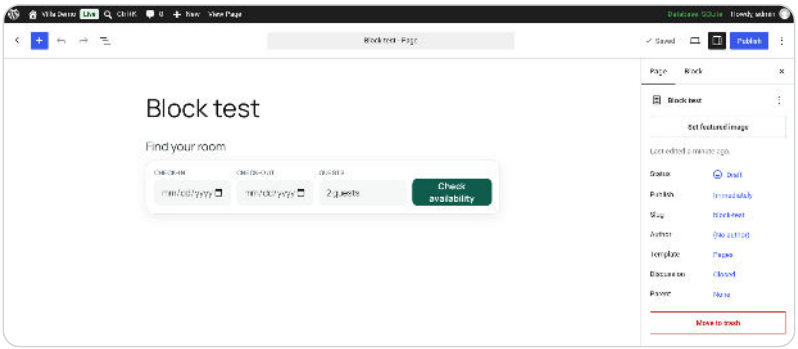


Figure 9. Block editor. The WebHotelier Booking Search block with a live preview.

7.3 WPBakery element

When WPBakery Page Builder is active, add the element **WebHotelier Booking Search** from the **Ax-Easy** category. Its options are **Title**, **Room** (a list of the imported rooms, or **All rooms**), **Layout** (Bar or Card) and **Button text**.

TIP

Create a page for your booking and cancellation policy and select it in **Booking & payments → Booking & cancellation policy page**, so guests can read it before accepting it at checkout.

8. The guest booking flow

8.1 Search

The guest chooses check-in and check-out dates and the number of guests, then clicks **Check availability**. On mobile, the guests picker opens as a bottom sheet with adults, children (and each child's age) per room, and **Add a room**. Stays can be up to 30 nights, and check-in cannot be in the past.

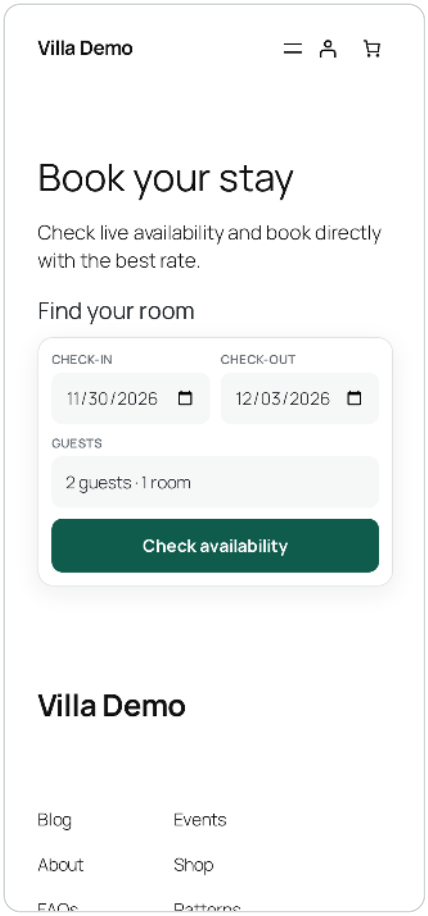


Figure 10. **Mobile search.**

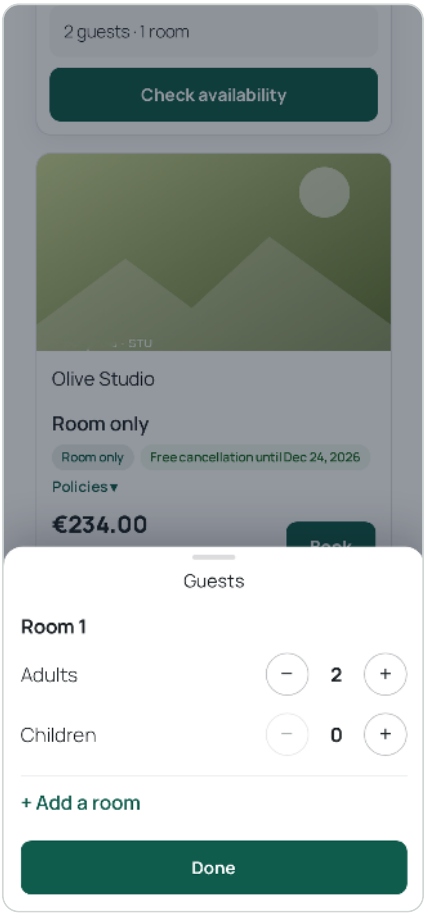


Figure 11. **Guests picker** (bottom sheet).

