

Booking online system

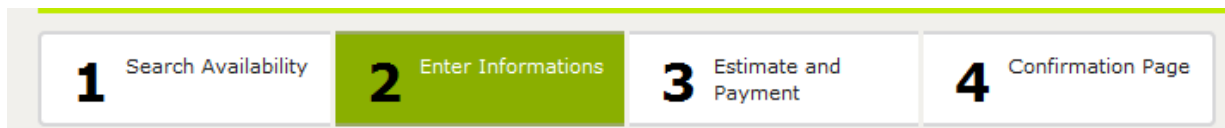
User Manual

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## 1 Introduction

Through our booking system [www.italcamel.com](http://www.italcamel.com) you could reserve our services in just 4 steps.



Here below we will show you how to make a search and a reservation in a fast and easy way. All fares shown are net for you.

## 2 Registration

Register your agency to sign in. You will received confirm of your **User Name** and **Password** directly by email and you will be able to visit our booking online.

**BOOKING ON LINE**

**Log In**

User Name:

Password:

[Log In](#)

[Registrati](#)  
[Recupera password](#)

**NON SEI ANCORA REGISTRATO?**  
Entra qui e scopri il modo più semplice e veloce per accedere ai nostri servizi.

# 3 Home Page

You could make a search by 4 different ways:

- 1. BOOKING ONLINE: standard way to make a search with all details.
- 2. QUICK SEARCH: fast way to search with basic details
- 3. SEARCH BY MAP: Select your destination through the Italy
- 4. SEARCH BY MACRO PRODUCT: Search by area or topic product

The screenshot shows the Italcamel website interface. At the top, there is a navigation bar with 'Italcamel' on the left and 'Bookings Management | Catalogue | Settings | Exit' on the right. Below this is a green bar with 'Booking OnLine' and sub-links for 'Hotels', 'Guided Tour', and 'Transfers'. The main search area includes a 'Quick search' form with fields for City, Check in (16/04/2011), Nights (1), Adults (2), Chd. (0), Age 1 (0), and Age 2 (0), and a 'Search' button. A map of Italy is displayed with a 'Select region' dropdown and a 'Select an area' list including Rimini area, Amalfi coast, Capri islands, Garda lake, Liguria coast, and Ulisse coast. A 'Special Offer' section lists three hotels: Hotel Alle Torri (Venice Marghera) for €191,70, Hotel Pausania (Venice Island) for €542,70, and Hotel Santa Costanza (Rome) for €457,80. At the bottom, there are two rows of macro product categories: Mountain, Major Art Cities, Small Art Cities, Lakes, Spas, Adriatic Coast, Tyrrhenian Coast, South Seas, Transfer, and Excursions. A final green bar contains icons for 'Booking Hotel', 'Catalogue', 'Visa', 'Booking List', 'Users', and 'Setting'.

## 4 Booking online

### 4.1 Hotel Booking Search availability

You could check directly online the availability: immediate or on request.

**Italcamel** Bookings Management

Booking OnLine Hotels Guided Tour Transfers

**1** Booking Hotel

Destinations

- Rome
- Milan
- Florence
- Venice Island
- Other destinations

**2** Period

Check in: 14/05/2011

Nights: 3

Check out: 17/05/2011

**3** Rooms

Rooms	Adults.	Chd.	Age 1	Age 2
1 Room 1	2	0	0	0

**4** Search

Clear Fields

1. Select the destination by the list or by other destination.
2. Put check in and check out dates
3. Select rooms, how many adults and how many child and age, infant also (0-2 years).
4. Click on search.

### Results Page

Here you can see all the hotels available.

1. These are classified by the most booked available and on request.
2. You can modify your search clicking on "change search"

**Italcamel** Bookings Management | Catalogue | Settings | Exit

Booking OnLine | Hotels | Guided Tour | Transfers | Italcamel Travel Agency S.r.l. - Italcamel.travel It

You Searched: **Rome (RM)** Rooms: 1 2 [Change Search](#)  
 Check in: 27/08/2011 Check out: 28/08/2011

Fares shown are net selling price (for the total of rooms for the days required). For all guest bookings with the period of stay from 1 January 2011 onwards, a city tax of 2 Euros for 1-2-3 stars hotels and 3 Euros for 4-5 stars hotels per person per night must be paid directly at the Hotel during check-out. This is an additional charge and is not included in the room rate.

