

User Guide – Club Travel

July 2021

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

ATRIS.GTP
Global Travel Platform

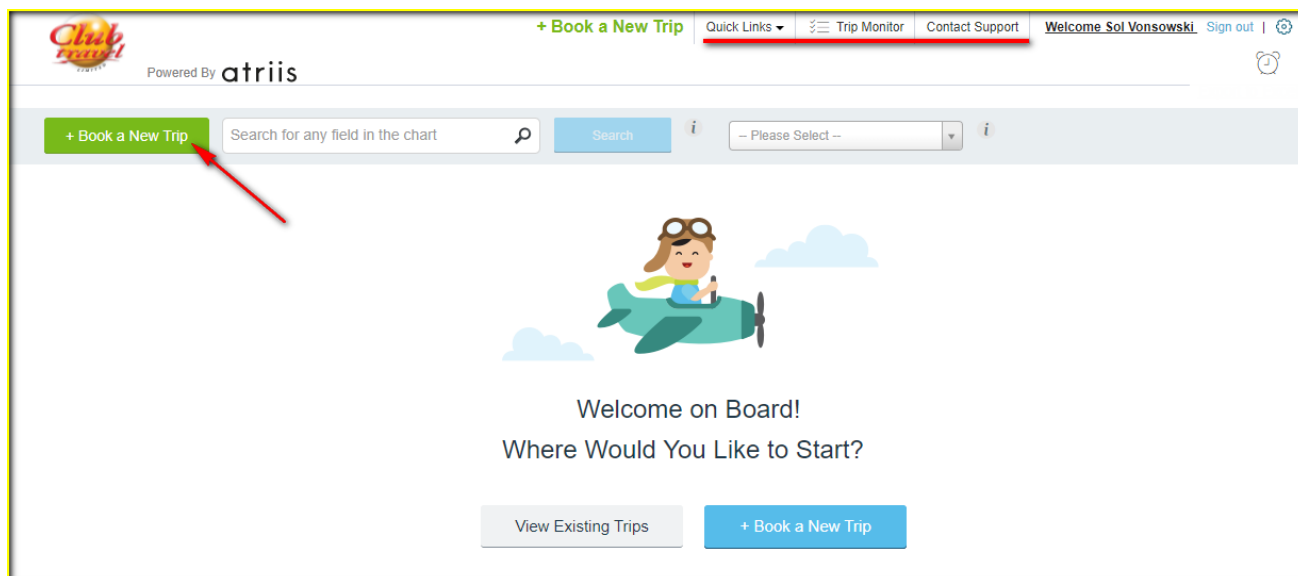




Index

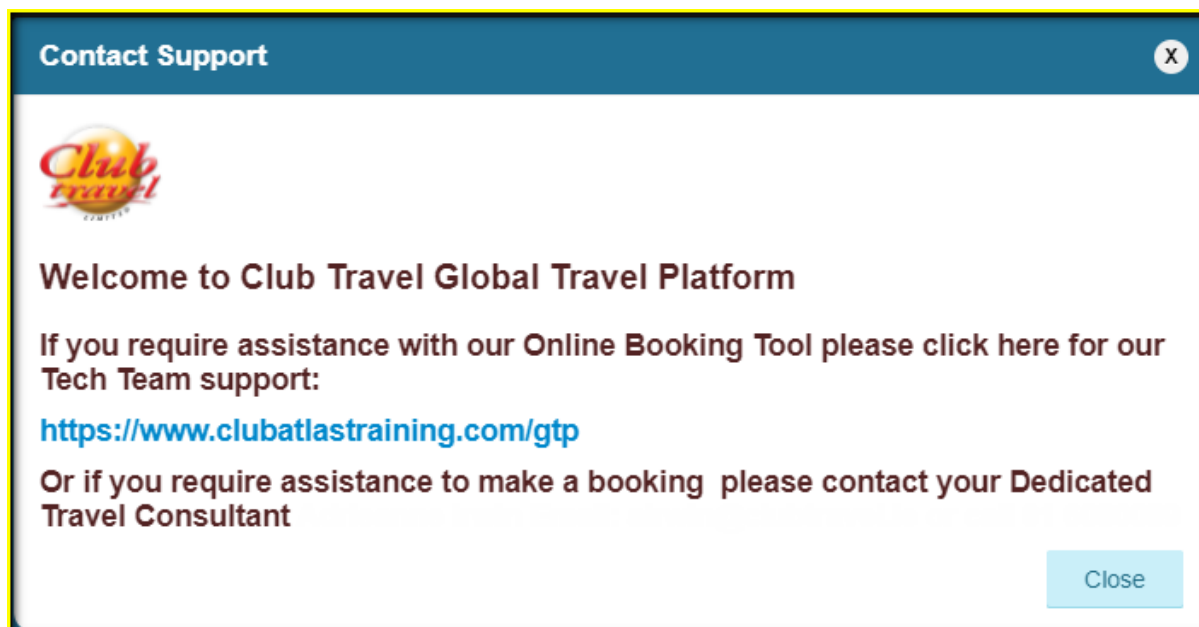
- Welcome Page 3
- How to Book a New Trip 4
 - Roles 5
 - Selecting a Traveller 6
- Booking a Flight 7
- Complete Trip 8
 - Flight Selection 9
 - Different Fares 9
 - Booking GDS- Flight 10
 - Finalize the Booking 13
 - Booking Low Cost- Flight 14
 - Finalize the Booking 19
 - Booking Flights & Hotel 20
- Flight Booking By Schedule 21
- Hotel Booking 25
 - Hotel availability 26
 - Hotel selection 27
 - Complete Hotel Booking 29
 - Contact Details on Booking Confirmations 30
- How to Identify Negotiated Rates and Preferred Hotels 31
- Sharing Quotes 31
 - Sharing Quotes from the result pages 31
 - Sharing Quotes from the Trip Cart 35
 - Trip Monitor 36
 - Booking Confirmation 37
- Cancellations 38
- GTP– Support Page 38
- Contact-us 39

Welcome Page



This is your Welcome Page from here you can:

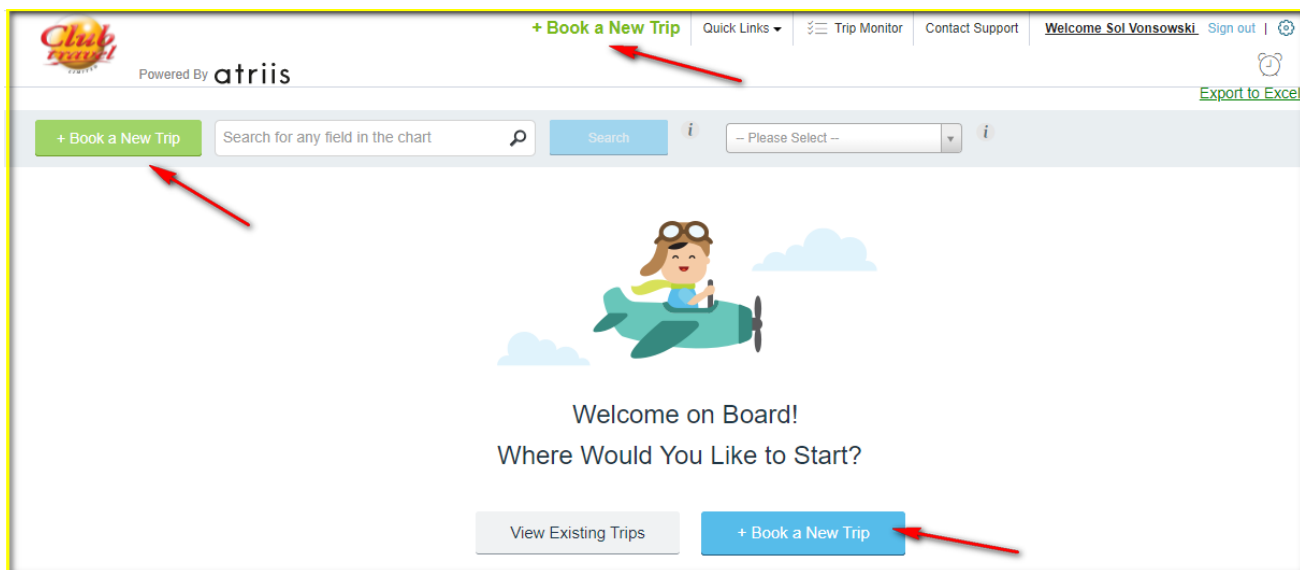
- Book a New Trip – Click to start searching
- Quick Links – Shortcut to access different URL's
- Trip Monitor - View Existing Trips
- Contact Support - Click to see the Training page link and to see the details of your travel consultant
- Click on your Name to update your profile at any time
- Sign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



