

# User Guide – Club Travel

January 2024

## Note:

GTP - Global Travel Platform is fully PCI compliant. Your personal profile data is secure within this platform. In addition, Club Travel complies with all GDPR requirements as per the GDPR law that became effective MAY 2018.

# atriis

**ATRIIS.GTP**  
Global Travel Platform

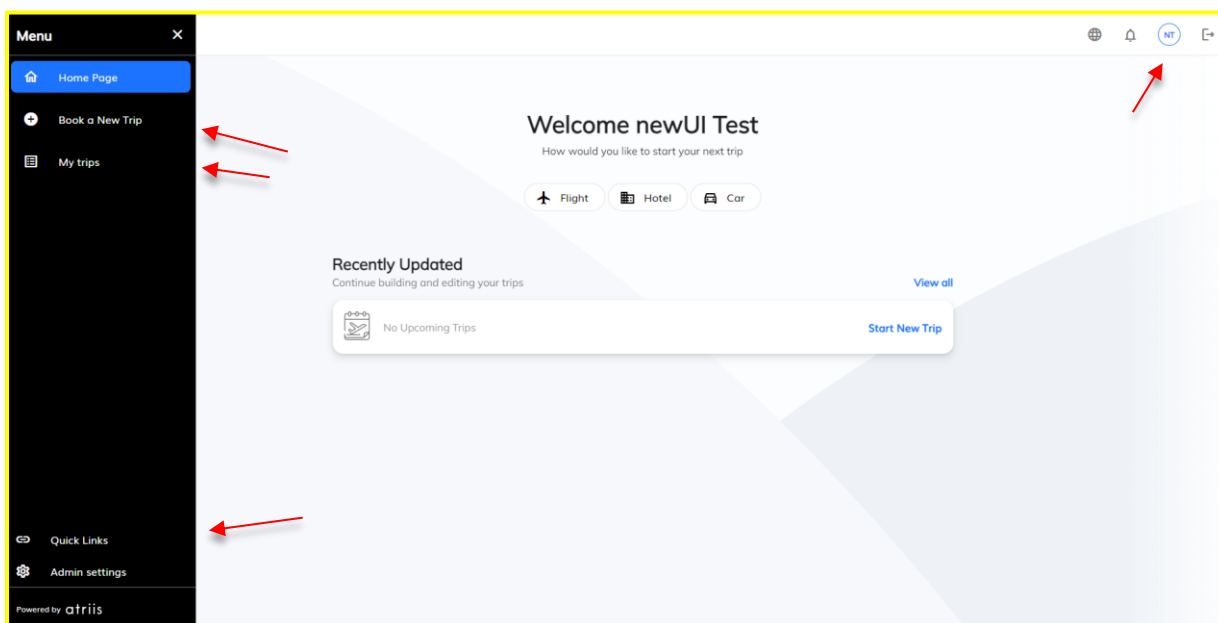




# Index

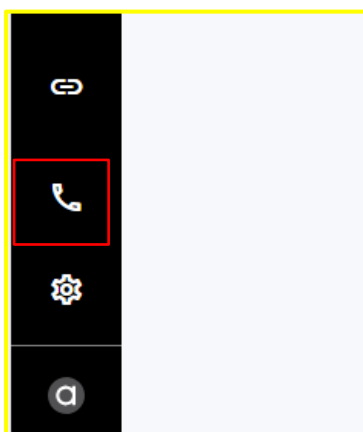
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## Welcome Page



This is your Welcome Page from here you can:

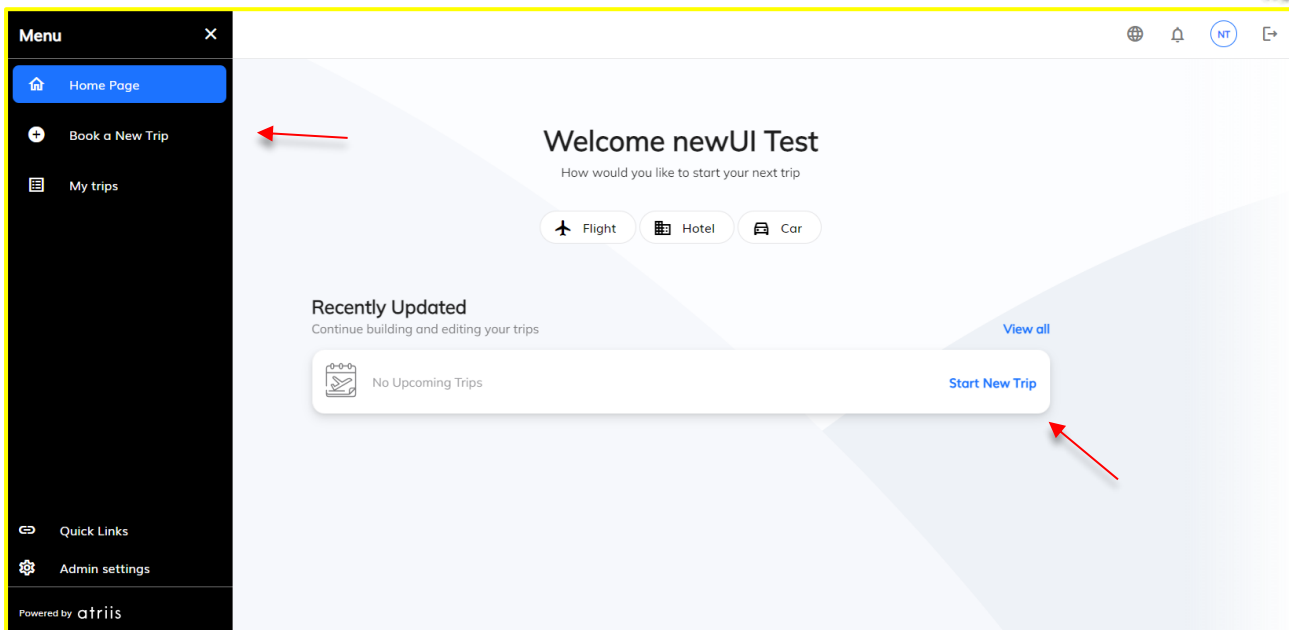
- Book a New Trip – Click to start searching
- Quick Links – Shortcut to access different URL's
- My Trips - View Existing Trips
- Contact Support - Click to see the Training page link and to see the details of your travel consultant
- Click on the icon in the top right screen to update profile at any time
- Sign out



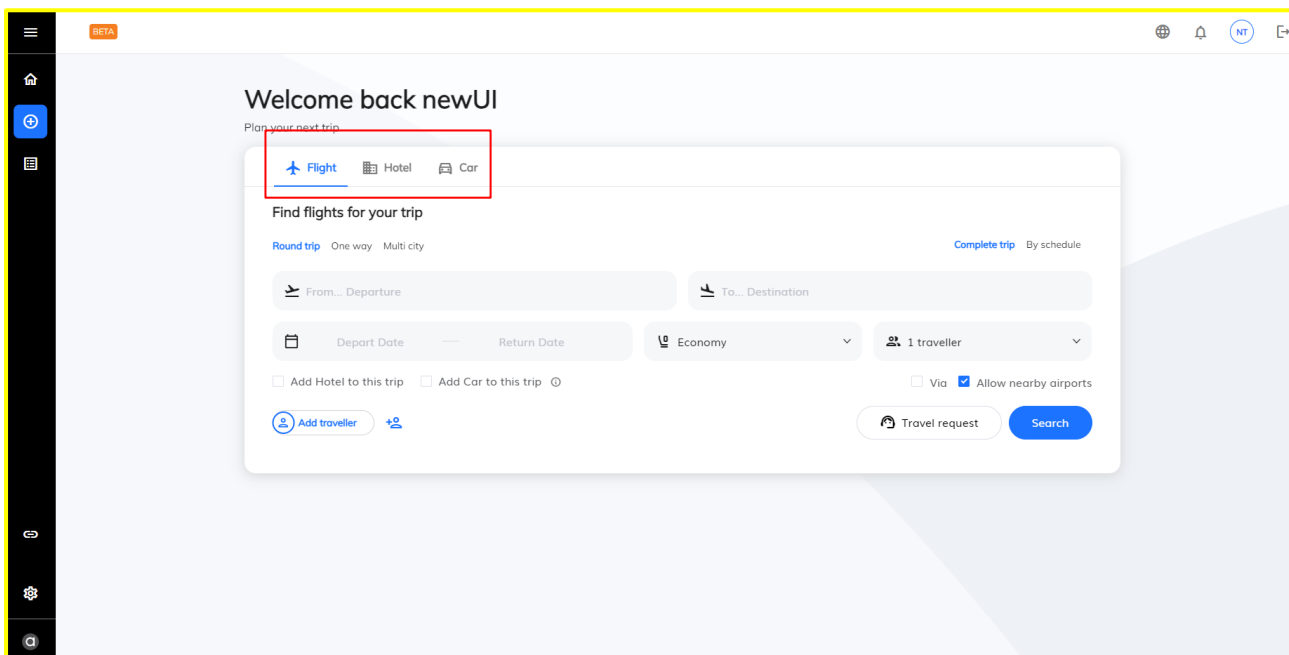
## How to Book a New Trip

From here you will learn how to make bookings on GTP.

Click on Book a New Trip or Start New Trip and a new Tab will open with your trip number.



A new tab will open and You can then start you search from flight selection or selecting a different product at the top. The system will generate a Trip Number.



## Roles

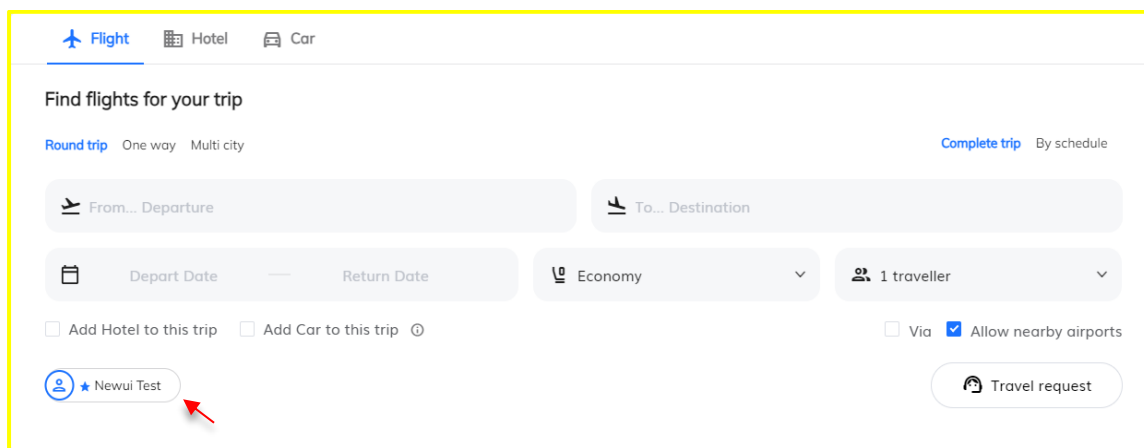
On GTP different type of roles can be created and granted different rights for the system.

These roles are created by your administrator and determined by your Employers.

Standard Roles are as per below, however permission might be different within your company set up.

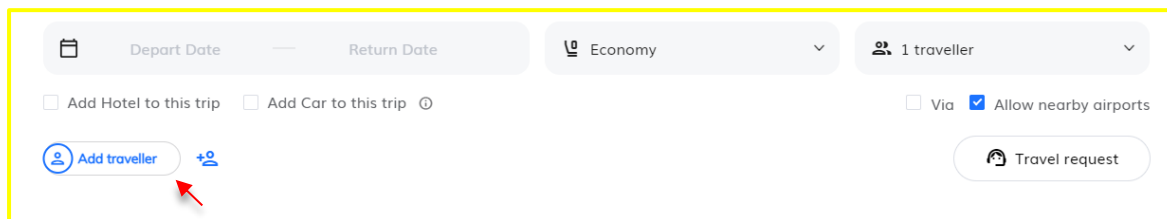
- Traveller: Can make bookings and manage profiles for themselves only.
- Booker/Travel Arranger: Can make bookings and update profiles for themselves and to assigned user group.
- Travel Manager: Can make bookings and updated profiles for all Travellers/ Can create new users/ Access To System Settings via Admin Center.

If you are a Traveler your name will be selected as default once you click to Book a New Trip.



The screenshot shows the 'Find flights for your trip' interface. At the top, there are tabs for 'Flight', 'Hotel', and 'Car'. Below the tabs, there are options for 'Round trip', 'One way', and 'Multi city'. A 'Complete trip' link and 'By schedule' text are also visible. The main form includes fields for 'From... Departure', 'To... Destination', 'Depart Date', 'Return Date', 'Economy' (with a dropdown arrow), and '1 traveller' (with a dropdown arrow). There are checkboxes for 'Add Hotel to this trip', 'Add Car to this trip', 'Via', and 'Allow nearby airports'. A 'Travel request' button is located at the bottom right. A red arrow points to the 'Newui Test' user icon in the '1 traveller' dropdown menu.

If you are a Booker/Travel Arranger, you will have to select the Traveller by clicking on the Icon.

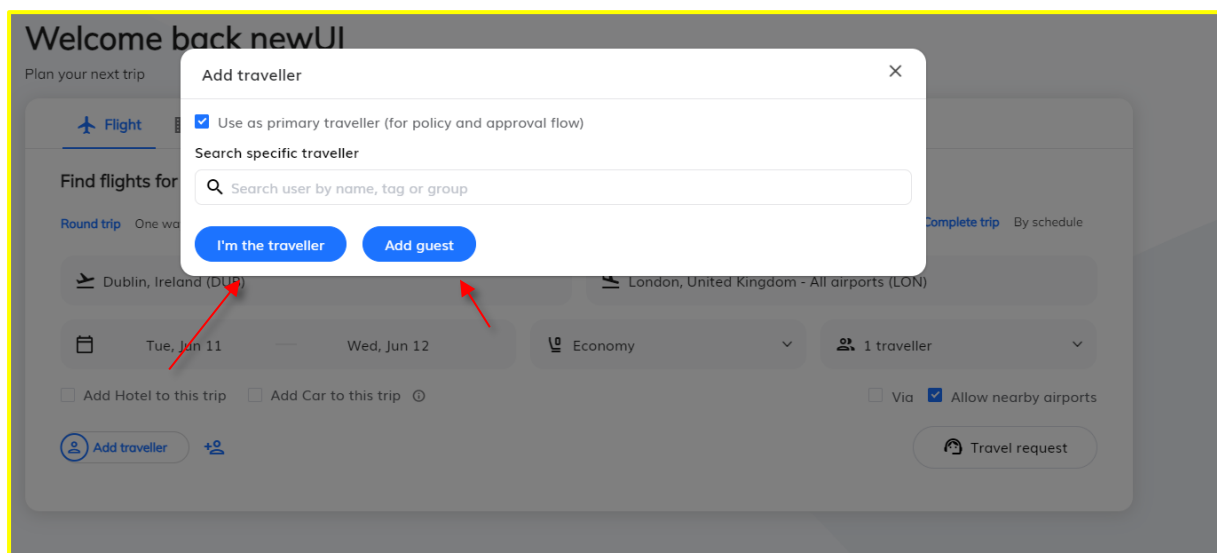


The screenshot shows a close-up of the '1 traveller' dropdown menu. The 'Add traveller' button is highlighted with a red arrow. The 'Travel request' button is also visible at the bottom right.

