

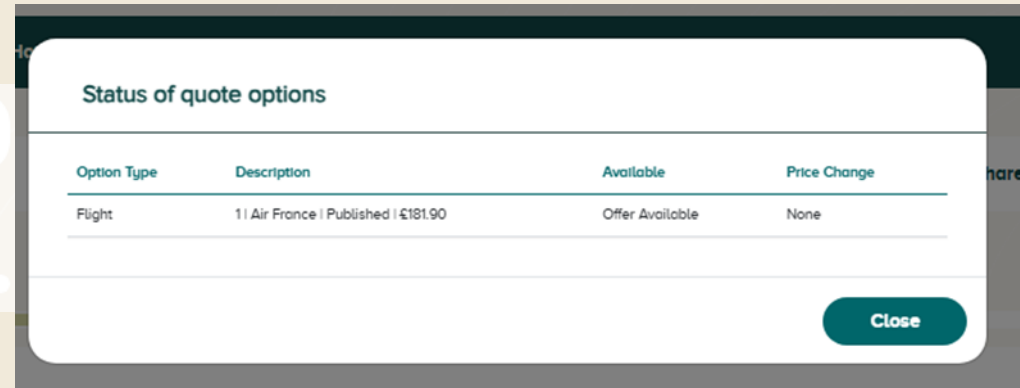
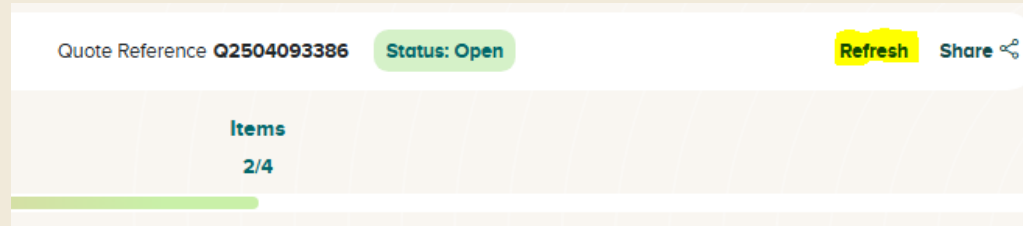
Online Tips & Tricks



Airline Offer Expired



- 'Airline offer expired' occurs when either the pricing or availability changes.
- Press the 'refresh' button at the top of the page and the system will check for the latest pricing.
- This will only work if the pricing has expired, not if the availability of the class selected has sold. Remove the expired option and re-add the flights from the search page.
- Low-cost airlines like EasyJet, Ryanair and Wizzair for example only have a very short validity period – be quick!



Adding Baggage – EasyJet and Wizzair



- Tick the box next to the required flights
- New menu will appear with baggage options
- If both a large cabin bag and a hold bag required, select one and add one after booking via the chat function.

Round Trip | EasyJet | Published £150.30

Outbound

☒ **easyJet** From **MAN** To **CDG** 1h 35m 0 CO₂ 113 kg 0 **MAN** Sat 21 Jun, 18:40 Manchester Airport **CDG** Sat 21 Jun, 21:15 Charles de Gaulle Airport

Return

☒ **easyJet** From **CDG** To **MAN** 1h 25m 0 CO₂ 113 kg 0 **CDG** Tue 24 Jun, 15:25 Charles de Gaulle Airport **MAN** Tue 24 Jun, 15:50 Manchester Airport

MAN - CDG - MAN


Traveller 1 (Adult)


<input type="radio"/> Bike		£100.00
<input type="radio"/> Skis		£84.00
<input type="radio"/> Golf Bag		£84.00
<input type="radio"/> 1 bags	15Kg total	£66.98
<input type="radio"/> 1 bags	23Kg total	£81.98
<input type="radio"/> 2 bags	15Kg-15Kg	£133.96
<input type="radio"/> 2 bags	15Kg-23Kg	£148.96
<input type="radio"/> 2 bags	23Kg-23Kg	£163.96
<input type="radio"/> 3 bags	15Kg-15Kg-15Kg	£200.94
<input type="radio"/> 3 bags	15Kg-15Kg-23Kg	£215.94
<input type="radio"/> 3 bags	15Kg-23Kg-23Kg	£230.94
<input type="radio"/> 3 bags	23Kg-23Kg-23Kg	£245.94
<input type="radio"/> 1 x small under seat bag		£0.00
<input type="radio"/> 1 x small under seat bag&1 x large overhead bag Maximum Size 56 x 45 x 25 cm&Includes Speedy Boarding		£62.98