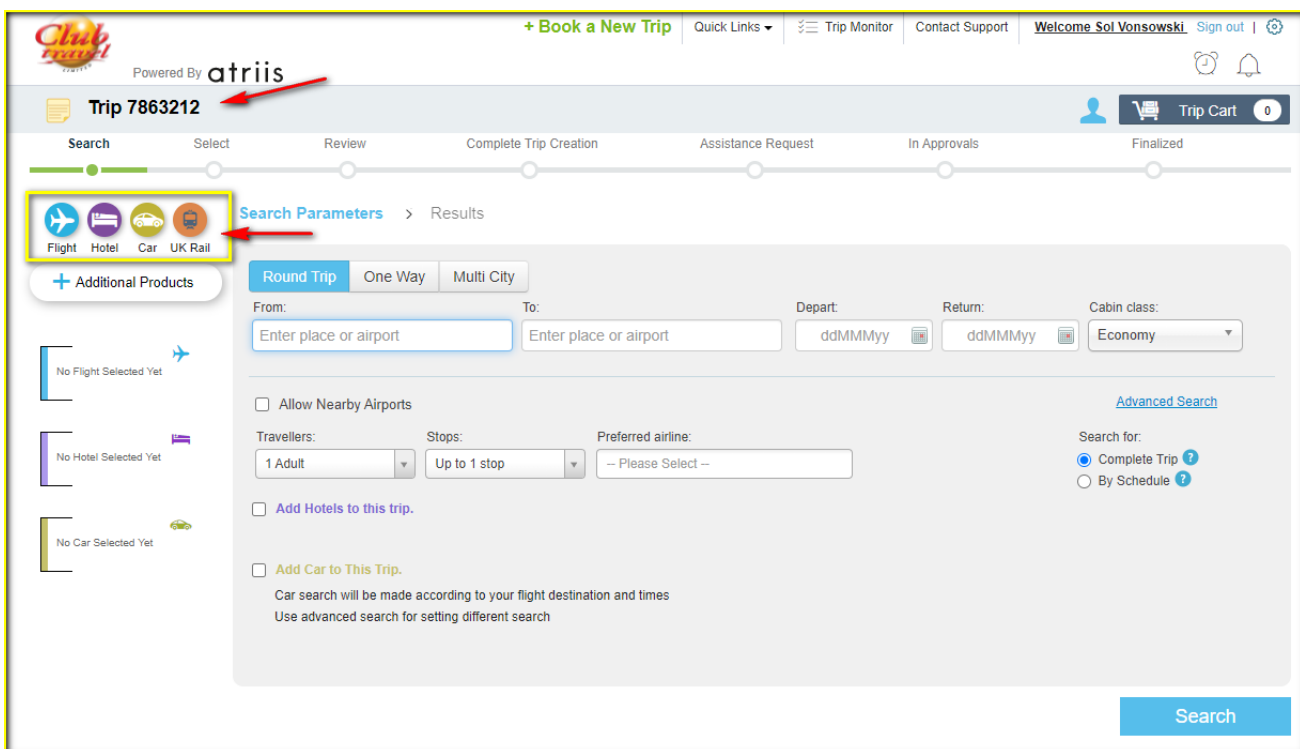
How to Book a New Trip

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

Click on any of the “Book a New Trip” boxes and a new Tab will open with your trip number.



A new tab will open, and system generates a Trip Number.



You can then start your search from flight selection or selecting a different product at the top.

Roles

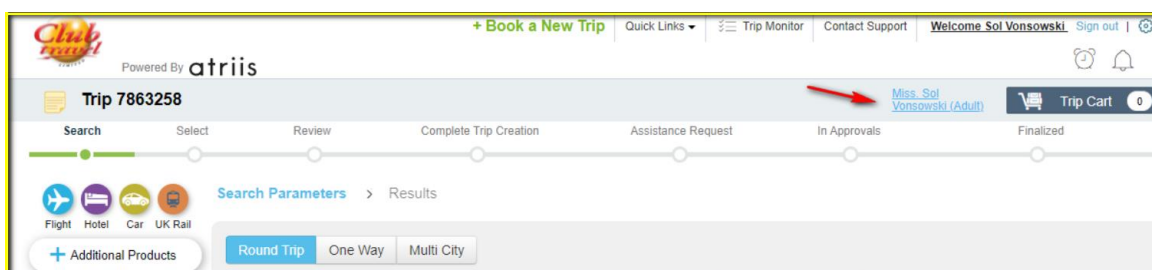
On GTP different type of roles can be created and granted different rights for the system.

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

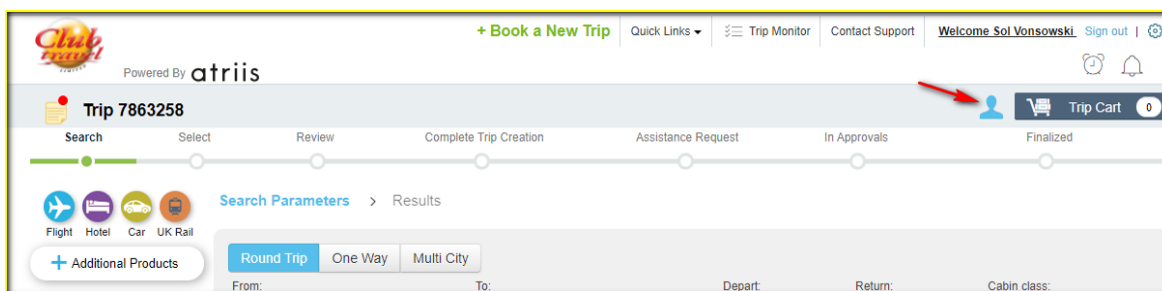
Standard Roles are as per below, however permission might be different within your company set up.

- 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.

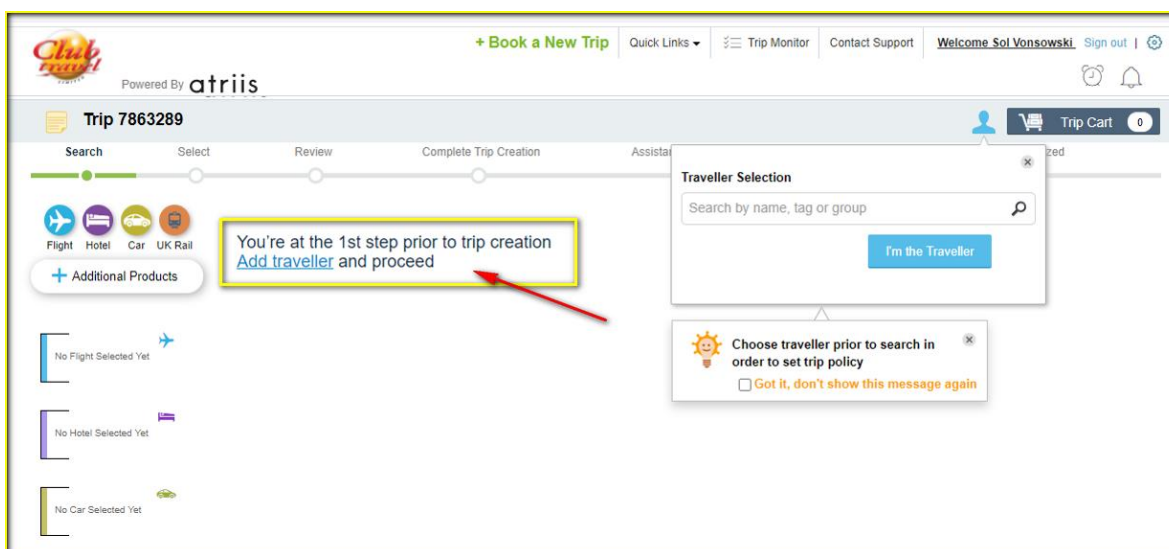
If you are a Traveller your name will be selected as default once you click to Book a New Trip.



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



Depending on your company set-up you might have to Select Traveller and enter a reference field before moving forward with your booking.



Select from the drop-down or free text and click Proceed to Search.

You're at the 1st step prior to trip creation, fill in the required form and proceed to search

Ms. Sol

TRIP REASON CODE

Proceed to search

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"

Club Travel Powered By atriis

+ Book a New Trip Quick Links Trip Monitor Contact Support Welcome Sol Vonsowski Sign out

Trip 7863500

Search Select Review Complete Trip Creation Assistant

Search Parameters Results

Flight Hotel Car UK Rail

+ Additional Products

Round Trip One Way Multi City

From: Enter place or airport To: Enter place or airport

Allow Nearby Airports

Traveller Selection

Search by name, tag or group

Book for a Guest I'm the Traveller

Choose traveler prior to search in order to set trip policy

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 the select by clicking on the Traveller's name.

Club Travel Powered By atriis

+ Book a New Trip Quick Links Trip Monitor Contact Support Welcome Sol Vonsowski Sign out

Trip 7863541

Search Select Review Complete Trip Creation Assistant

Search Parameters Results

Flight Hotel Car UK Rail

+ Additional Products

Round Trip One Way Multi City

From: Enter place or airport To: Enter place or airport

Allow Nearby Airports

Travellers: 1 Adult Stops: Up to 1 stop Preferred airline: -- Please Select --

Add Hotels to this trip.

Traveller Selection

Jo

John Smith (clubt) smithj@clubtravel.ie smithj@clubtravel.ie

I'm the Traveller

The selected Traveller will show at the top 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

The screenshot shows the 'Search Parameters' section of the Club Travel booking system. The user is on the 'Search' step of a multi-step process. The search parameters are as follows:

- Trip Type:** Round Trip (selected), One Way, Multi City.
- From:** Dublin, Ireland (DUB)
- To:** Brussels, Belgium - National (BRU)
- Depart:** 14OCT21
- Return:** 15OCT21
- Cabin class:** Economy
- Travellers:** 1 Adult
- Stops:** Nonstop only
- Preferred airline:** -- Please Select --

Additional options and links are visible:

- Checkboxes for 'Add Hotels to Brussels, Belgium, (BRU)' and 'Add Car to This Trip'.
- An 'Advanced Search' link.
- Radio buttons for 'Complete Trip' (selected) and 'By Schedule'.
- A 'Search' button at the bottom right.

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

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

The screenshot shows the 'Search Parameters' section of the Club Travel booking system for a multi-stop flight. The search parameters are as follows:

- Trip Type:** Round Trip (selected), One Way, Multi City.
- From:** Dublin, Ireland (DUB)
- Depart:** 14JAN19
- Time:** Departure
- Cabin class:** Economy
- Via:** Enter place or airport
- To:** London, United Kingdom - All airports (LON)
- Return:** 15JAN19
- Time:** Departure
- Cabin class:** Economy
- Via:** Enter place or airport
- Travellers:** 1 Adult
- Stops:** Up to 1 stop
- Preferred airline:** Aer Arann (RE), Aer Lingus (EI), Aero California (JR), Aero Condor (Q6), Aero Tropic (HC), Aeroflot (SU), Aeroflot-Nord (5N)

Additional options and links are visible:

- Checkboxes for 'Add Hotels to London, United Kingdom, (LON)' and 'Add Car to This Trip'.
- A 'Search for:' section with radio buttons for 'Complete Trip' (selected) and 'By Schedule'.
- A 'Search' button at the bottom right.

