

■ WStation

CONFIGURATION GUIDE

Booking.com & Airbnb Calendar Sync

Connect each room to its listings so a night sold anywhere is closed everywhere — and understand the limits before you rely on it.

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APPLIES TO	WStation web application at wstation.app (browser, installed desktop app and phone)
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AUDIENCE	Owners and admins who sell rooms on Booking.com, Airbnb or other booking sites
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CLASSIFICATION	Public
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Document control

Version	Date	Author	Change
1.0	6 October 2026	Outdoors Commerce cc	First issue.

Related document	Number
WStation User Manual — Getting Started & Daily Operations	WS-UM-001
Booking Page, Enquiries & Quote Links — Guide	WS-UG-003
Quick Reference Card	WS-QR-004

Conventions used in this manual

Button	A button, tab or field label, exactly as it appears on screen.
Menu → Screen	Where to go: open the menu on the left (on a phone, tap More), then the screen named.
text	Something you type or copy exactly, such as a web address.
Note / Tip	Extra information that helps but is not required.
Caution / Important	Something that can cause lost work, double bookings or wrong figures if missed.

Contents

1 Overview

- 1.1 What calendar sync does
- 1.2 What it does not do
- 1.3 Timing and the double-booking window
- 1.4 Eligibility

2 Before you start

3 Configuring WStation

- 3.1 Open the sync tab
- 3.2 Make the room's links
- 3.3 Connect each site's calendar

4 Configuring Booking.com

5 Configuring Airbnb

6 Operating and monitoring

6.1 Day to day

6.2 Replacing or removing links

6.3 Troubleshooting

6.4 Privacy and security

01 Overview

1.1 What calendar sync does

Calendar sync exchanges **booked nights** between WStation and the booking sites you list on, one room at a time. It uses the private calendar links (iCal, ending in `.ics`) that Booking.com, Airbnb and most booking sites already provide to hosts.

Import

WStation reads each site's calendar for a room every 30 minutes and blocks those nights.

Hold

Blocked nights show on the occupancy grid and cannot be booked again in WStation.

Export

Each site reads WStation's calendar for the room and closes nights sold elsewhere.

1.2 What it does not do

- It does **not** change prices, minimum stays or listing details on the sites.
- It does **not** bring guest names or payments across — only which nights are taken.
- It is **not instant**. See section 1.3.
- It does not log in to your Booking.com or Airbnb account. You swap links once by copy and paste; no password is ever given to WStation.

1.3 Timing and the double-booking window

Who reads	How often	Manual refresh
WStation reads Booking.com / Airbnb	Every 30 minutes	Sync now on the sync tab
Booking.com reads WStation	About every 2 hours (Booking.com)	<i>Import now</i> on Booking.com's Sync calendars page
Airbnb reads WStation	About every 3 hours (Airbnb)	<i>Refresh</i> on the connected calendar in Airbnb

Table 1.1 — Refresh intervals

IMPORTANT

Between those refreshes the same night can, rarely, be sold twice. When a booking for a near date comes in, close that room on the other sites by hand as well. This is a limit of calendar sync on every system that uses it, not of WStation alone.

1.4 Eligibility

Airbnb offers calendar sync on every listing.

Booking.com offers it only when all of the following are true (Booking.com's published criteria):

- the property is open and bookable;
- the user setting it up has Rates & Availability permission in the Extranet;
- the property has **20 room types or fewer**;
- each room type has **at most one unit**;

- the property does **not** use a connectivity provider (channel manager).

CAUTION

A property that sells five identical doubles as one room type with five units does not qualify. To use calendar sync, list each room as its own room type on Booking.com — or sync with Airbnb only.

02 Before you start

- Every room you sell on another site must exist in WStation (**Rooms & occupancy** → **Manage rooms**).
- Decide which WStation room matches which Booking.com room type and which Airbnb listing. Write the pairs down.
- You need the **Admin** or **Owner** role in WStation, and host access to each site.
- Allow about five minutes per room.