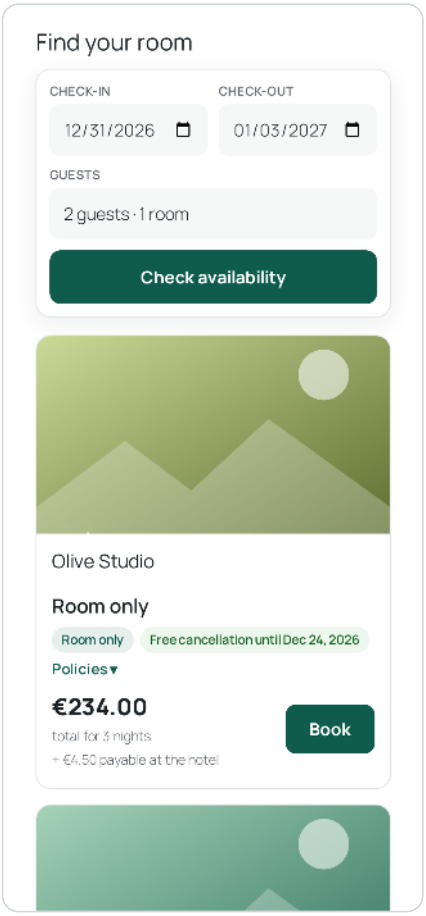


Figure 12. **Mobile results.**

8.2 Results

Results show each available room with its rates: board (e.g. bed & breakfast), free cancellation date or non-refundable, “Only N left”, savings, the total for the stay, any amount payable at the hotel, and the full payment and cancellation policies under **Policies**. If nothing is available, the guest is asked to try different dates or fewer guests.

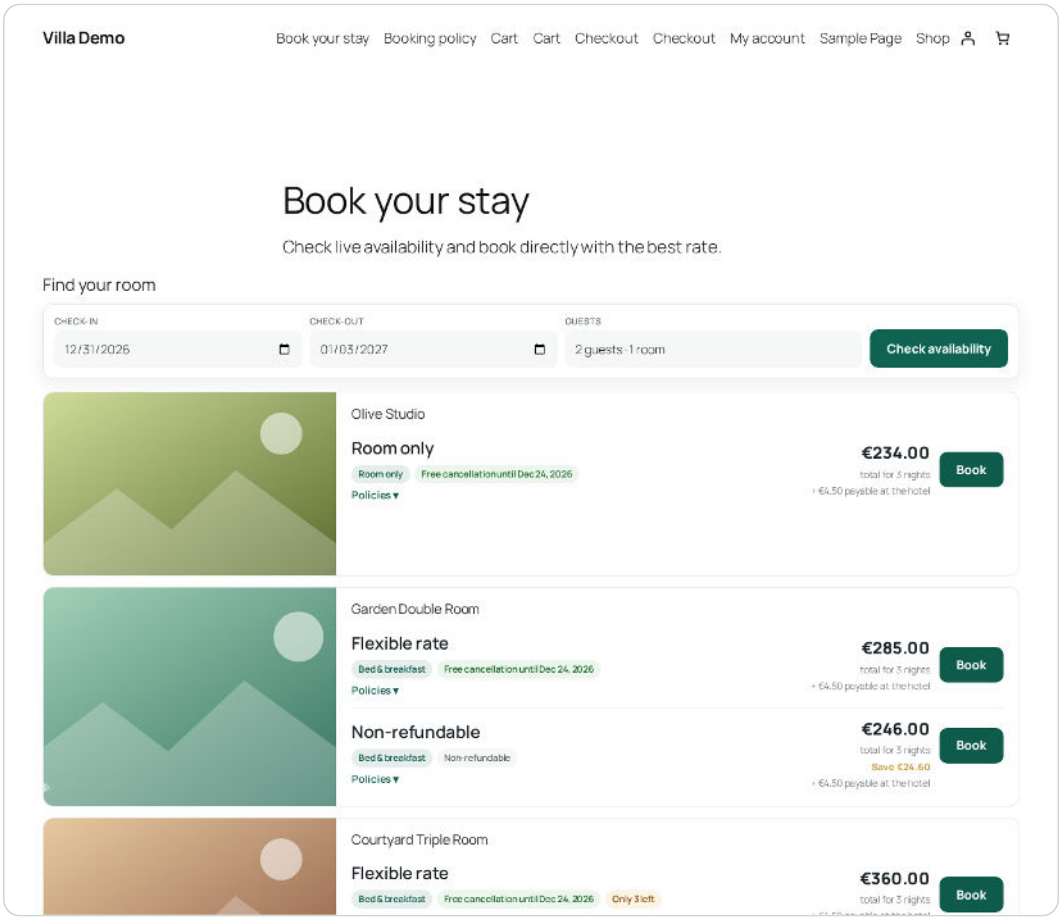


Figure 13. Desktop results. Live rooms and rates with policies and a Book button per rate. (The room images here are placeholders from a demo property.)

