

Online Booking Procedure



Dear Agent

Thank you for choosing Just Go! Holidays as one of your holiday operators. We're excited to be working with you and are looking forward to seeing you take your first bookings. We have provided you with this manual to outline our most basic booking procedure, as well as taking you through some other scenarios that you will need to know such as insurance, amendments and cancellations. We will be happy to keep you up to date with any major developments within our booking process and you will be duly informed if there are any changes made.

Our terms and conditions can be found in our latest brochure with regards to payment, deposit, cancellations and complaints and we would ask you to familiarise yourself with these as different holiday products vary.

We hope this manual will cover everything, but if not, please do not hesitate to telephone our Reservations Team on **0333 234 2010** and ask any questions you might have.

Happy Booking!

Just Go! Holidays

Signing In

You will need to log in to make a booking. If you go to the link <http://www.justgoholidays.com/agents> you will find the log in page as pictured across.

Once you've logged in, you will need to navigate to the home page by clicking the "Just Go! Holidays" logo

In the pictures below, you will see our home page. You can search for tours either by entering the tour reference of a holiday the customer is interested in or by searching by the customer's postcode.

You will also see what our itinerary pages look like and you can book from there too.

Travel Agents

Welcome to our agent online booking system.

New to Just Go! Holidays? If you would like to become a partner agent with Just Go! please contact us.

Existing Just Go! Agents: Please sign in below then search for a tour using the Holidays search bar or enter any destinations in the 'Search' in the header.

If you would like further help with your booking, please refer to our [Booking Manual](#). If you have any queries, please contact our reservations team during our normal office hours on **0333 234 2010**.

Please note that two weeks before departure we will contact you to provide use with customer contact details and telephone number

Email Address

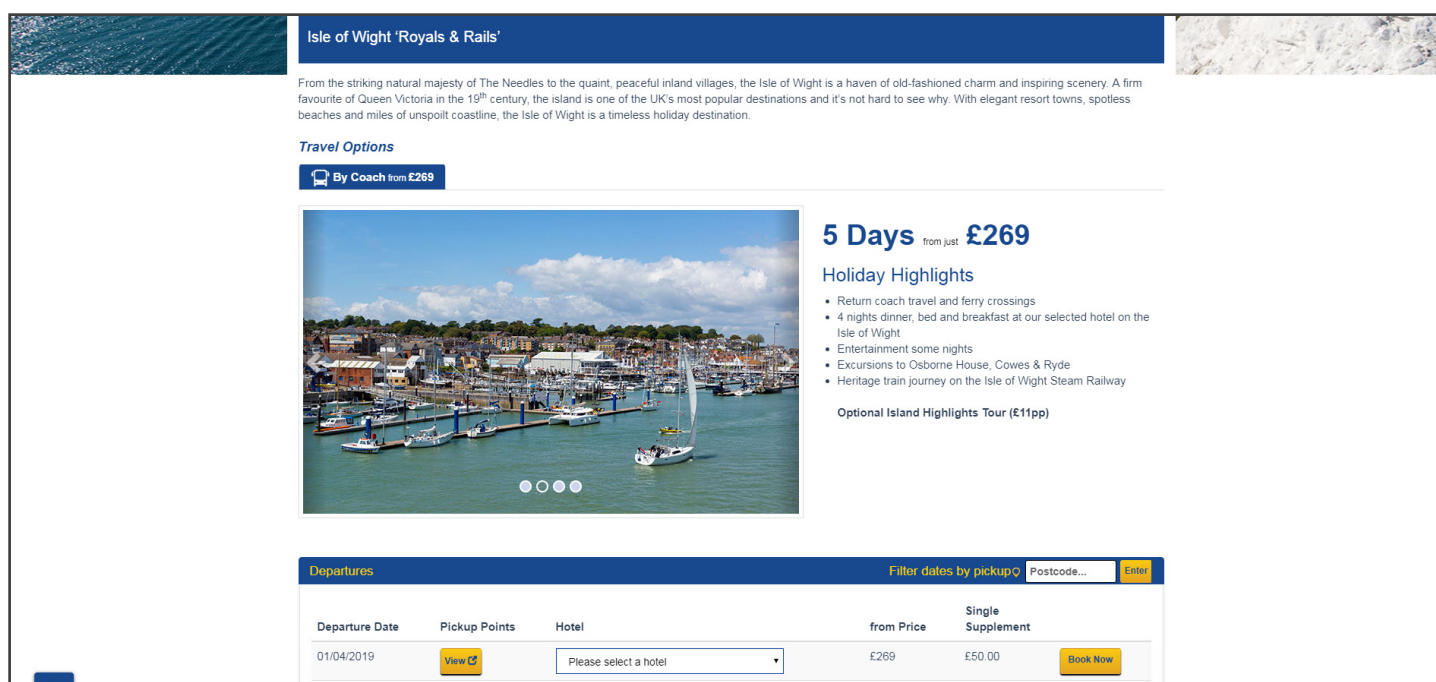
Password

[Forgotten your password?](#)



The homepage features a large banner image of a historic building with the text "Heritage tours" and "Discover hidden historical gems with our English Heritage, Historic House & National Trust property breaks". Below the banner is a search bar with options for "All Holiday Search", "Incl. Coach Travel", "Incl. Flights", and "Incl. Rail". The search bar includes a "Month" dropdown set to "January", a "Destination" dropdown set to "All", and a "Search" button. The top navigation bar includes links for "Home", "Our Holidays", "Our Destinations", "Special Offers", "Group Travel", and "About Us". The top right corner includes links for "Book Online or Call 0333 234 2010", "Set Postcode: Click", and "My Account".