WStation room	Booking.com room type	Airbnb listing
Room 1	Double Room — Garden	Garden double near the city centre
Family chalet	Family Chalet	Family chalet with braai area
...	...	...

Table 2.1 — Example mapping worksheet

03 Configuring WStation

3.1 Open the sync tab

Go to **Desk → Rooms & occupancy** and choose the **Booking.com & Airbnb** tab. Each room has two numbered parts: **1**, the links to give each site; **2**, the place to paste each site's link.

Sync with Booking.com and Airbnb

Sync now

Each room swaps calendars with its listing on each site. Nights sold on Booking.com or Airbnb show on your occupancy grid and cannot be booked twice here, and nights booked here close on those sites.

- Booking.com** — Extranet → Rates & Availability → Sync calendars → Add calendar connection. Paste our link, then copy theirs. Only for properties with 20 room types or fewer, one unit per room type, and no channel manager.
- Airbnb** — Calendar → pick the listing → Availability → Connect calendars → Connect to another website. Copy their link, paste ours, Add calendar.

Calendars are read every 30 minutes here. Booking.com reads ours about every 2 hours and Airbnb about every 3 (each has a manual refresh). Close the room yourself if a last-minute booking comes in.

Figure 3.1 — The sync tab: what it does and where to click on each site

3.2 Make the room's links

- Under the room, press **Make this room's links**. Three copy buttons appear.
- Use **Copy link for Booking.com** when you are about to paste into Booking.com, and **Copy link for Airbnb** for Airbnb. **Copy link for other sites** is for Vrbo, Expedia and others.

WHY THREE LINKS

Use the link made for each site. Each one leaves out that site's own reservations, so nothing bounces back to the site it came from.

3.3 Connect each site's calendar

- Copy the room's calendar link from the site (chapters 4 and 5).
- In WStation, under that room, choose the site in the list, paste the link, and press **Connect**.
- WStation reads it at once. The line shows *✓ Synced ... · n reservations*, or the reason it failed.

Family chalet

1. Give each site this room's WStation calendar

Copy link for Booking.com
Copy link for Airbnb
Copy link for other sites
New links

2. Paste each site's calendar link for this room here

Booking.com
✓ Synced 6 minutes ago · 1 reservation
Disconnect

Airbnb
✓ Synced 6 minutes ago · 0 reservations
Disconnect

Booking.com
Paste the site's calendar link (.ics)
Connect

Figure 3.2 — A room connected to Booking.com and Airbnb

04 Configuring Booking.com

Do this once for each room type, signed in to the Booking.com Extranet. Menu names are Booking.com's and may change.

- 1 Go to **Rates & Availability** → **Sync calendars**.
- 2 Find the room type and click *Add calendar connection*.
- 3 Paste WStation's **link for Booking.com** as the calendar to import, name the connection **WStation**, and click *Next step*.
- 4 On the export step, copy Booking.com's calendar link for the room. Paste it into WStation under the matching room, with *Booking.com* selected (section 3.3).
- 5 Click *Done*. The connection should reach the status *Okay*.

Booking.com status	Meaning
Activating	The connection is being set up.
Okay	Both directions are working.
Import only	Booking.com reads WStation, but WStation has not been given Booking.com's link.
Export only	WStation reads Booking.com, but Booking.com is not importing WStation's link.
Service error	Check both links for typos and try again.

Table 4.1 — Connection statuses shown by Booking.com

05 Configuring Airbnb

Do this once for each listing, signed in to Airbnb as the host. Menu names are Airbnb's and may change.

- 1 Open **Calendar** and select the listing.
- 2 Click **Availability**, then under *Connect calendars* click *Connect to another website*.
- 3 Copy Airbnb's calendar link and paste it into WStation under the matching room, with *Airbnb* selected.
- 4 Back in Airbnb, paste WStation's **link for Airbnb** as the calendar address, name it **WStation**, and click *Add calendar*.

NOTE

Airbnb imports up to two years of dates and refreshes about every three hours. An imported calendar cannot be paused — disconnect it and reconnect later.

