

F.OCAL

ONLINE BOOKING MANUAL



Notes before you Start

Please note when using the **BACK STEP & NEXT STEP** buttons in the application these are not to be used in the same way as you do when using the Internet Explorer **BACK & NEXT** buttons.

Back Step

Next Step

Where possible use the **START AGAIN** button when starting a new booking.



Agent Booking Menu

This menu offers 2 options; **Find a Booking** and **Find a Cruise**.

Book Online with F.OCAL - Fred. Olsen Cruise Lines Li ..

Fred. Olsen Cruise Lines

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Reservation Enquiries:
01473 742424
Please note that this number is for general reservation queries.
Mon-Fri - 08:00 - 20:00
Sat - 09:00 - 17:30
Sun - 10:00 - 16:00

Technical Helpline:
01473 292277
Please note that this number is for technical queries only.
Mon-Fri - 09:00 - 17:00

L0177 - TCCT Retail Ltd

Book Online with F.OCAL

Fred. Olsen Cruises Agents Link - It's easy to use and FREE

Great benefits of booking online:

- No License required
- Free to use and view
- Search and retrieve ALL bookings your agency has made
- Modify your existing bookings *charges may apply
- Ability to cancel bookings
- Add booking requests
- Select cabins by deck
- Easy to view deck plans
- Excellent search facilities

Find a Cruise Find a Booking

Click on **FIND A CRUISE** to look at cruise details and make a booking.

Click on **FIND A BOOKING** to locate previous guests' bookings.

How to Find and Book a Cruise

The **Find a Cruise** section allows you to search for a cruise by the cruise code, or alternatively by filling in details about the cruise e.g. ship name, departure date, region etc.

Available Cruises

Once you have entered search details for a cruise on the above screen and clicked the **NEXT STEP** button you will see the results of the search in the screen as follows:

Find A Cruise - Fred. Olsen Cruise Lines Limited

Fred. Olsen Cruise Lines

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Find a Cruise

Search by cruise code by entering it here.

Please enter the details of the cruise you would like to book, then click **Next** to search. Please enter the Cruise Code, if known. Alternatively, please enter an approximate departure date, and other optional qualifiers.

Find a Cruise [Help information](#)

Cruise Code (e.g. M1405)

Alternatively, please enter an approximate departure date, and other optional qualifiers

Ship Name

Departure Date

Duration

No. of Guests

Region

[Previous](#) [Next](#)

Your Requirements – Step 1 of the Booking Process

Once you have selected a cruise to book you will see the following:

The screenshot shows the 'Your Requirements' step of a cruise booking process. The page is divided into several sections:

- Reservation Enquiries:** 01473 742424. Hours: Mon-Fri 08:00-20:00, Sat 09:00-17:00, Sun 10:00-16:00.
- Technical Helpline:** 01473 292277. Hours: Mon-Fri 08:00-17:00, Sat 09:00-16:00, Sun 10:00-16:00.
- Guest requirements of your booking:** Includes a note that the booking process normally takes around 5 minutes and a maximum of 30 minutes to make the booking before the chosen cabin will be released for re-sale. A link is provided to read the Online Booking System Guidelines.
- Number of Guests:** A section with a 'Close' button and a 'Help information' link. It contains two dropdown menus: 'Adults' set to 2 and 'Children' set to 0.
- Oceans Club:** A section with a 'Close' button and a 'Help information' link. It includes a note: 'If any of your party are currently Oceans Members please enter their Membership numbers below. These will be used to ensure the correct pricing and benefits are applied to your booking.' Below this are two input fields for 'Oceans Club No.'.
- Cruise Voucher:** A section with an 'Open' button.
- Promotional Code:** A section with a 'Previous' button.

Callouts and annotations:

- A pink box on the left says: "If there are any children on the booking, spaces will appear for you to enter the ages of the children at time of travel." An arrow points from this box to the 'Children' dropdown menu.
- A pink box on the left says: "Enter a Promotional Code here if they have one." An arrow points from this box to the 'Promotional Code' input field.
- A pink box on the right says: "Enter the guests Oceans number here if they have one. First oceans number entered should be that of the lead guest." An arrow points from this box to the first 'Oceans Club No.' input field.
- A pink box on the right says: "If it is a fly cruise, one or more flight options will appear here." An arrow points from this box to the 'Promotional Code' section.