1 143 Hotels < 1 2 3 4 5 ... > [View the Map](#) Order by **Booked** Per page **10**

**Hotel Capri** Map

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Rome (Roma) District Termini **near**

The Capri Hotel offers budget accommodation in the centre of Rome, just a short walk from Termini train station. All the main tourist sites, such as the Colosseum, the Pyramid of Cestius, St.Peter's C[...]

[More Photo](#) [More Infos](#)

On Request	BB	<b>Economy Room</b>	42,60€	<a href="#">Book</a>
Available	BB	<b>Standard Room</b>	50,40€	<a href="#">Book</a>

**Filter your search**

Total Price  
€ 40,00 € 448,00

Stars  
 ★★★★★  
 ★★★★☆  
 ★★★☆☆  
 ★★☆☆☆  
 ★☆☆☆☆

Hotel

Treatment

Services

- Balcony
- Disabled Facilities
- French Balcony
- Front Desk 24 hours
- Guarded parking
- Individually controlled air conditioning
- Internet In Room
- Internet Wireless In Room
- Not Guarded parking
- Small Pets accepted upon request
- Swimming Pool
- TV Sat

You can change the hotel list order them by:

- ✓ Total Price
- ✓ Stars
- ✓ City

Click on "view the map" to see the position of the hotel shown in this page.

**Italcamel** Bookings Management | Catalogue | Settings | Exit

Booking OnLine | Hotels | Guided Tour | Transfers | Italcamel Travel Agency S.r.l. - Italcamel.travel It

You Searched: **Rome (RM)** Rooms: 1 [Change Search](#)  
 Check in: 27/08/2011 Check out: 28/08/2011

**Filter your search**

Total Price  
 € 40,00 € 448,00

Stars  
 ★★★★★  
 ★★★★☆  
 ★★★☆☆  
 ★★☆☆☆  
 ★☆☆☆☆

Hotel

Treatment

Services

- Balcony
- Disabled Facilities
- French Balcony
- Front Desk 24 hours
- Guarded parking
- Individually controlled air conditioning
- Internet In Room
- Internet Wireless In Room
- Not Guarded parking
- Small Pets accepted upon request
- Swimming Pool
- TV Sat
- Wi-Fi internet access

143 Hotels < 1 2 3 4 5 ... > [View the Map](#) Order by **Booked** Per page 10

**1**

★ **Hotel Capri** near

Rome (Roma) District Termini

The Capri Hotel offers budget accommodation in the centre of Rome, just a short walk from Termini train station. All the main tourist sites, such as the Colosseum, the Pyramid of Cestius, St.Peter's C[...]

[More Photo](#) [More Infos](#)

On Request	BB Economy Room	42,60€	<a href="#">Book</a>
Available	BB Standard Room	50,40€	<a href="#">Book</a>

For each accommodation you will see:

2. Rating, Name of the Hotel, position on the map
3. Photos and a short description (click on more infos and more photos to see more details)
4. Rooms type, board bases and prices

You will see max 3 offers for each hotel, when it will be possible click on "more 3 results" to see the rest.

Click on "book" to go on with the reservation in just 3 steps.

**Italcamel** Bookings Management | Catalogue | Settings | Exit

Booking OnLine | Hotels | Guided Tour | Transfers | Italcamel Travel Agency S.r.l. - Italcamel.travel It

You Searched: **Rome (RM)** Rooms: 1  
Check in: 27/08/2011 Check out: 28/08/2011 [Change Search](#)

Fares shown are net selling price (for the total of rooms for the days required). For all guest bookings with the period of stay from 1 January 2011 onwards , a city tax of 2 Euros for 1-2-3 stars hotels and 3 Euros for 4-5 stars hotels per person per night must be paid directly at the Hotel during check-out. This is an additional charge and is not included in the room rate.