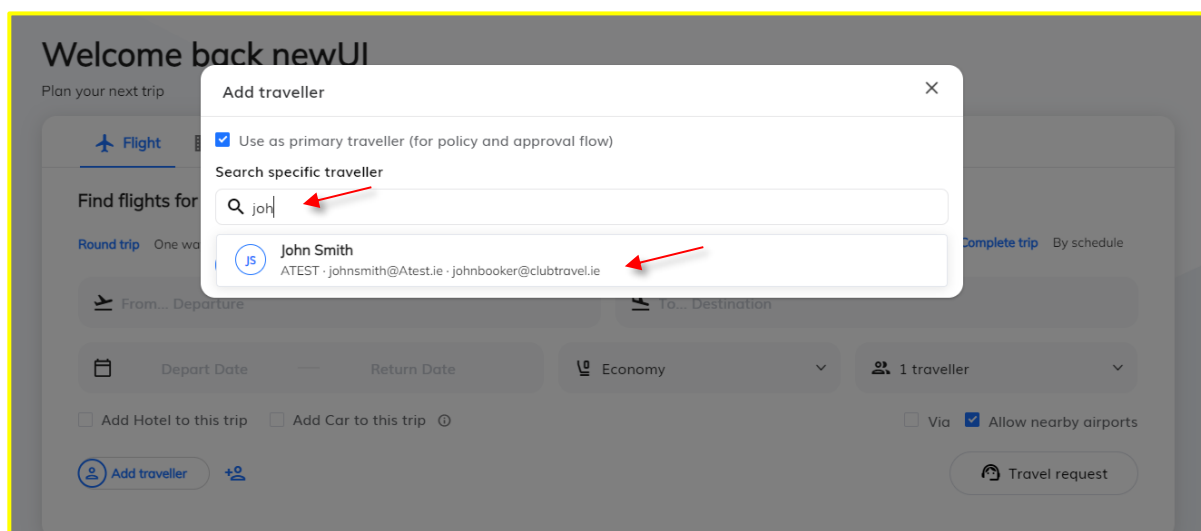
## Selecting a Traveller

Once you click to add the Traveller a pop-up box will show from where you can select yourself as the Traveller, Book for a Guest or Search for a Traveller by typing the name.

\*System always gives you pop-up tips if wish not to see the message again just tick the box "Got it, don't show this message again"



Once you start typing the system gives you a list and narrows down the options the more information you type. You can select by clicking on the Traveller's name.



The selected Traveller will show at the bottom of the page

\*The Traveller can be added at any time of the booking but we always recommend selecting from the beginning, so Travel Policy can be applied.

## Booking a Flight

**Welcome back Hannah**  
Plan your next trip

Flight | Hotel | Car

Find flights for your trip

Round trip | One way | Multi city | Complete trip | By schedule

Dublin, Ireland (DUB) | 12/06/2024 | Departure | Anytime | Econ...

London, United Kingdom - All airports (LON) | 13/06/2024 | Departure | Anytime | Econ...

Up to one stop | Up to 3 preferred airlines | 1 traveller

Advanced search ^

Add Hotel to this trip  Add Car to this trip

Hannah Starr | Travel request | Search

Intuitive Breadcrumb with navigation - Know where you are at all times, and easily navigate between pages

Multi-Stop: You can select Round Trip / One-way / Multi City

Select to Add Hotel/Car: Once you select your flights the system will take you straight to the Booking page, if you wish to Search/Book for flights only make sure to untick the box.

You can click on Advanced Search to expand your options such as time filters for Departure and/or Arrival

Flight | Hotel | Car | Rail

Find flights for your trip

Round trip | One way | Multi city | Complete trip | By schedule

Dublin, Ireland (DUB) | Departure | Anytime | Econ...

London, United Kingdom - All airports (LON) | Departure | Anytime | Econ...

Up to one stop | Up to 3 preferred airlines

Advanced search ^

Add Hotel to this trip  Add Car to this trip

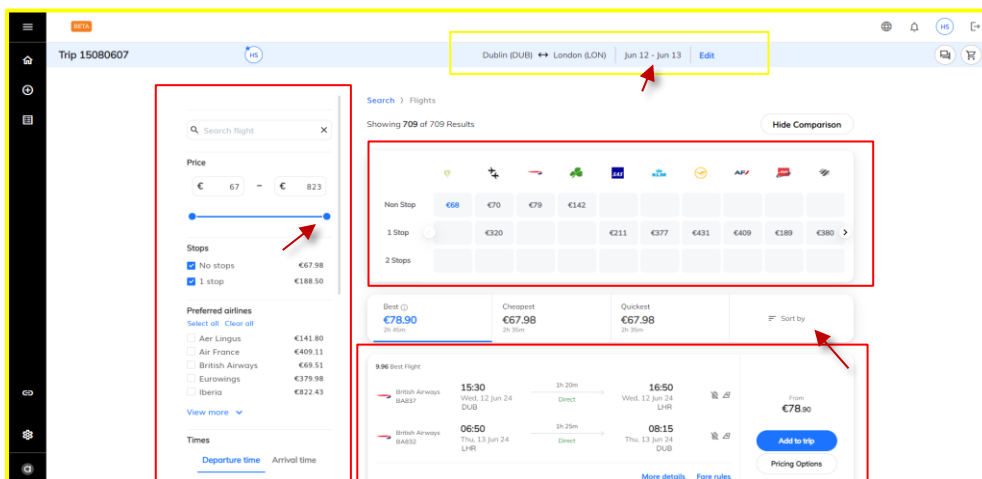
Add traveller | Search

Anytime  
Midnight (00:00 - 04:00)  
Early (4:00 - 8:00)  
Morning (8:00 - 12:00)  
Afternoon (12:00 - 17:00)  
Evening (17:00 - 21:00)  
Night (21:00 - 00:00)

Enter your Travel details - Select Complete Trip or By Schedule and click "Search"

## Complete Trip

Search for Complete Trip will run for the whole package and results will be shown as complete trips with all segments included. System will always show best results for combined flights.

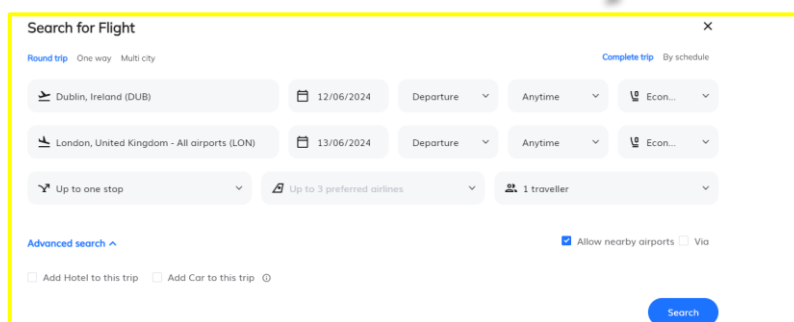
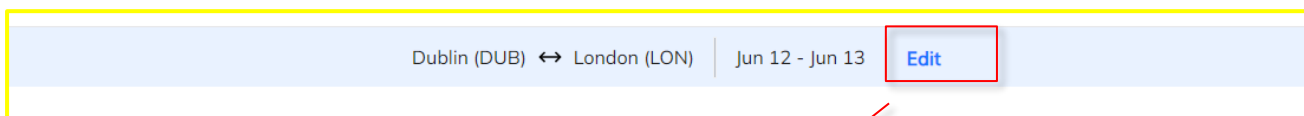


Easily identify the cheapest/ best/ quickest options from the Matrix. Click on the Airline Logo to see results of the selected one.

You can change the sort order of the display By clicking on sort by at the top.

Narrow down the results with the filters from the left.

Modify your search from the page of results without starting a new search.



## Flight Selection

Click on Pricing Options you will be offered all the different fare types on that flight. You can Click to see More details for a specific flight and/or Fare Rules for each one.



	<b>15:30</b> Wed, 12 Jun 24 DUB	1h 20m Direct	<b>16:50</b> Wed, 12 Jun 24 LHR		From <b>€78.90</b>  <b>Add to trip</b>  Pricing Options
	<b>06:50</b> Thu, 13 Jun 24 LHR	1h 25m Direct	<b>08:15</b> Thu, 13 Jun 24 DUB		

[More details](#)   [Fare rules](#)

**Pricing Options** ×

---

**Flight To London**  
Select airline fare to combine additional pricing options

Economy

British Airways BA837 Airbus A320

**15:30** 1h 20m **16:50**  
Wed, 12 Jun 24 Direct Wed, 12 Jun 24  
DUB  LHR

From  
**€78.90**  
For round trip

[More details](#)

**Economy pricing**

<b>Nobag</b>	<b>Bag</b>	<b>Econsel</b>
<p><b>Details</b></p> <p> Cabin Economy (0)</p> <p> 0 PC Luggage</p> <p style="text-align: center;">From <b>€78.90</b> For round trip</p> <p style="text-align: center;"><b>Select</b></p> <p style="text-align: center;"><a href="#">Fare rules</a></p>	<p><b>Details</b></p> <p> Cabin Economy (0)</p> <p> 1 PC Luggage</p> <p style="text-align: center;">From <b>€111.90</b> For round trip</p> <p style="text-align: center;"><b>Select</b></p> <p style="text-align: center;"><a href="#">Fare rules</a></p>	<p><b>Details</b></p> <p> Cabin Economy (0)</p> <p> 1 PC Luggage</p> <p style="text-align: center;">From <b>€200.90</b> For round trip</p> <p style="text-align: center;"><b>Select</b></p> <p style="text-align: center;"><a href="#">Fare rules</a></p>

Total price **€0.00** [Reset](#)

## Different Fares

You will be shown alternative fares for the flights you have selected. Certain airlines may have multiple fares, for example, Ryanair have Standard, Plus and Flexi Plus fares, while other airlines such as British Airways have fares that do not include baggage.

Low Cost Airlines are instant purchase Tickets and you can easily identify at the top of the fare.

GDS Tickets are issued by the consultant as normal.

You can select your preferred fare from here by selecting the box below the fare you wish to book.

### Economy pricing

Nobag	Bag	Econsel
<p><b>Details</b></p> <ul style="list-style-type: none"> <li>Cabin Economy (O)</li> <li>0 PC Luggage</li> </ul> <p>From <b>€78.90</b> For round trip</p> <p style="text-align: center;"><b>Select</b></p> <p style="text-align: center;"><a href="#">Fare rules</a></p>	<p><b>Details</b></p> <ul style="list-style-type: none"> <li>Cabin Economy (O)</li> <li>1 PC Luggage</li> </ul> <p>From <b>€111.90</b> For round trip</p> <p style="text-align: center;"><b>Select</b></p> <p style="text-align: center;"><a href="#">Fare rules</a></p>	<p><b>Details</b></p> <ul style="list-style-type: none"> <li>Cabin Economy (O)</li> <li>1 PC Luggage</li> </ul> <p>From <b>€200.90</b> For round trip</p> <p style="text-align: center;"><b>Select</b></p> <p style="text-align: center;"><a href="#">Fare rules</a></p>

## Booking GDS- Flight

After Selecting the flight to add to your trip cart, system takes you to the overview page where you can see and confirm all details before completing the booking.

From here you can:

Add more services flight/ hotel/ car

see more details of the selected Flight.

Confirm and Review the details of the selected flight.

Trip to Heathrow APT, GB (LHR)  
15080607
Heathrow APT, GB (LHR) | Jun 12 - Jun 13

### Trip overview

Add more services

Flight
 Hotel
 Car

[Overview](#) [Requests](#)

**Wednesday, June 12**

**Flight to London** PENDING BOOKING

<b>Wed, 12 Jun</b>	<p>British Airways BA837</p> <p><b>15:30</b> Wed, 12 Jun 24 DUB</p> <p style="text-align: center;">01h 20m Direct</p> <p><b>16:50</b> Wed, 12 Jun 24 LHR</p>	
<b>Thu, 13 Jun</b>	<p>British Airways BA832</p> <p><b>06:50</b> Thu, 13 Jun 24 LHR</p> <p style="text-align: center;">01h 25m Direct</p> <p><b>08:15</b> Thu, 13 Jun 24 DUB</p>	

[More details](#) [Fare rules](#) [Price Breakdown](#)

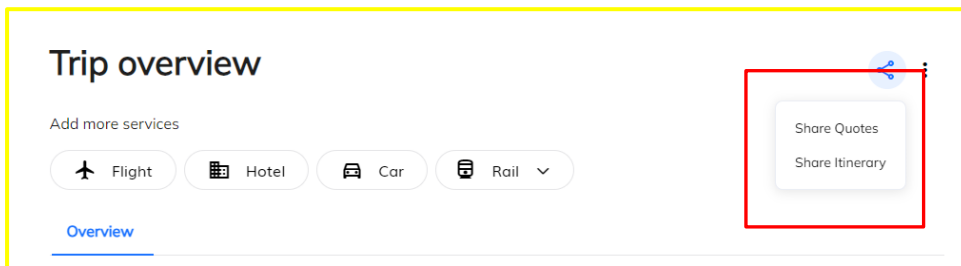
**Cart**

- Flight To London** **€111.90**
- Original currency €111.90  
Wed, 12 Jun - Thu, 13 Jun

**Total** **€111.90**

Proceed to Checkout

Share the quote or the Itinerary before completing the booking.

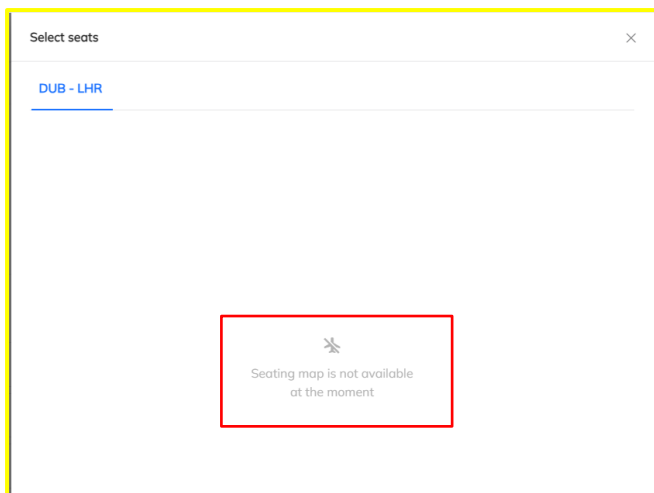


From the Bottom of the page you can also Add a Hotel or Ground transport before completing the Booking.