You can view the itinerary or start again at any point. The itinerary will be displayed in a separate window. Starting again will take you back to the Agent Booking Menu.

Key Booking Points

Once you have selected the booking requirements you will see a page similar to the one below, outlining key information about the booking. This information is to be relayed to the guest.

If you are booking a fly cruise you may also see an information box like the one below with information that needs to be relayed to the guest.

Online Booking System Guidelines

Key booking points

- Your standard payment and deposit terms apply.
- The total party size in a booking is limited to 5 guests.
- Only single cruise packages can be booked online (for back to back cruises please contact reservations on 01473 742424)
- Your standard cancellation and amendment fees apply.

If you have one of the following requirements, then your booking will need to be completed by one of our reservations staff, on 01473 742424:

- If the total party size exceeds 5 guests
- If you require to book multiple cabins on one booking
- If a member of the party has a dietary requirement
- If a member of the party has a medical condition which may necessitate special treatment or assistance during cruise
- If you want to book a cruise that is within 5 days of the departure date

Print

Close

Accommodation – Step 2 of the Booking Process

Once you have entered the requirements of the booking you will see a page similar to the one below.

Your Cruise Price

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Reservation Enquiries: **01473 742424**
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Technical Helpline: **01473 292277**
Please note that this number is for technical queries only.
Mon-Fri - 09:00 - 17:00

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Cruise Details

- ID: W1502
- Dest nation: Solar Eclipse
- Departs: 16/03/2015
- Duration: 14
- Ship: Black Watch
- Guest Summary: 2 Adults
- Flights: None entered

Return to booking homepage | Call Us: +44 (0) 1473 742424

Your Cruise Price

Your Requirements | **Your Cruise Price** | Accommodation | Your Details | Payment | Booking Complete

Available offers on your cruise

The following offers are currently available on your selected cruise. Please select **up to two offers** from which you will be able to compare against the brochure price. On the following page you will then be able to select your chosen cabin grade and price.

We will always show you the brochure price so that you can compare any discounts with our standard pricing.

Available offers

Brochure Price
Brochure Price

Drinks Package @ GBP290pppn
DRINKS PACKAGE: A drinks package charged at GBP 29.00 per adult per night applies (Children/Youth Free), comprising of selected beers, wines, spirits & soft drinks. Terms and conditions apply, please ask for details or visit: www.fredolsencruises.com/All-Inclusive-Terms

← Previous | Next →

Please ensure you read the terms and conditions when selecting an anchor fare/applicable deal.

This stage shows the optional discounts of the cruise selected.

If you select an Anchor fare, please be mindful that the guest will be asked to pay a supplement for their chosen dining. This can be added at the end of the booking or via our reservations department 0800 0355 150. In addition to this, ensure that the full terms and conditions are relayed to your guest. **Paying particular attention to payment details.**

Once you have completed the above screen you will see the screen below. This may take a few moments to load whilst it is processing your request.

Your Cabin Grade

Once the request has been sent you will see a screen similar to the one below. This screen gives you a choice of available cabins.

Need Help With Your Booking?

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Please note that this number is for technical queries only.
Mon-Fri - 09:00 - 17:00

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Cruise Details

ID: M1321

Destination: Highlights&Lowlands

Departs: 23/08/2013

Duration: 4

Ship: Braemar

Guest Summary: 2 Adults

Flights: None entered

Cabin: None entered

Special Requests: None selected

Show Itinerary

Start Again

Show Prices (including any applicable Oceans Advanced Booking Discount)

Print Summary (excluding any applicable Oceans Advanced Booking Discount)

Accommodation

Your Requirements | Your Cruise Price | **Accommodation** | Your Details | Payment

Booking Complete

Choosing your cabin

Please select the cabin grade / offer combination that you would like to book. Prices displayed include all port and airport taxes.