143 Hotels < 1 2 3 4 5 ... > [View the Map](#) Order by **Booked** Per page 10

**2** **Hotel Capri**

**3** **More Photo** **More Infos**

**4**

On Request	BB	<b>Economy Room</b>	42,60€	<a href="#">Book</a>
Available	BB	<b>Standard Room</b>	50,40€	<a href="#">Book</a>

**Filter your search**

Total Price  
€ 40,00 € 448,00

Stars  
 ★★★★★  
 ★★★★☆  
 ★★★☆☆  
 ★★☆☆☆  
 ★☆☆☆☆

Hotel

Treatment

Services

- Balcony
- Disabled Facilities
- French Balcony
- Front Desk 24 hours
- Guarded parking
- Individually controlled air conditioning
- Internet In Room
- Internet Wireless In Room
- Not Guarded parking
- Small Pets accepted upon request
- Swimming Pool
- TV Sat
- Wi-Fi internet access

## Filter your search

Customize your search by filter search on the right page.

- ✓ 1.Total Price: using minimum – maximum limited price.
- ✓ 2.Stars: multiple choice possible.
- ✓ 3.Hotel: Specify the name of the hotel if you know it.
- ✓ 4.Board Bases
- ✓ 5.Services: select hotel/ room services. Multiple choice possible.
- ✓ 6.District: filter by district. Multiple choice possible.



## Filter your search

Total Price

€ 40,00

1

€ 448,00

Stars

- ★★★★★
- ★★★★☆
- ★★★☆☆
- ★★☆☆☆
- ★☆☆☆☆

2

Hotel

Select an hotel



3

Treatment

Select a treatment

4

Services

5

- Balcony
- Disabled Facilities
- French Balcony
- Front Desk 24 hours
- Guarded parking
- Individually controlled air conditioning
- Internet In Room
- Internet Wireless In Room
- Not Guarded parking
- Small Pets accepted upon request
- Swimming Pool
- TV Sat
- Wi-Fi internet access

District

6

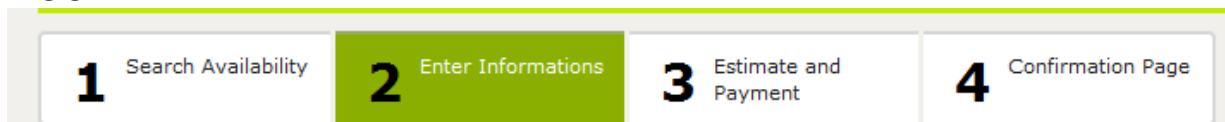
- Appia
- Appia Nuova
- Aurelia
- Barberini
- Colosseo
- Esquilino
- Eur
- Fiumicino
- Fleming
- Fontana Di Trevi

## More Info

Click on more info button to see all the hotel details: general information, rooms services, restaurant, structure services, attraction area, net prices, photos and map. Choose the most suitable accommodation for your client needs.

Click on "book" button, near the room type, to go on with the reservation in just 3 steps.

## Book



### 2) Enter information:

Here you can write all guest details.

Check the room type selected, board bases, total price and cancellation fee.

You can still modify:

- ✓ 1 type of room and board bases
- ✓ 2 add extra services
- ✓ 3 modify the number of the people
- ✓ 4 add or remove the room

To have the final and correct price, please specify date of birth for each children also for infant (0-2 years). The price could be change if you add or remove some service or request, in this way you will see the correct price in the page after “estimate and payment”.

5 Click on “continue” to go on

3) Estimate and Payment:

Check again all details:

- ✓ 1. Availability: immediate or on request
- ✓ 2. Time limit date: for cancellation and modify without penalty
- ✓ 3. Information and services
- ✓ 4. Hotel Detail to check again the accommodation
- ✓ 5. Total price
- ✓ 6. Cancellation fee
- ✓ 7. Terms and information about the payment

8. Click on "book" to complete and confirm the reservation. Now you are in "Confirmation page" and you have complete the booking process.