8.3 Checkout

Book puts exactly one stay in the cart and opens the checkout. A room booking is paid on its own; other products can be ordered separately. At checkout:

- the exact rate is re-checked with WebHotelier. If the price has changed, the guest sees the old and the new price and must place the booking again;
- the order summary shows dates, guests, rate, any amount payable at the hotel and the cancellation policy;
- the guest must tick **I accept the hotel's booking & cancellation policy**;
- the guest pays with one of your payment methods, or chooses **Reserve now, pay at the hotel** if you enabled it.

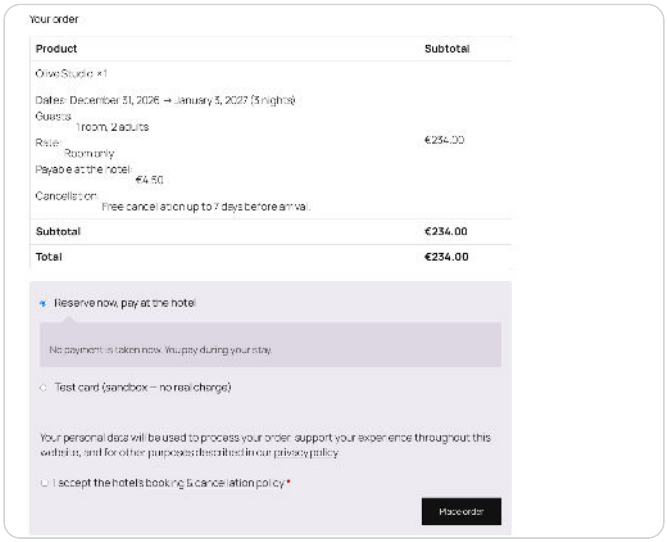


Figure 14. Checkout. Stay details in the order summary, payment methods and the required policy checkbox.

8.4 Confirmation

After a successful booking, the order confirmation page and the WooCommerce emails include a **Your stay** section with the WebHotelier booking number, room, dates, guests, amount payable at the hotel, cancellation policy and a **View or change your booking** link. The alert email addresses receive a “Booking confirmed” email.

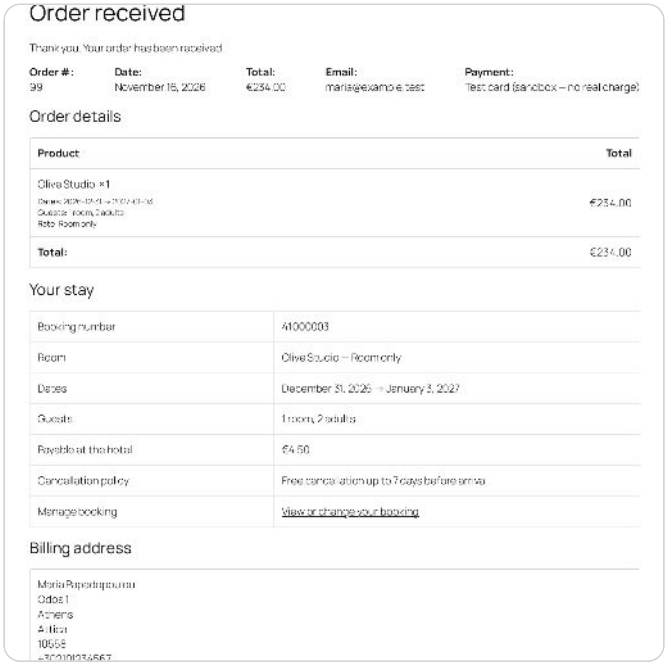


Figure 15. Order received. The “Your stay” section with the WebHotelier booking number.

8.5 If something goes wrong

Situation	What the guest experiences
The room was booked by someone else meanwhile	A clear message that they have not been charged, and a prompt to search again.
The price changed during booking	The new price is shown and they are not charged; they search again to accept it.

Situation	What the guest experiences
WebHotelier does not answer in time	“We are confirming your booking with the hotel. You will receive an email shortly.” The plugin checks automatically (section 9.2).
WebHotelier is unreachable, the connection is refused, or there is no licence in Live	The widget shows a link to the hotel's own booking engine instead of the Book button.