[Click here to view the Ship's Deck Plan](#)

Prices based per Adult at standard occupancy

Grade	Description	Brochure Price	Drinks Package @ GBP39pppn
SS	Superior Suite	£1,089.00	£1,245.00
BS	Baloon Suite	£979.00	£1,135.00
DC	Deluxe Baloon Cabin	£859.00	£1,015.00
BA	Superior Baloon Cabin	£799.00	£955.00
BC	Baloon Cabin	£759.00	£915.00
LA	Large Superior Outside Twin	£729.00	£885.00
A	Superior Twin Outside	£709.00	£865.00
B	Superior Twin Outside	£669.00	£825.00
C	Superior Twin Outside	£649.00	£805.00
D	Twin Outside	£599.00	£755.00
E	Twin Outside	£559.00	£715.00
F	Twin Outside	£529.00	£685.00
G	Twin Inside	£519.00	£675.00
H	Twin Inside	£479.00	£635.00
I	Twin Inside	£449.00	£605.00

To check the availability of a specific cabin or to search for a cabin by deck please tick this box.

Previous Next

You can choose a specific cabin by checking this box.

You will have two or more columns in front of you depending on the deals chosen. The first column on this example displays the brochure price. The second column will display the brochure price combined with the drinks package.

This feature allows you to compare the best deal for your client. Tick the box of the cabin grade you would like to book. If you have a specific cabin in mind or would like to refine your search, please see next page.

If you wish to choose a specific cabin number, you can tick the box located at the bottom of the page and type in this number in the box provided. See below example.

Show Prices (including any applicable Oceans Advanced Booking Discount)

Print Summary (excluding any applicable Oceans Advanced Booking Discount)

To check the availability of a specific cabin or to search for a cabin by deck please tick this box:

Deck and Cabin Preferences

[Help information](#)

Please select the deck you wish to stay on and any cabin features you may require. Using the filters below you will be able to refine the cabin search to specific decks and/or cabin features. If an exact match cannot be found using your requested filters, then other cabins will be offered.

Deck: No Filter Required ▼

Cabin Preference: No Filter Required ▼

Reserve a Specific Cabin

[Help information](#)

If you would like to reserve a specific cabin, then please enter its number below. If the cabin is not available, you will be offered a number of alternatives.

Cabin Number:

Alternatively, you can search for a cabin based on deck of cabin preference using the fields provided. See below for more info

Enter the cabin number in this box provided.

*When choosing a deck or cabin preference, you will be shown the first 9 cabins in selling sequence of the best available. If you the cabin number you want does not show under best available, you can enter the cabin number in the 'specific cabin number' field.

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Mon-Fri - 09:00 - 17:00

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Cruise Details

Accommodation

Your Requirements
Your Cruise Price
Accommodation
Your Details

Your cabin selection

Please click on your choice of cabin from the list below. Notes are sometimes included where cabins are not standard.

To view the Ship's Deck Plan please click on the Deck name next to the cabin number.

Deck	Cabin Number	Features	Notes	Select
Bridge	7052	Max. 2 people Request a Cot Convert Twin Beds to Dbl Bed		<input checked="" type="radio"/>
Lido	6054	Max. 2 people Request a Cot Convert Twin Beds to Dbl Bed	Partially Obstructed View	<input type="radio"/>

[< Previous](#)

[Next >](#)

Once a cabin has been chosen, if you click on 'Show Prices'. Located on the left-hand side of the page under 'Cruise details'. This gives a breakdown of costs. (See next page)

Show Prices

The 'Prices' window appears when the '**Show Prices**' button is selected in the above accommodation page once a cabin grade and deal is selected, it gives a breakdown of the prices.

Fred. Olsen Cruise Lines

Prices

Take note that you have 30 minutes to complete the booking. If you exceed this time you will have to start the booking process again.

	Guest 1	Guest 2	Total
Main Package/Cabin Price	£759.00	£759.00	£1,518.00
Total			£1,518.00

Print **Agent Details** **Close**

Click on 'agent details' to view the price breakdown. **Please be mindful if the deal your guest has booked on requires full payment, you will need to ignore the request for a 'deposit'.**

Agent Details

Deposit Amount	£227.70
Balance Due	£1,518.00

Print Summary

The 'Grade Availability' window appears when the '**Print Summary**' button is selected in the accommodation page above giving you a breakdown of grades, brochure prices and any deals you have selected. To view details of the cruise name, number of nights etc you will need to click on the  icon. Please note, the below ship, holiday, departure, duration and guest information will not show until hardcopy is printed out.