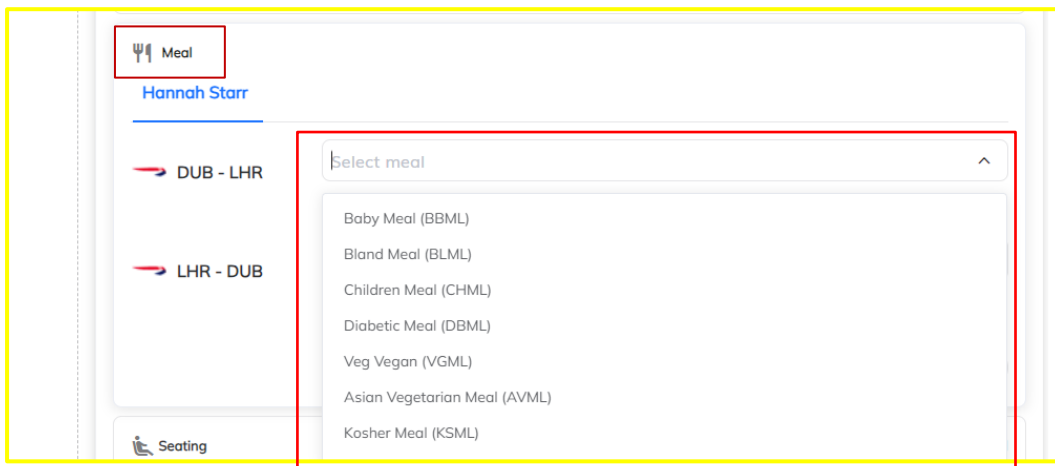
### Seating Selection

Certain airlines only allow seat selection after the flight is booked, if you wish to book seats for a GDS flight you can request to your dedicated travel consultant from the finalize the booking page by entering Notes to Agent on the reference fields. \*See Below

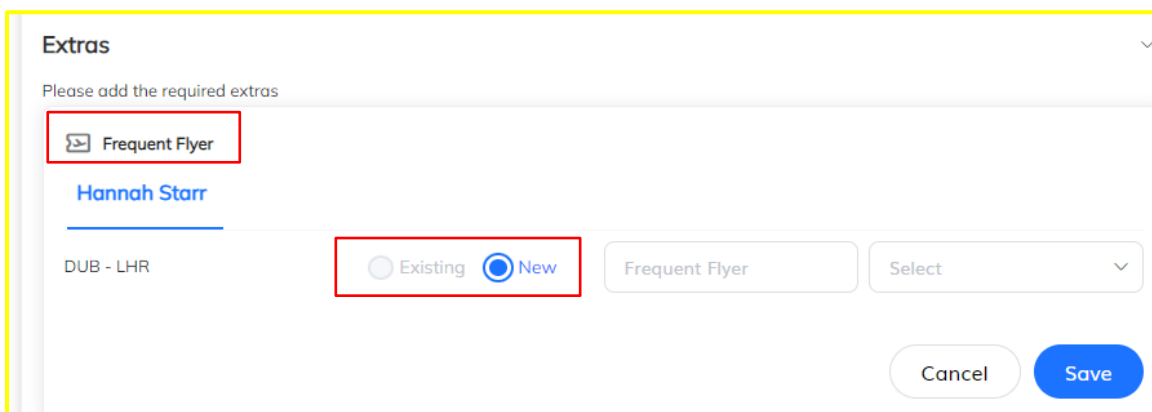


Select special Meals from the drop-down list when available with the Airline for each flight segment.

Click Save.



Frequent Traveller Number- Frequent flyer details can be entered, or you can select an existing one if they have been stored in the traveller's profile



**Form of payment** for **GDS Flight bookings**, the form of payment is by invoice and no action is necessary.

If you use your own credit card you don't have to enter your credit card details during the booking flow for GDS bookings as this will be Invoiced by your consultant and pulled from your personal profile.

\* All credit card information is encrypted and is PCI DSS compliant.

Once you have all the Tabs completed click on proceed to checkout

**Trip overview**

Add more services

Flight Hotel Car

Overview Requests

Wednesday, June 12

Flight to London **PENDING BOOKING**

Wed, 12 Jun

British Airways BA837 15:30 Wed, 12 Jun 24 DUB 01h 20m Direct 16:50 Wed, 12 Jun 24 LHR

Thu, 13 Jun

British Airways BA832 06:50 Thu, 13 Jun 24 LHR 01h 25m Direct 08:15 Thu, 13 Jun 24 DUB

To pay **€92.88**

Paid by TMC

Hold flight

More details Fare rules Price Breakdown

Cart

Flight To London €92.88

Original currency €92.88

Wed, 12 Jun-Thu, 13 Jun

Total €92.88

Proceed to Checkout

## Finalize the Booking

**\*\*NB\*\*** Notice once you Click on Checkout for GDS Flights a reservation number is created (PNR) from this stage if you wish to cancel the booking please contact your dedicate Travel Consultant.

Read and select to agree to the Fare Rules. Enter the mandatory Reference Fields to finalize the Booking Transaction Type for Ref.06 please Always select ONLINE option from the drop-down list. \* if applicable

Trip 15197226

Booking details

Review & Select 2 Booking details 3 Confirmation

Travel Notification

Receive notification on behalf of the traveller (This setting will disable notifications meant for traveller, and will instead send notification to your email)

Contact Details

For updating changes and in case of emergency  don't share the below information with airlines

Booker Phone Number +353 - 85 - 5432432

Traveller Phone Number +353 - 01 - 4324321

Traveller Email johnsmith@Ateest.ie

Travellers Reference Questions

John Smith

\*Name Of Booker

\*Do You Need A Carry On Bag?

Cart

Flight To London €92.88

Original currency €92.88

Wed, 12 Jun-Thu, 13 Jun

Total €92.88

Finalize

Get Notification on Behalf of the traveller: This setting will disable notifications meant for traveller and will send notification to the booker only.

**\*\*This will disable the calendar attachment from the Travel Plan email confirmation.**

Don't share the Contact Details with airline is selected as default if you wish to share just untick the box.

**Contact Details**  
For updating changes and in case of emergency

Booker Phone Number + 353 - 85 - 5432432

Traveller Phone Number + 353 - 01 - 4324321

Traveller Email johnsmith@Atest.ie

don't share the below information with airlines ^

Notes to Agent can be entered - Special Remarks - These notes will go through to your consultant if you have any additional requirements that cannot be booked online.

Notes To Agent ⓘ

And it will look like this on the preparing itinerary notification

**Internal Reference** ↖

NOTES TO AGENT: pls book extra 25 kg bag and also book seat 1 A thaks Adrieanne

Click on Finalize to complete the Booking.

Once the booking is completed you will receive email confirmations with all the details.

### Booking Low Cost- Flight

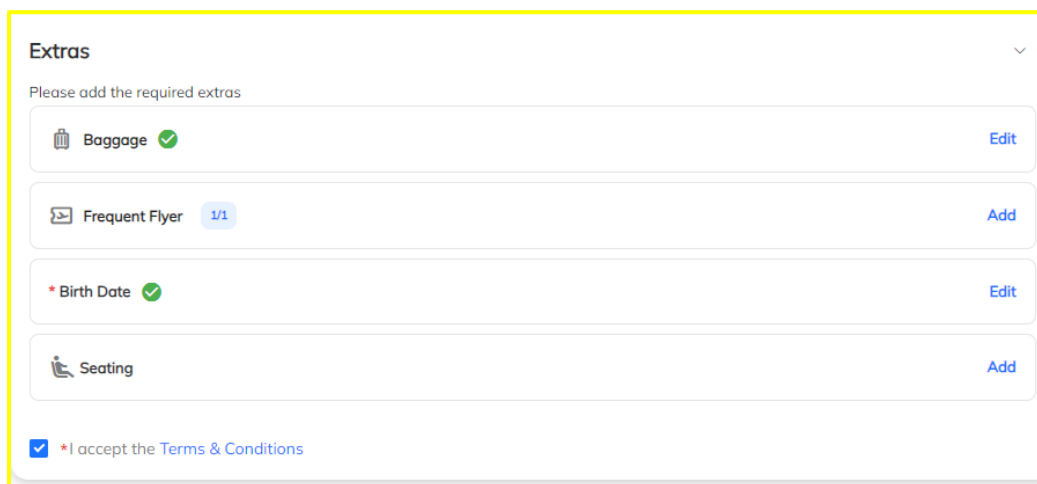
Low Cost Airlines are instant purchase Tickets so the process to complete the booking is slightly different from a GDS Booking, you can find how to do it on the steps below.

Book a New Trip – Enter your details and click on search as normal.

From the page of results, you can easily distinguish the Low-Cost Flights, they will be highlighted as “Instant Purchase”. Select the flight you wish to book by adding to your trip cart.

Best €70.83 3h 25m	Cheapest €70.83 3h 25m	Quickest €70.83 3h 20m	Sort by												
<p>10 Best Flight <span style="color: orange;">Instant Purchase</span></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%; text-align: center;">Aer Lingus E630</td> <td style="width: 20%;">06:50 Wed, 12 Jun 24 DUB</td> <td style="width: 15%; text-align: center;">1h 50m Direct</td> <td style="width: 15%;">09:40 Wed, 12 Jun 24 BRU</td> <td style="width: 15%; text-align: center;">From €70.83</td> <td style="width: 20%;"></td> </tr> <tr> <td style="text-align: center;">Aer Lingus E639</td> <td>21:20 Thu, 13 Jun 24 BRU</td> <td style="text-align: center;">1h 35m Direct</td> <td>21:55 Thu, 13 Jun 24 DUB</td> <td style="text-align: center;">From €70.83</td> <td style="text-align: center;"> <a href="#" style="background-color: #007bff; color: white; padding: 5px; border-radius: 4px;">Add to trip</a>  <a href="#">Pricing Options</a> </td> </tr> </table> <p style="text-align: center; font-size: 0.8em;"><a href="#">More details</a> <a href="#">Fare rules</a></p>				Aer Lingus E630	06:50 Wed, 12 Jun 24 DUB	1h 50m Direct	09:40 Wed, 12 Jun 24 BRU	From €70.83		Aer Lingus E639	21:20 Thu, 13 Jun 24 BRU	1h 35m Direct	21:55 Thu, 13 Jun 24 DUB	From €70.83	<a href="#" style="background-color: #007bff; color: white; padding: 5px; border-radius: 4px;">Add to trip</a> <a href="#">Pricing Options</a>
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Tabs Highlighted with red star are mandatory information and must be completed.

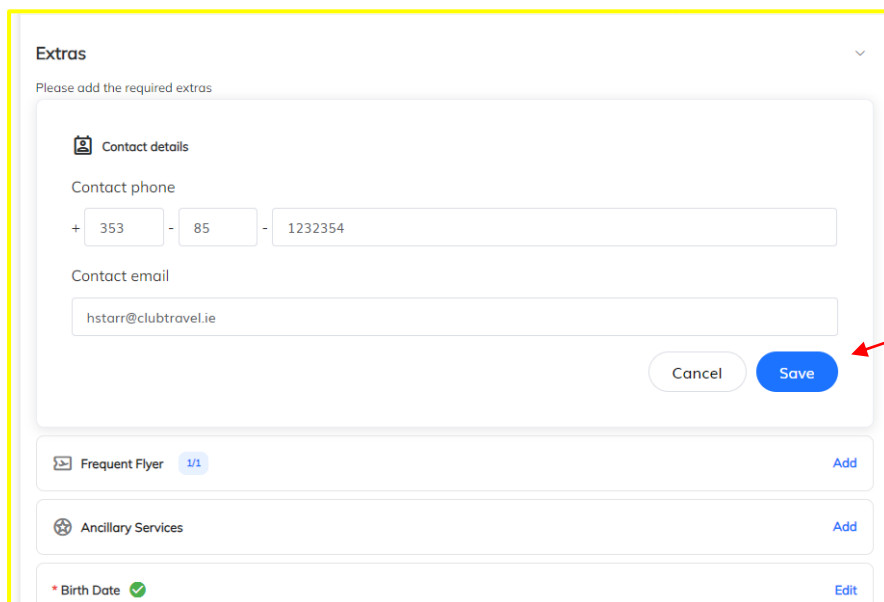


### Contact Details:

Here you must enter the details of who needs to receive the confirmation from the Airline, this email address will be used to make the booking and to manage the booking directly with the Airline.

NB\*\*\*\*If you select to get notification on behalf of traveller the booking will be made with the email address on your profile.

The system pre-populates the field with the booker or the selected traveller details, from here you can change and update for any other of you choose. Click Save and Close.



### Ancillary Services:

From here you can add to your flight ancillary services as Priority Boarding, Cabin and Checked-in Baggage **When available with the Airline.**

Select from the drop-down list and Click Save and Close.

**\*\*NB\*\*** If the option is not showing on the list it means is not available for this flight with the Airline.

### Extras

Please add the required extras

**Baggage**

**John smith**

1 bags - 10Kg total - 0.00 EUR

Cancel Save

### Seating:

Book Seats when available with the Airline. Select Seating and click on add

**Seating** Add

\*I accept the [Terms & Conditions](#)

Hover over the seat to check the fares and click to select. The selected seat will be highlighted in blue.

### Select seats

DUB - BRU BRU - DUE

John smith  
12B • €16.99

Reset

- Occupied
- Available
- Preferred
- Extra leg room
- Selected

	A	B	C	D	E	F
2	X	X	€17	€17	€17	
3	€17	€17	€17	€17	€17	€17
4	€17	€17	€17	€17	€17	€17
5	€17	€17	€17	€17	€17	€17
6	€17	€17	€17	€17	€17	€17
7	€12	€12	€12	€12	€12	€12
8	€12	€12	€12	€12	€12	€12
9	X	€12	€12	€12	€12	€12
10	X	X	X	X	X	X
11	€12	€12	€12	€12	€12	€12
12	€12	€12	€17	€17	€17	
13				€17	€17	€17
14	€9	€9	€9	€9	€9	€9

12B - €17  
Preferred Seat  
Extra Leg Room

Extra: €16.99  
Seat reservation changes may incur new fees

Cancel Save

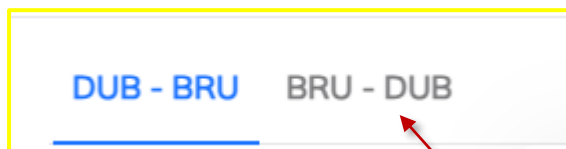


To change the selected seat just select a new one by clicking.

To remove the selection, click on reset.

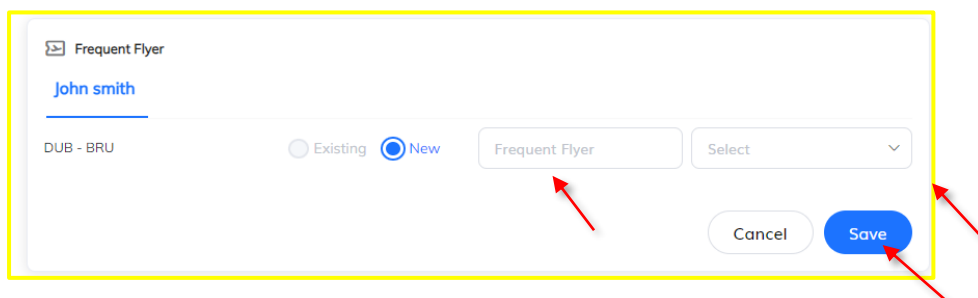
Select your Next Segment and Click Save or Save and Close.

You can easily switch from Outbound to Inbound Seat Map Availability by clicking as below:



### Frequent Traveller Number:

Frequent flyer details can be manually entered at the time of the booking for Low Cost Flights.