**Italcamel** Bookings Management | Catalogue | Settings | | Exit

Booking OnLine | Hotels | Guided Tour | Transfers

**1** Search Availability | **2** Enter Informations | **3** Estimate and Payment | **4** Confirmation Page

Hotel Radisson Sas Rome (RM) Check in: 21/05/2011 Check out: 22/05/2011 Rooms: 1

**!** You have NO credit available. Booking to be paid within latest: Thursday, 21 April 2011 17:00:00 GMT +1

**1** Availability: Immediate **2** Time limit: Changes: 18/05/2011 Cancellations: 18/05/2011

Room 1 - Standard Room - BB

Name	Surname	Birth day	Passport <sup>o</sup>	Total room
LUC	MAC	10/10/1980	XXXXXXXXXX	Room Price: 207,90 €
LUCY	MAC	10/10/1970	XXXXXXXX	Bed & Breakfast 0,00 €
				<b>Total room 207,90 €</b>

**5**

**€ Total Price**

Room Price: 207,90 €  
Extra Price: 0,00 €  
**Total Price: 207,90 €**

Fares shown are net selling price (for the total of rooms for the days required).

**!** Cancellation Fee **6**

1) For cancellation from 2 to 0 days before, penalty: 1,00 nights in Bed & Breakfast

**7** Payment Of 207,90 €  
By 21/04/2011 17:00 GMT +1

**8**

**← BACK** enter informations | **BOOK →** confirmation page

## 4) End (Confirmation Page):



Your reservation is finished and sent to our booking department.

**Italcamel** Bookings Management | Catalogue | Settings | Exit

Booking OnLine    Hotels    Guided Tour    Transfers

1 Search Availability    2 Enter Informations    3 Estimate and Payment    **4 Confirmation Page**

**Hotel Radisson Sas**    Check in: 21/05/2011    Check out: 22/05/2011    Rooms: 1

**1** Booking number Status    302-2011 Confirmed - Waiting Payment    Time limit    Changes: 18/05/2011 Cancellations: 18/05/2011

**Room 1 - Standard Room - BB**

Name	Surname	Birth day	Passport°	Total room
LUC	MAC	10/10/1980	XXXXXXXXXX	Room Price: 207,90 €
LUCY	MAC	10/10/1970	XXXXXXX	Bed & Breakfast 0,00 €
				<b>Total room 207,90 €</b>

**Total Price**

Room Price: 207,90 €  
Extra Price: 0,00 €  
**Total Price: 207,90 €**

Fares shown are net selling price (for the total of rooms for the days required).

**Customer Note**    Reference Number

Note: request not guaranteed

Payment Of 207,90 €

**2** SUMMARY package summary    **EXIT** torna alla ricerca    **4**

**!** Cancellation Fee

1) For cancellation from 2 to 0 days before, penalty: 1,00 nights in Bed & Breakfast

**3** To add new services, select

Excursions    Transfers

1. You can see status and booking number of your reservation that could be:

Confirmed – green color

Confirmed waiting payment – yellow color

On request waiting an answer by our booking dept – orange color

2. “Summery”:stamp voucher and documents if you have already paid the reservation.

3. Click on transfer / guided tour to add another services (any services could be reserved if you don’t see transfer or guided tour services)

4. Click on “Exit” to come back on search availability

You could see your reservation through “Booking management” – “Booking list”.

## 4.2 Guided Tour

Click on “Guided Tour” near Booking online from the home page to reserve this service

From this page specify:

- ✓ 1. City
- ✓ 2. Date of this service
- ✓ 3. Language
- ✓ 4. How many people
- ✓ 5. Click on search

**Italcamel** Bookings Management

Booking OnLine Hotels Guided Tour Transfers

### Guided tour search

<b>Destinations</b> City Select a city	<b>Period</b> Date	<b>Language</b> Language All languages	<b>Pax</b> Adults: 2 Children: 0
--	-----------------------	--	--

Search Clear Fields

In this page you can check all guided tours.

1. Search availability and go on with the reservation
2. Enter Information: Specify all guests details and click on "Continue" to go to:
3. Estimate and Payment click on book to reserve and go to:
4. Confirmation page

Your reservation process is successfully finished, check reservation number and status.

## 4.3 Transfers

Click on transfer button on the green line to reserve it.

You can reserve it in just 3 steps.