Grade Availability - Fred. Olsen Cruise Lines Limited

<http://www.fredolsencruises.com/FOCAL/GradeAvailability>



Grade Availability

Prices based per Adult at standard occupancy

Printed on 18 June 2013 at 10:07

Ship: Boudicca
Holiday: D1329 Xmas Cruise Currency: GBP
Departs: 23/12/2013
Duration: 10 nights
Guests: 2 Adults

Grade	Description	Brochure Price	Drinks Package at GBP10.00pppn
OW	Owner's Suite	£4,469.00	£4,569.00
PS	Premier Suite	£3,729.00	£3,829.00
MS	Marquee Suite	£3,209.00	£3,309.00
SS	Superior Suite	£2,849.00	£2,949.00
BS	Balcony Suite	£2,509.00	£2,609.00
DS	Deluxe Suite	£2,239.00	£2,339.00
JS	Junior Suite	£2,049.00	£2,149.00
BC	Balcony cabin	£1,999.00	£2,099.00
A	Superior Outside	£1,809.00	£1,909.00
B	Superior Outside	£1,689.00	£1,789.00
C	Superior Outside	£1,639.00	£1,739.00
D	Outside	£1,479.00	£1,579.00
E	Outside	£1,389.00	£1,489.00
F	Outside	£1,329.00	£1,429.00
H	Inside	£1,199.00	£1,299.00
I	Inside	£1,139.00	£1,239.00

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Your Details – Step 3 of the Booking Process



At this stage you are prompted to fill in the guest details. Please fill in the mandatory information. **Please note the 30 minute time frame to complete the booking. Once the booking has been complete you can input additional information.**

Need Help With Your Booking?

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Sun - 10:00 - 16:00

Technical Helpline:
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Please note that this number is for technical queries only.

Mon-Fri - 09:00 - 17:00

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Your Details

Your Requirements
Your Cruise Price
Accommodation
Your Details
Payment

Booking Complete

Guest details

Please fill in the information below which is required to complete your booking.

You will be sent a **Guest Information Form** in due course which will ask for any outstanding information. This must be completed before your Cruise Tickets will be issued.

All fields marked with an asterisk (*) are mandatory.

Please enter all information exactly as it appears on your passport.

Lead Guest Close ▾

 [Help information](#)

Title*

Gender* Male Female

First Name(s)*

Surname*

Date of Birth*

Nationality*

Occupation

Postcode*

Country*

Country of Residence

Telephone*

Email Address

Oceans Club Number

Passport Number

Passport Expiry Date

Cruise Details

ID: M1321

Destination: Highlights&Lowlands

Departs: 23/08/2013

Duration: 4

 Cabin: Grade BC Balcony Cabin 7052

 Special Requests: None selected

 [Show Itinerary](#)

 [Start Again](#)

 [Show Prices \(including any applicable Oceans Advanced Booking Discount\)](#)

If you type in a house number and postcode and click on **FIND ADDRESS**, it will automatically find the address. IF you do not have this option, click to enter this information manually.

You still have the option to change the cabin at this stage. – **Note if you choose to change the cabin you will loose any previously entered data on this page. To do this, click back step.**

It is a requirement that travel insurance is taken out before travelling on one of our holidays. This should cover all appropriate travel, cancellation, medical and repatriation liabilities for the holiday. Details must be provided prior to travel.

Please provide details of the next-of-kin for this guest, who is not travelling with this party.

Next-of-kin Name

Relationship

Telephone

Please select the preferred bed configuration for your cabin from the list. All cabins have twin beds (fixed or pullman). Suite accommodation may offer twin or double beds. Please indicate below if you would like the beds to be converted to a double. If a cot is required for an infant please request it from here.

A Bed configuration selection is only required if you wish to change the setup of your cabin.

Bed Configuration

Cruise Voucher

Close ▾

 [Help information](#)

If you have a Cruise Voucher please enter the number below.

Cruise Voucher No.

Second Guest

Close ▾

 [Help information](#)

Tick here to copy Surname, Address and Telephone details from the lead guest. Only use this functionality if this guest resides at the same address as the lead guest.

Title*

Gender* Male Female

First Name(s)*

Tick this box if you wish to copy details of 1st guest into the 2nd guest details, this will include surname, address, and telephone.

***Only use this functionality if the 2nd guest resides at the same address as the 1st guest.**



Dining & Special Requests

In this section you can add dining preferences. On the following page you can select special requests such as chocolates and champagne or request a table size. Any costs will be added to the total price of the cruise.