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.

The screenshot shows the Club Travel website interface for a search. At the top, there's a navigation bar with the Club Travel logo, a 'Book a New Trip' button, and user information. Below that, a progress bar indicates the current stage is 'Complete Trip Creation'. The main search area is titled 'Trip 7863575 DUB ↔ LON (Mon,04 Oct 21 - Tue,05 Oct 21)'. It features a search bar with 'From: Dublin, Ireland (DUB)' and 'To: London, United Kingdom - All airports', along with departure and return dates (4OCT21 and 5OCT21). A table of results is displayed, showing various flight options with prices and airlines. A sidebar on the left contains filters for 'Price', 'Stops', 'Times', and 'Preferred Airlines'. A search form at the bottom allows for refining the search with specific dates and times.

Stops	Ryanair	Multiple	Aer Lingus	British Airways
Non Stop	€31.18	€43.39	€59.98	€80.20
1 Stop	--	--	--	--
2 Stops	--	--	--	--

Price	Airline	From → To	Depart	Arrive	Duration	Stops	Advisory
Instant Purchase ~ €31.18	FR332	DUB → LTN	08:15	09:25	1h 10m		
Instant Purchase ~ €34.59	FR331	LTN → DUB	06:30	07:40	1h 10m		
Instant Purchase ~ €35.59	FR332	DUB → LTN	08:15	09:25	1h 10m		
Instant Purchase ~ €35.59	FR338	LTN → DUB	15:10	16:20	1h 10m		
Instant Purchase ~ €35.59	FR272	DUB → STN	20:50	22:05	1h 15m		
Instant Purchase ~ €35.59	FR271	STN → DUB	22:15	23:30	1h 15m		

Easily identify the cheapest 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 the Filters 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.

The screenshot shows a search form with the following fields: 'From: Dublin, Ireland (DUB)', 'To: London, United Kingdom - All airport:', 'Depart: 22JAN19', 'Return: 23JAN19', and 'Stops: Nonstop ...'. A red box highlights the 'Search' button.

Flight Selection

Click on Additional 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.

8.57	€80.20	BA831	DUB → LHR	07:10	08:50	1h 40m	Mon,04 Oct 21	Mon,04 Oct 21
	Add To Cart							
	Additional Pricing Options							
		BA824	LHR → DUB	17:35	19:05	1h 30m	Tue,05 Oct 21	Tue,05 Oct 21
								More details

Filter by:	Baggage	Brand/Class	Display Mixed Options
My TMC	€80.20	Price €29.00 Tax €51.20 €80.20	DUB → LHR Economy (O) Baggage: 0 PC BASIC LHR → DUB Economy (O) Baggage: 0 PC BASIC Fare Rules
My TMC	€96.20	Price €45.00 Tax €51.20 €96.20	DUB → LHR Economy (O) Baggage: 0 PC NOBAG LHR → DUB Economy (O) Baggage: 1 PC BAG Fare Rules
My TMC	€96.20	Price €45.00 Tax €51.20 €96.20	DUB → LHR Economy (O) Baggage: 1 PC BAG LHR → DUB Economy (O) Baggage: 0 PC NOBAG Fare Rules
My TMC	€112.20	Price €61.00 Tax €51.20 €112.20	DUB → LHR Economy (O) Baggage: 1 PC BAG LHR → DUB Economy (O) Baggage: 1 PC BAG Fare Rules

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.

My TMC	€112.20	Price €61.00 Tax €51.20 €112.20	DUB → LHR Economy (O) Baggage: 1 PC BAG LHR → DUB Economy (O) Baggage: 1 PC BAG Fare Rules
	Add To Cart		

Booking GDS- Flight

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

From here you can:

Expand to see more details of the selected Flight.

Confirm and Review the details of the selected flight.

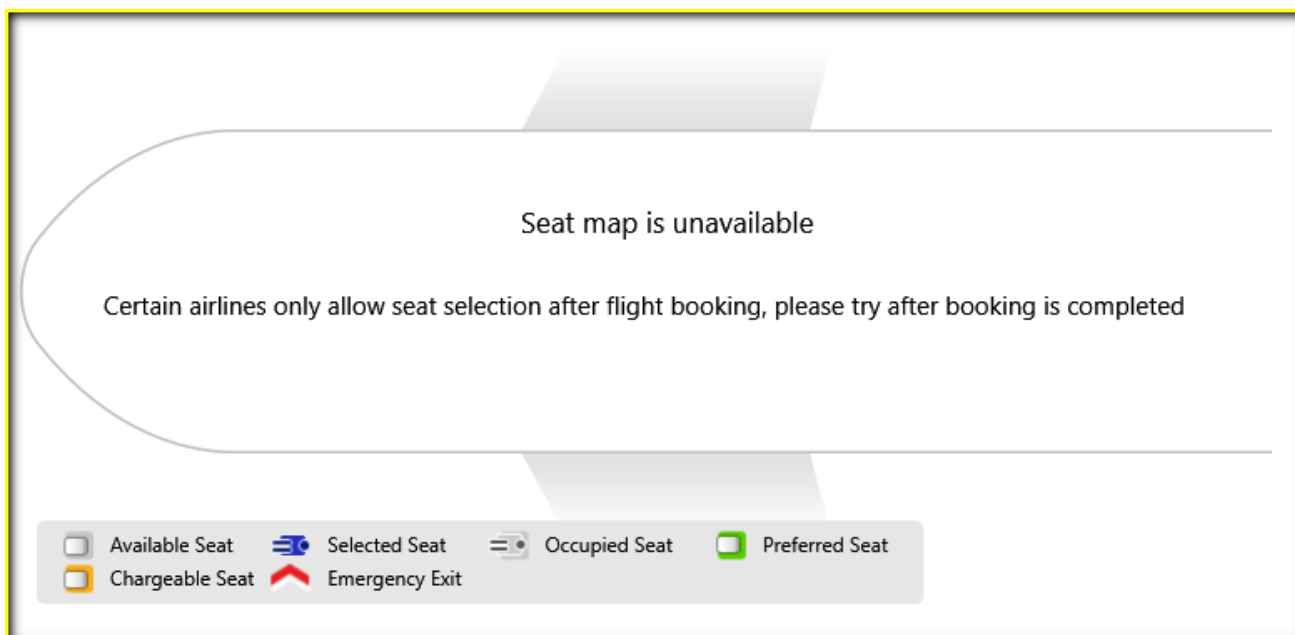
Share the quote or the Itinerary before completing the booking.

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.

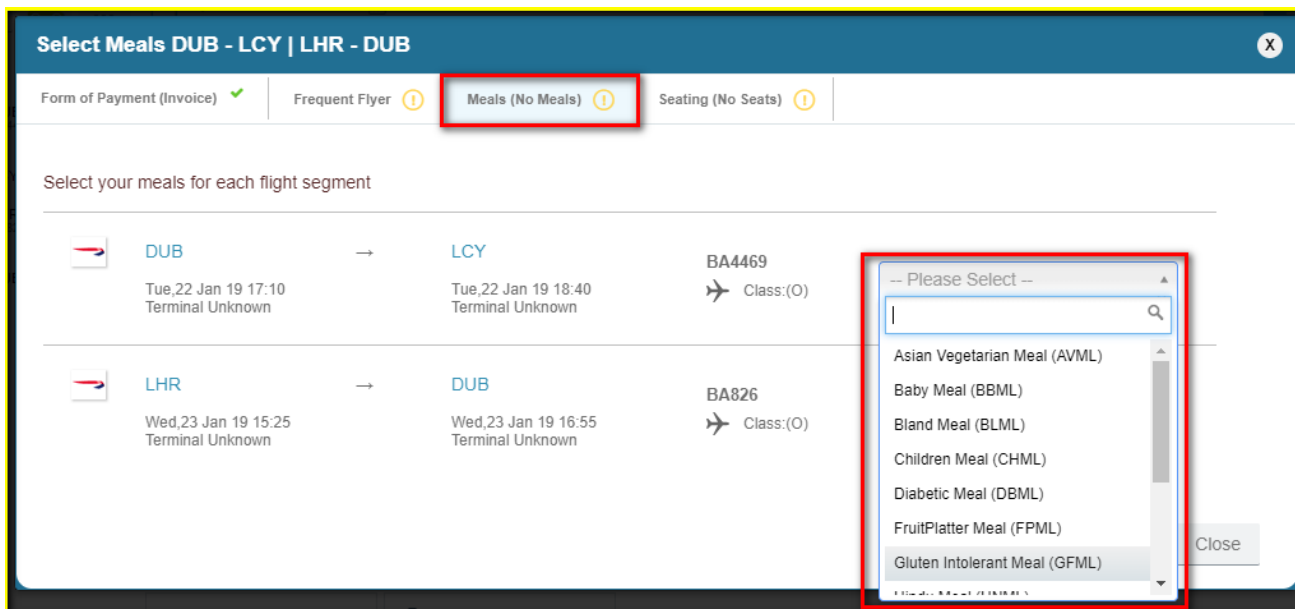
Seating Selection

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 just click Close

From the Review page click on Checkout to finalize the booking.

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

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.

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.