1. Enter informations:

- ✓ 1. One Way departure, One Way arrival, Round Trip
- ✓ 2. Individual transfer or Group transfer (with other clients)
- ✓ 3. Name and surname of the main client
- ✓ 4. Details
- ✓ 5. Specify the vehicle

**Italcamel** Bookings Management | Catalogue | Settings | Exit

Booking OnLine | Hotels | Guided Tour | **Transfers**

**1** Enter Informations | **2** Estimate and Payment | **3** Confirmation Page

One Way Arrival  One Way Departure  Roundtrip Clear Fields

**Pick Up**

Individual  Group Transfer

Ref. pax name  Ref. pax surname

**Details**

1. City  2. PickUp  3. Drop Off

4. Date  7. Flight/Train Code  6. Flight/Train Time  :

7. Pax

**Vehicle**

**CONTINUE** estimate and payment

**Cancellation Fee**

1) For no-show or cancellation in the same day of service: 100% penalty

## 2. Estimate and Payment:

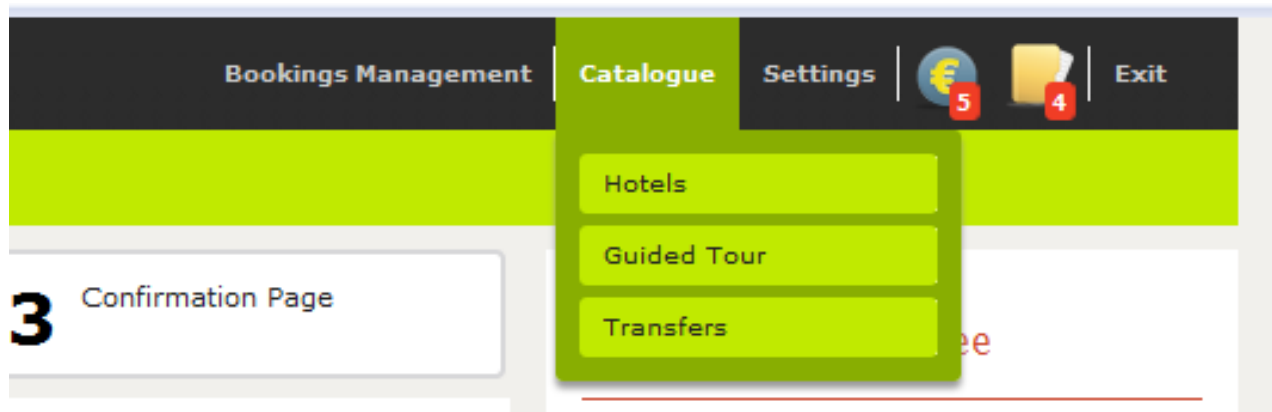
Check all details and click on "Book" button to send your reservation.

## 3. Confirmation Page:

Your reservation process is successfully finished, check reservation number and status.

## 5. Catalogue

Here you can see the services details offered by Italcamel and print it in PDF format. This section could be helpful to create your personal catalogue, print services information to delivered to your customers.



Please remind you to put a check dates to see all the services that we will offer you. If you don't do it you will see just the services available at now.

## 6. Booking Management

- ✓ Booking list
- ✓ Payment deadlines
- ✓ Package expiring (reservation in payment time limit date expiring)
- ✓ Invoices

### 6.1 How do I amend an existing booking?

We have made it very easy for you to make changes. Simply go to the home page and click on "Booking list" from "Booking



Management" menu. When you have located your booking using search or reference number you can do any of the following.

- |                                     |  |
|-------------------------------------|--|
| Change Names                        | Click on modify and change name and surname of your client than go on and confirm it.  |
| Change Dates                        | Click on details to change the dates and cancel it. Make a new search. Any charges will be advised on the web site in accordance with our booking terms. Once you do it please check availability and prices for the new date. Do not forget if the new date is not available the original will have been cancelled.   |
| Change Room Type or Number of Rooms | Click on modify to change the number or type of rooms. Any charges will be advised on the web site in accordance with our booking terms.   |
| Change Hotel                        | Click on delete next to the hotel booking you wish to change but please note that if we are not able to supply the newly requested alternative or indeed any hotel at all, the original will have been cancelled and no space will be held for this booking. Cancellation charges may apply. When you have removed the hotel you could make another search and choose a new hotel. The usual confirmation process will then apply. |
| Cancel a Booking                    | A booking may consist of a number of individual separate stays at the same hotel or in different hotels and different services (transfer and guided tour). Click on the Delete button and follow the instructions on the screen but please note this will cancel a booking entirely. The reservation status will have been cancelled (red color).  |

## 6.2 How can I make payments for the bookings?

You can pay by credit card directly online or by bank transfer. The methods are also displayed during the booking process. You could stamp the voucher copy after the payment made.

