



# Aviate's Help Centre



**Your dedicated space for everything customer support**

Bringing you a new, more efficient, and streamlined way to communicate with our teams and get your queries resolved quicker.

# Key benefits



**Contact us how you want and when you want.** You will have 24|7 access to the **Knowledge Bank** and the **Contact Form** within the **Help Centre**, plus all of the traditional methods of communication such as **phone** and **email** - so you have the choice of how you would prefer to reach us.



We can guarantee faster resolutions through the **Contact Form** on the **Help Centre** due to the smart functionality of our **Contact Form** sending each query to the relevant team.



The **Knowledge Bank** within the **Help Centre** has plenty of useful resources, frequently asked questions, training videos and more. Keep your eyes on this as you may pick up some shortcuts to help your day-to-day.

This transition to a more streamlined way of working is going to be simple, you will be able to access our **Help Centre** from every page of the **Aviate booking system** so you can submit a query whilst you're working.

Plus, your log-in details for the **Help Centre** will be the same as your log-in details for the **Aviate booking system**, making the transition between the two seamless.

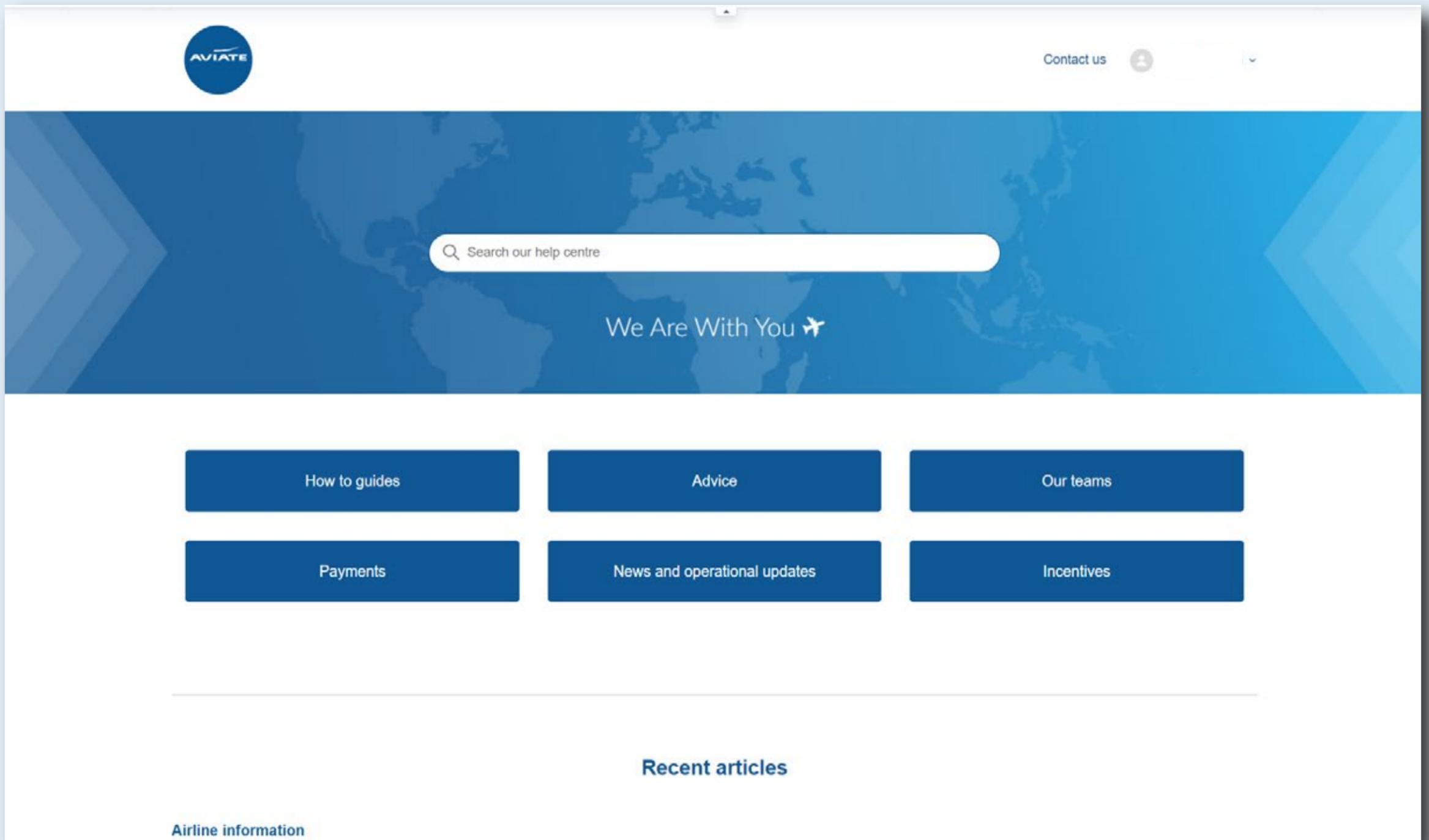
# Aviate Help Centre

Here is an idea of how to navigate to the **Help Centre** from the **Aviate Booking System** and what button to be looking for:

The screenshot shows the footer of the Aviate website. At the top left is the Aviate logo and the text "Part of the Travel Innovation Group". In the center, there is a blue button labeled "CONTACT SUPPORT" which is circled in blue. Below this button is the phone number "0151 350 1110" and the opening hours: "Monday-Friday: 08:00 - 19:00", "Saturday: 09:00 - 15:00", and "Sunday: Closed". A note below the hours states "(Please note our office is closed on bank holidays)". To the right of the contact information is the address: "World House, Lloyd Drive, Cheshire Oaks Business Park, Ellesmere Port, CH65 9HQ". Below the address is the registered office information: "Registered office: Ashbourne House, The Guildway, Old Portsmouth Road, Guildford, Surrey, GU3 1LR". On the far right, there are logos for IATA and a "PROTECTED" logo. A blue arrow points from the main content area of the page down to the "CONTACT SUPPORT" button. A small gear icon is located in the bottom right corner of the footer.

# Aviate Help Centre

Here is what the **Help Centre** homepage looks like:



# Frequently Asked Questions

What are my options of communication with Aviate Flights?

Phone | Email | Contact Form

What communication method will have the quickest response?

Contact Form

What teams/departments can I raise a query to through the Help Centre?

**Aviate Flights;**

Reservations, Schedule Changes, Ticketing, Post Ticket Amendments, Refunds

Aviate Partnerships | Aviate GDS Help Desk

# Frequently Asked Questions

## Why has this change come about?

The short answer is to make life easier for you. We carried out some customer feedback towards the end of **2022** and found that you want to get in touch with us in a variety of ways and it is not a one-size-fits-all approach so, we wanted to give you more options on how you can reach out to us.

We also wanted to improve our response times, so we have streamlined our workflows and our teams. In addition to this, we have created the **Knowledge Bank** which is to further educate you and offering you the ability to self-serve if that's what you prefer.

Log in to [Aviateworld.com](https://www.aviateworld.com) to take a look around the Help Centre

We Are With You 