9. Managing orders and bookings

9.1 Booking states

Every stay order carries a WebHotelier state, and every step adds an order note.

State	Meaning
new / pending	The order is created and the booking request is being sent.
booked	WebHotelier accepted the booking; the payment is about to be captured.
confirmed	Booking confirmed and payment captured (or guest pays at the hotel). The order becomes Processing.
failed	WebHotelier refused the booking (e.g. price changed, no allotment). The payment is voided and the order is Failed.
rolled back	The payment could not be captured, so the booking was released in WebHotelier and the authorization voided.
unknown	No definitive answer from WebHotelier. The order is On hold and the payment stays authorized while the plugin checks.
needs review	Automatic rollback was not possible. An urgent email is sent; cancel the booking in WebHotelier or collect payment manually.

9.2 Double-booking protection and rollback

- Each booking attempt runs once, under a per-order lock, with a unique external ID (`WC-{order}-{attempt}`).
- If WebHotelier does not answer, the plugin **never sends the booking again blindly**. It looks the booking up by its external ID after 1, 3, 10 and 30 minutes: if found, it is adopted; if not, the order is marked failed and the payment voided. You can also click **Check now by external ID** in the WebHotelier box.
- If the payment cannot be captured after booking, the booking is purged in WebHotelier and the authorization voided.
- Prices are never booked at a different amount than the guest accepted.

9.3 The WebHotelier box on the order

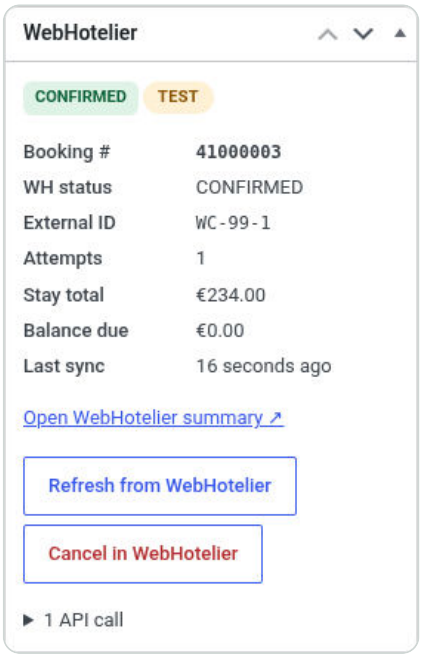


Figure 16. WebHotelier box.

