Online Tips & Tricks

diversity
travel

Diversity
Study Trips

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!
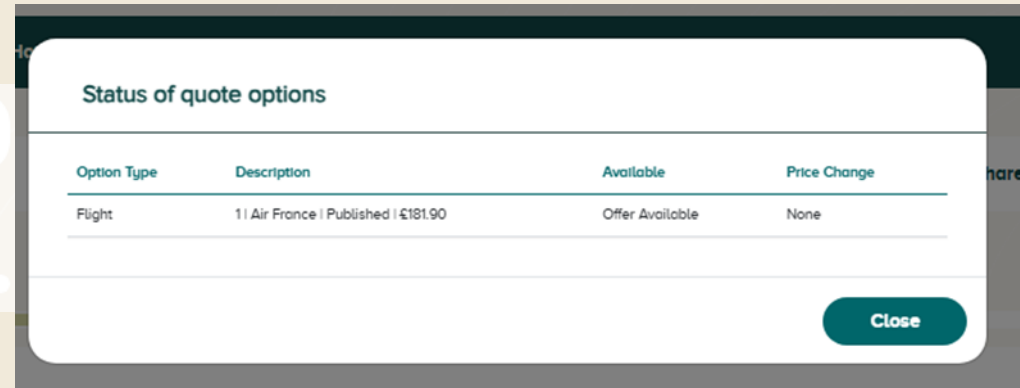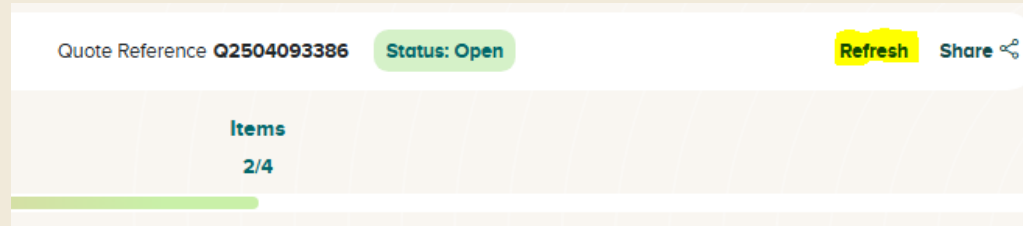
Adding Baggage – EasyJet and Wizzair

diversity travel

- 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.

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

☑ **KLM** From **MAN** → To **BER**
Thu 12 Jun, 5:55 Thu 12 Jun, 22:10
Manchester Airport 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

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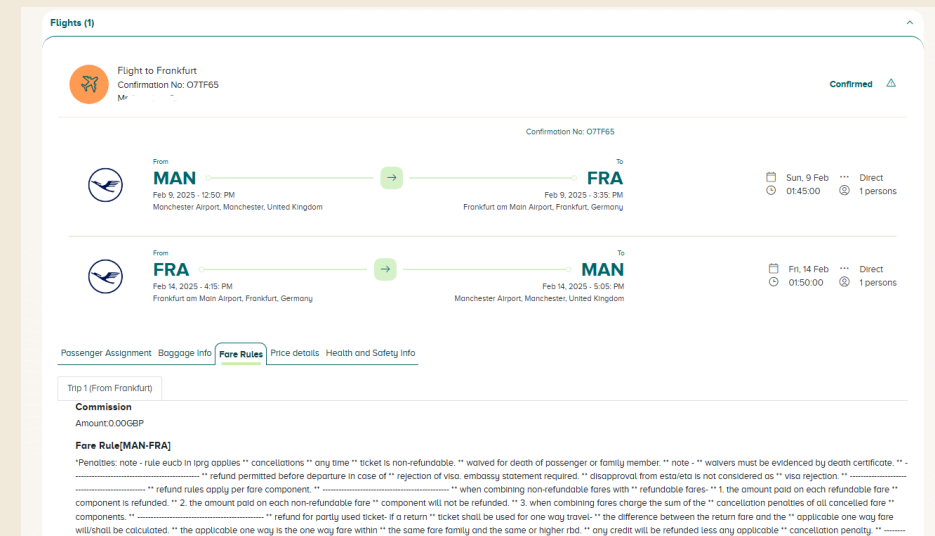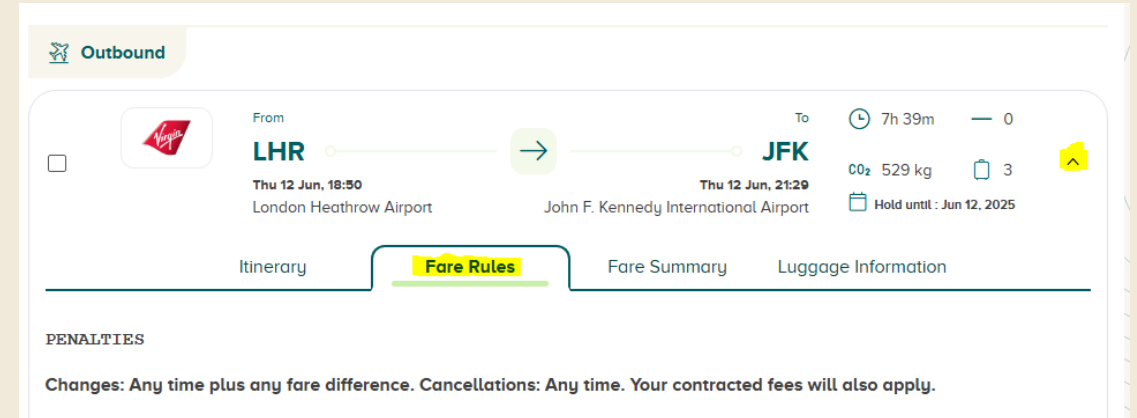
Fare Rules

