



# Hints & Tips

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To help you out

WE ARE WITH YOU ✈️

# General Website Tips

## - within the booking

### **Split Passengers**

If specific passenger(s) on a booking wish to amend their dates or cancel from a larger overall PNR, leaving remaining passengers with the original itinerary, you can action this within the passenger details section. Select the passenger(s) to split using the checkbox next to their name, then click the 'Split selected passengers' button. This will place the selected passengers onto a separate linked PNR which can then be amended/cancelled as required. Linked bookings can be toggled using the PNR drop down on the top right hand side of the booking summary.

Please note: this is only applicable to pre-ticketed bookings.

For any passenger splits post-ticketing please contact us [here](#).

### **Pre-ticket amendments**

If passengers wish to amend their itinerary, use the checkbox next to the applicable flight(s) in the itinerary details section to highlight which flight sector(s) require amending, then click the 'Amend selected flight(s)' button. This will take you through availability, selection and pricing of your new flight requirements. If you are happy to accept the new flights and pricing, click the 'Update Booking' button at the end of the process. If you wish to retain the existing itinerary, click the 'Abandon changes' button to leave the itinerary unchanged and return to the booking summary.

### **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.

### **Resend Confirmations & Tickets**

Click the 'View Emails' button above the itinerary. Once opened click 'view' or 'resend'.

### **Pre-ticket Cancellations**

These can be done online, simply click the 'Cancel PNR' button on the top right of the booking summary.

### **Meals/Frequent Flyer Numbers/APIs**

These can be added at the time of booking/before ticketing online through our website within the passenger details section, or alternatively through the airline's website using the PNR/Booking Reference.

## Void Tickets

Same-day Void – if you want to void a ticketed booking, you can do so on the same day by clicking the ‘Void Tickets’ button. This is only available on the exact day the ticket is issued and will incur a loss of service fee.

If a booking has been void and not reissued, please bear in mind the airline has the right to cancel the booking at any time

## Schedule Changes

There are two types of emails you will receive from Aviate in relation to schedule changes: one which requires no action from you and the booking will be automatically updated, the other which does require an action from you. It is very important to note that where an action is required on your part, your system functionality can be limited until the action has been made. The status of the booking will show as ‘Awaiting Customer Approval’ until the schedule is resolved.

### Unticketed bookings:

1. Schedule changes that the airline defines as minor will be auto-accepted without any action required from you. This will be specified in the email you receive regarding your schedule change.
2. A ‘proceed with change’ button has been added into the Booking Display screen within our system, so that in instances where action is required from you, the action can be taken directly in your account rather than via a schedule change email.

### Ticketed bookings:

1. Schedule changes that the airline has revalidated will be auto-accepted without any action required from you.

If you need any further support, contact us [here](#).

2. There will be some instances where an action is required from you in order to approve a schedule change to a ticketed booking. This action can be taken directly in your account on the system. If you need any further support, please contact us [here](#).

# General Website Tips

## - within the system

### **Manage Ticket Deadlines**

You can view bookings with upcoming deadlines through the 'To Do List' which is located on the bottom left of your homepage.

### **Availability Search Filters**

To make your flight search easier, you can use our tailored options. The more filters you use, the less results there are to look through. These filters can be found on the filters tab on the left side panel and include; 'Ticketing Deadline', 'Aircraft Type', and 'Inbound Duration', with many other options. For further guidance there are webinars available on our resources page, which you can view [here](#).

### **Ticketing Issues**

If there is a ticketing issue and you are unable to ticket your booking via the website, simply contact us [here](#).

You will need to provide the following information: PNR Reference, Deadline, Date of Birth (America only), payment method. If your booking is a cruise booking, please provide us with the cruise ship name.

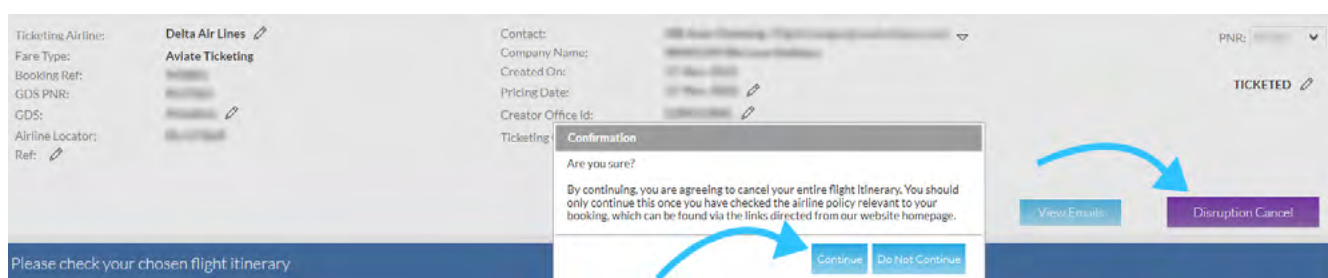
### **Manage Users**

Your Tour Operator account has a nominated administrator within your company whose permissions enable them to add/unlock users and send password reset links, without the need to contact us. Please speak to your manager if you need to action one of these options.