Adding Baggage

- Tick the box next to the required flights
- New menu will appear with more fare options that may have better baggage/cancellation options:

One Way | KLM Royal Dutch Airlines | Published

 Outbound

☒  From **MAN** To **BER**
Thu 12 Jun, 5:55 Manchester Airport Thu 12 Jun, 22:10 Berlin Brandenburg Airport

Please select an Economy class fare

☒ Light

- 1 piece 12 kg total
- No Free Luggage
- Booking cancellation is not available for this booking prior to departure
- Booking cancellation is

£153.55

☐ Standard

- 1 piece 12 kg total
- 1 free luggage of 23 Kg for outward trip
- Booking cancellation is not available for this booking prior to departure

£183.55

Adding Baggage

- Flights may show multiple times in the search results displaying rates with and without baggage

Round Trip | British Airways | Negotiated **£399.12**

Outbound

From **LHR** To **JFK**
Sat 21 Jun, 16:20 Sat 21 Jun, 19:25
London Heathrow Airport John F. Kennedy International Airport
8h 5m 0 CO₂ 529 kg 0 Hold until: May 30, 2025

Return

From **JFK** To **LHR**
Tue 24 Jun, 7:50 Tue 24 Jun, 19:45
John F. Kennedy International Airport London Heathrow Airport
6h 55m 0 CO₂ 529 kg 0 Hold until: May 30, 2025

Round Trip | American Airlines | Negotiated **£479.12**

Outbound

From **LHR** To **JFK**
Sat 21 Jun, 16:20 Sat 21 Jun, 19:25
London Heathrow Airport John F. Kennedy International Airport
8h 5m 0 CO₂ 529 kg 1 Hold until: May 30, 2025

Return

From **JFK** To **LHR**
Tue 24 Jun, 7:50 Tue 24 Jun, 19:45
John F. Kennedy International Airport London Heathrow Airport
6h 55m 0 CO₂ 529 kg 1 Hold until: May 30, 2025

- Use the baggage filter at the top of the page to only show rates including hold luggage:

1 bag ▼ Reset

Bags

☐ Any number of bags

☐ None

☒ 1 bag

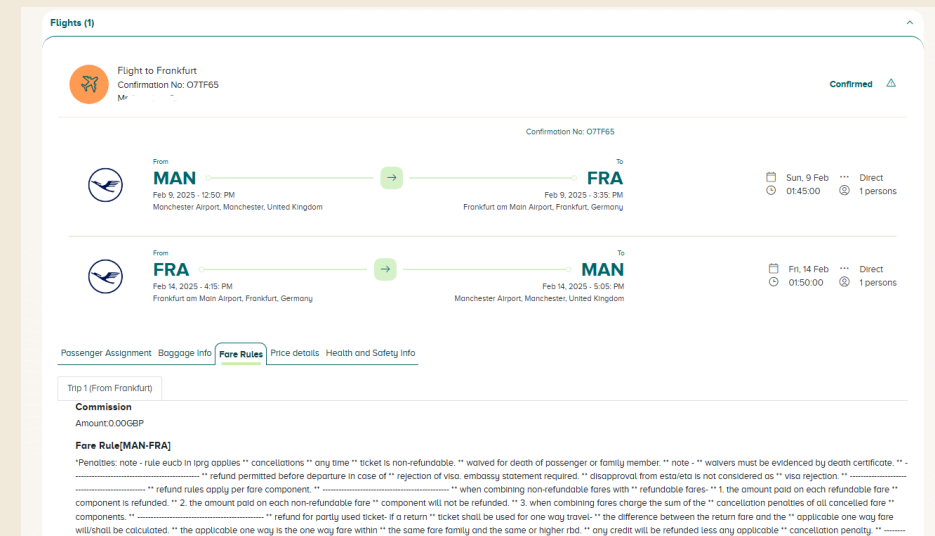
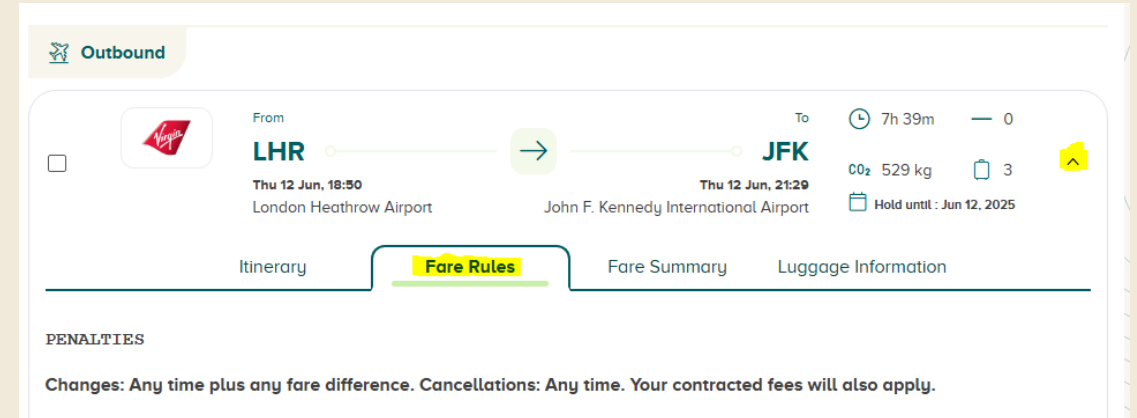
☐ 2 bags or more