If you have a frequent flyer number stored on your personal profile, you can add this to your booking by selecting the ' Existing' option and selecting it from the drop-down list.

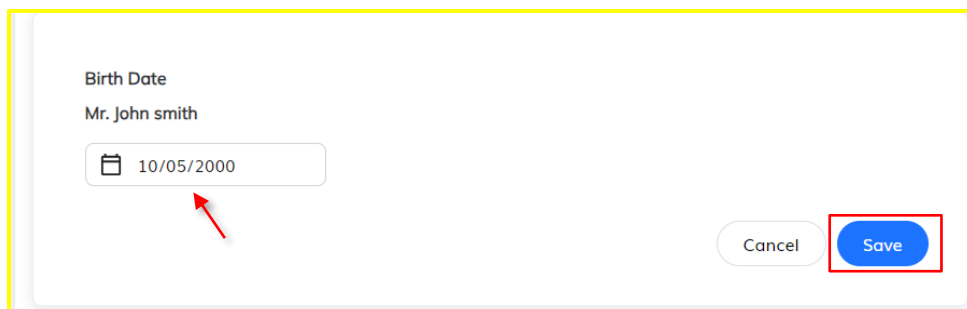
Click Save and Close or Save and Next.

### Date Of Birth:

If you have entered the information on “My Profile” it will be pre-populated.

Date of birth is a mandatory field when booking Low Cost flights.

\*\*If you update Date of Birth after entering the form of payment the page will be refreshed and you will have to enter the Form of payment again\*\*



**Form of Payment for Low Cost bookings** is credit card.

The Club Travel HRG credit card is embedded into the system if you use the TMC card and no action is necessary.

If you use your **OWN** credit card it will either pull from your personal profile or you can manually enter your card member on the booking page. **For web bookings you have to enter the CVV** as these are instant purchase tickets.

The screenshot shows a booking interface with two main sections highlighted by yellow boxes. The left section, titled 'Card details', is enclosed in a red box and contains the following fields: 'Card type' (MasterCard), 'Card number' (\*\*\*\* \* 2121), 'Card holder' (Club Card 555), and 'Expiration date' (05/2028). Below this is an 'Address' section with 'Country' (IRELAND), 'City' (DUBLIN), 'Zip code' (D01 Y97), and 'Street' (30 LOWER ABBEY STREET). A 'Save' button is located at the bottom right of this section. The right section, also highlighted in yellow, shows flight details for 'Flight to Brussels' with a status of 'PENDING BOOKING'. It lists two flights: one on Wednesday, 12 Jun 24 (06:50 DUB to 09:40 BRU) and one on Thursday, 13 Jun 24 (21:20 BRU to 21:55 DUB). A payment summary on the right indicates 'To pay €70.83' and shows a 'Paid by Traveller' option with a CVV field and a 'cvv required' note.

After you completed all information and added your extras, Read the Fare Rules and select “I accept the terms and conditions” to agree with terms and Conditions.

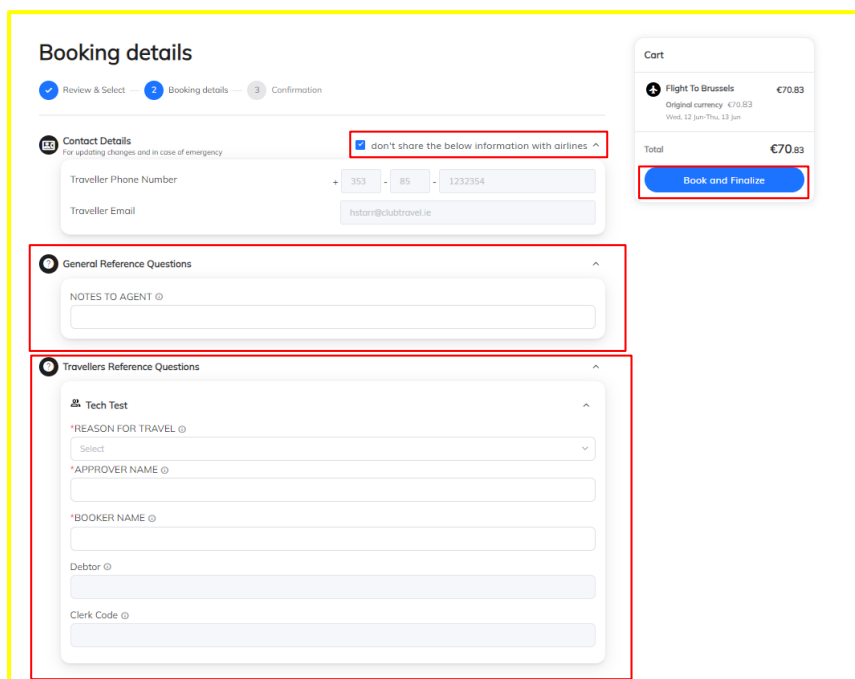
click proceed to checkout

The screenshot displays the 'Trip overview' page. At the top, there are options to 'Add more services' for Flight, Hotel, Car, and Rail. The main content area shows the flight itinerary for 'Wednesday, June 12'. It details two flights: one on Wednesday, 12 Jun 24 (06:50 DUB to 09:40 BRU) and one on Thursday, 13 Jun 24 (10:20 BRU to 11:05 DUB). A 'Cart' sidebar on the right shows the total price of €70.83 and a 'Proceed to Checkout' button highlighted with a red box. The flight status is 'PENDING BOOKING' and the time is 14:30.

## Finalize the Booking

Enter the mandatory Reference Fields to finalize the Booking if applicable.

Notes to Agent can be entered - Special Remarks - These notes will go through to your consultant if you have any additional requirements that cannot be booked online.



**Booking details**

Review & Select **Booking details** Confirmation

**Contact Details**  
For updating changes and in case of emergency

don't share the below information with airlines

Traveller Phone Number: + 353 - 85 - 1232354  
Traveller Email: hstam@clubtravel.ie

**General Reference Questions**

NOTES TO AGENT

**Travellers Reference Questions**

**Tech Test**

\*REASON FOR TRAVEL  
Select

\*APPROVER NAME

\*BOOKER NAME

Debtor

Clerk Code

**Cart**

Flight To Brussels €70.83  
Original currency €70.83  
Wed, 12 Jun - Thu, 13 Jun

Total €70.83

Book and Finalize

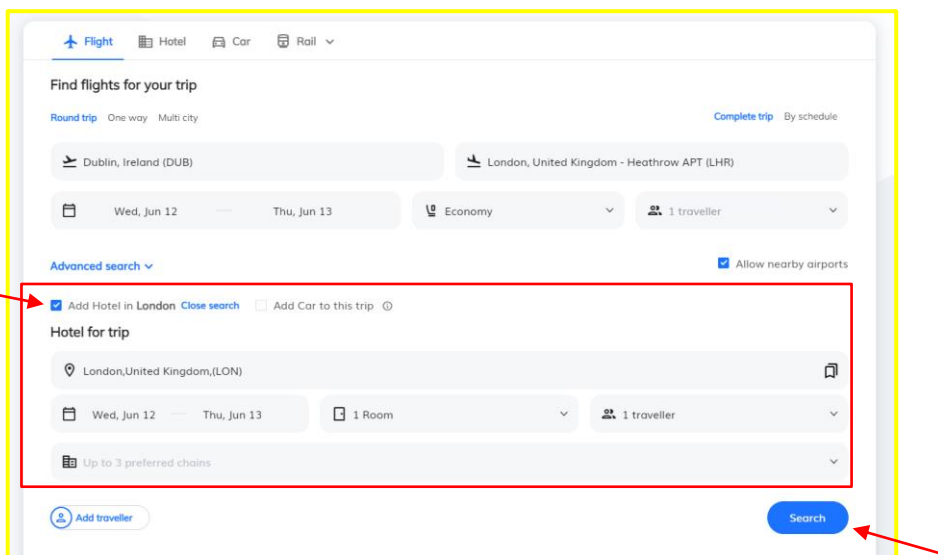
Don't share the Contact Details with airline is selected as default if you wish to share just untick the box.

Click on Book and Finalize to complete the Booking. A pop-up will show advising the booking is made click on Close.

Once the booking is completed you will receive email confirmations with all the details.

## Booking Flights & Hotel

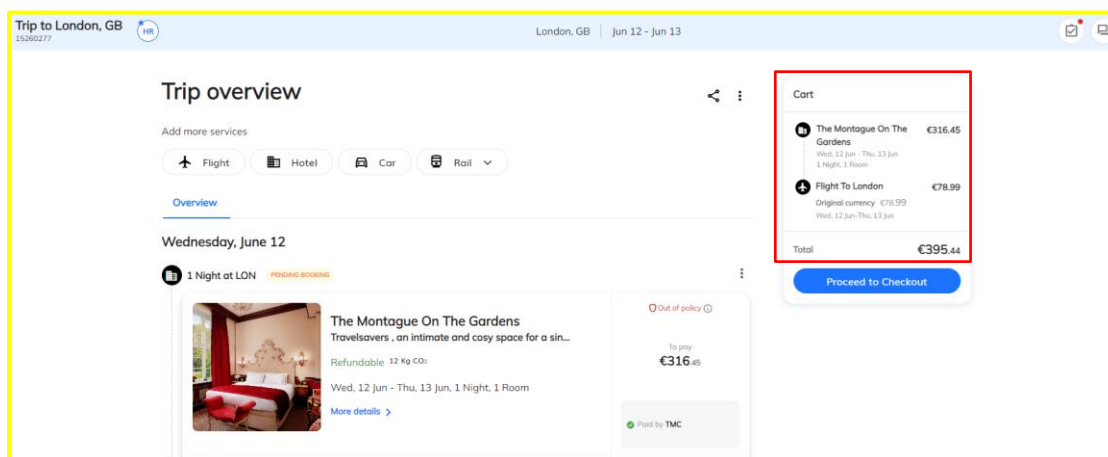
If you wish to book a flight and a hotel all together select the option "Add Hotels to this trip" at the beginning of your search.



Once you enter the flight details the hotel fields will be pre-populated with the same information, where you can manually change if necessary. Click Search

First system gives you Flight results, once you select your flights adding to your trip cart system takes you directly to the Hotel results page where you can choose and select to add to the trip cart.

After selecting a hotel room option, you will be taken to the trip cart to review the selected products and complete the booking as normal.



## Flight Booking By Schedule

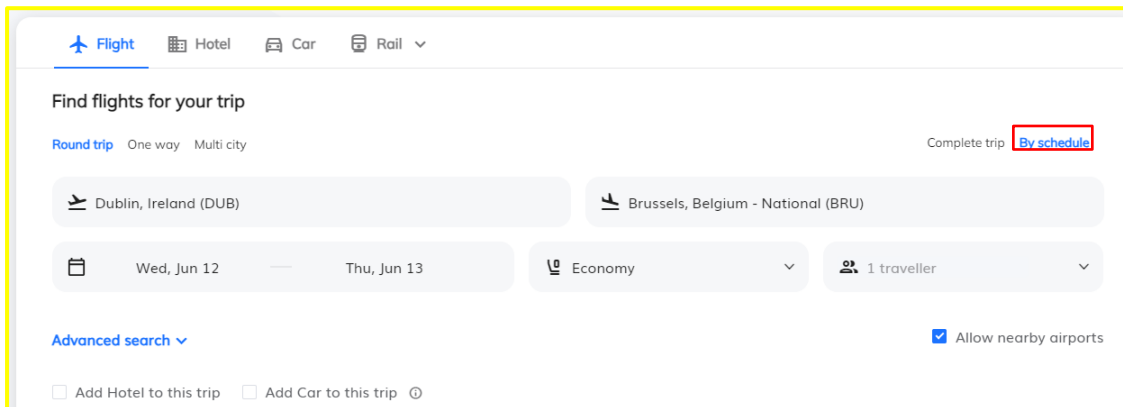
Booking By Schedule allows you to select and mix two different Airlines for example Booking with 2 different airlines on low Cost, Aer Lingus from Dublin to London and Ryanair from London to Dublin, However, please note that:

You will get 3 Confirmations one from GTP to confirm you booking and one from each airline, one for Outbound and one for Inbound, so please ensure you have them both when travelling.

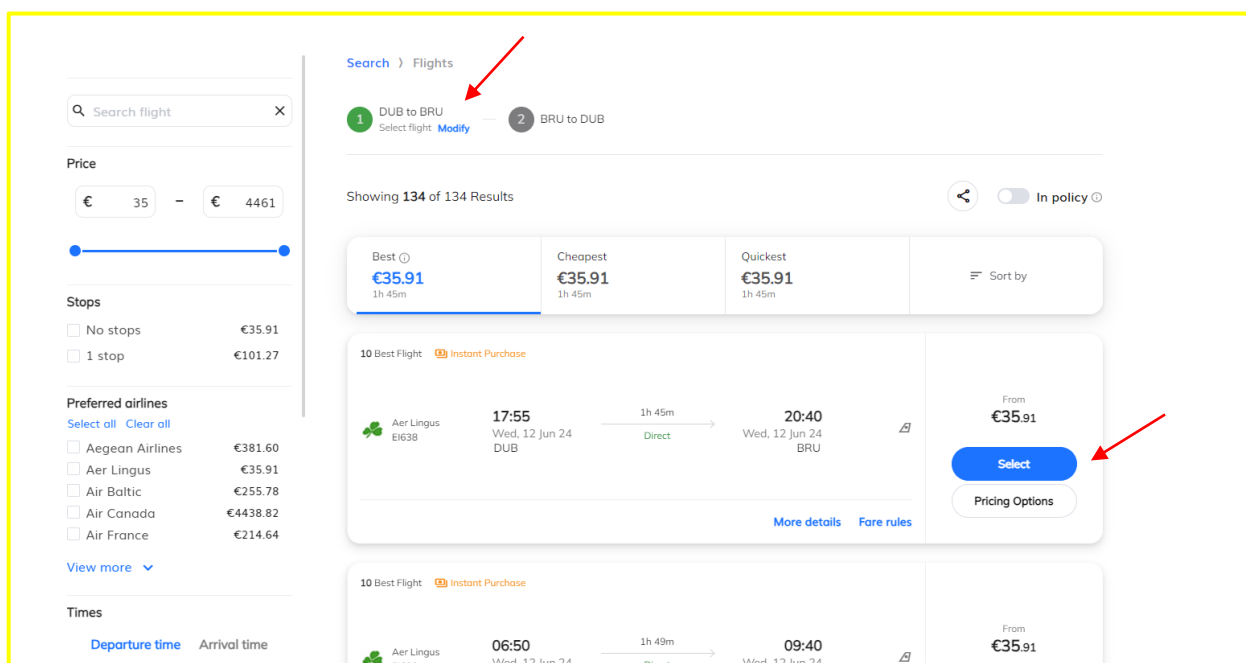
This means then that you will need to 2 sets of Check in, one for each airline.

If one of the journeys originates in a Non-Euro (for Euro Accounts) and / or Non-GBP (for GBP Accounts), then Rates of Exchange will be applied to the Invoices to cover currency fluctuation.

When you click to Book a New Trip, please select to do the search By Schedule and the Click on Search.



First you will be given options for the Outbound Flight, Select the one you wish to book.