And it will look like this on the preparing itinerary notification

Click on 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 Low Cost- Flight

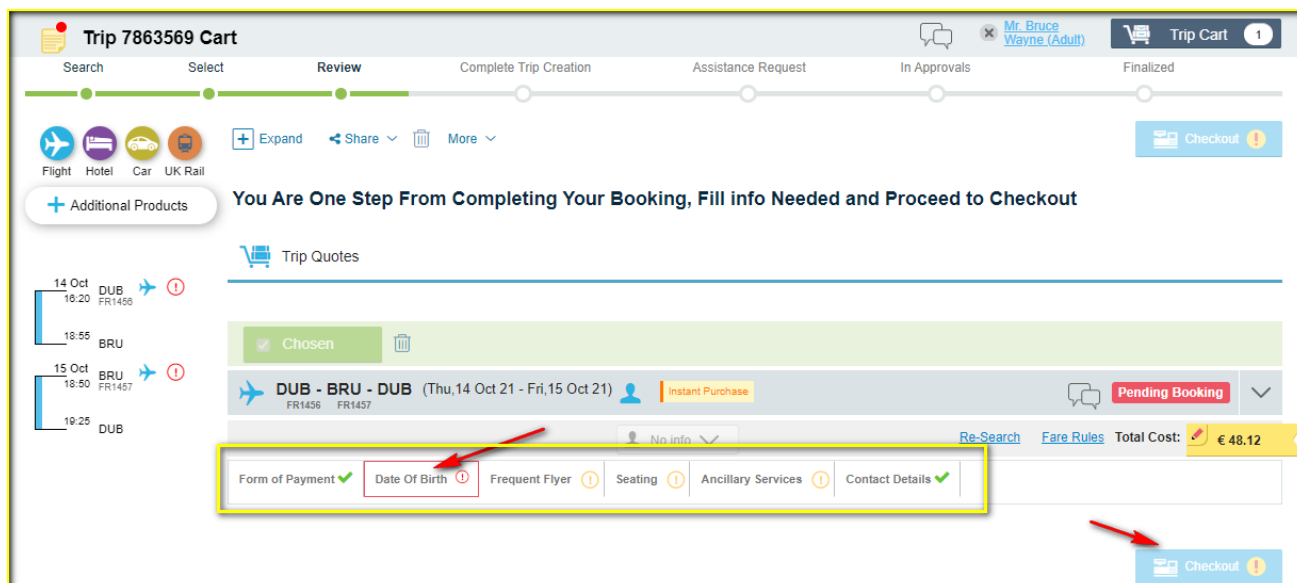
Low Cost Airlines are instant purchase Tickets so the process to complete the booking is slightly different from a GDS Booking, you can find how to do it on the steps below.

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.

Price	Label	Flight	Class	Outbound	Inbound	Duration	More details
10.00	Instant Purchase ~ €46.48	DUB → BRU	FR1456	Thu, 14 Oct 21	Thu, 14 Oct 21	1h 34m	B
	Add To Cart						
	Additional Pricing Options						
9.89	Instant Purchase ~ €50.98	BRU → DUB	FR1457	Fri, 15 Oct 21	Fri, 15 Oct 21	1h 34m	B
	Add To Cart						
	Additional Pricing Options						
8.05	Instant Purchase ~ €124.98	DUB → BRU	FR1456	Thu, 14 Oct 21	Thu, 14 Oct 21	1h 34m	B
	Add To Cart						
	Additional Pricing Options						
8.05	Instant Purchase ~ €124.98	BRU → DUB	FR1453	Fri, 15 Oct 21	Fri, 15 Oct 21	1h 34m	B
	Add To Cart						
	Additional Pricing Options						
8.05	Instant Purchase ~ €124.98	DUB → BRU	EI638	Thu, 14 Oct 21	Thu, 14 Oct 21	1h 45m	B
	Add To Cart						
	Additional Pricing Options						
8.05	Instant Purchase ~ €124.98	BRU → DUB	EI631	Fri, 15 Oct 21	Fri, 15 Oct 21	1h 45m	B
	Add To Cart						
	Additional Pricing Options						
8.05	Instant Purchase ~ €124.98	DUB → BRU	EI638	Thu, 14 Oct 21	Thu, 14 Oct 21	1h 45m	B
	Add To Cart						
	Additional Pricing Options						
8.05	Instant Purchase ~ €124.98	BRU → DUB	EI639	Fri, 15 Oct 21	Fri, 15 Oct 21	1h 40m	B
	Add To Cart						
	Additional Pricing Options						

Tabs Highlighted in red is mandatory information and must be completed.

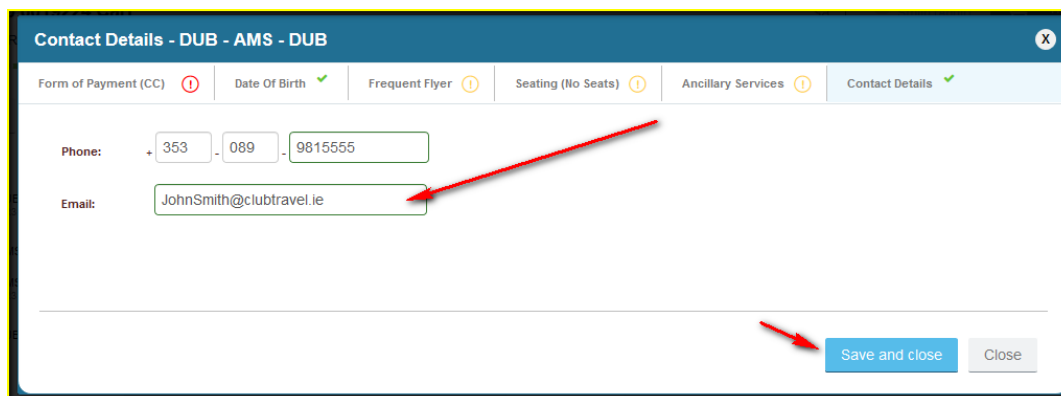


Contact Details:

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 or Save and Next.

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

Ancillary Services - DUB - AMS - DUB

Form of Payment (CC) | Date Of Birth | Frequent Flyer | Seating (No Seats) | **Ancillary Services** | Contact Details

Priority boarding and cabin baggages

DUB - AMS

- Small Bag onboard - 0.00EUR
- Priority + 2 Cabin Bags - 6.00EUR
- 10 kg Checked Bag + Small Bag - 10.00EUR

AMS - DUB

- Small Bag onboard - 0.00EUR
- Priority + 2 Cabin Bags - 6.00EUR
- 10 kg Checked Bag + Small Bag - 10.00EUR

Checked-in baggage selection

Total Ancillaries: 0.00EUR

Save and close | Save and next | Close

Seating:

Book Seats when available with the Airline. Select Seating

Date Of Birth | Frequent Flyer | **Seating** | Ancillary Services | Contact Details

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

Update Seats - DUB - AMS - DUB

Form of Payment (CC) | Date Of Birth | Frequent Flyer | **Seating (No Seats)** | Ancillary Services | Contact Details

DUB - AMS - DUB

Dublin, Ireland (DUB) Tue, 10 Dec 19 06:50 → Amsterdam, Netherlands (AMS) Tue, 10 Dec 19 09:35

FR3100 Class: (Y)

DUB → AMS

AMS → DUB

Seat 6E
Price 9.00EUR
Chargeable seat
Available
John Smith

Available Seat | Selected Seat | Occupied Seat | Preferred Seat
Chargeable Seat | Emergency Exit

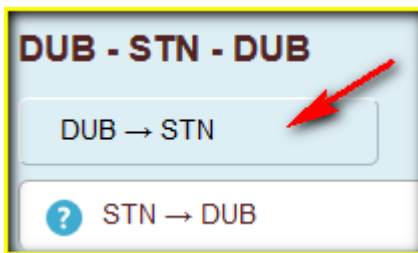
Save | Save and close | Next Segment | Close

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

To remove the selection, click on the selected seat.

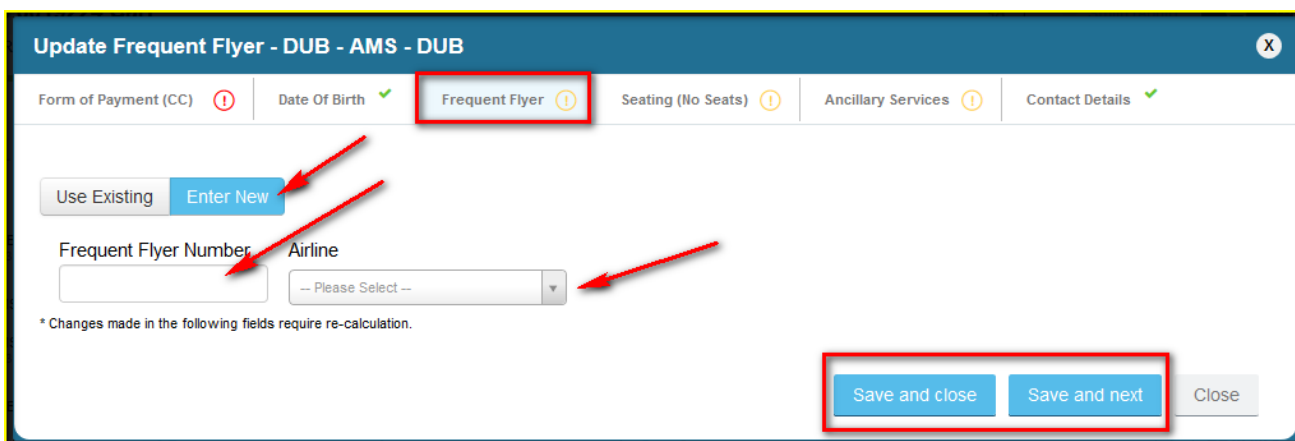
Select your Next Segment and Click Save or Save and Close.

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

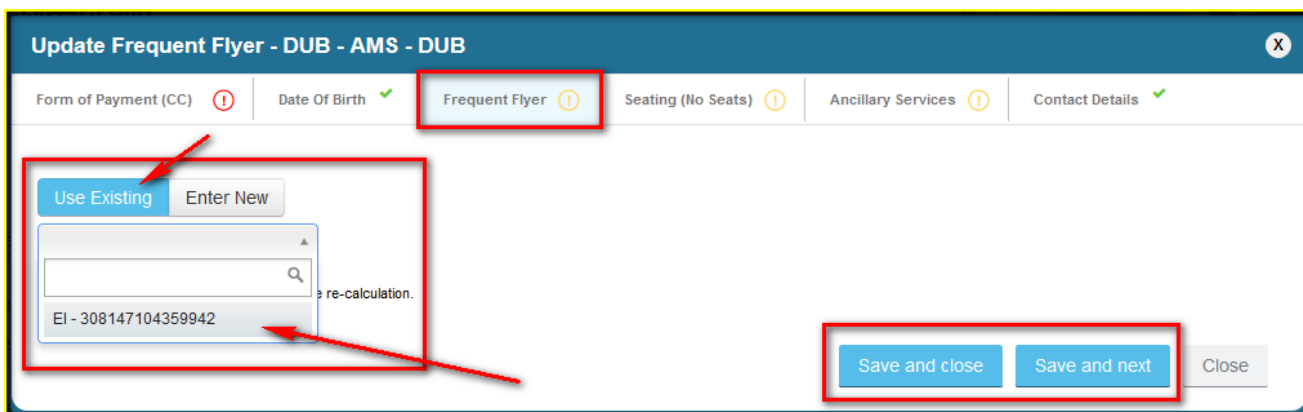


Frequent Traveller Number:

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 'Use 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.