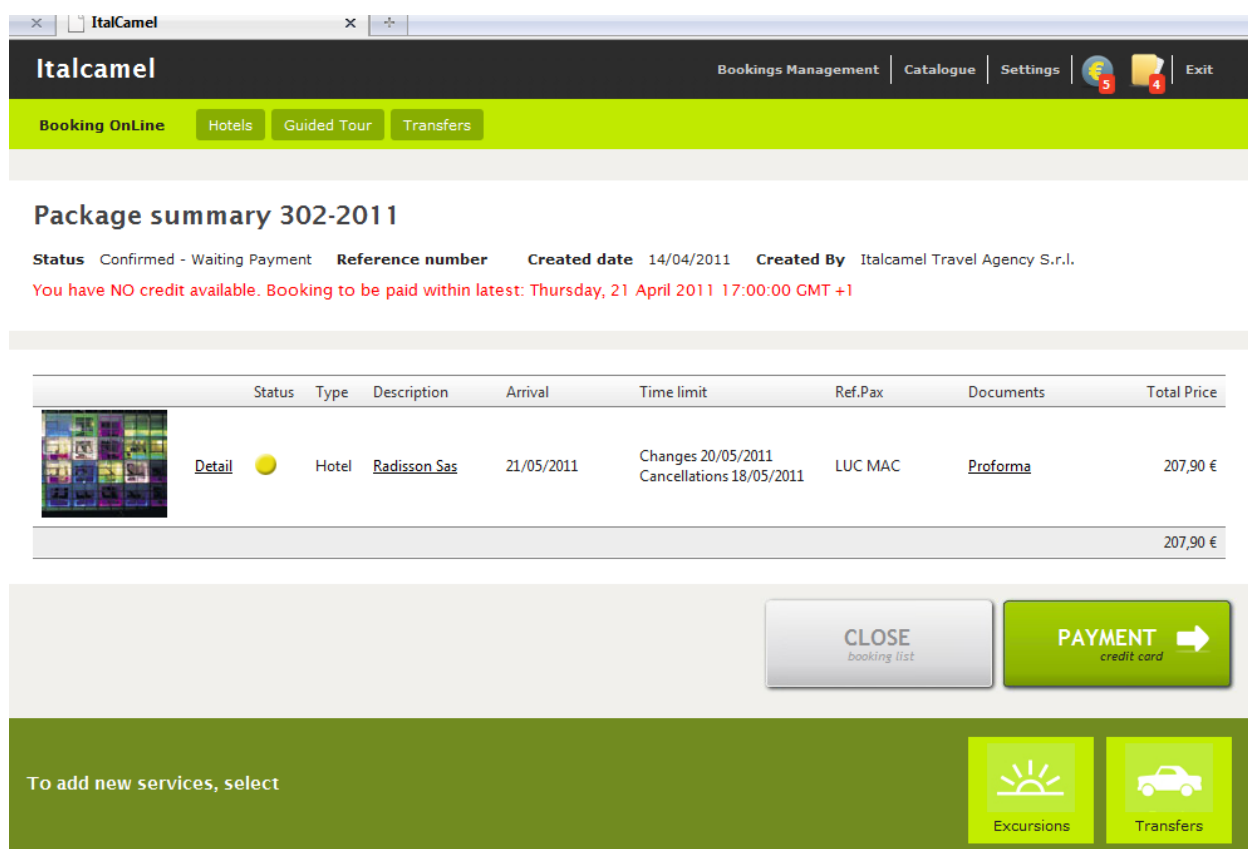
Bank Details for the payment (always to specify the reservation number):

ITALCAMEL TRAVEL AGENCY SRL

BANCA CARIM SPA Branch office RICCIONE ALBA  
IBAN: IT49V0628524121CC0211940505  
SWIFT: CRRNIT2R

### 6.3 How to add a service in your reservation


Go to "Booking Management" and "Booking List", when you find your reservation click on detail. Here you can add a new service (transfer, guided tour, hotel). If you don't see any picture for further service that means you can not add any service.