Once you select your Outbound Flight system will give you the options for the return Flight.

You will see at the top the flight you have selected for the outbound.

After selecting the return Flight system shows a summary of the selected flights, and highlights that you are booking Two separated tickets. Click add to trip.

From here you will complete the booking as normal, however as you are booking with two different airlines you will have to complete the additional information for each flight.

After you entered all the information and confirmed all details Click on Checkout

To complete the booking Click to accept the terms and conditions.

Enter the reference Fields if applicable, Click on Book and Finalize.

**Overview**

Wednesday, June 12

**Flight to Brussels** PENDING BOOKING 1432

Wed, 12 Jun

Aer Lingus E1638 **17:55** Wed, 12 Jun 24 DUB → 01h 45m Direct → **20:40** Wed, 12 Jun 24 BRU

To pay **€35.91**  
Paid by TMC

[Instant Purchase](#) [More details](#) [Fare rules](#) [Price Breakdown](#)

**Extras**

Please add the required extras

- Contact details  [Edit](#)
- Frequent Flyer  [Add](#)
- Ancillary Services [Add](#)
- \* Birth Date  [Edit](#)
- Seating [Add](#)

\* I accept the [Terms & Conditions](#)

Thursday, June 13

**Flight to Frankfurt** PENDING BOOKING

Thu, 13 Jun

Lufthansa LH1011 **13:15** Thu, 13 Jun 24 BRU → 10h 05m 1 stop FRA 06h55m → **22:20** Thu, 13 Jun 24 DUB

To pay **€134.07**  
Paid by TMC

[More details](#) [Fare rules](#) [Price Breakdown](#)

**Extras**

Please add the required extras

- Frequent Flyer  [Add](#)
- Meal [Add](#)
- Seating [Add](#)

\* I accept the [Terms & Conditions](#)

**Contact Details**  
For updating changes and in case of emergency

don't share the below information with airlines ^

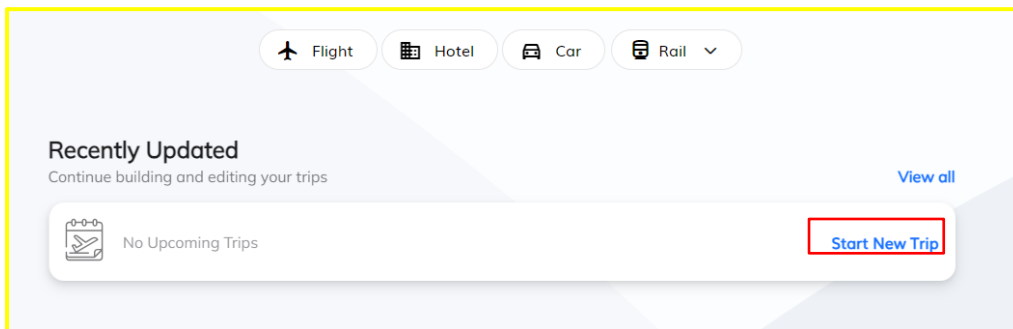
Traveller Phone Number + 353 - 85 - 1232354

Traveller Email hstarr@clubtravel.ie

Don't share the Contact Details with airline is selected as default if you wish to share just untick the box.

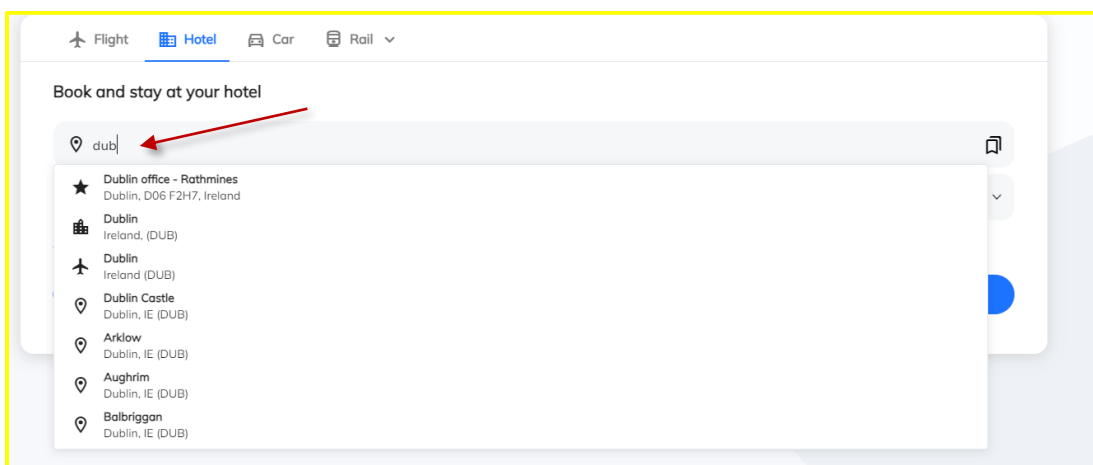
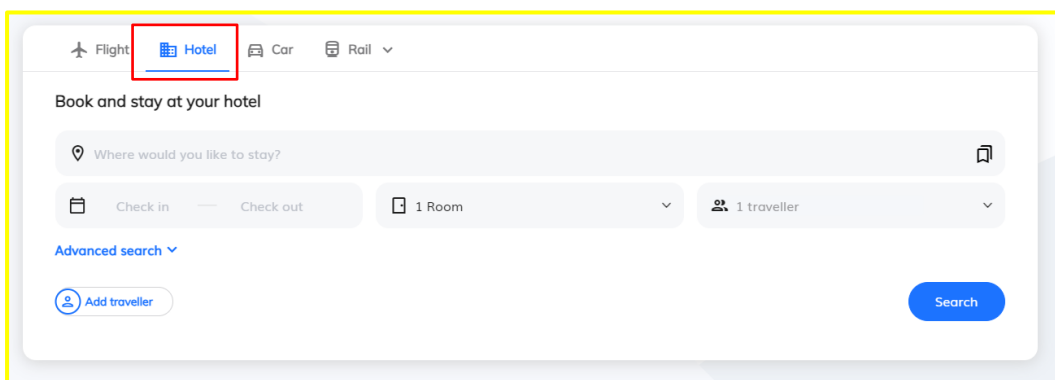
## Hotel Booking

From the GTP Main page Click on any of the Start New Trip options



Select the Hotel tab and enter the details.

Destinations and Preferred Hotels can be selected from a drop-down list if determined by your Employers.



\*\*If you make the hotel booking in conjunction with the air reservation, destination, dates and trip purpose information are prepopulated\*\*

## Hotel availability

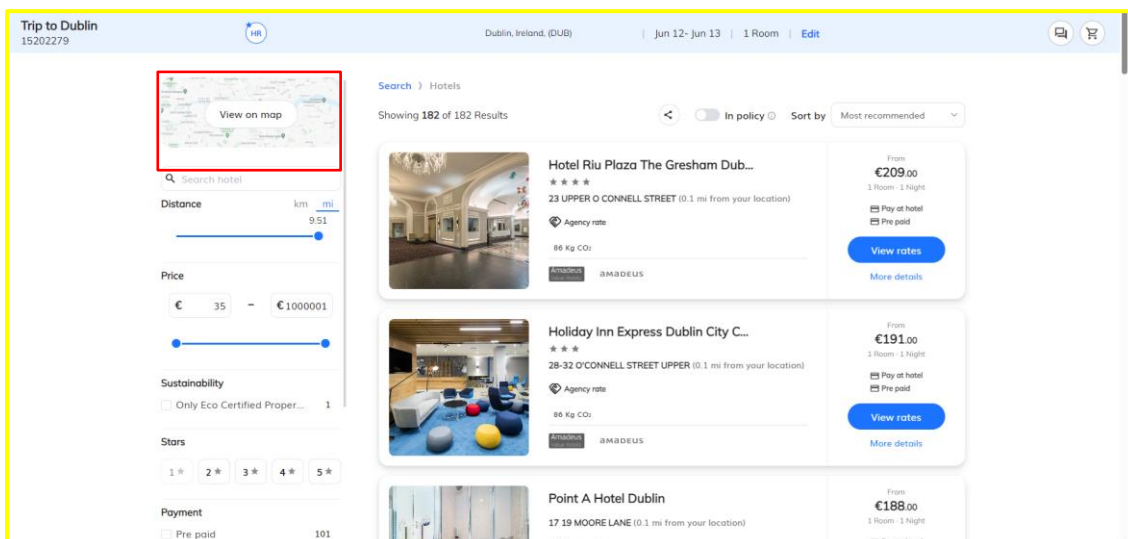
Display of Hotel Results - From here you can:

Modify your search parameters as dates, destination and distance from the original destination.

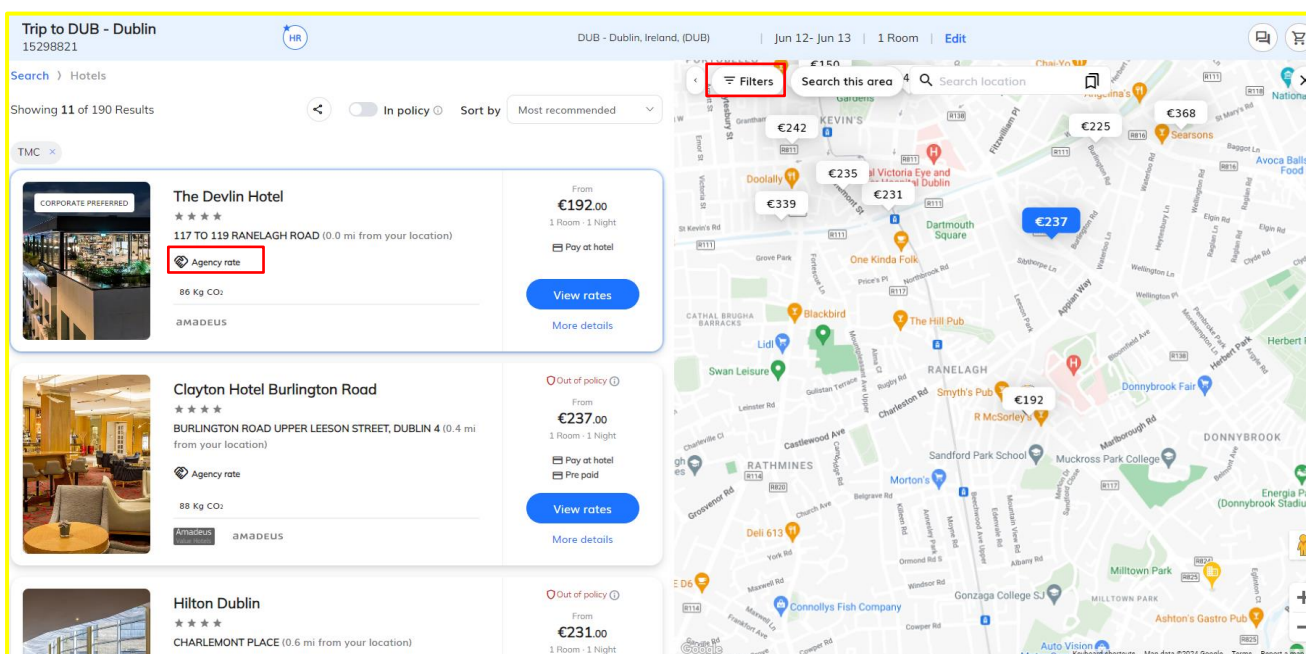
Use the filters to narrow down the results.

Sort the Display. You can use the filter option to sort the way the options are displayed





Change to a Map View. You can view the hotels on a map view instead of a list view.



Identify Any special rates looking for your Company Logo, Club Travel logo or the TMC logo on the left.

Hover the mouse over the Hotel and click to see Room and Rates available.

\*For your convenience, your preferred hotels are retrieved first. A complete list of properties will be available in a few seconds.

## Hotel selection

Once you have selected, you will be shown further information about the hotel including photographs, facilities, description, and the rates available.

Search > Hotels > The Mayson Hotel

## The Mayson Hotel

82 NORTH WALL QUAY (1.8 mi from your location) Agency rate 84 Kg CO<sub>2</sub>

[View rates](#) [View hotel on map](#)

[Show all photos](#)

Amenities		Overview		
Air Condition	Bar	Casino	Concierge	Disabled Access
Exchange	Gym	Internet	Laundry	Lift
Lounge	Luggage Storage	Meeting Facilities	Minibar	Parking
Restaurant	Safe	Spa	Swimming Pool	TV

Check in	Check out
Wed, 12 Jun 15:00	Thu, 13 Jun 12:00

If you wish to share quotes just click on Share Quotes and select the options, you wish to send by email.

Dates can be changed from the top of the results page.

Special rates and Cancellation Policy will be highlighted.

Share Quotes: 0 of 4 selected Select hotel rooms to share [Share](#) X

Amenities		Overview		
Air Condition	Bar	Casino	Concierge	Disabled Access
Exchange	Gym	Internet	Laundry	Lift
Lounge	Luggage Storage	Meeting Facilities	Minibar	Parking
Restaurant	Safe	Spa	Swimming Pool	TV

Check in	Check out
Wed, 12 Jun 15:00	Thu, 13 Jun 12:00

Price: € 191 - € 329 Showing 5 of 5 Results  In policy **Sort by** Price

<p>Club travel , double room-min 12sqm-dbl bed-wifi-ac-heating -safe-tea-coffee-, tv-phone-trouser press double room-min 12sqm-dbl bed-wifi-ac-, heating -safe-tea-coffee-tv-phone-trouser press</p> <p><b>Bed &amp; breakfast</b></p> <p><b>Agency rate</b></p> <p>Refundable <a href="#">Terms &amp; Conditions</a></p> <p>AMADEUS</p>	<p>Total price <b>€192.00</b></p> <p>1 Room - 1 Night</p> <p><input type="checkbox"/> Pay at hotel</p> <p><a href="#">+ Share</a></p> <p><a href="#">Price details</a></p>
<p>Best available rate -room only , double room-min 12sqm-dbl bed-wifi-ac-heating -safe-tea-coffee-, tv-phone-trouser press double room-min 12sqm-dbl bed-wifi-ac-, heating -safe-tea-coffee-tv-phone-trouser press</p>	<p><b>Out of policy</b></p> <p>Total price <b>€261.00</b></p> <p>1 Room - 1 Night</p> <p><input type="checkbox"/> Pay at hotel</p>

Click on the Terms and conditions to see more details. A Pop-up screen will show.

**Terms & Conditions** ✕

**Rate Description**  
CLUB TRAVEL , Double Room-min 12sqm-dbl bed-WiFi-AC-heating -safe-tea-coffee-, TV-phone-trouser press Double Room-min 12sqm-dbl bed-WiFi-AC-, heating -safe-tea-coffee-TV-phone-trouser press

**Cancellation Policy**  
Cancellation after 00:00, Tue, 11 Jun 24 will be charged 1 night(s)

Select the room to continue to the trip cart.