After you completed all information and added your extras click to checkout

Finalize the Booking

Read the Fare Rules and select “I Read the Fare Rules” to agree with terms and Conditions.

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.

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

Get Notification on Behalf of the traveller: This setting will disable notifications meant for traveller and will send notification to the Booker/Arranger only. The Traveller email address will be used to make the booking and to manage the booking directly with the Airline. The confirmation from the Airline will be send directly to the traveller as well.

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

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.

Trip 4815361

Search Parameters > Results

Round Trip | One Way | Multi City

From: To: Depart: Return: Cabin class:

Allow Nearby Airports

Travellers: Stops: Preferred airline:

Add Hotels to this trip.

Check-in: Check-out: Where:

Add Car to This Trip.

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

Trip 5949494

Search or Request Parameters > Results

Round Trip | One Way | Multi City

From: To: Depart: Return: Cabin class:

Allow Nearby Airports

Travellers: Stops: Preferred airline:

Add Hotels to

Check-in: Check-out: Where:

Add Car to This Trip.

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.

Powered By **atriis**

Trip 7863771 DUB ↔ AMS (Wed,22 Sep 21 - Thu,23 Sep 21)

Search Parameters > Results > Pricing

Select your outbound flight to Amsterdam, Netherlands (AMS)

From: Dublin, Ireland (DUB) Depart: 22SEP21 Anytime Stops: Nonstop o... Search

To: Amsterdam, Netherlands (AMS)

Price	Airline	From → To	Depart	Arrive	Duration	Stops	Advisory
10.00	FR3006	DUB → AMS	19:00	21:35	1h 34m		
10.00	FR3104	DUB → AMS	15:30	18:05	1h 34m		
10.00	FR3100	DUB → AMS	06:40	09:15	1h 34m		
9.00	FR3006	DUB → AMS	06:10	08:50	1h 40m		

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.

Trip 7863771 DUB ↔ AMS (Wed,22 Sep 21 - Thu,23 Sep 21)

Search Parameters > Results > Pricing

Select your return flight to Dublin, Ireland (DUB)

From: Amsterdam, Netherlands (AMS) Depart: 23SEP21 Anytime Stops: Nonstop o... Search

To: Dublin, Ireland (DUB)

Price	Airline	From → To	Depart	Arrive	Duration	Stops	Advisory
6.80	EI609	AMS → DUB	17:25	18:10	1h 45m		
6.80	EI605	AMS → DUB	13:55	14:40	1h 45m		

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

Trip 7863771 DUB ↔ AMS (Wed,22 Sep 21 - Thu,23 Sep 21)

Search Parameters > Results > Pricing

Review your flight selection and select your preferred pricing option below

Flight Selection

Ryanair	Dublin, Ireland (DUB) Wed,22 Sep 21 19:00 Terminal Unknown	→	Amsterdam, Netherlands (AMS) Wed,22 Sep 21 21:35 Terminal Unknown	1h 34m	FR3006	✈	Class Economy (N) Value
Aer Lingus	Amsterdam, Netherlands (AMS) Thu,23 Sep 21 17:25 Terminal Unknown	→	Dublin, Ireland (DUB) Thu,23 Sep 21 18:10 Terminal Unknown	1h 45m	EI609	✈	Class Economy (A) SAVER

Lowest for your package flight selection

MyTMC	Price €91.98	FR3006	DUB → AMS	(N)	Baggage: 0 ... Value	1st flight Fare Rules
Instant Purchase	Tax €0.00	EI609	AMS → DUB	Economy (A)	Baggage: 0 ... SAVER	2nd flight Fare Rules
	€91.98					

Separated Tickets

[Add To Cart](#)

[Additional pricing options](#)

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

Trip 7863771 Cart

You Are One Step From Completing Your Booking, Fill info Needed and Proceed to Checkout

Trip Quotes

22 Sep 19:00 DUB FR3006	21:35 AMS	DUB - AMS (Wed,22 Sep 21 - Wed,22 Sep 21)	Instant Purchase	Pending Booking	Total Cost: €13.45
23 Sep 17:25 AMS EI609	18:10 DUB	AMS - DUB (Thu,23 Sep 21 - Thu,23 Sep 21)	Instant Purchase	Pending Booking	Total Cost: €87.99

Form of Payment ✓ Date Of Birth ✓ Frequent Flyer ⓘ Seating ⓘ Ancillary Services ⓘ Contact Details ✓

Form of Payment ✓ Date Of Birth ✓ Frequent Flyer ⓘ Seating ⓘ Ancillary Services ⓘ Contact Details ✓

[Checkout](#)

To complete the booking Click to read and confirm the Fare Rules for each Airline.

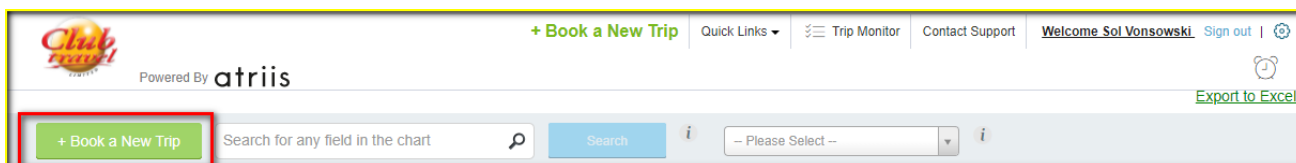
Enter the reference Fields if applicable, Click on Book and Finalize.

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

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.

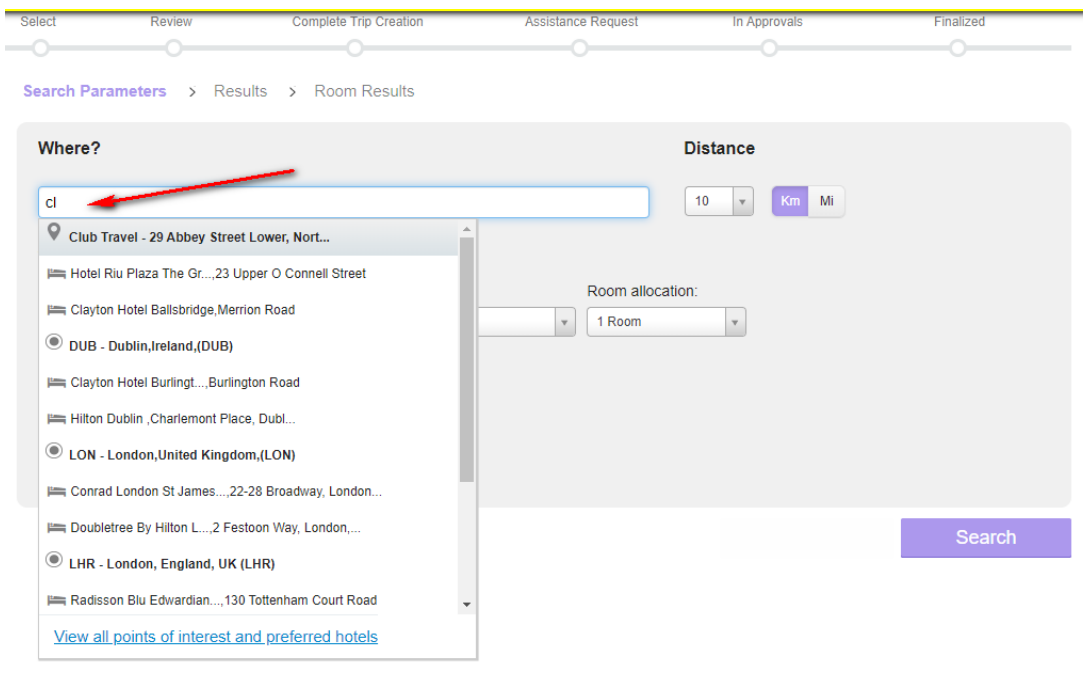
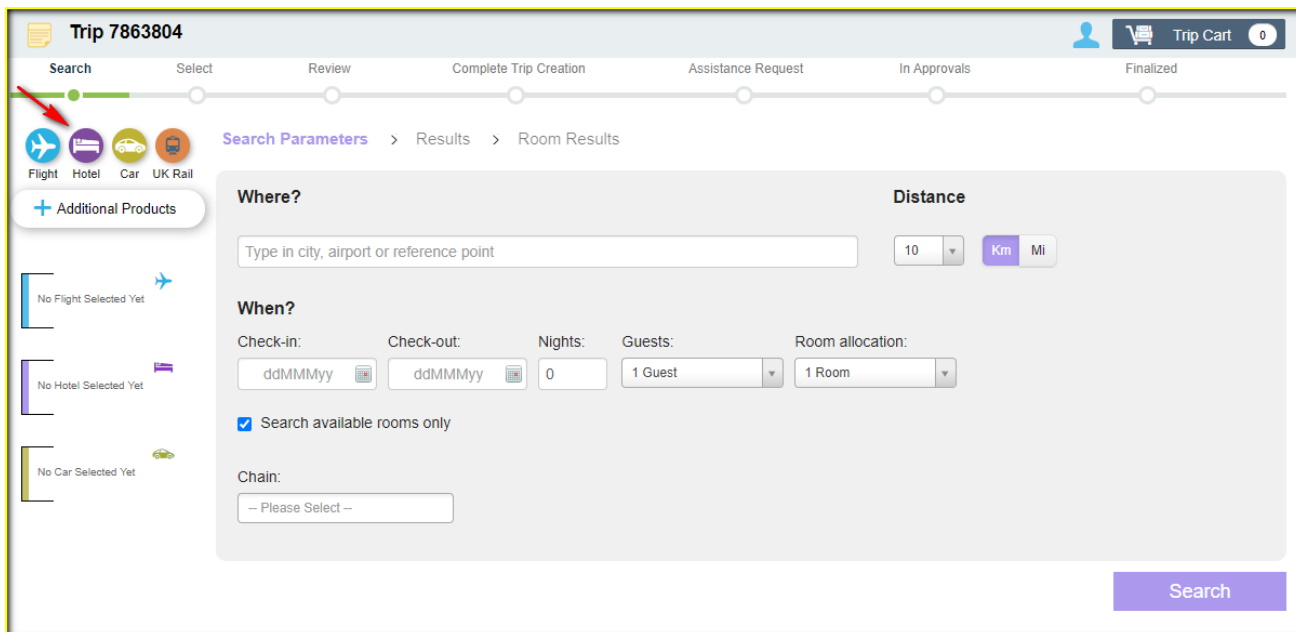
Hotel Booking