You will then find your way to the itinerary page and click the Book Now button to start the booking



The itinerary page for "Isle of Wight 'Royals & Rails'" features a large image of a harbor with many boats. The text describes the island as a haven of old-fashioned charm and inspiring scenery, mentioning Queen Victoria and the island's popularity. The "Travel Options" section shows a "By Coach from £269" option. The "5 Days from just £269" section lists "Holiday Highlights" including return coach travel, 4 nights dinner and breakfast, entertainment, excursions to Osborne House, Cowes & Ryde, and a heritage train journey. An "Optional Island Highlights Tour (£11pp)" is also listed. The "Departures" section includes a table with columns for "Departure Date", "Pickup Points", "Hotel", "from Price", and "Single Supplement".

| Departure Date | Pickup Points | Hotel | from Price | Single Supplement |
|----------------|-------------------------------------|--|------------|-------------------|
| 01/04/2019 | <input type="button" value="View"/> | <input type="text" value="Please select a hotel"/> | £269 | £50.00 |

Availability

The first stage of the booking you'll need to establish how many people and how many of each room type that you will need. Single rooms are subject to a supplement, are in high demand and may not be available. You will need to call the Reservations Team on 0333 234 2010 to raise a ticket for a room request.

The same will apply to any double or twin availability. Please note that a majority of continental holidays may not have double accommodation and will not be guaranteed although please feel free to make it as a request on the notes.

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Rooms

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Passenger Options

Lead Passenger

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Rooms

Please make sure you select the correct number of people for the rooms requested.

Number of travellers

Please select the number of people travelling

1

Rooms

Please select how many of each room type is required

Single

1

1 Room accommodates 1 person

+ £50.00

Twin

0

2 Room accommodates 2 people

Double

0

2 Room accommodates 2 people

Triple

0

3 Room accommodates 3 people

(sold out)

Continue >>

Your booking Summary

Holiday

isle of wight 'royals & rails'

13th May 2019

£0.00

Total

£0.00

Agent Details

You will then be required to either search for your existing details or click the “add new customer” link and fill in your details to ensure all communications are sent to the Agent.

Search for Previous Customers

Please search for customers who have previously booked through the agent system, by either entering their Surname OR Postcode. Alternatively, if you are creating a booking for new customer, please click the 'Add New' button.

Search:

Surname

ellis

Go

Postcode

gl50 3sh

Go

or

Add New Customer

Name

Postcode

Mr R ELLIS

GL50 3SH

Use Customer

Your booking Summary

Holiday

isle of wight 'royals & rails'

13th May 2019

£0.00

Total

£0.00

Get out more in *Life*

Agent Address

This page will show if you need to “add a new customer”. This needs to remain the agent’s address or correspondence with the commission invoice will be sent to the customer.

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Agent Details

Please enter all these details as yourself as an agent, name, address etc. **DO NOT** enter these as the customer, otherwise paperwork with the commission invoice will be sent directly to them rather than yourself.

Or you can select a different customer

Title

Mr

Initials

A

Surname

Fernandes

Postcode*

GL50 3SH

Find Address

Choose Address

FESTIVAL HOUSE

Address Line 1*

Festival House

Address Line 2

Jessop Avenue

City/Town*

Cheltenham

County

Gloucestershire

Country

United Kingdom

Phone Number*

03332342010

Mobile Number

Use this as my primary address

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Passenger Details

You will need to enter the customers’ names as detailed below and select their pick up using the drop down box. A customer may ask if we will pick up from another place nearby. We would like to encourage the pick ups outlined for the tour as adding more pick ups will add to the journey time. A request for 10 people or more from a new pick up may be made by calling the Reservations Team. they will pass this query onto our Operations Department who will make the decision whether it is possible or not.

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Passengers

Please enter the details of each passenger in your booking.