## Complete Hotel Booking

The screenshot shows the 'Trip overview' page. At the top, there are navigation options for Flight, Hotel, Car, and Rail. Below this, the trip is for 'Wednesday, June 12' with '1 Night at DUB' (PENDING BOOKING). The main hotel listing is 'The Mayson Hotel' with a 'To pay' amount of '€192.00'. It is described as 'Club travel, double room-min 12sqm-dbl bed-wifi...' and is 'Refundable 37 Kg CO2'. The stay is for 'Wed, 12 Jun - Thu, 13 Jun, 1 Night, 1 Room'. A 'Paid by TMC' indicator is present. Below the hotel details is an 'Extras' section with fields for 'Loyalty number' and 'Special request', each with an 'Add' button. At the bottom left, there is a checkbox for 'I accept the Terms & Conditions'. On the right side, a 'Cart' summary shows 'The Mayson Hotel' for '€192.00' and a 'Total' of '€192.00'. A red box highlights the 'Proceed to Checkout' button in the cart.

Confirm the Details as Dates, Hotel, Room Type and Traveller's name.

Hotel Loyalty card can be entered on the finalise page.

Enter a New one or use the one you have set up on your profile.

The screenshot shows the 'Extras' form. It has a title 'Extras' and a subtitle 'Please add the required extras'. Under 'Loyalty number', there are two radio buttons: 'Existing' and 'New', with 'New' selected. Below this is a 'Hotel chain' dropdown menu with 'Select' as the current value. To the right of the dropdown is a text input field for the 'Loyalty number', which is highlighted with a red box. At the bottom right of the form are 'Cancel' and 'Save' buttons.

## Form of payment for Hotels

The Club Travel HRG credit card is embedded into the system if you use the TMC card and no action is necessary. If you use your **OWN** credit card it will either pull from your personal profile or you can manually enter your card member on the booking page.

\* All credit card information is encrypted and is PCI DSS compliant.

Wednesday, June 12

1 Night at DUB PENDING BOOKING

**The Mayson Hotel**  
Club travel , double room-min 12sqm-dbl bed-wifi...

Refundable 37 Kg CO<sub>2</sub>

Wed, 12 Jun - Thu, 13 Jun, 1 Night, 1 Room

[More details >](#)

To pay  
**€192.00**

Paid by TMC

Once you complete the information click on proceed to checkout.

**Trip overview**

Add more services

Flight Hotel Car Rail

Overview

Wednesday, June 12

1 Night at DUB PENDING BOOKING

**The Mayson Hotel**  
Club travel , double room-min 12sqm-dbl bed-wifi...

Refundable 37 Kg CO<sub>2</sub>

Wed, 12 Jun - Thu, 13 Jun, 1 Night, 1 Room

[More details >](#)

To pay  
**€192.00**

Paid by TMC

Cart

The Mayson Hotel €192.00  
Wed, 12 Jun - Thu, 13 Jun  
1 Night, 1 Room

Total **€192.00**

[Proceed to Checkout](#)

Enter the Reference fields to complete the booking if applicable.

The reference fields can be free text or a drop-down list, can be mandatory and must be complete in order to make a booking.

Click on Book and Finalize to complete the Booking.

Trip to The Mayson  
15332027

### Booking details

1 Review & Select 2 **Booking details** 3 Confirmation

**Travel Notification**

Receive notification on behalf of the traveller  
(This setting will disable notifications meant for traveller, and will instead send notification to your email)

**Travellers Reference Questions**

**Tech Test**

\*REASON FOR TRAVEL

\*APPROVER NAME

\*BOOKER NAME

Debtor

Clerk Code

**Cart**

**The Mayson Hotel** €192.00  
Wed, 12 Jun - Thu, 13 Jun  
1 Night, 1 Room

**Total** €192.00

**Book and Finalize**

## Contact Details on Booking Confirmations

In all cases, when finalising a Booking in GTP before selecting the option for 'Book and Finalize', you will have the option to choose if you wish to share your contact information with the Airline.

The system defaults do NOT share this information with the airline.

Untick the box if you wish to share your information with the Airline as Email Address and Phone Number.

**Contact Details**  
For updating changes and in case of emergency

don't share the below information with airlines

Traveller Phone Number + 353 - 85 - 1232354

Traveller Email hstarr@clubtravel.ie

**Total** €128.10

**Book and Finalize**

## How to Identify Negotiated Rates and Preferred Hotels

Negotiated Rates for Hotels and Flights can be loaded into the system.

The HRG/Club Travel Rates are already loaded, and this will be identified by the TMC/Club Travel/HRG Logos.

If you have Negotiated Rates, then your company logo will Show.

The screenshot shows a flight search interface with three columns: Best (€486.84), Cheapest (€486.84), and Quickest (€486.84, 22h 25m). A dropdown menu for the Best option shows 'Agreement Code: Agency Private Fare' and 'PTC: ADT'. Below, two flight options are listed with agency logos (Eurowings) and flight details. A '2.64 Best Flight' badge and 'Agency' logo are present. A 'Pricing Options' section on the right shows 'Out of policy' and 'From €486.84' with an 'Add to trip' button.

For Hotels you can identify Negotiated Rates added to you list by hovering over agency rate below.

Click on View Rates to check the available fares.

The screenshot shows a hotel listing for 'Hotel Riu Plaza The Gresham Dub...'. It features a photo of the hotel, a 3-star rating, and the address '23 Upper O Connell Street (0.1 mi from your location)'. A red box highlights the 'Agency rate' badge. The price is 'From €213.00' for '1 Room · 1 Night'. Payment options 'Pay at hotel' and 'Pre paid' are shown. A red box highlights the 'View rates' button.

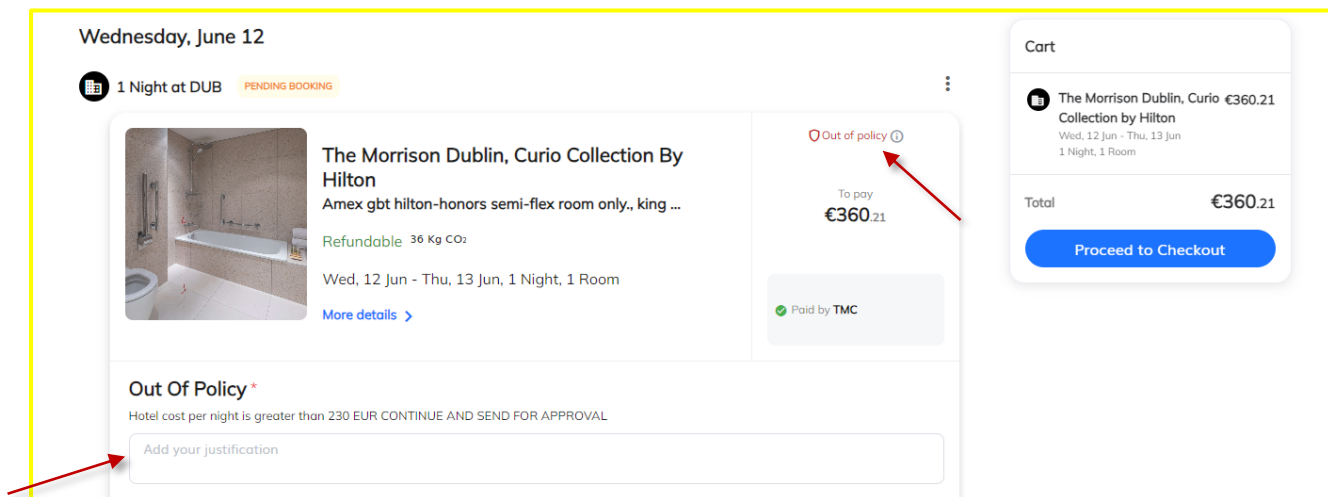
## OOP- Out Of Policy

Travel policy might be applied to your booking depending on your company set-up, if that is the case product will show as Out of policy and if you hover the mouse over you can easily identify a brief description.

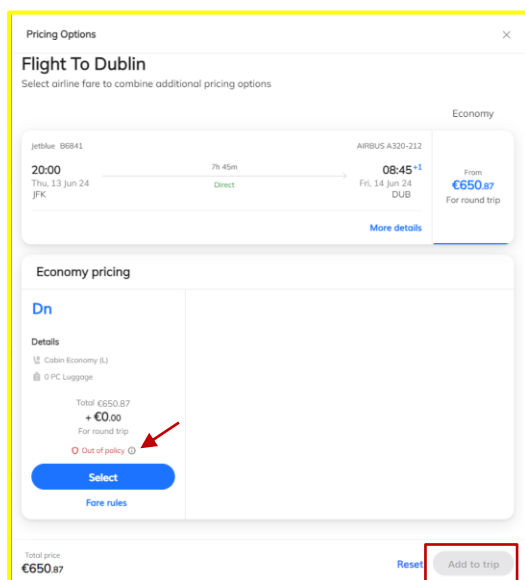
The screenshot shows a hotel listing for 'THE MORRISON DUBLIN CURIO ...'. It features a photo of the hotel, a 4-star rating, and the address 'Ormond Quay Lower (0.4 mi from your location)'. A red box highlights the 'Agency rate' badge. The price is 'From €324.00' for '1 Room · 1 Night'. Payment options 'Pay at hotel' and 'Pre paid' are shown. A red box highlights the 'Out of policy' badge, which has a tooltip that reads: 'Hotel cost per night is greater than 230 EUR CONTINUE AND SEND FOR APPROVAL'. A red box highlights the 'View rates' button.

An OOP product can be booked if permitted within your company travel policy. You will be able to select the product to book and proceed to checkout.

However, from the checkout page you might have to send for approval or to enter a reason to book out of policy, this can be a drop-down or a free text box.



An OOP product will always be highlighted to you and if booking out of policy is not allowed within your company travel policy you will not be able to select.

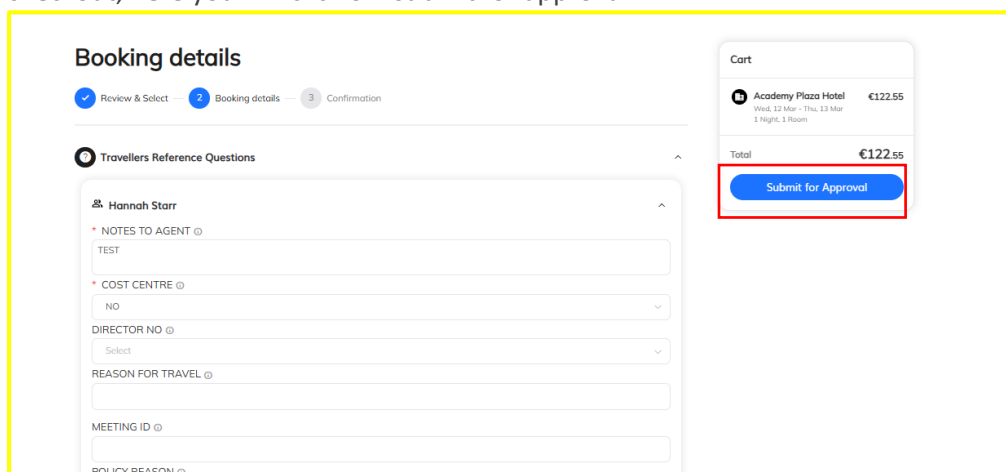


## Approval Flow

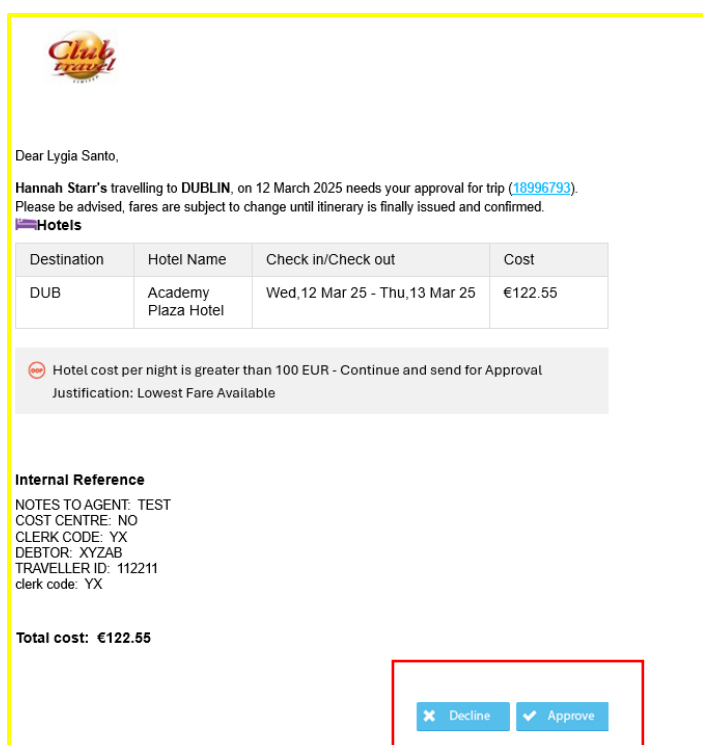
If your company mandates approval for bookings that fall outside of policy, the approval process will be initiated at checkout once a justification is selected from the drop-down menu or entered as free text.

The Approval Process will resemble the following steps:

Once you have entered a justification and accepted terms and conditions you will be able to proceed to checkout, here you will click on 'submit for approval'.



Once the booking has been submitted, the designated approver will receive an email notification, which will allow them to easily approve or decline the trip in the email. Logging in is not necessary. The approver can also log in to GTP and approve from there.



Dear Lygia Santo,

**Hannah Starr's** travelling to **DUBLIN**, on 12 March 2025 needs your approval for trip **(18996793)**.  
Please be advised, fares are subject to change until itinerary is finally issued and confirmed.

**Hotels**

Destination	Hotel Name	Check in/Check out	Cost
DUB	Academy Plaza Hotel	Wed, 12 Mar 25 - Thu, 13 Mar 25	€122.55

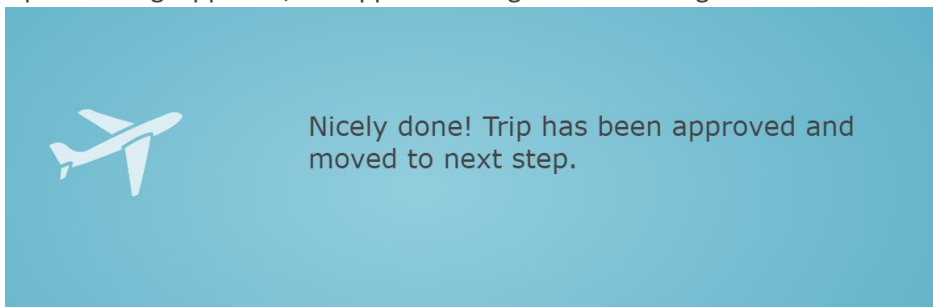
**Hotel cost per night is greater than 100 EUR - Continue and send for Approval**  
Justification: Lowest Fare Available

**Internal Reference**  
NOTES TO AGENT: TEST  
COST CENTRE: NO  
CLERK CODE: YX  
DEBTOR: XYZAB  
TRAVELLER ID: 112211  
clerk code: YX

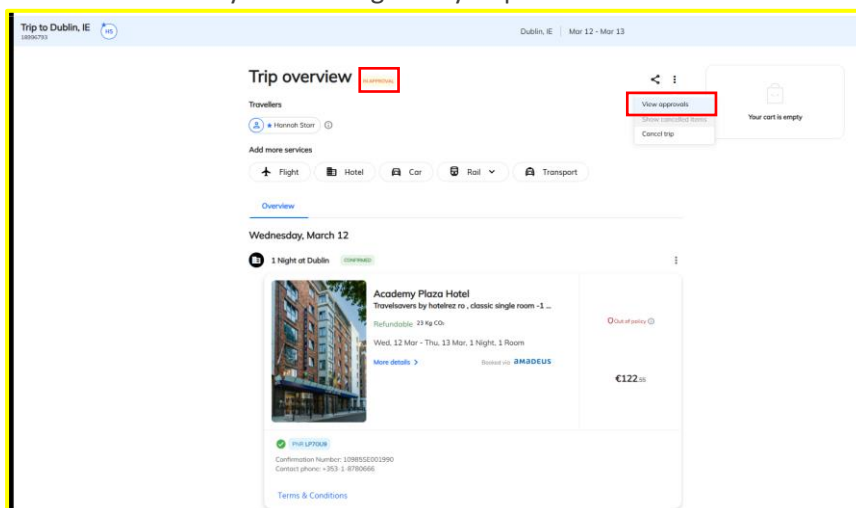
**Total cost: €122.55**



Upon clicking 'approve', the approver will get the following screen:



You can view the status of your booking in 'My Trips'.