From the GTP Main page Click on any of the Book a 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

Trip 4815792 DUB (Mon, 18 Feb 19 - Tue, 19 Feb 19) Mr. Sean Thomas Maples (Adult) Trip Cart 0

Search Parameters > Results > Room Results

Where? Check-in: Check-out: Nights: Distance:

Sort by: Filter by name

Page 1 of 4

Hotel Name	Address	Distance from reference	Price
Clayton Hotel Cardiff Lane	Sir John Rogersons Quay, Dublin	0.4 Km from reference	From €111.60 Per Night Per room
The Marker Hotel	Grand Canal Square, Docklands, Dublin	0.4 Km from reference	From €242.10 Per Night Per room
The Gibson Hotel	Point Square, Dublin	0.5 Km from reference	From €106.25 Per Night Per room

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

Search Parameters > Results > Room Results

Where? Check-in: Check-out: Nights: Distance:

Sort by: Filter by name

Page 1 of 9

Clayton Hotel Cardiff Lane: 0.4 Km from ref, From €111.60 Per Night Per room

The Marker Hotel: 0.4 Km from ref, From €242.10 Per Night Per room

The Gibson Hotel: 0.5 Km from ref, From €106.25 Per Night Per room

Maldron Hotel Pea...: 98-107 ... From €134.10

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

If you have preferred hotels, they will be highlighted by the purple symbol.

The screenshot displays a list of hotel search results. Each result includes the hotel name, address, distance from a reference point, star rating, and price per night. The Clayton Hotel Cardiff Lane is highlighted with a purple star icon and a 'Room Rates & Info' button. The other two hotels, The Marker Hotel and Radisson Blu Edwardian Grafton Hotel, are also listed with their respective details.

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.

The screenshot shows the hotel selection page for Clayton Hotel Cardiff Lane. The page includes search parameters, room results, hotel details, amenities, and a map. The hotel details section shows the address, phone number, check-in and check-out times, and a gallery of hotel photos. The amenities section lists various facilities such as A/C, Gym, Meeting facilities, Swimming Pool, Bar, Internet, Minibar, TV, Casino, Laundry, Parking, Concierge, Lift, Restaurant, Disabled access, Lounge, Safe, Exchange, Luggage storage, and Spa.

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.

Check-in: 18FEB19 | Check-out: 19FEB19 | Nights: 1 | Update | Share Quotes

<< Back to hotel results Clayton Hotel Cardiff Lane

Source	Supplier	Room & Amenities	Price & Payment
MyTMC TMC Corp	amADEUS	Club travel cluster ro incl, wifi/gym/pool no carpark, queen and single bedroom - Cancellation Policy: CXL AFTER 14:00, Mon,18 Feb 19 FORFEIT FIRST NITE STAY	Terms & Conditions Pay on departure €111.60
MyTMC TMC Corp	amADEUS	Club travel cluster ro incl, wifi/gym/pool no carpark, queen sized bed -22sqm free Cancellation Policy: CXL AFTER 14:00, Mon,18 Feb 19 FORFEIT FIRST NITE STAY	Terms & Conditions Pay on departure €111.60
MyTMC TMC Corp	amADEUS	Club travel hrg bb, wifi/gym/pool, queen and single bedroom - Cancellation Policy: CXL AFTER 14:00, Sun,17 Feb 19 FORFEIT FIRST NITE STAY	Breakfast incl. Terms & Conditions Pay on departure €127.60
MyTMC TMC Corp	amADEUS	Club travel cluster bb inc, wifi/gym/pool no carpark, superior room free wifi/ newly Cancellation Policy: CXL AFTER 14:00, Mon,18 Feb 19 FORFEIT FIRST NITE STAY	Breakfast incl. OOP Terms & Conditions Pay on departure €146.50
MyTMC TMC Corp	amADEUS	Club travel cluster ro incl, wifi/gym/pool no carpark, king bedroom free wi-fi/ Cancellation Policy: CXL AFTER 14:00, Mon,18 Feb 19 FORFEIT FIRST NITE STAY	1. and Hotel cost per night is greater than or equals 133.73 EUR OOP Terms & Conditions Pay on departure €149.40

Travel Policy Indicator. Hover over the mouse to see details.

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

CLAYTON HOTEL CARDIFF LANE Terms & Conditions [X]

Terms & Conditions for
Rate Description
 Queen And Single Bedroom -, 22Sqm Free WiFi/ Laptop Safe/ Flat Screen TV/, Tea and Coffee,
Cancellation Policy
 CXL AFTER 14:0, 18/2/2019 FORFEIT FIRST NITE STAY

Select the room to continue to the trip cart.

MyTMC | amADEUS | Club travel cluster ro incl, wifi/gym/pool no carpark, queen and single bedroom - | Terms & Conditions | Pay on departure | €111.60

Cancellation Policy: CXL AFTER 14:00, Mon,18 Feb
19 FORFEIT FIRST NITE STAY

+ [Cart Icon]

Complete Hotel Booking

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

Frequent Guest Programme and 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.

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.

Once you complete the information click on Checkout at the bottom of the page.

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 to read and accept the Terms & Conditions. Click on Book and Finalize to complete the Booking.

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.

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 flight search results with two fare options. The first option is for flight EI109 (DUB → JFK) on Wed, 26 Jun 19, priced at €745.91. A red box highlights the TMC logo next to this price. The second option is for flight EI100 (EWR → DUB) on Thu, 04 Jul 19, priced at €1,083.91. A red box highlights a company logo next to this price. Below the flight results, there are two fare breakdowns. The first breakdown shows a total price of €745.91, with a base price of €639.00 and taxes of €106.91. The second breakdown shows a total price of €1,083.91, with a base price of €977.00 and taxes of €106.91. Both breakdowns include details for DUB → JFK and EWR → DUB flights in Economy class with 1 PC baggage.

For Hotels you can identify Negotiated Rates and Preferred Hotels added to you list by the symbol below.

The screenshot shows hotel search results for Clayton Hotel Ballsbridge. A red box highlights the Club Travel logo. A star icon indicates a preferred hotel. The hotel details include: Clayton Hotel Ballsbridge, 5 stars, Merion Road, Ballsbridge, Dublin, Phone: 353-0-16681111, 0.1 Km from reference point, and a price of €143.20 per night per room. A 'Preferred Hotels' label is visible. A 'Room Rates & Info' button is present.

Click on Room and Rates to check the available fares.

The screenshot shows hotel search results for Club travel cluster. A red box highlights the Club Travel logo. A red arrow points to the text 'Club travel cluster ro wifi, incl/parking extra, deluxe twin room double single'. The price is €161.10. The cancellation policy is 'CXL AFTER 14:00, Thu, 27 Jun 19 FORFEIT FIRST NITE STAY'. A 'Terms & Conditions' link and a 'Pay on departure' icon are also visible.

Sharing Quotes

With GTP you can share quotes and itineraries before and after booking, from the page of results or 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 10 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 Share Quotes

Trip 5301630 DUB ↔ LON (Tue, 11 Jun 19 - Wed, 12 Jun 19)

Search Parameters > Results

Price: €29 - €338

Stops: Select All, No Stops, 1 Stop, 2 Stops

Stops	Ryanair	Aer Lingus	British Airways	Multiple
Non Stop	€29.98	€59.98	€116.65	€157.85
1 Stop	---	---	---	€244.90
2 Stops	---	---	---	---

Search Parameters: DUB ↔ LON (Tue, 11 Jun 19 - Wed, 12 Jun 19) [Modify Search](#)

Complete Trip: Search for Airline, City, Flight

Share Quotes

Page 1 of 179

Select the Flights you wish to Share (Up to 10 options) by clicking on the +Share symbol.