# Disruption Tips

## Disruption Cancel Button

In the event of significant disruption, you can cancel a flight and obtain a refund by using the 'Disruption Cancel' button in the booking to remove all flight sectors and avoid a no-show. Please note this is only doable where the airline policy permits, and your customer is not yet checked-in.



Please do check that the relevant airline policy allows this, as not all airlines will permit refunds if a flight remains operational. If your passengers have already checked in for their flights, contact us [here](#) instead of using the 'Disruption Cancel' button as we will need to contact the airline to have your passengers e-ticket status changed before cancelling.

If applicable, you can request a refund by emailing us [here](#).

## Exchange Travel Credits

For assistance with redeeming Exchange Travel Credits on bookings, view our 'How To' guide [here](#).

# FAQs

## **Q. How do I request wheelchair assistance?**

**A.** We have three service options for wheelchair requests:

### **Service 1 (WCHR)**

Customer requires assistance to/from the gate but does not require any special assistance on-board to move around, including use of the on-board wheel chair.

This service assists customers to the gate it assumes that the customer can make their own way to the aircraft either by the jetty or on the passenger coach. Service may not be provided on a 1 to 1 basis.

### **Service 2 (WCHS)**

Customer requires assistance to/from the aircraft gate and assistance with stairs if aircraft is off stand.

They do not require assistance on-board to move around including use of the on-board wheelchair.

### **Service 3 (WCHC)**

Customer requires assistance to/from the aircraft and also needs use of the on-board wheelchair to move around the cabin. If customer is travelling on their own please ensure they have enough upper body strength to be able to lift themselves onto the on-board wheel chair.

Please advise which of the above options is required for your client and if you could complete and send the following [form](#) back to us with the relevant information, and we can coordinate appropriately.

## **Q. Why do I have issues booking infants with no seats?**

**A.** GDSs restrict the number of characters in a name for 'infant without seat' passenger types, so we need to add this passenger type in for you manually. We recommend that you book all other passengers - including the adult that the infant with no seat is to be linked to - then contact our Reservations team on 0151 350 1101 to add the infant on to the booking.

### **Q. Where can I add meals/frequent flyer numbers into my booking?**

**A.** Unticketed bookings: you can add this information in your Aviate account via the Display Booking page.

Ticketed bookings: you or your client can access the booking via the airline's direct website.

### **Q. Can I make a name correction?**

**A.** It depends on the airline. All airline policies differ therefore you will need to come to us to see what we can do for you.

For us to be able to complete a name correction, you will need to send us a copy of the client's passport.

Please be aware, any name corrections requested 48 working hours from ticketing deadline or departure date may not be authorised. Most corrections need approval from the airline, and this cannot be done within this time frame. Current policies may not be applicable or if there are more than one carrier on the booking the change may not be honoured.

We will try our best to uphold your request, however we cannot guarantee this and could result in your passengers having to purchase a new ticket from current availability in the correct name.

### **Q. How do I price a mixed cabin itinerary?**

**A.** Start your quote based on one cabin via the Flight Search panel in your account. Within each fare family that is returned, you can select 'Upsell' per itinerary, which will present all of the cabin combinations available for that itinerary.

### **Q. Can my ticketing deadline be extended?**

**A.** Airlines will not extend ticketing deadlines, and unfortunately there is nothing we can do to override them. Longer ticketing deadlines are available on certain fare types per airline, so do use the filters within the availability search to narrow down the fare families that have the longest possible ticketing deadline.

### Q. Can I prebook seating?

A. Yes you can prebook seating. Most airlines require your booking to be ticketed before booking seats. This is a chargeable service therefore you can pay for this directly on the airlines website

### Q. Where are the airline change policies?

A. Airline policies are all provided centrally on our websites for quick reference. You can access them at any time [here](#).

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## How to Contact us

### Streamlined Contact Channels

Within our Flights Support department, our Support Executives are split between reservations, schedule changes, ticketing, post ticketing amends and refunds. This set up allows the most efficient workflow, which results in our best response times.

### Contact us in a way that works for you



Phone



Email



Contact Form

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