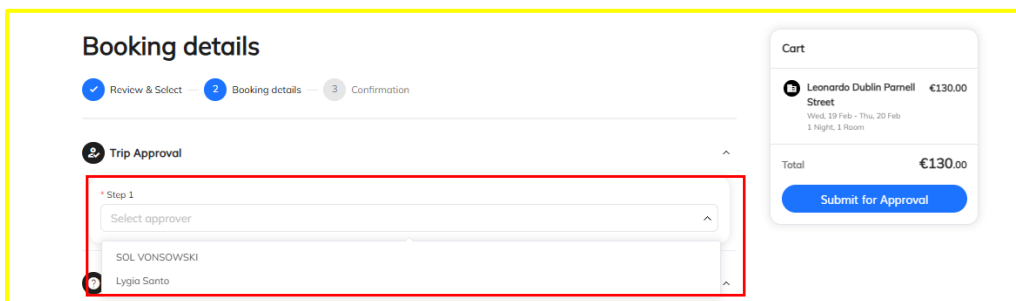
In Approval – booking is waiting to be approved

Finalized – Trip has been approved and issued

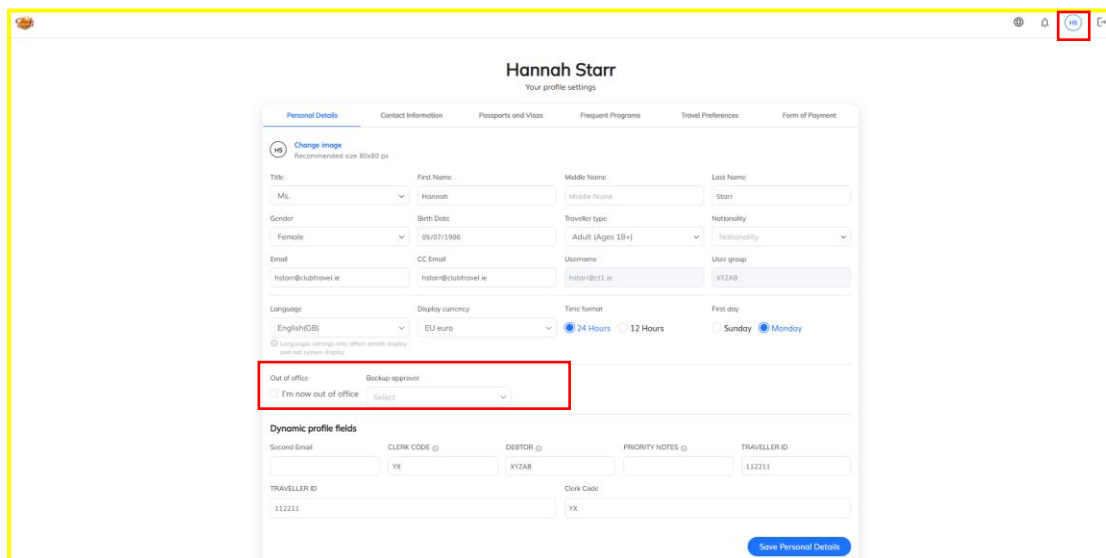
Declined – Trip has been declined by approver

Cancelled – Trip Cancelled

When there is More than one approver assigned to you, you will have the option to choose which approver to select. It is your responsibility to ensure the selected approver is available to approve the booking.



As an approver, if you are not available or out of office, you can add a back up approver to your profile by opening your profile and assigning another approver. Approvals will be directed to the back up on your behalf.



## Approval for Low-Cost Flights/ Instant purchase Flights

**The Approval process does not apply to Low-Cost/Instant purchase flights.** Once such a booking is sent for approval, the purchase is complete before receiving the approval. If the booking is nonrefundable and subsequently declined, the ticket will be lost.

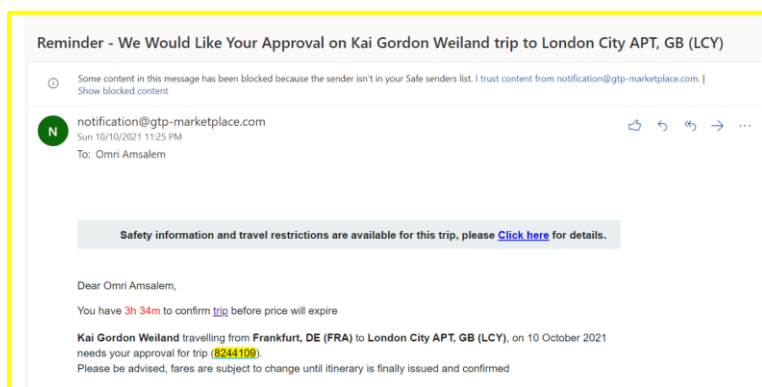
Depending on your company, you may have a policy that permits bookings with a justification. Please refer to your company's policy for specific details.

## Approval For Non-Refundable Hotels

When booking a hotel, please review the terms and conditions carefully. If the fare is non-refundable, it will be booked immediately, as the purchase is finalized before approval is received.

## Approval Reminders

This email is sent to the approver currently assigned to the trip to remind that approval is required soon. The time limit for when the reminder is sent is determined by the company.



## Ticketing Expiry

Bookings Must be approved on the Same day, if not, they will expire and be automatically cancelled, with a cancellation email sent out.

## Sharing Quotes

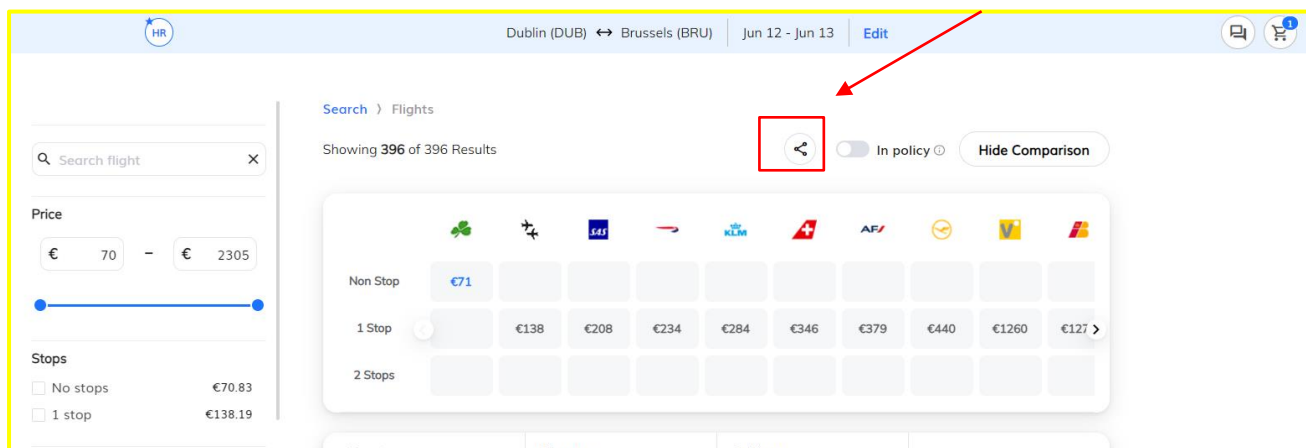
With GTP you can share quotes and itineraries before and after booking, from your trip Cart. You will learn how to do it on the following steps.

### Sharing Quotes from the result pages

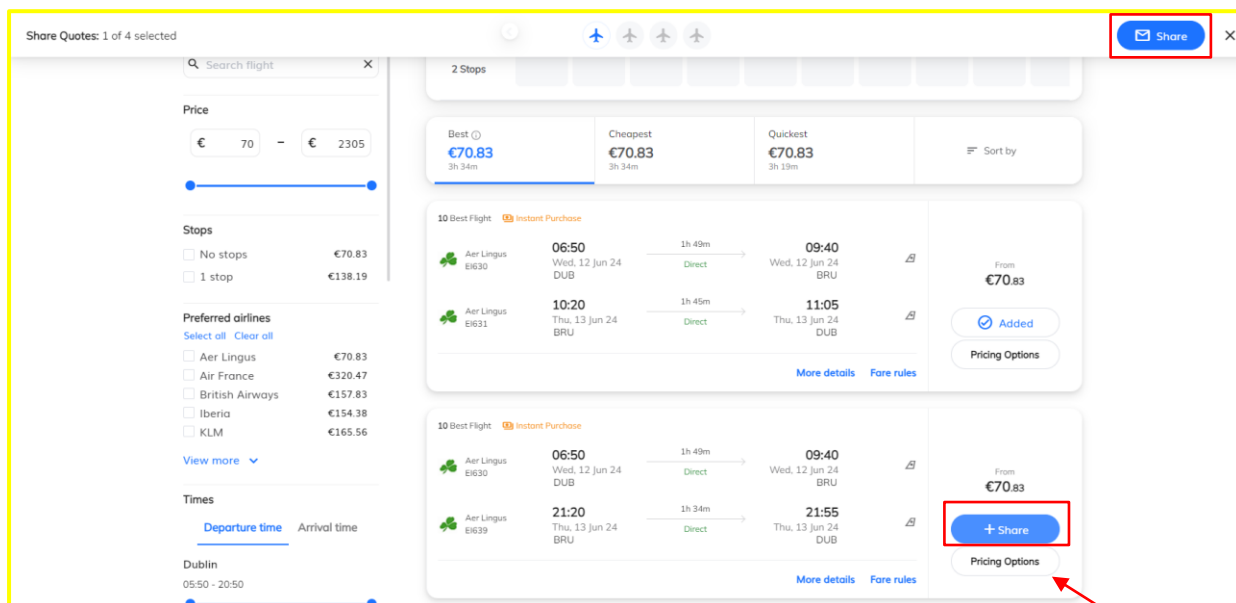
From the results page when searching for any product you can share up to 4 options by sending to your traveller email address or to any email address you wish directly from the system.

#### Sharing Flights – By Complete Trip:

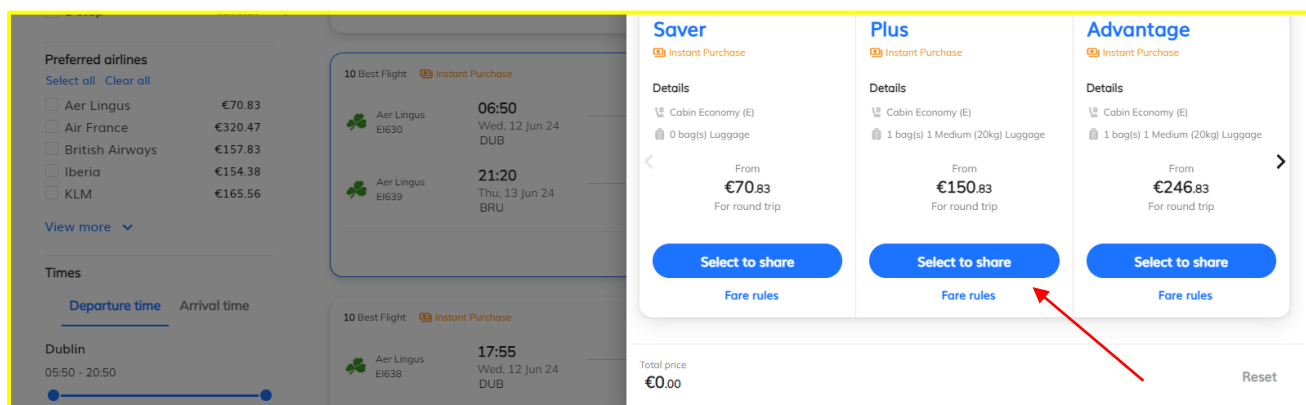
From the results page Click on this icon



Select the Flights you wish to Share (Up to 4 options) by clicking on the +Share symbol.

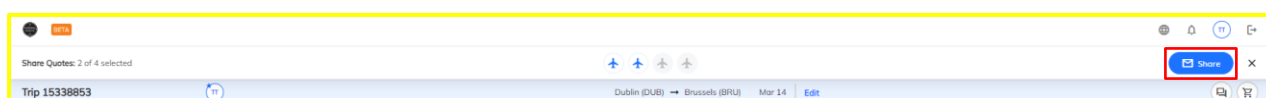


You can use the filters as normal to search and select options from the additional pricing.



Before sending you can hover over the flight symbols to view the quotes.

Once you have selected all the options Click on the share symbol.



A pop-up Screen will show, if you have selected a traveller the traveller's email address will be pulled from the traveller profile, where you can remove by clicking on the X or you can type manually an email address.

You can update the Subject and add a message to the quote.

You can select to send just a summary the detailed quote or Both. Headers can also be removed.

Share Quotes
✕

Send to

Language  
 English(GB)

Subject  
 Share quotes for Hannah Wed,12 Jun 2024 - Thu,13 Jun 2024

Message (Optional)  
 Add message

Include in price offer  
 Summary  Detailed  Both
  Remove headers
 Include PDF

**Price Offer - Summary**

Flight Offer # 1 Pending booking Total: €70.83

Flight for 1 Travelers

Airline	From - To	Depart - Arrive	Duration	Stop	Baggage
Air Lingus EI630	Dublin, Ireland (DUB)	06:50 Wed,12 Jun 24	01h 50m	Direct	0 bags(s)
Economy	Brussels, Belgium - National (BRU)	09:40 Wed,12 Jun 24			

Cancel
Copy to clipboard
Send

If you wish to edit anything from the quote or share just the itinerary you can use the Copy to clipboard functionality. Once you Click Copy to Clipboard you can paste the information to the body of an email for example. From there you should be able to update any information you wish for and send directly from your own email.

Cancel

Copy to clipboard

Send

If you share the quotes from the system this is how the email looks like:

Share quotes for Hannah Wed,12 Jun 2024 - Thu,13 Jun 2024

N notification@gtp-marketplace.com

To: ✔ Hannah Starr

Mon 22/01/2024 10:43

[EXT] DO NOT CLICK unless you know content is safe.

If the recipient replies to this email address it sends the email directly to who shared the quote.

After sending the quote to be able to select an option and add to your trip cart to book just click on the X.

