Low Cost Carriers (LCC)

USER GUIDE

December 2020

All Low Cost Carrier bookings are **instant ticketing** and once ticketed are managed directly with the Airline.
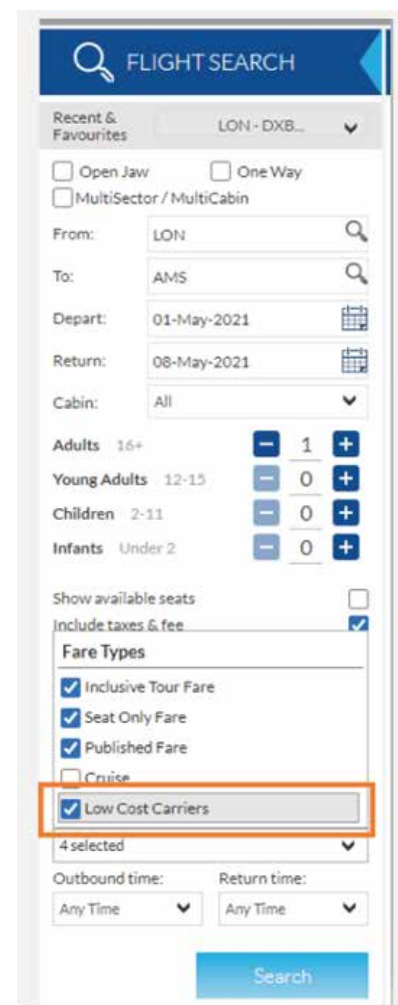
SEARCH

A new option shows in the Fare Type dropdown for 'Low Cost Carriers'.

Low Cost Carriers (LCC) can be selected on its own, or alongside other
fare types.

If you select only LCC, the results at availability will show LCC options only.

If LCC is selected alongside other Fare Types, all will be searched and the lowest prices results shown at availability across all fare types.
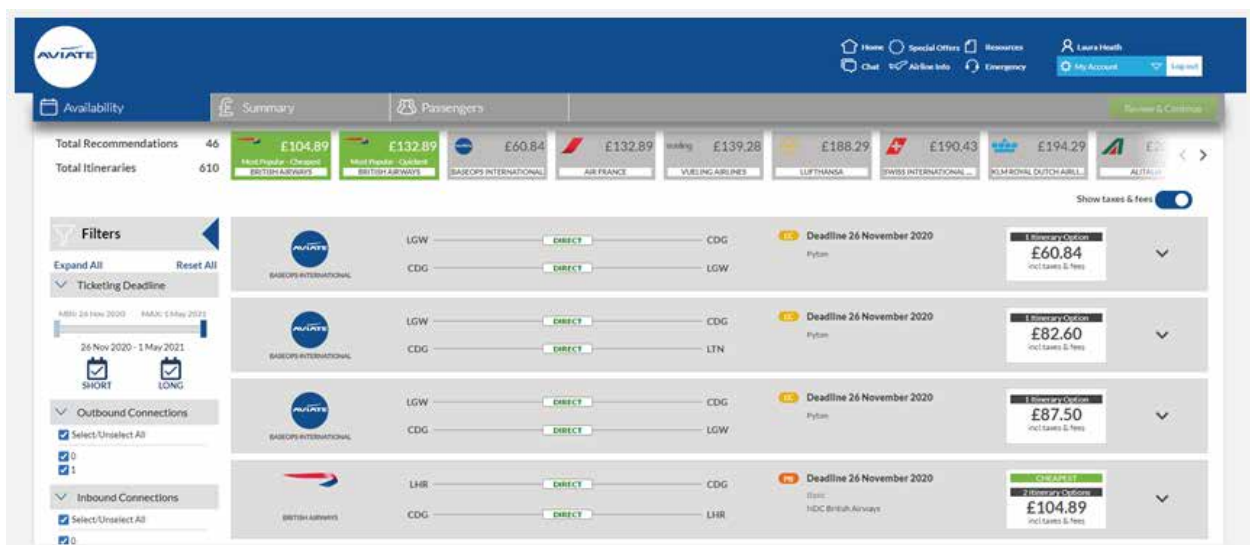
Once you have entered your Route, Dates, Pax, Fare Types etc press **Search** as normal to continue to availability.