Trip 5301630 DUB ↔ LON (Tue, 11 Jun 19 - Wed, 12 Jun 19)

Search Parameters > Results

Price: €29 - €338

Stops: Select All, No Stops, 1 Stop, 2 Stops, 3 Stops

Times: Depart from DUB (5:00 - 23:00), Depart from LON (5:00 - 23:00)

Price	Airline	From	To	Depart	Arrive	Duration	Stops	Advisory
Instant Purchase ~ €29.98	FR2721	DUB	→ SEN	Tue, 11 Jun 19 22:20	Tue, 11 Jun 19 23:30	1h 10m		
✓ Added	FR2186	SEN	→ DUB	Wed, 12 Jun 19 07:10	Wed, 12 Jun 19 08:25	1h 15m		
Additional Pricing Options								
Price: 29.98 - 0.00 + 0.00 + 0.00 + 0.00 = €29.98								
Instant Purchase ~ €29.98	FR2187	DUB	→ SEN	Tue, 11 Jun 19 08:35	Tue, 11 Jun 19 09:45	1h 10m		
+ Share	FR2186	SEN	→ DUB	Wed, 12 Jun 19 07:10	Wed, 12 Jun 19 08:25	1h 15m		

Share quotes (1 Of 10)

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

Trip 5301871 DUB ↔ LON (Tue, 11 Jun 19 - Wed, 12 Jun 19)

Search Parameters > Results

Price: €29 - €338

Stops: Select All, No Stops, 1 Stop, 2 Stops, 3 Stops

Times: Depart from DUB (5:00 - 23:00), Depart from LON (5:00 - 23:00)

Filters: Filtered by Stops, Filtered by Carrier

Price	Airline	From	To	Depart	Arrive	Duration	Stops	Advisory
€116.65	B44499	DUB	→ LCY	Tue, 11 Jun 19 16:50	Tue, 11 Jun 19 18:30	1h 40m		
+ Share	B4832	LHR	→ DUB	Wed, 12 Jun 19 06:50	Wed, 12 Jun 19 08:20	1h 30m		
Additional Pricing Options								
MyTMC	Price €65.00	DUB	→ LCY	Economy (O)	Baggage: 0 PC NOBAG	Face Rules		
€116.65	Tax €51.65	LHR	→ DUB	Economy (O)	Baggage: 0 PC NOBAG			
+ Share	Price €85.00	DUB	→ LCY	Economy (O)	Baggage: 0 PC NOBAG	Face Rules		
€136.65	Tax €51.65	LHR	→ DUB	Economy (O)	Baggage: 1 PC BAG			
+ Share	€116.65							

Before sending you can click on the offer Symbol to see and confirm the options you have selected.

If an option was selected from the Additional Pricing, the selected one will be highlighted.

The screenshot shows a flight search interface. On the left, there are filters for Price (€29 to €338), Stops (1, 2, 3), and Times (Depart from DUB and LON). The main area displays flight options with columns for Price, Airline, From, To, Depart, Arrive, Duration, Stops, and Advisory. A red box highlights the 'Offered' button. Another red box highlights the 'Additional Pricing Options' section, which shows a price breakdown: Price: 85.00 - 0.00 + 51.65 + 0.00 + 0.00 = €136.65, Cancellation Fee: Non-Refundable, Change Fee: Non-Changeable. A third red box highlights the 'Share quotes (2 Of 10)' button.

Once you have selected all the options Click on the E-mail Symbol

The screenshot shows the same flight search interface as above. A red arrow points to the email icon in the 'Share quotes (3 Of 10)' button.

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.

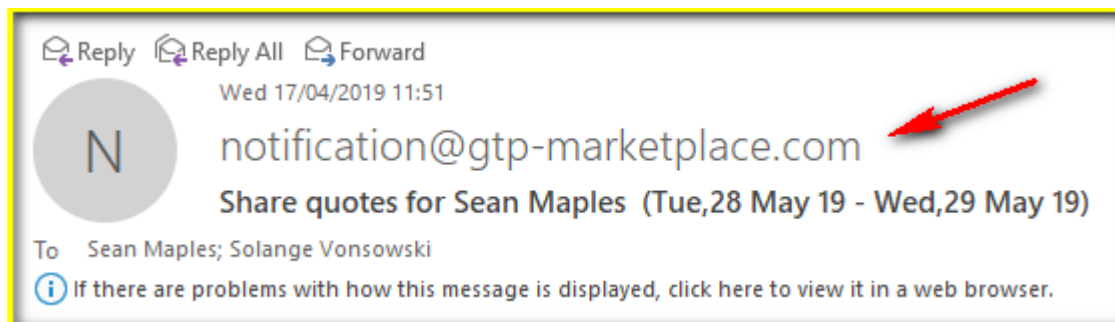
You can select to send just a summary the detailed quote or Both. Headers can also be removed.

The screenshot shows the 'Share Quotes' pop-up window. It has fields for 'To' (Sean Maples, Tech@clubtravel.ie), 'Subject' (Share quotes for 1 traveller DUB ↔ SEN | LCV | LGW (Tue,11 Jun 19 - Wed,12 Jun 19)), and 'Message (optional)'. There is an 'Add' button next to the email address. The 'Select Language' dropdown is set to 'English'. The 'Include in price offer' section has radio buttons for 'Summary', 'Detailed', and 'Both' (selected), and a checkbox for 'Remove Headers'. Below this is a preview of the 'Price Offer - Summary' for Flight Offer # 1 - Pending booking, with a total of €29.98. The preview includes a table with columns: Airline, From - To, Depart - Arrive, Duration, Stop, and Baggage. The 'Send' button is highlighted with a red box.

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.



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



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

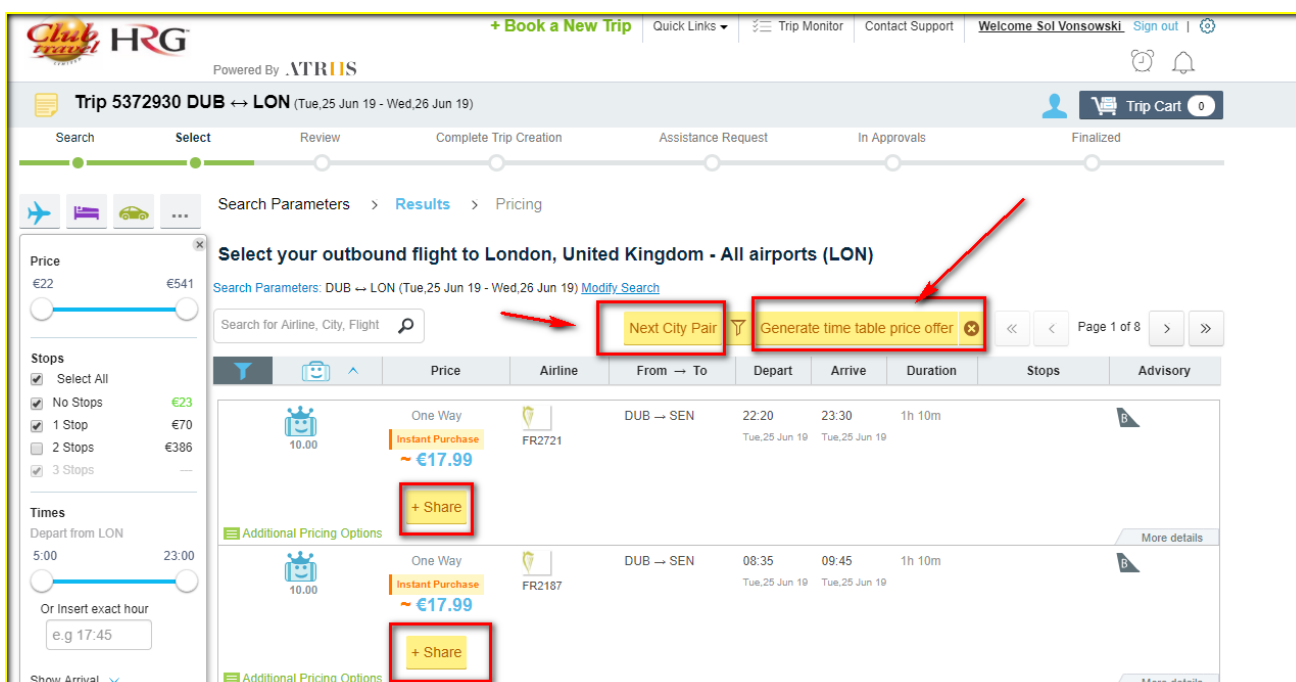
After sending the quote to be able to select an option and add to your trip cart to book just click on the X.



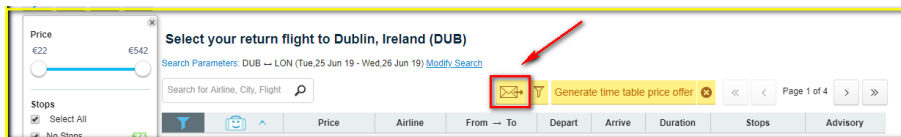
Sharing Flights – By Schedule:

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 select GENERATE TIME TABLE, select the Outbound Options and then Click Next City Pair to select Inbound options



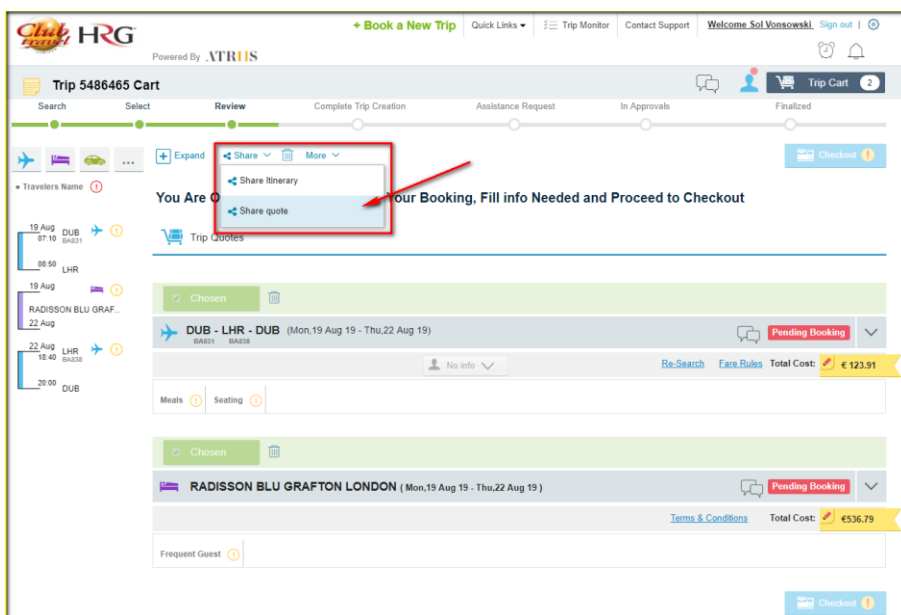
After the Inbound options are selected click on the Symbol to Share.