Dining Requests Close ▾

Please indicate your preferred dining sitting and restaurant. Whilst we endeavour to accommodate all requirements we are unable to fulfil all requests and do not guarantee your requested dining arrangements.

Preferred Dining Time* First Sitting (6.15pm) Second Sitting (8.30pm)

Preferred Restaurant* Any Grampian Restaurant Thistle Restaurant

[Next ▸](#)

If booking on an **Anchor fare**, you will see the below screen. Please advise guests of dining supplement incurred should they wish to choose their preferred sitting.

Dining Requests Close ▾

Under the terms & conditions of the fare you have selected, the dining sitting will be advised within the cruise ticket. If you would like to pre book your dining sitting, please select the required dining sitting below.

Restaurant	Sitting	Price (£)	Confirm
Thistle Restaurant	FIRST (18:30)	8.00 per person	Add Dining
Thistle Restaurant	SECOND (20:30)	8.00 per person	Add Dining

You have currently selected the following Dining Requests to be added to your booking:
You have not made any Dining Requests.

Click on the **ADD DINING** button to add the request. Once added it will appear in the section below.

[Next ▸](#)

Special requests

Scenario: If you have two couples on one booking and only one couple require a special request package, this section is where you would enter their cabin number and add on the package. You can select a date from the drop down menu for birthdays, anniversaries etc.

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Mon-Fri - 09:00 - 17:00

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Cruise Details

ID: M1321

Destination: Highlights&Lowlands

Departs: 23/08/2013

Duration: 4

Ship: Braemar

Guest Summary: 2 Adults

Flights: None entered

Cabin: Grade SOS Superior Outside TBA

Special Requests: None selected

[Show Itinerary](#)

[Start Again](#)

Your Details

Your Requirements | Your Cruise Price | Accommodation | **Your Details** | Payment | Booking Complete

Special and dining requests

Fred. Olsen offer a number of Special Requests, such as Birthday, Anniversary and Spa packages designed to enhance your cruise experience. Please browse from the selection below to add these to your booking.

To add a Special Request, select the service from the drop down menu and then add the recipient details and date required, before clicking on the **Add** button. This date will be the date the service is provided on the ship. Your request will be displayed below, and you may add other requests as required.

To delete items simply click on the **Remove** button. Once you are happy with your selection please click on the **Next** button at the bottom of the page. Please note that you are able to add multiple Special Requests to this page if required.

If you do not wish to add Special Requests please click the **Next** button at the bottom of this page.

- Please note:** Some special requests are complimentary whilst others which are 'package' based carry a small additional charge.
- Please note:** Fresh flowers can only be requested on the embarkation / start date of the cruise.
- Please note:** Only select one table request from the list.

Special Requests

[Help information](#)

Special Request:

Cabin / Guest:

Date:

Add

You have currently selected the following Special Requests to be added to your booking:

You have not made any Special Requests.

[Previous](#) [Next](#)

Payment – Step 4 of the Booking Process

This page will give you a breakdown of the payment details of the booking.

Payment Calculation

Your Requirements	Your Cruise Price	Accommodation	Your Details	Payment	Booking Complete
-------------------	-------------------	---------------	--------------	---------	------------------

Payment calculation

To complete your reservation and reserve your chosen cruise you are required to pay a 15% deposit plus the full-price of any Special Requests you have added to the booking. Full payment is required if the booking is within 90 days of departure or when booking selected special offer fares where full payment is required at the time of booking. Please Note: 100% cancellation charges will apply to all bookings on these selected special offer fares. Please check the Terms and Conditions of these fares for full information.

Balance:	£808.00	Details
Total Cruise Cost:	£808.00	

Please be aware of the following notes that apply to the accommodation you are booking:

⚠ Please note: Check for tender ports that may restrict guest going ashore

Please ensure that you have read our [terms and conditions](#), and in particular acknowledge the following important notes.

All guests must have a current passport which must be valid for at least 6 months from the return date of the cruise.

You must have adequate travel insurance in place prior to departure. Your insurance should be valid for the entire duration of your holiday, and include cover for all destinations that your cruise will be visiting.

If you have any disabilities that Fred. Olsen should be made aware of, please contact one of our cruise consultants on 01473 746175.

I have read and agree to abide by the [terms and conditions](#) of booking.