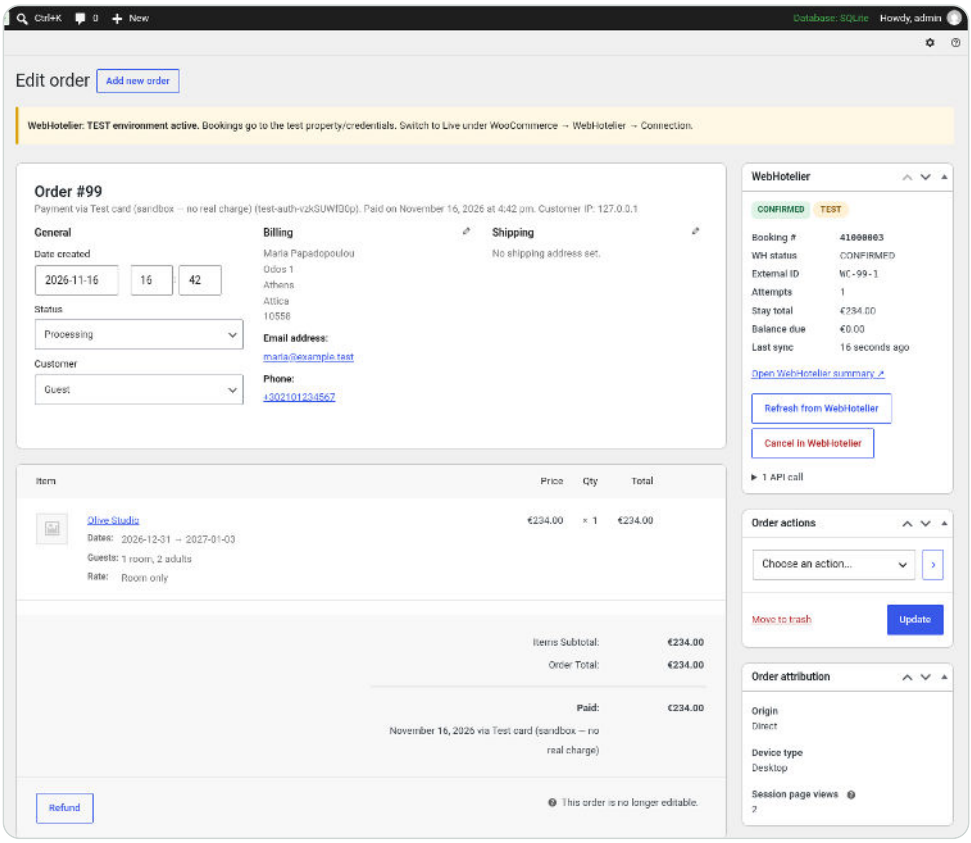


Figure 17. Order screen. The box sits in the sidebar; every step is also recorded in the order notes.

Each stay order shows a **WebHotelier** box with the state and environment, **Booking #**, **WH status**, **External ID**, **Attempts**, **Stay total**, **Balance due**, **Last sync**, a link to **Open WebHotelier summary** and a timeline of the API calls for this order. Buttons:

- **Refresh from WebHotelier**: reloads the booking from WebHotelier.
- **Cancel in WebHotelier**: asks for confirmation and a cancellation reason, cancels the booking in WebHotelier, and notes the cancellation penalty and a suggested refund (paid minus penalty) on the order.
- **Check now by external ID**: shown for unknown states.

> **REFUNDS STAY MANUAL**
> The plugin never refunds automatically after a cancellation. Review the suggested amount and issue the refund from the WooCommerce order. Changing the WooCommerce order status alone does not cancel the WebHotelier booking: use **Cancel in WebHotelier**.

9.4 WebHotelier Bookings overview

WooCommerce → WebHotelier Bookings lists every booking the plugin has seen through booking, PULL, PUSH or reconciliation, including phone and booking-engine bookings with no WooCommerce order. Filter by status, with or without an order, or search by booking number, guest name or email.

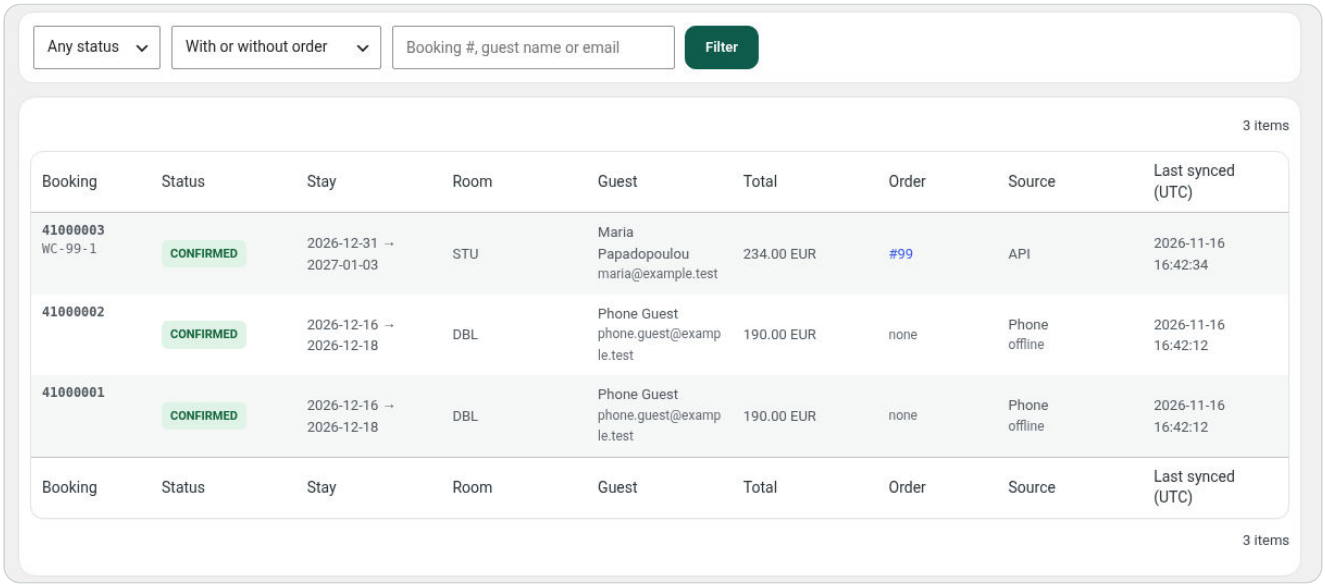


Figure 18. WebHotelier Bookings. Website orders and offline bookings in one list.