Share Quotes: 2 of 4 selected

✈ ✈ ✈ ✈

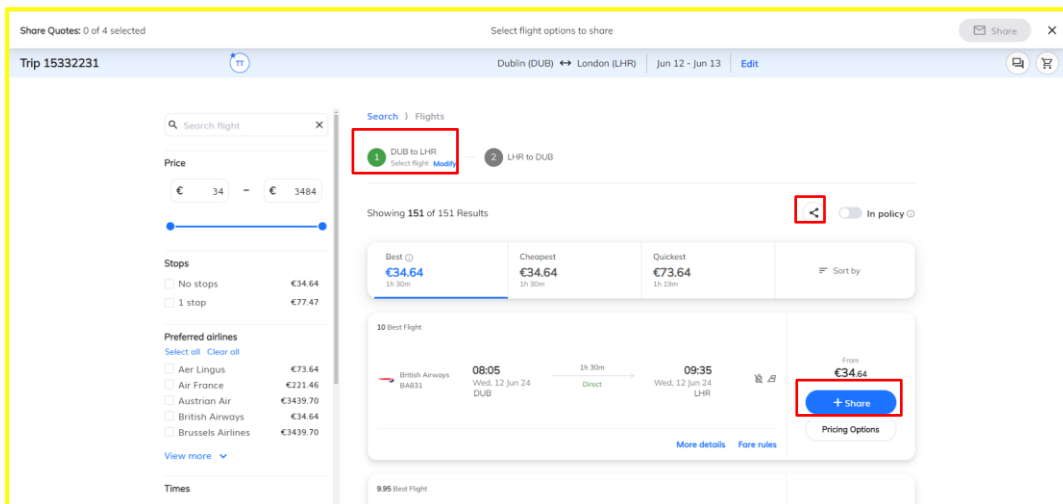
Share
✕

### Sharing Flights – By Schedule:

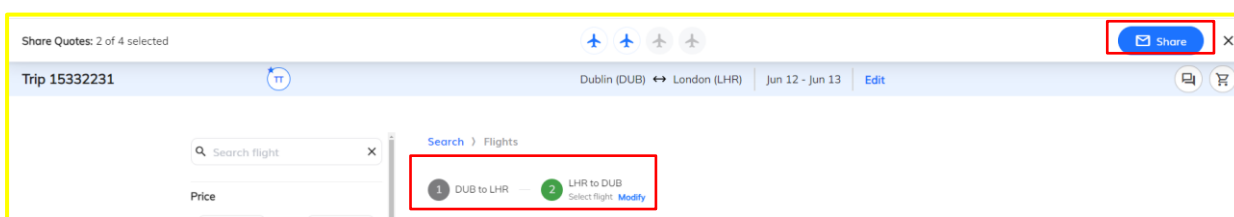
Sharing Quotes from the result page when searching by schedule, first you will have to select the Outbound options and then the Inbound options.

From the result page click on the icon to share quotes, select the Outbound Options and then Click LHR to DUB to select Inbound options

37



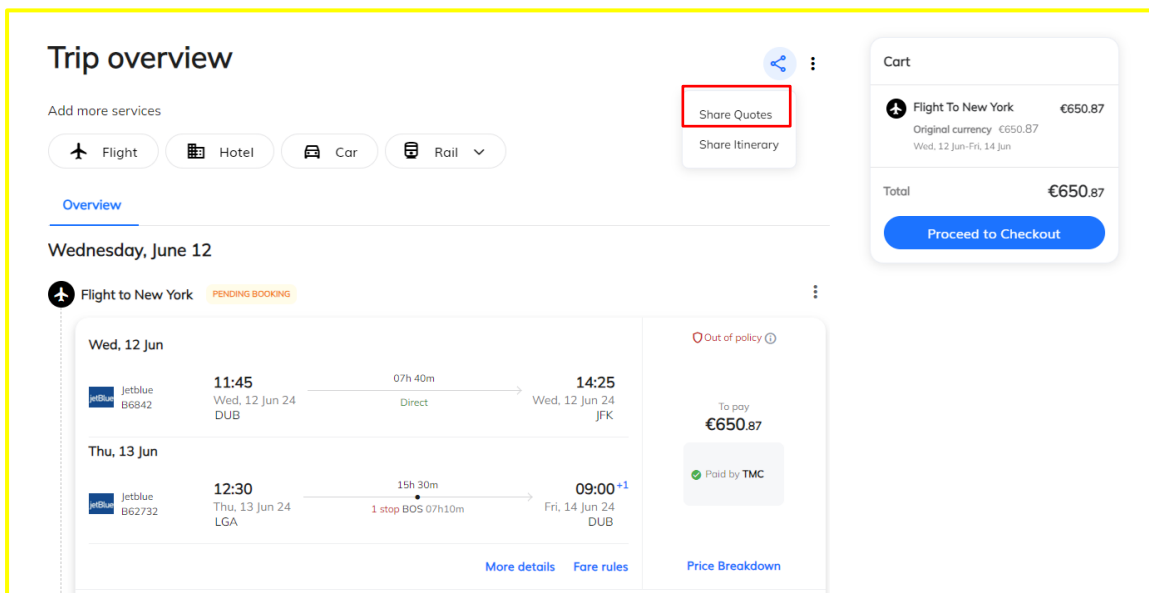
After the Inbound options are selected click on the Symbol to Share.



## Sharing Quotes from the Trip Cart

Sharing Quotes from the trip card you can only Share the products you have selected and added to the trip cart. This option allows you to share Flights and Hotel at the same time.

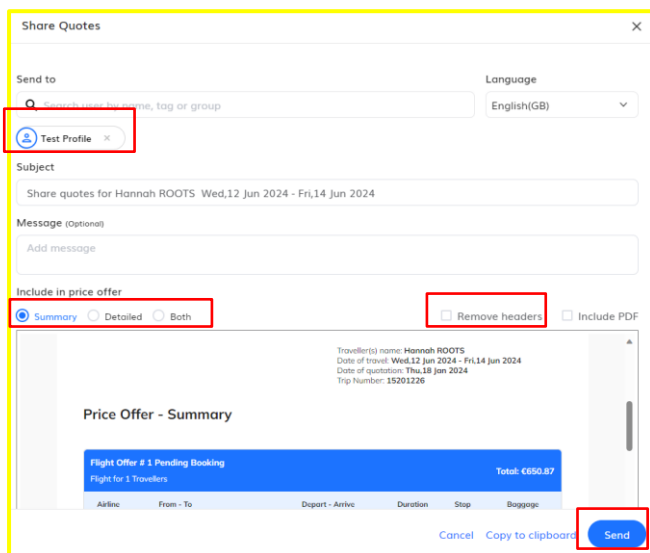
After selecting the products to your trip cart Click on the icon at the Top of the page and click Share Quote.



A pop-up Screen will show, if you have selected a traveller the traveller's email address will be pulled from the traveller profile, where you can remove by clicking on the X or you can type manually an email address.

You can update the Subject and add a message to the quote.

You can select to send just a summary the detailed quote or Both. Headers can also be removed.

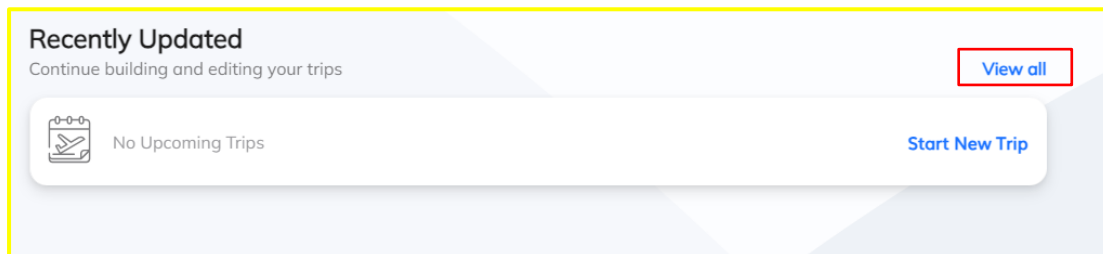


If you wish to edit anything from the quote or share just the itinerary you can use the Copy to clipboard functionality. Once you Click Copy to Clipboard you can paste the information to the body of an email for example. From there you should be able to update any information you wish for and send directly from your own email.



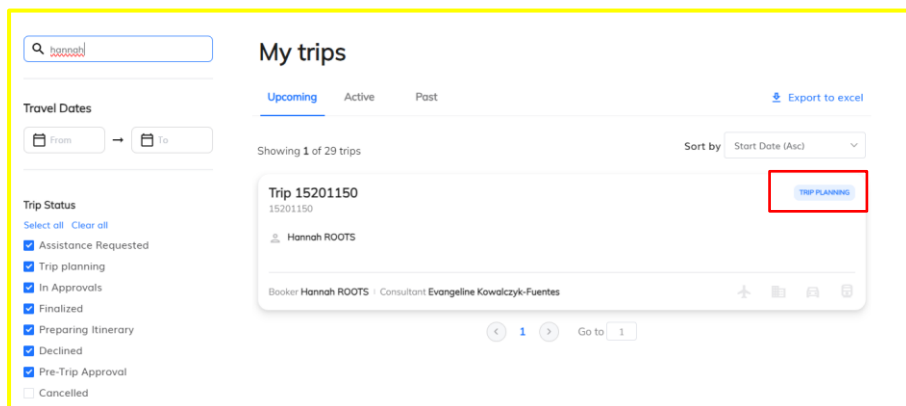
## Trip Monitor

You can follow the status of your bookings from the view all on the home page



You can search by Travellers name or use the filters.

Current Step shows the Status of the Bookings.



From my trips you can use the filters to search for trips or to create reports and export to excel.

Enter your criteria and the results will show on the Trip Monitor

Location, trip or travellers

Travel Dates

From → To

Trip Status

Select all Clear all

- Assistance Requested
- Trip planning
- In Approvals
- Finalized
- Preparing Itinerary
- Declined
- Pre-Trip Approval
- Cancelled

Click Export to Excel at the top to generate the file. You can open and/or save the file.

## My trips

Upcoming Active Past

[Export to excel](#)

### Booking Confirmation

In all cases – when a booking is made – GTP sends confirmations to the relevant users.

A Record of the Booking will be sent to our consultants, and fulfilment of the Booking will take place.

1. TRAVEL PLAN NOTIFICATION to confirm when Tickets are issued by the consultant.
2. Actual tickets from the Club Travel-HRG or directly from the Supplier (Airline / Hotel)
3. You can also Share the Itinerary/Travel Plan Directly from the system once booking is finalised.
  - a. You will see the below page when booking Finalised
  - b. Click Share – Share Itinerary
  - c. Simply add Relevant email address and click send, you can include a price Break down and a PDF as well as a link to add to Calendar

Trip overview

Trip to Luton Intl APT, GB (LTN) 15308671

Luton Intl APT, GB (LTN) | Jun 12

Share Itinerary

Send to

Language English(GB)

Search user by name, tag or group

Tech Test

Subject

Travel plan for Tech Test trip 15308671 to Luton Intl APT, GB (LTN) on Wed,12 Jun 2024 - Wed,12 Jun 2024

Message (Optional)

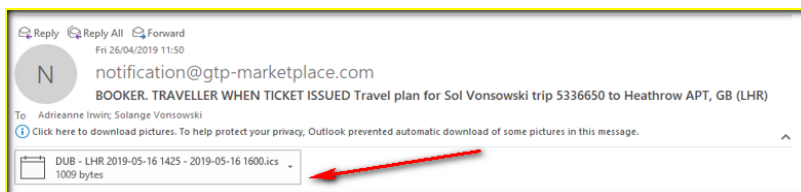
Add message

Include PDF

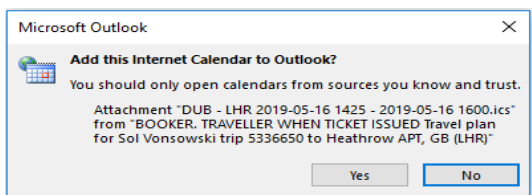


From the Travel Plan email confirmation, you can add the Trip plan directly to your calendar.

From the Travel Plan email Click on the attachment.



A pop-up will show, Select Yes and Close. This will save to your calendar.



\*Get Notification on Behalf of the traveller: This setting will disable notifications meant for traveller and will send notification to the booker. This will disable the calendar attachment.

## Cancellations

If you need to make changes to your bookings, or cancel bookings, please do this by contacting the dedicated travel consultants. Please **DO NOT USE GTP** to do this.

All cancellation requests **MUST** be emailed to your Travel Consultant with

Booking Reference and The written request to cancel.

All relevant cancellation fees will be charged as per booking conditions.

The option to remove the booking can be done in some cases, however there are different types of products that can be booked through the system. Some of these can be cancelled directly from GTP, and others cannot. If a booking needs to be cancelled or changed, it is always safer to do this through the consultant. Please **DO NOT USE GTP** to do this.

## GTP– Support Page

With all Technology, it is inevitable that we will come across errors and possible bugs within GTP when you are using it.

Connections between suppliers and providers can go down, Your Internet may go for a few seconds, the processing of bookings could be interrupted etc.

So, it's vital to try and establish what the actual issue is and get as much information as possible in order to expedite a speedy resolution.

In order to do this, it would be extremely helpful to us if you could follow the below procedure when you are reporting bugs.

On Your GTP home page Click on the Contact Support Tab at the top of the page, that will open a pop-up box with information and a link to access the GTP Support Page. Or you can navigate there via the following link:

<https://www.clubatlastraining.com/gtp>

From here you will be brought to a website where you can find our FAQ, Training manuals & other tools to assist you in using GTP.

On the home page, you will see 4 tabs to navigate through.



“About GTP” will give you a brief rundown of the functions of our online booking tool and inform you of the advantages of using the tool.

“Training” will bring you to a selection of training guides, much like this one, where you can download PDF files or read them straight from the website. These guides should teach you everything you need to know about using GTP.

“FAQ” will allow you to read through some of the most frequently asked questions that we have received about the system so far. We highly recommend checking this section if you do come across any issues, as it is likely an issue that we have come across before and will have suggested a resolution to the problem here.

And Lastly, “Contact Us” will provide you with a link that will then navigate you to our GTP support query form. Through this form, you will be able to get in touch with us about any queries that you could not find the answer through in our user guides or FAQ.

## Contact-us

<https://www.clubatlastraining.com/gtpcontactus>

On the first page of this form, we aim to get as much information about you, so that we know who we’re helping. This will be things like your company/department and your username on the system. On the second page of the form, we are looking for as much information about the error that you are having with the system. **We urge users to fill in as many of the fields on this form as possible.** The more information that we have, the faster and more likely we are to be able to help you efficiently resolve the issue.

Once you have completed this form, a job will be logged with us and we will aim to respond to all within a 24hour period. However, some queries may require us to contact a 3<sup>rd</sup> party and may take longer to respond back.

## Contact Us



Please check our FAQ & User Guides for a solution to your query before seeking an answer here

### GTP Support

Name

Email Address *\*required*

Username *\*required*

Please advise your user name when you log into the GTP Booking tool

Profile/Traveller Name (if applicable)

Company / Department *\*required*

Your Company Name/department Name

Trip Number *\*required*

Route

Dates