- 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
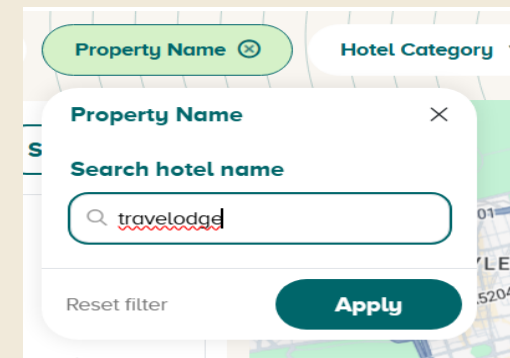

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Filters

- 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
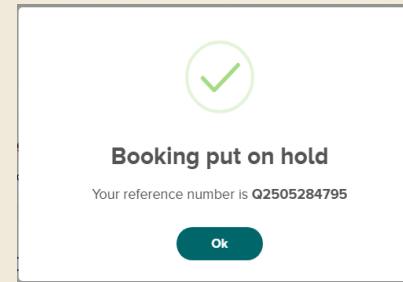
- Filter by refundable room rates

Property Name ⊗   Hotel Category ⌄

Property Name   ✕

Search hotel name

🔍 travelodge

Reset filter   **Apply**

Holding Flights

- Negotiated and Academic fares can be held online within the basket/quote
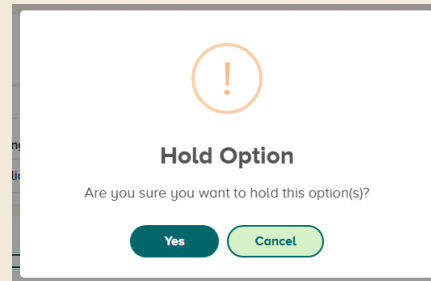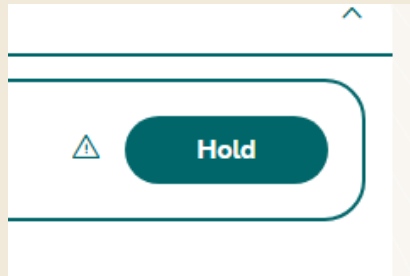
- All finance coding and traveller info must be filled out to be able to hold a flight.
- View the hold time limit in the quote

- 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
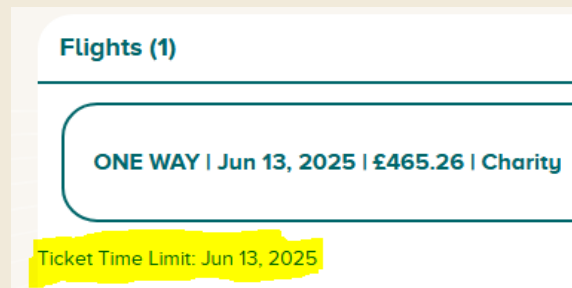
- When starting your hotel search, please avoid selecting the "Refundable" or "Breakfast" filter options, as this can limit the results for Travelodge or Premier Inn properties. Once the initial search results are displayed, you can then type "Travelodge" or "Premier Inn" into the hotel name box to narrow 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.
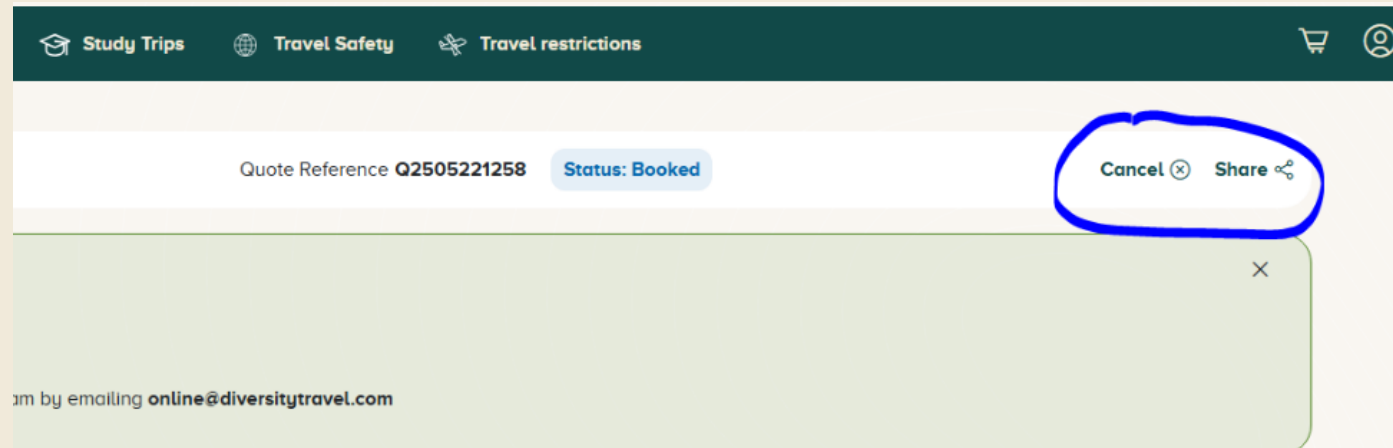
Cancelling Via the Portal

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!

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?