Reset Apply

Fare Rules



- View fare rules under the flight details prior to booking
- To review fare rules after booking, navigate to the bookings page on the menu and then click the fare rules tab

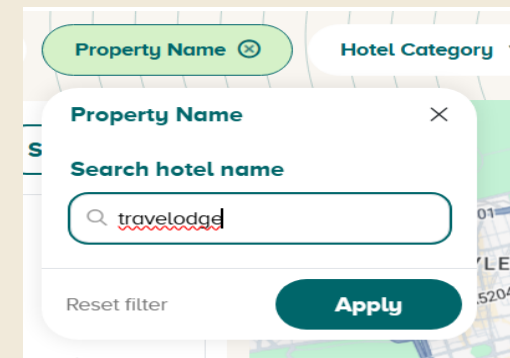


Filters

- Utilise filters when running a search, these can be very helpful when looking for a specific flight.

Fare Type ▾	Departure Times ▾	Stops ▾	Airlines ▾	Airports ▾	Duration ▾	Price ▾	Stopover ▾	Bags ▾
Filter by type of fare, e.g Published, Negotiated etc	Sliders to reduce the departure times shown for the flights	Choose if the flights is direct, 1 stop over etc	Select which airlines are shown (can also be done on the table beneath)	Filter specific departure airport if only city was searched – e.g only show LHR when searching London	Specify overall flight duration	Set price limit	Choose specific stopover airport	Select how many bags are included with the fare

- The hotel search page also includes filters.
- For a specific hotel, do a general search then filter by property name
- Filter by refundable room rates

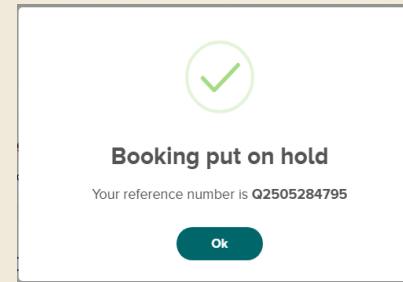
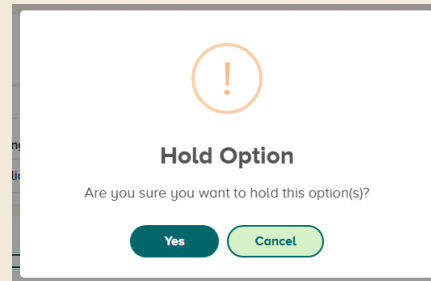
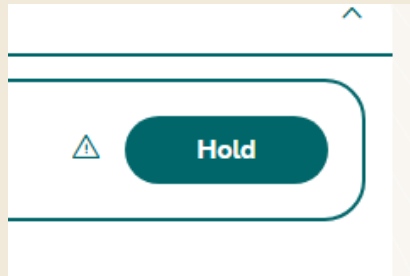


The screenshot shows a hotel search interface with a filter overlay. At the top, there are two tabs: 'Property Name' (selected) and 'Hotel Category'. Below the tabs is a search bar labeled 'Search hotel name' with the text 'travelodge' entered. To the right of the search bar is a close button (X). Below the search bar are two buttons: 'Reset filter' and 'Apply'.

