



# TAKE A LOOK AT THESE QUICK AND EASY TIPS...

**Split Passengers** – Tick the passenger you wish to split, click “Split” on the selected passenger and confirm.

**Pre-ticket amendments** – Within the booking tick the flight you wish to amend, click “Amend” on selected flight, select details and check availability. If you are happy to accept click “Review and Continue”. If not click “Abandon” and the booking will remain unchanged.

**Check fare rules** – Click the “Rules” button next to the itinerary this is where you can find ticket date restrictions, minimum stay, penalties and cancellations.

**Manage users** – Your operator administrator (the person who has agency administration permission) can add users, unlock users and send password reset links.

**Re-send your confirmations & tickets** – Click the “View Emails” button above itinerary, once opened click “View” or “Resend”.

**Manage ticket deadlines** – You can manage deadlines through the “To-do-list” which is located on the bottom left of your home page.

**Schedule changes** – From the TK status (awaiting confirmation of a time change) to the HK status (after it has been confirmed and accepted) the emails are automated, there is no need to reply.

**Meals/Frequent Flyer Numbers/APIs** – These can be added at the time of the booking/before ticketing online through our website, as well as the airline’s website using the record locator.

**Chat** – Our chat facility is available for you to use as a quick convenient way to contact us.

**Pre-ticket cancellations** – These can be done online, simply click “Cancel” once in the booking.

**Name corrections** – If the same classes and prices are available you are able to cancel your original PNR and rebook with the correct name.

**Filters** – To make your search easier you can use our tailored options, the more filters you use, the less results to look through. These filters can be found on the filters tab and include “Ticketing Deadline”, “Aircraft Type” and “Inbound Duration”. For further guidance there are webinars available, to view them [click here](#).

**Same day void** – If you want to void a booking, you can do so on the same day by clicking the “Void” button. This is only available on the exact day the ticket is issued and it will incur a loss of service fee.

**Manual ticketing error** – If there is a ticketing error and you are unable to ticket your booking, simply email us at [info@aviateworld.com](mailto:info@aviateworld.com) you will need to provide the following: costs, names, DOB and payment method, you’ll also need to make sure the card is registered and that you have your cruise/hotel documentation if required.

## PHONE OPTIONS

**Option 1** – Pre-ticket – Quotes/bookings/pre-amends/general requests/pre-ticket schedule changes.

**Option 2** – Bookings that require ticketing, any post ticketing queries and amends.

To find out more call: **0151 350 1100** or email: [info@aviateworld.com](mailto:info@aviateworld.com)