9.5 Cancellations and changes made in WebHotelier

When a booking is cancelled or changed inside WebHotelier (by the hotel, or by the guest through the WebHotelier booking summary), the next PUSH or PULL writes it onto the WooCommerce order:

- **Cancellation:** an order note, a refund review flag and an email to the alert addresses.
- **Changes** of dates, room, rate, price or rooms: an order note listing old → new values; a price change also sends an email, as a payment difference may be needed.

The nightly reconciliation compares recent orders with WebHotelier and reports any differences.

10. Test and Live environments

10.1 The Test environment

With **Environment** set to **Test**, the plugin uses the **Test credentials** card and shows a “TEST environment active” notice in the admin. The **Test card (sandbox — no real charge)** payment method becomes available, so you can run complete bookings without charging anyone. Orders and log entries are marked **TEST**. The Test environment works without a licence.

> **IMPORTANT**
> Bookings made in Test are sent to the property configured in the Test credentials card. WebHotelier does not publish a public sandbox: ask WebHotelier whether they can provide a test property. If you test with your real property's credentials, the bookings are real: cancel them in WebHotelier afterwards.

10.2 Going live checklist

- ☐ Licence activated (**Licence** tab shows **Active**).
- ☐ Live credentials entered; **Test connection** succeeds in Live.
- ☐ Server outgoing IP whitelisted by WebHotelier, if they require it.
- ☐ Rooms and rates imported with **Sync rooms & rates now**.
- ☐ **Payment flow** chosen; your card gateway set to authorize only (flow A), or **Reserve now, pay at the hotel** enabled (flow B).
- ☐ **payment_method sent to WebHotelier** confirmed with WebHotelier.
- ☐ Booking & cancellation policy page selected.
- ☐ Alert emails filled in, and WordPress can send email.
- ☐ PUSH endpoint and credentials sent to WebHotelier; **Sync mode** set to **PUSH + PULL**.
- ☐ Real server cron set up; `DISABLE_WP_CRON` defined.
- ☐ Site on HTTPS.
- ☐ **Environment** switched to **Live**; Test card gateway no longer offered.
- ☐ One real booking made and checked in WebHotelier, then cancelled and refunded if needed.

11. API log and troubleshooting

11.1 The API log

WooCommerce → WebHotelier Logs records every request and response. Booking, purge, cancel, sync, push and licence calls are always logged in full; availability searches according to the **Log availability searches** setting. Authorization headers, passwords, licence keys and card fields are masked before anything is written.