Passenger 1

Title

Mr

Initials

A

Surname

Fernandes

Pickup Point

Ashford, BUS STOP A, PARK STREET, TN24 8LS

Please note: Insurance sold is inclusive of Insurance Premium Tax

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Your booking Summary

Holiday

isle of wight 'royals & rails'

13th May 2019

£0.00

Number of travellers

1

Rooms

Medehamstede Hotel, Shanklin (JG2 rating)

1 x Single

Seating

Total

£0.00

The customer can then suggest their preferred seating arrangements. These specific seats are not guaranteed and will only be confirmed in the Final Confirmation. Front seats are subject to an extra charge. Passengers who choose the wheelchair seats 5,6,7,8 who are not bringing a wheelchair will be moved when the booking is checked.

| | Rooms | Passengers | Seating | Options | Lead Passenger | Payment | Summary | Confirmation |
|--|--------------|-------------------|----------------|---------|----------------|---------|---------|--------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

Seating

Even if you are purchasing a 'Self drive break' please select a seat on the coach as you may use this for excursions

Please Note:

- Although we do our best to assign your preferred seat, these are **NOT guaranteed.**
- Seats will be confirmed a few weeks before departure with your final confirmation.
- Front seats** carry a surcharge of £15 per person for UK tours and £25 per person for Continental.
Please note: front seats are only reserved for the main coach and does not include feeder vehicles if one is required.

£ Disabled Taken Empty Seat

Unseated Passengers
1

Your booking Summary

Holiday
isle of wight 'royals & rails'
13th May 2019 **£279.00**

Number of travellers
1

Rooms
Medehamstede Hotel, Shanklin (JG2 rating)
• 1 × Single

Seating

Total **£329.00**

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[illegible]

Options & Special Requirements

Third party agents are not permitted to sell our travel insurance. The customer is welcome to purchase through us directly, however if the customer has their own travel insurance or wishes to take it with you, please follow through to the next step and fill in the name of insurer, not forgetting to add the policy number for continental tours.

If the holiday includes a day trip to Europe the customer must have European Travel insurance and be able to provide a policy number.

As you'll see, each passenger is listed in a blue box. You will need to click on the relevant checkboxes below the corresponding passengers to add any optional excursions or discounts.

Further down the page is the "Requirements" section to write brief notes. This has a 50 character limit. Further details can be added to the booking by e-mailing the booking reference and any notes to **enquiries@justgoholidays.com** due to data protection, the customer's details belong to you, and you are responsible for contacting them.

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Passenger Options

Please choose from the available options for each passenger.

Mr A Fernandes

Optional Excursions

Select any options

☒ Optional Island Highlights

£11.00

Discounts

Select any options

☐ Self Drive

£-25.00

Requirements

Please let us know any special requirements you may have including dietary requirements.

Characters left 50

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Your booking Summary

Holiday

isle of wight 'royals & rails'

13th May 2019

£279.00

Number of travellers

1

Rooms

Medehamstede Hotel, Shanklin (JG2 rating)

• 1 x Single

Seating

• S31

Total

£329.00

Get out more in *Life*

Additional Information

Payment is taken depending on your arrangements with us and whether credit is given. We accept credit/debit cards and cheques. Please note there are certain holidays (Supervalue), we require full payment at the time of booking. A deposit can be taken for our brochure holidays. Once payment has been taken, you'll receive an e-mail confirmation of Notice of Booking. The paper version will arrive at your offices when the booking has been checked and confirmed. You will then pass this on to the customer. All further written correspondence will also be sent to you to forward on.

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Payment Details

Please note: There is no charge applied to all payments made by credit card

To receive your **discount** please **enter the code here**. If you have been asked to 'Quote' a code from a mailing this is where to apply it.

Apply Code

Card Details

16 digit card number

XXXX - XXXX - XXXX - XXXX

Name on Card

MRS X XXXXXX

Expiry Date

0119

Valid from (if shown on card)

-- --


Issue Number (if shown on card)

Security Code (What is this?)


E.g 123

☒ I wish to pay in full £340.00

☐ I wish to only pay the deposit amount of £75.00



Just Go! Holidays has been supporting a charity called Mary's Meals for the last few years, assisting them in their vision to provide daily meals to chronically hungry children in a place of learning. Their chosen school is Kainja Primary School in Dowa, Malawi.



Your booking Summary

Holiday

isle of wight 'royals & rails' 13th May 2019

£279.00

Number of travellers

1

Rooms

Medehamstede Hotel, Shanklin (JG2 rating)

• 1 x Single

Seating

• S31

Passenger Options

Mr A Fernandes

Optional Island Highlights

x1 £11.00

Total

£340.00

Amendments

Sometimes changes need to be made to a customer's booking that are outside of our control. They can include pick up changes, seat changes, or even extra charges such as fuel supplements. We will endeavour to inform you of these as soon as we have the information and will send a letter to you to send to the customer. However, if this is less than 7 days before departure and we cannot reasonably expect a letter to reach the customer, we reserve the right to telephone you. After that, it will be your responsibility to telephone the customer. Some-times there may be late night or Sunday departures in which case we will require an emergency out of hours number to contact you so you can then inform the customer.

Cancellations

Please refer to our Terms and Conditions and your Agreement regarding cancellation and charges involved. emergency out of hours number to contact you so you can then inform the customer.

Just Go! Holidays Festival House, 1st Floor, 111 High Street, Cheltenham, Gloucestershire, GL50 1DW
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