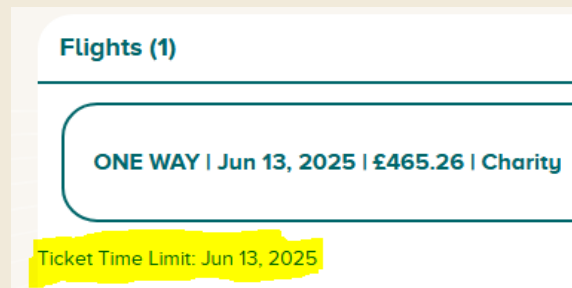
Holding Flights



- Negotiated and Academic fares can be held online within the basket/quote



- All finance coding and traveller info must be filled out to be able to hold a flight.
- View the hold time limit in the quote



- Airlines reserve the right to override the hold duration

Travelodge & Premier Inn



PREMIER INN & TRAVELODGE



Steps to Book These Hotels Using the Online Booking Tool

- When starting your hotel search, please avoid selecting the "Refundable" or "Breakfast" filter options, as this can limit the results for Travelodge or Premier Inn properties. Once the initial search results are displayed, you can then type "Travelodge" or "Premier Inn" into the hotel name box to narrow the results specifically to those hotels.
- For Premier Inn bookings, after selecting a property, choose the preferred rate type (e.g., Bed & Breakfast or Dinner) and add it to your basket - please do not add meal extras to the selected rate. If you initially choose a room-only rate but later decide you want breakfast included, remove the room-only rate from your basket and return to the original search results to book the rate that includes breakfast.
- For Travelodge bookings, after selecting a property, choose the room type you want and add it to your basket. At this stage, you can also add any extras, such as Breakfast, WiFi, etc. before proceeding with the booking.

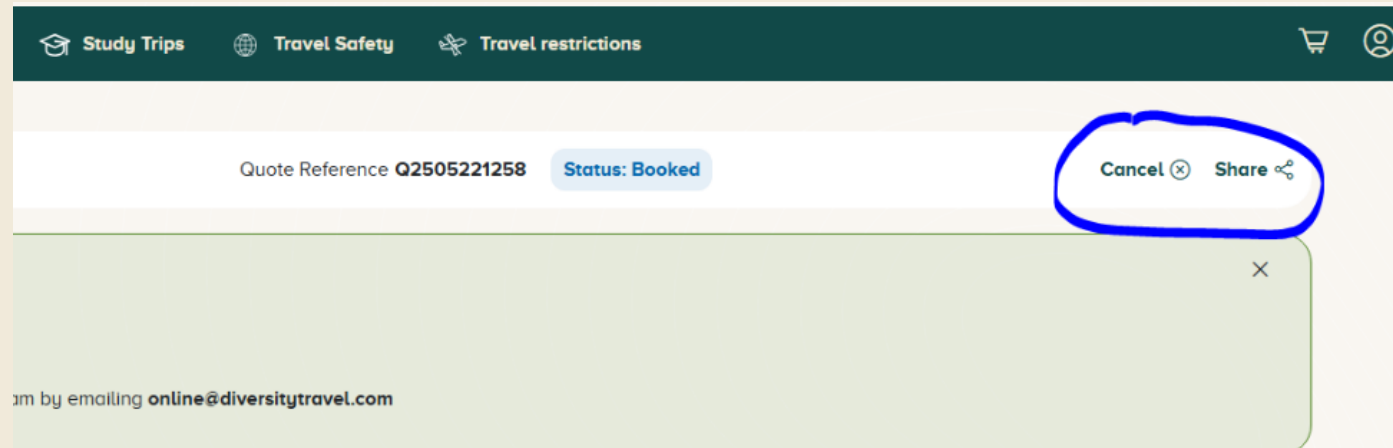


Cancelling Via the Portal



Use the portal to cancel bookings

- Navigate to the quote and there will be a cancel button
- Available for air, rail and hotels
- Confirmation of cancellation sent along with any charges



T&Cs



Remember to agree to the T&Cs!

☐ I agree to [Terms and Conditions](#)

Item Count **1**

Total Cost **GBP £181.90**

Continue

☒ I agree to [Terms and Conditions](#)

Item Count **1**


Total Cost **GBP £181.90**

Continue

LiveChat



- The livechat operates 9am-5pm Monday to Friday (UK time)
- Out of hours, bookers can leave a message that sends an email to the online team to action the next working day
- Chats time out after 10 minutes if we haven't received a reply

dialpad 

Name: Pierre
Organization: Gold Standard
Email: @goldstandard.org
Phone: +41
Booking Reference: i don't have any
Reason: Out of Hours
Request:
i tried 2 times to book train tickets from Geneva to Paris without success - quote not available - tech issue

Thank you

Any Questions?