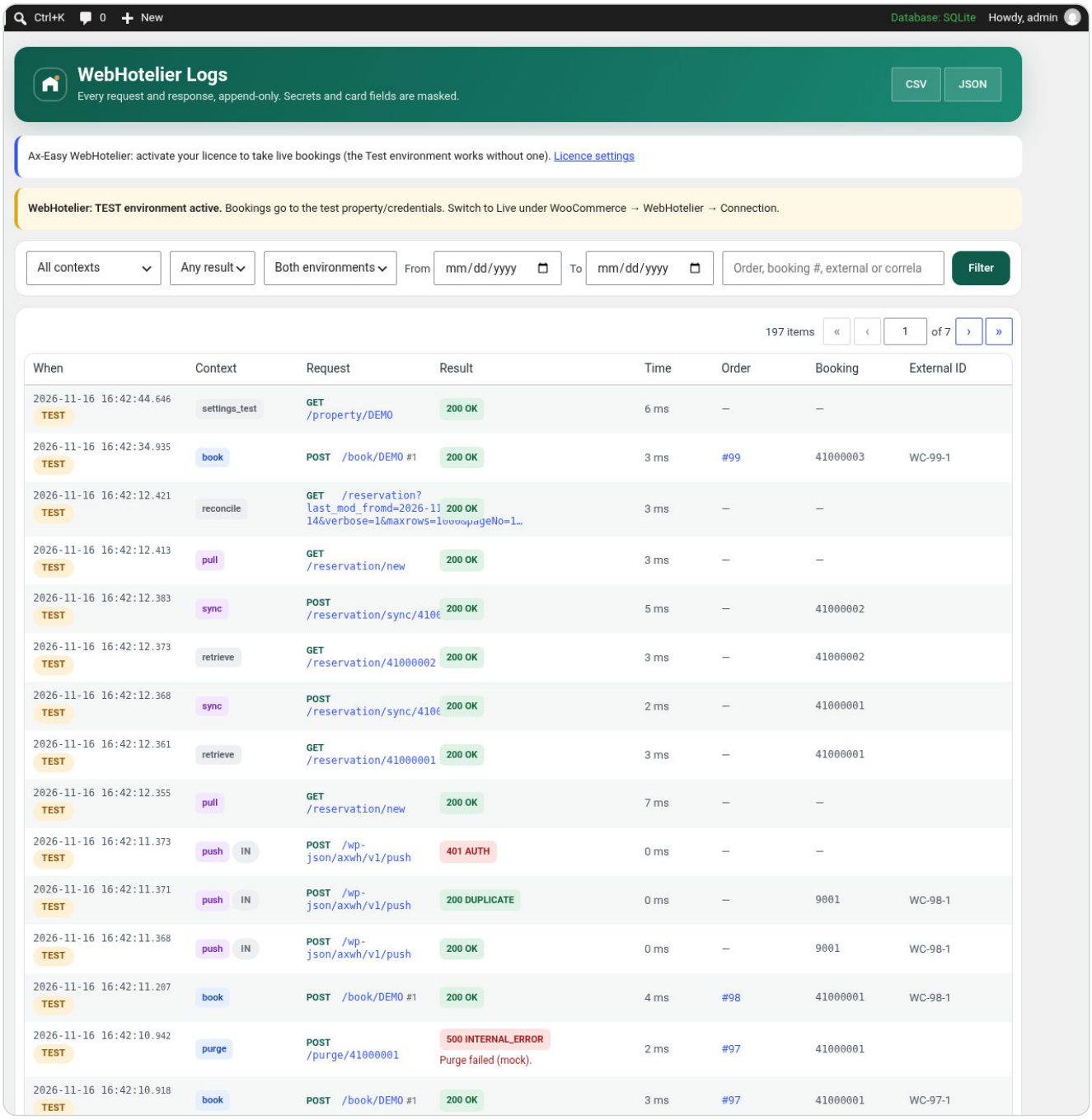


Figure 19. WebHotelier Logs. Filter by context, result, environment, dates, order, booking number or external ID.

Click a row to open the detail view: time (UTC), context, HTTP status, error code and message, duration, order, booking and external ID, plus the pretty-printed request headers, request body and response body. Each block has a **Copy** button, and there is a **copy as cURL** option with credentials redacted. Use **CSV** or **JSON** at the top to export.