The screenshot shows the Italcamel web application interface. At the top, there is a navigation bar with "Italcamel" on the left and "Bookings Management", "Catalogue", "Settings", and "Exit" on the right. Below this is a green bar with "Booking OnLine" and buttons for "Hotels", "Guided Tour", and "Transfers". The main content area displays a "Package summary 302-2011" with the following details:

- Status: Confirmed - Waiting Payment
- Reference number: [redacted]
- Created date: 14/04/2011
- Created By: Italcamel Travel Agency S.r.l.

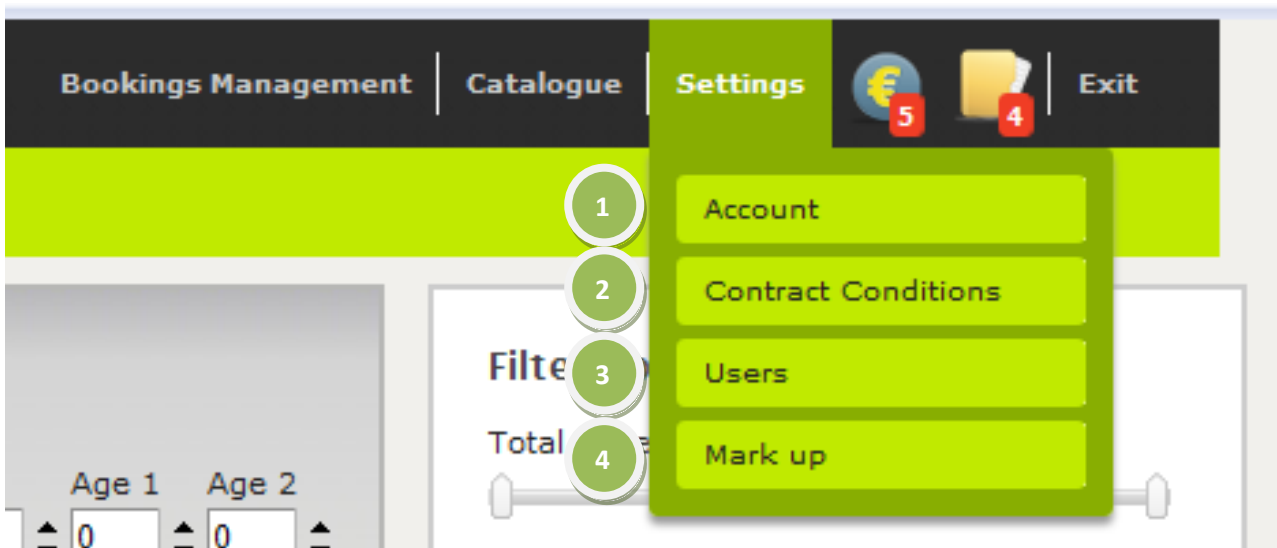
A red warning message states: "You have NO credit available. Booking to be paid within latest: Thursday, 21 April 2011 17:00:00 GMT +1".

Status	Type	Description	Arrival	Time limit	Ref.Pax	Documents	Total Price
	Hotel	Radisson Sas	21/05/2011	Changes 20/05/2011 Cancellations 18/05/2011	LUC MAC	Proforma	207,90 €
							207,90 €

At the bottom of the summary, there are two buttons: "CLOSE booking list" and "PAYMENT credit card". Below this is a green bar with the text "To add new services, select" and two icons: "Excursions" (sun icon) and "Transfers" (car icon).

## 7. Setting

- ✓ 1. Account: Agency account information
- ✓ 2. Contract Conditions
- ✓ 3. Users: create a new user for your booking employee



## 8. Visa

Do you need a Visa for your client?  
It will be automatically issue during  
the reservation Hotel process.

Click on Visa section if you have  
reserved a Tour with our booking  
dept.