06 Operating and monitoring

6.1 Day to day

- Nights sold on other sites appear on the occupancy grid as striped grey bars labelled with the site.
- The free-room search leaves those rooms out, and any quote or booking over them is refused with "... is already booked on Airbnb from ... to ...".
- Press **Sync now** to read every connected calendar immediately, for example after taking a phone booking for tomorrow.

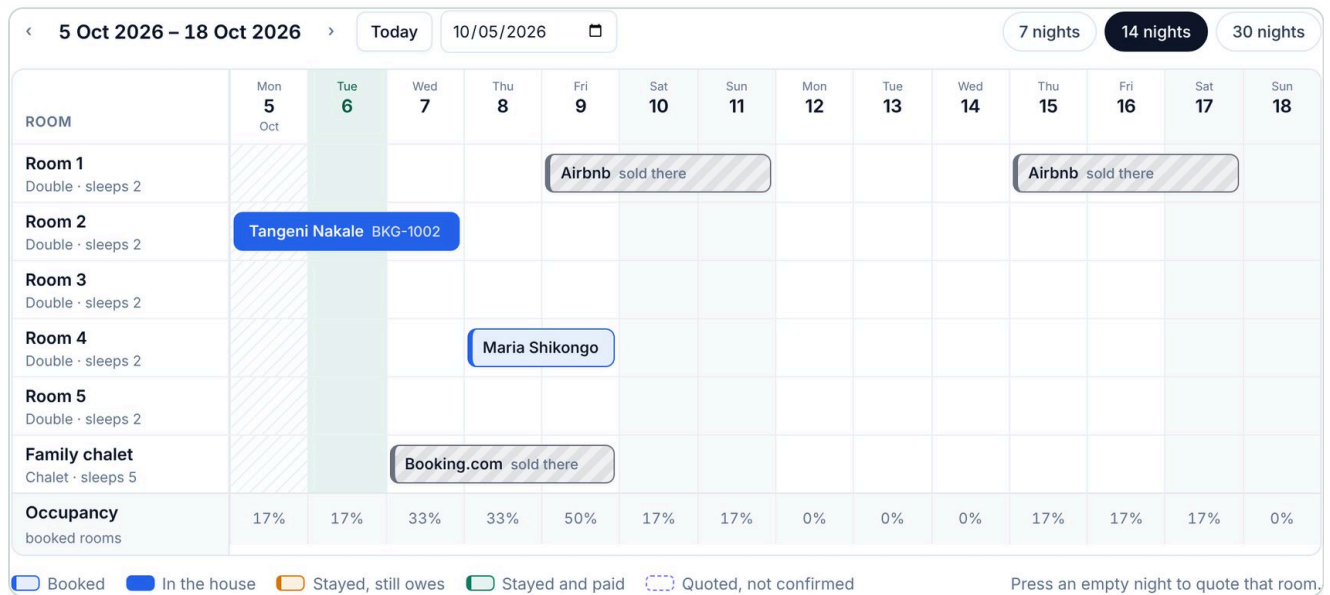


Figure 6.1 — Nights sold on Airbnb and Booking.com beside direct bookings

6.2 Replacing or removing links

- New links** replaces the room's WStation links; the old ones stop working at once. Paste the new links into every site again.
- Disconnect** removes a site's calendar from a room; its reservations stop blocking the room.

6.3 Troubleshooting

Shown in WStation	Cause and fix
The site answered 4xx/5xx	The link has changed or been removed on the site. Copy a fresh export link and connect it again.
That link is not a calendar (.ics) link	A web page was pasted instead of the calendar link. Copy the link from the site's export / sync section.
The calendar could not be reached	The site was down or slow. WStation tries again within 30 minutes.
That is WStation's own link	WStation's link was pasted into WStation. Paste the site's link here, and WStation's link on the site.
Connected, 0 reservations	Normal when nothing is booked on that site for the room.

Table 6.1 — Sync messages

6.4 Privacy and security

WStation's calendar links contain only the words *Not available* for each taken night — no guest names, contact details or prices. The links are long random addresses; anyone holding one can see which nights a room is taken, nothing more. If a link is shared where it should not be, use [New links](#).

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