

# User Guide – Club Travel HRG Ireland

April 2018

**Note:**

Cytric is fully PCI compliant. Your personal profile data is secure within this platform.

In addition, Club Travel/HRG will comply with all GDPR requirements as per the GDPR law that becomes effective MAY 2018.



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## Rail Booking

### Rail Search

This is your Cytric Welcome Page from here you will learn how to do a Rail booking.

Select the Rail option by clicking on the Rail tab.

\*\*Rail tickets can also be searched and selected from the Rail/flight tab for comparison.

The screenshot shows the Cytric website interface. At the top, there is a navigation bar with the Cytric logo, a home icon, and user information for Solange Vonsowski. Below this, there is a section for 'Selected travellers' with a dropdown menu showing 'Vonsowski, Solange (You)'. A horizontal menu contains five icons: an airplane, a train, a car, a truck, and a car. The train icon is highlighted with a red box, and a red arrow points from a red box labeled 'Select the Rail Tab' to this icon. Below the menu is a calendar for April and May 2018, with the 20th of April selected. At the bottom, there is a footer with links for 'About', 'Privacy Policy/Information/Cookies', and 'Support', along with a 'Secured by' logo and the Cytric Business logo.

1. Enter your rail routings and dates
2. Select the trip purpose and click continue

The screenshot shows the rail booking form on the Cytric website. The form is titled '1 Start' and includes a progress bar with five steps: '1 Start', '2 Select options', '3 Select fare', '4 Complete this booking', and '5 Confirmation'. The form is for 'Vonsowski, Solange (You)'. It has two tabs: 'One Way' and 'Round Trip', with 'Round Trip' selected. The form fields are: 'From railway station' (with a location pin icon), 'To railway station' (with a location pin icon), 'Via' (a small button), 'Alternative via for your return segment?' (text), 'Departure Date' (with a calendar icon), 'Return Date' (with a calendar icon), 'Service Class' (a dropdown menu with 'Standard Class' selected), and 'Trip purpose' (a dropdown menu with a blue arrow button to the right).

## Rail availability

Below the **Green** banner you can find the **Outgoing options**

Departure Time	Origin	Duration	Arrival Time	Destination	Train Service
06:16	London Euston, London, United Kingdom (GB)	2hrs. 11min.	08:27	Manchester Piccadilly, Manchester, United Kingdom (GB)	VIRGIN TRAINS - VT7005 - Train
06:36	London Euston, London, United Kingdom (GB)	2hrs. 10min.	08:46	Manchester Piccadilly, Manchester, United Kingdom (GB)	VIRGIN TRAINS - VT7015 - Train
06:55	London Euston, London, United Kingdom (GB)	2hrs. 9min.	09:04	Manchester Piccadilly, Manchester, United Kingdom (GB)	VIRGIN TRAINS - VT7020 - Train
07:20	London Euston, London, United Kingdom (GB)	2hrs. 7min.	09:27	Manchester Piccadilly, Manchester, United Kingdom (GB)	VIRGIN TRAINS - VT7025 - Train
07:35	London Euston, London, United Kingdom (GB)	2hrs. 10min.	09:45	Manchester Piccadilly, Manchester, United Kingdom (GB)	VIRGIN TRAINS - VT7030 - Train

As an option, you can change the sort order of the display, you can use the tools on the left-hand side to:

- Change your search criteria
- View summaries of the fares found
- Expand all train options
- Change the sort order of the options

Below the **Blue** banner you can find the **return options**.

Departure Time	Origin	Duration	Arrival Time	Destination	Train Service
16:15	Manchester Piccadilly, Manchester, United Kingdom (GB)	2hrs. 5min.	18:20	London Euston, London, United Kingdom (GB)	VIRGIN TRAINS - VT7670 - Train
16:35	Manchester Piccadilly, Manchester, United Kingdom (GB)	2hrs. 5min.	18:40	London Euston, London, United Kingdom (GB)	VIRGIN TRAINS - VT7675 - Train
16:55	Manchester Piccadilly, Manchester, United Kingdom (GB)	2hrs. 11min.	19:06	London Euston, London, United Kingdom (GB)	VIRGIN TRAINS - VT7680 - Train
17:15	Manchester Piccadilly, Manchester, United Kingdom (GB)	2hrs. 9min.	19:24	London Euston, London, United Kingdom (GB)	VIRGIN TRAINS - VT7685 - Train
17:35	Manchester Piccadilly, Manchester, United Kingdom (GB)	2hrs. 6min.	19:41	London Euston, London, United Kingdom (GB)	VIRGIN TRAINS - VT7690 - Train

Click on “Continue “after selecting the option.

### Available Rail Fares

On this page you will be shown alternative fares for the train times you have selected. Standard class and 1<sup>st</sup> class fares will be shown.

Move across the tabs to see more options.

Tick the box beside the fare you have selected and click continue.

### Complete Rail Booking

In addition to the information available on the complete Train booking page, you will have access to reserve your preferred seat on the train.

The Fields marked with an Asterix are mandatory

Accept the terms and conditions after reading and click Continue

**Traveller:**

Greeting:\*  Mr.  Mrs.  Miss  Ms.

Title:  Prof.  Dr.  Mag.

First Name:\* Solange

Last Name:\* Vonsowski

Telephone:\* 003530899816201  
Telephone 0049123456789

Mobile Telephone:\* 003530899816201  
Telephone 0049123456789

eMail:\* solange@ie.hrgworldwide.com

eMail:

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**Payment**

**Invoice**

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**User Profile:**

Automatically transfer the above entered information into the User Profile.

**Acceptance of Terms and Conditions**

Acceptance of Terms and Conditions \*

Continue

Select the ticket collection point and complete the booking.

**Ticket options for this booking**

To Review the Rail Options Click Here

**Ticket Options**

Self-Service Ticket Machine  
The ticket is available at the station fast ticket machine.  
Latest Issue Date: 29/05/2018.

Collection from Station  
Ticket is available at the departure station after payment and fulfillment.  
Latest Issue Date: 29/05/2018.

**Ticketing Date**

Issue ticket within 24 hours

**Billing Address**

Company:

Attention to:

Street:

Postal code:

City:

Country:

**User Profile:**

Automatically transfer the above entered information into the User Profile.

**Complete this Booking**  
(Valid for payments)

... and add Flight and Train

... and add Hotel

... and add Car

**You are booking for:**  
Solange Vonsowski

**Your Train Booking Workflow**

- Confirmation
- Complete this booking
- Select fare [+]
- Select options [+]
- Start [+]

[Back](#)

Privacy Policy/Information/Cookies Support

gh en 20/04/2018 17:35 / TrainView[en] Session ID: 181900-478582384

At this stage you can select to add a hotel, flight or car hire to your booking.

\*\*\* The system automatically books the previous selected rail booking in the background\*\*\*

## CANCELLATIONS

Please note that this applies to **CYTRIC BOOKINGS & CLASSIC BOOKINGS**

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

- a) Booking Reference
- b) The written request to cancel

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