AVAILABILITY

At the Availability stage LCC's will be displayed along side other fare types if searched together. These can be identified by the yellow 'LC' icon against the recommendations.

For the most part the Itineraries will display the same for LCC, however unlike other fare types the taxes for LCC are returned to you at booking level.

For LCC itineraries only the availability page we divide the total tax by the number of passengers in order to display a per person cost. For the rest of the booking flow the taxes will be displayed at booking level, which means there may be a few pence difference between Availability and the following stages in the booking process.

Note: If you select an LCC itinerary when you continue you will be taken down a new booking path. If you select a non LCC itinerary you will be taken to the Summary stage as per the booking flow you are used to seeing

LCC Flow

📅 Availability	🐝 Passengers	⊕ Booking Extras	£ Review & Pay

Other Fare Type Flow

📅 Availability	£ Summary	🐝 Passengers	☐ I accept the Terms and Conditions updated as at Feb 2018	Book - no deposit	Pay & Ticket	Disruption Booking

PASSENGERS

Once you select an LCC itinerary and continue you will be taken straight to a new 'Passengers' page as below.

Enter Passenger Details (1) – You will be required to populate all passengers details, and select any baggage options for each passenger if required. If the airline requires APIS information at the time of booking then additional fields will show for this to be entered. You will be unable to continue until all required details are populated.

Contacts (2) –Agent contact details will be auto populated based on your user credentials and log in information.

You have an option to add a 'Reference' which is just an internal reference that will carry over to the display booking page.

The 'Airline Contact Email Address' will be auto populated for you but can be amended. The contact details that are added in this field will be sent to the Airline. Once the booking is created/ticketed this cannot be amended by your or Aviate in our booking system.

Trip Summary (3) – This new Trip Summary panel shows details of the itinerary and costs. You can **Email Quote** or **Print Quote** from this panel, or go back to **Change** your selection of flights if required.

Any baggage added in the Passenger Details section (1) will be included in the costs under Ancillary Services/Extras.

Trip Summary

📍 **LTN - AMS**   ✉ Email Quote

📅 Thu 01 Apr - Thu 01 Apr   🖨 Print Quote

👥 1 Booking 1 Adult 1 Child

Total Costs	
Total Net Fare(s) i>	£50.98
Taxes, Fees & Carrier Charges i>	£0.00
Service Fees i> TPS✓	£29.00
Ancillary services/Extras i>	£39.98
Show Price Breakdown	
Total	**£119.96**

✈ **Flight Details**

Thursday 01 April 2021

easyJet

	LTN			AMS
	18:50	1H 10M		21:00

Flight 2163   **Rules**
Cabin Economy

← Change

BOOKING EXTRAS

If the Airline offers booking extras you will be taken to the 'Booking Extras' page once you continue from the 'Passengers' page. If the Airline doesn't offer extras via this system then you will be taken straight to 'Review & Pay'.

The Extras which show will vary depending on what the airline offers, to add an Extra simply click **Add to Trip**

For Seat Selection this will open a seat map like below, for you to pick seats. Any additional cost to seat passengers will be added to the Total Cost panel in the Trip Summary, within Ancillary Services/Extras.

REVIEW & PAY

Once any Booking Extras have been selected you can continue to the final stage **Review & Pay.**

You can pay via Card Payment or Credit Allowance. This limit of payment types is because the bookings are Instant Ticketing so Bank Transfer and Direct Debit are unable.

The Trip Summary panel is still visible so all details can be checked, and once happy you simply select the payment type, tick to confirm the value and T&C's and **Pay & Ticket**

The booking will then be created, ticketed and payment taken. If successful the below screen will be displayed to you and you can click **Go to Booking** if you would like to view the details on the display booking page.

If for any reason the booking fails to create/ticket then a message advising this to you will be displayed here.. As we don't have access to PNR's like we would in the GDS, you would need to try to create a new booking via the website. These errors could happen for example if the availability was taken before the booking created.

DISPLAY BOOKING

Once bookings have been created/ticketed they can be viewed within our booking system like other bookings, however they have no post ticket management options e.g. to Amend or Add APIS.

All booking management needs to be done directly with the Airline and so a message is displayed in the booking to advise you of this.