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.

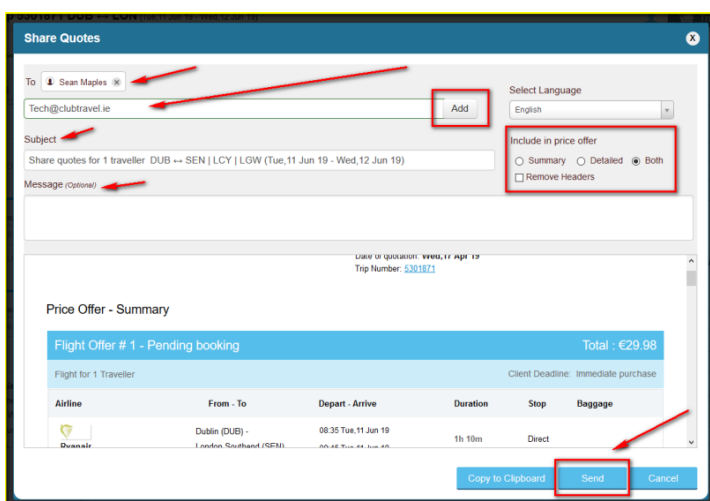
After selecting the products to your trip cart Click on Share at the Top of the page and click Share Quote.



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.

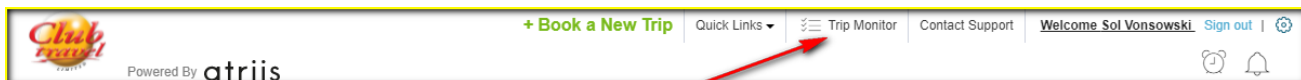


If you wish to edit anything from the quote or share just the itinerary you can use the Copy to clipboard functionality. Once you Click Copy to Clipboard you can paste the information to the body of an email for example. From there you should be able to update any information you wish for and send directly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



Trip Monitor

You can follow the status of your bookings from the Trip Monitor at the top of the page



You can search by Travellers name or use the filters.

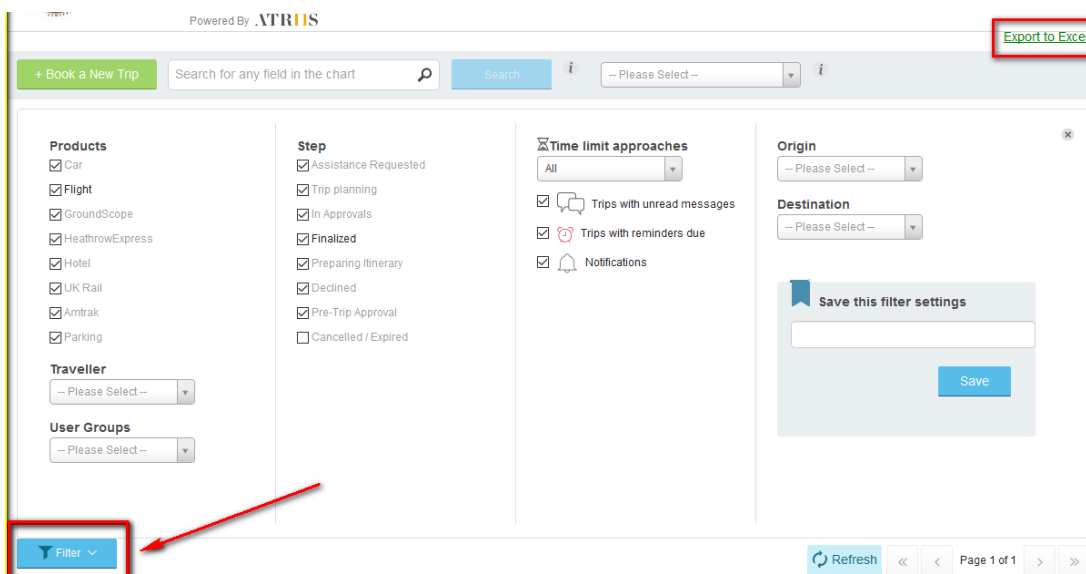
Current Step shows the Status of the Bookings.

Trip	Traveller	Booker	Consultant	Destination	Departure Date	Return Date	Current Step	Total Booked Items	Products
4773602 Thu, 10 Jan 19	Sean Maples	ADMIN	Sandra Gildea	Amsterdam, Netherlands (AMS)	Tue, 12 Feb 19	Thu, 14 Feb 19	Trip planning		
4772927 Thu, 10 Jan 19	Sean Maples	Sol Vonsowski	Sandra Gildea	London, United Kingdom - London City APT (LCY)	Tue, 22 Jan 19	Wed, 23 Jan 19	Preparing Itinerary	EUR 112.47	✈️
4707887 Wed, 19 Dec 18	Sean Maples	Adrienne IRWIN	Sandra Gildea	London, United Kingdom - London City APT (LCY)	Tue, 15 Jan 19	Wed, 16 Jan 19	Finalized	EUR 121.98	✈️

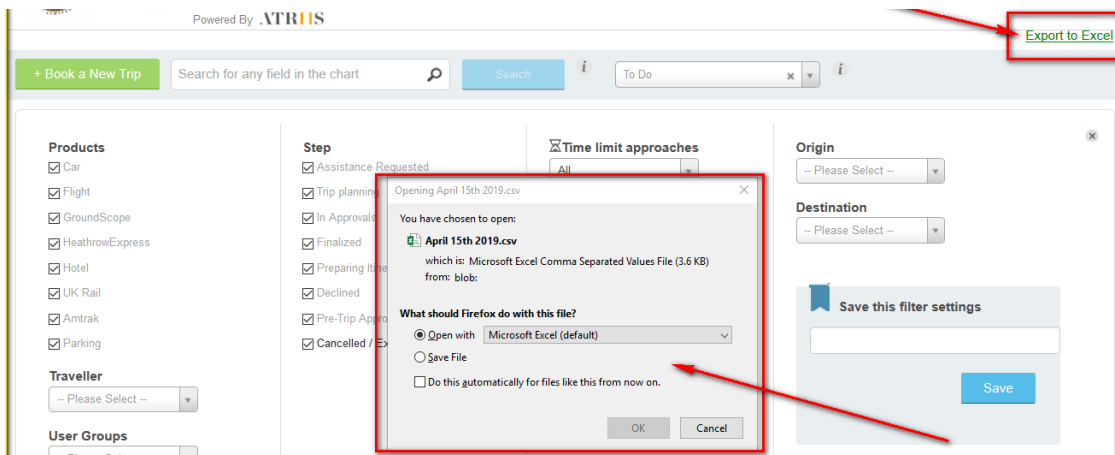
From the Trip Monitor you can use the filters to search for trips or to create reports and export to excel.

Click on the arrow down on Filter to expand the menu.

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



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

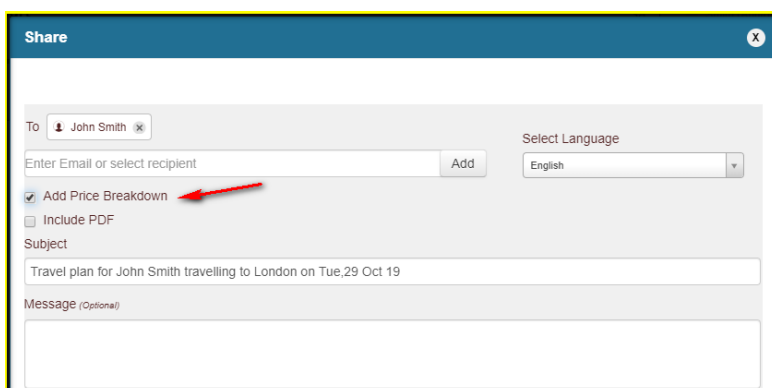
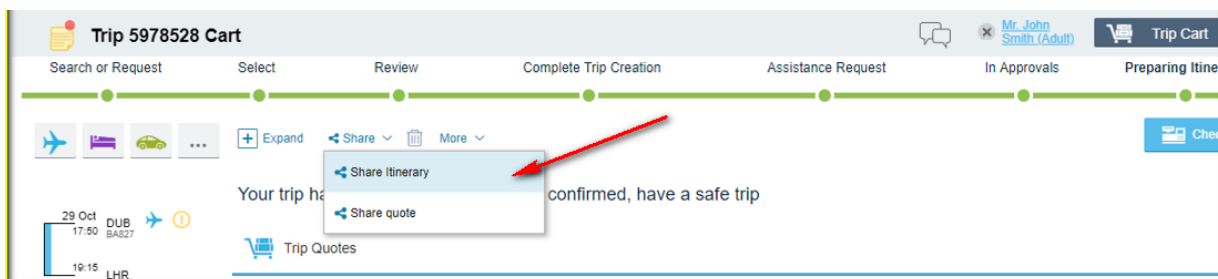


Booking Confirmation

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

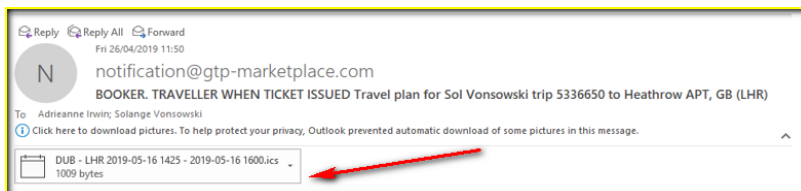
A Record of the Booking will be sent to our consultants, and fulfilment of the Booking will take place.

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

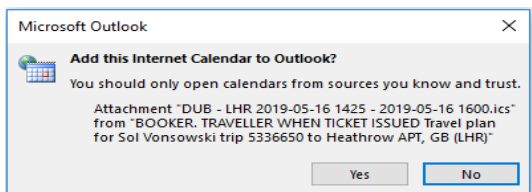


From the Travel Plan email confirmation, you can add the Trip plan directly to your calendar.

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 3rd 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