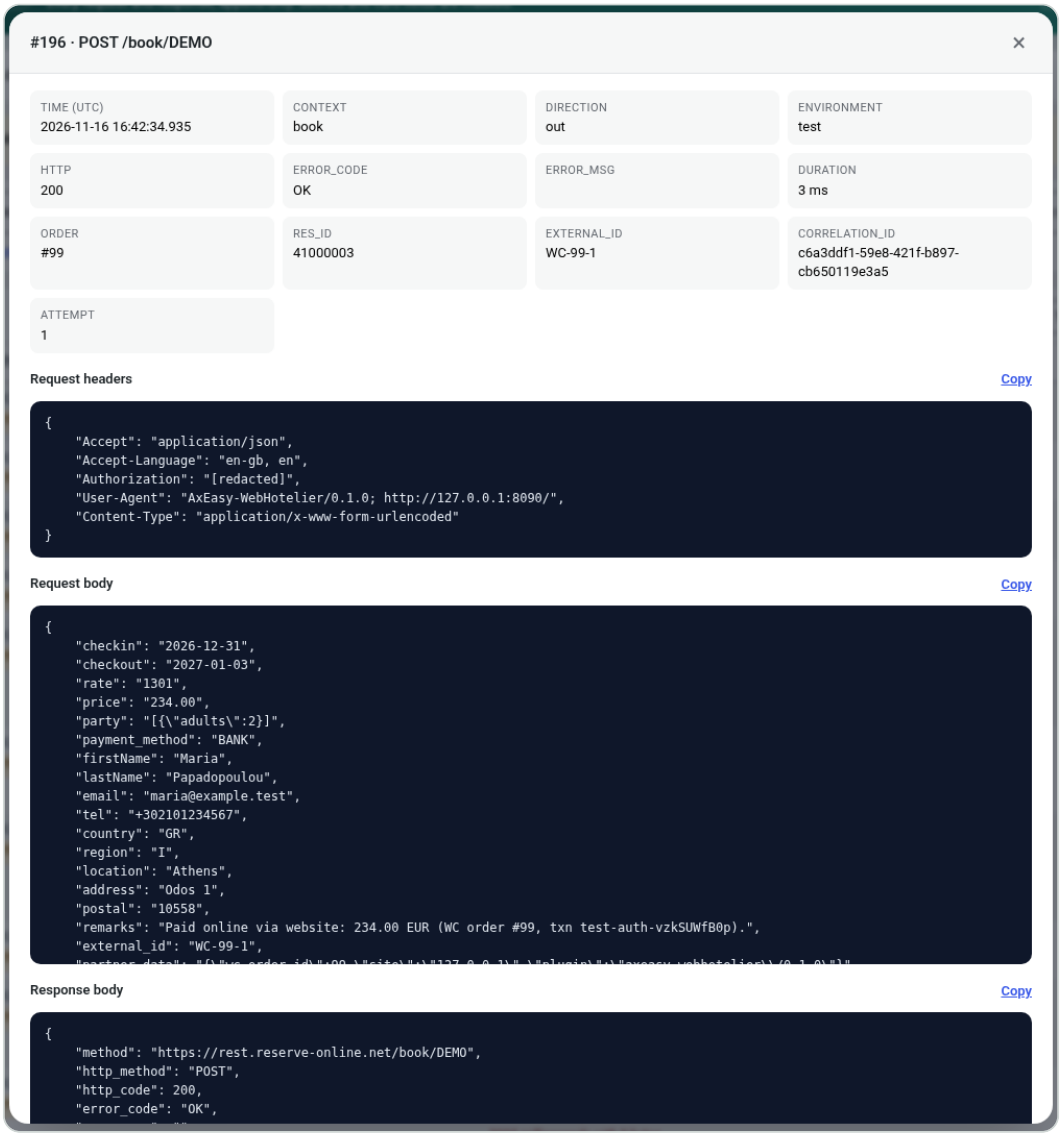


Figure 20. Log detail. A booking request with the authorization header redacted.

11.2 Troubleshooting and FAQ

Test connection fails with an authentication error

Check the API username, password and property code for the selected environment. Remember that the password field is empty after saving; type it again only if you want to change it.

“IP not allowed” or “Ask WebHotelier to whitelist this server IP”

Send the **Server outgoing IP** shown by **Test connection** to WebHotelier. If your host changes IP or you move servers, send the new one.

“The API account lacks privileges for this method”

Your API account does not have that method enabled. Only WebHotelier can enable it.

Guests see “Book on the hotel's booking engine” instead of rates

Online booking is paused. Possible reasons: WebHotelier refused the credentials or IP (you will have received an email; the Connection tab shows **Re-enable booking** once fixed), the API is temporarily unavailable, the plugin is not configured, or the environment is Live without an active licence.

No rooms are shown

Check the dates and guest limits, that the rooms have availability and open rates in WebHotelier, and the **room** attribute if you use one. Look for errors in the log.

Cancellations from WebHotelier do not appear

Make sure cron runs (see section 6.3) and check the **Last PULL** time at the top of the settings page. Click **Run PULL now** on the Sync tab. For instant updates, set up PUSH.

An order is “unknown” or “needs review”

For **unknown**, wait for the automatic checks or click **Check now by external ID**. For **needs review**, open WebHotelier and either cancel the booking or collect the payment manually; the urgent email explains the case.

Can I use any card payment gateway?

Flow A works best with gateways that support authorize-then-capture (the WooCommerce Stripe gateway is supported out of the box). Gateways that charge immediately also work; a failed booking is then refunded automatically.

Is card data sent to WebHotelier or stored by the plugin?

No. Card data stays with your payment gateway. The plugin never sends it to WebHotelier and never logs it.

Personal data requests

The plugin works with **Tools → Export Personal Data** and **Erase Personal Data**. Erasing anonymises guest names and emails in the bookings overview and logs, while booking numbers and amounts are kept for accounting.

12. Updates

While your licence is active, new versions appear on the WordPress **Plugins** and **Dashboard → Updates** screens like any other plugin. Click **Update now**, or enable automatic updates for the plugin. Before updating a live site, we recommend a backup.

When your updates period ends, the plugin keeps working with all its features. Renew your licence to receive new versions again.

13. Support

For help with installation, configuration or any question about the plugin, contact Ax-Easy:

www.ax-easy.com

Email: info@ax-easy.com · Contact form

Support period: 12 months

When you contact support, please include your site address, the plugin version (0.1.0), the order number if relevant, and an export of the related entries from **WebHotelier Logs** (credentials are already masked).

Questions about API credentials, enabled methods or IP whitelisting should be sent to WebHotelier, as they control your API account.

13.1 Licence, price and terms

A licence costs €119 and covers one domain. It includes 12 months of support and automatic updates while the licence is active (chapter 12). Purchases are subject to the Ax-Easy Terms of Use (www.ax-easy.com/en/terms/), which also cover withdrawal and refunds.

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