[← Previous](#) [Next →](#)

The blue box displays the deposit and booking balance.

Click on **DETAILS** to view a breakdown of all costs that make up the booking total.



Fred. Olsen Cruise Lines

Prices

	Guest 1	Guest 2	Total
Main Package/Cabin Price	£396.00	£396.00	£792.00
Special Services - Extras			£16.00
Total			£808.00

[Print](#) [Agent Details](#) [Close](#)

Agent Details

Deposit Amount	£118.80
Balance Due	£808.00

If your booking is made within 90 days of departure, an Anchor fare or special deal, **FULL PAYMENT** is required at time of booking. **You must ignore the request for a deposit and ask the guest for full balance to be paid.**



If the guest is happy with the payment, check the box to agree to the **Terms and Conditions** and click **NEXT**.

Your Contact Name

Please supply your name as the contact for this booking.

Once you have entered the agent's contact name, click on "Book Now" (You will see a confirmation page with the booking details in the next step of the booking process).

Please note that once you click on **BOOK NOW the booking is confirmed. Should you wish to amend the booking, charges will apply as per our Terms and Conditions.**

Complete – Step 5 of the Booking Process

You have now completed all necessary information for the booking.

Your Reservation

This page shows details of the reservation. If you have provided us with your agents email address you will receive an email confirmation shortly; if not then a confirmation will be sent in the post.

Need Help With Your Booking?

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F9255 - Reader Offers Ltd

Booking Complete

Your Requirements	Your Cruise Price	Accommodation	Your Details	Payment	Booking Complete
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Booking complete

Your reservation is now complete; thank you for choosing a Fred. Olsen cruise.

An agent and guest confirmation will be sent to you in your normal format, shortly. You may also like to print this page for future reference.

Click **Completed** to return to the Booking Homepage.

Your Balance Payable is	£1,470.50	Payment and reservation reference. The guest needs a note of this.
Balance due on or before	19 July 2013	
Your reservation number is	PK15535	

Please keep a note of this reference, and quote it in all correspondence regarding this booking.

Lead guest

Name	Miss EVIE(TEST) WILLIAMS
Address	
Telephone	01473 292 2311
Email Address	
Date of Birth	29 October 1993
Insurance Company	
Insurance Policy Number	
Emergency Medical Contact Number	
Nationality	British

Once you click on **COMPLETED** you will be directed back to the Agent Booking Menu. This is the end of the booking process.

How to Find and Amend a Booking

Click on the **FIND A BOOKING** button and you will see the following screen. This form allows you to search by 'Booking Reference' or by guest details and other cruise details.

Fred.Olsen Cruise Lines [Return to booking homepage](#) [Call Us: +44 \(0\) 1473 742424](#)

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Book Online with F.OCAL

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Great benefits of booking online:

- No License required
- Free to use and view
- Search and retrieve ALL bookings your agency has made
- Modify your existing bookings *charges may apply
- Ability to cancel bookings
- Add booking requests
- Select cabins by deck
- Easy to view deck plans
- Excellent search facilities

[Find a Cruise](#) [Find a Booking](#)

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Sat - 09:00 - 17:00
Sun - 10:00 - 16:00

Technical Helpline: 01473 292277
Please note that this number is for technical queries only.
Mon-Fri - 09:00 - 17:00

F9255 - Reader Offers Ltd

Find a Booking

Please enter the details of the booking you would like to find, then click **Next** to search. Please enter the Booking Reference, if known. Alternatively, please enter the lead guest's surname, and other optional qualifiers.

Find a Booking

[Help information](#)

Booking Reference

Alternatively, please enter the lead guest's surname, and other optional qualifiers.

Lead Guest's Surname **Please enter the lead guest's surname**

Ship Name

Departs On

Departs Between and

Booked Between and

Agent's Contact Name

[Previous](#) [Next](#)

You can search for bookings made by a particular agent. Enter the agent's name here.

Your Bookings

Once you have filled in the desired criteria click the **NEXT** button to return the booking results as follows.

Fred.Olsen Cruise Lines

[Return to booking homepage](#)
Call Us: +44 (0) 1473 742424

Need Help With Your Booking?

Reservation Enquiries:
01473 742424

Please note that this number is for general reservation queries.

Mon-Fri - 08:00 - 20:00
Sat - 09:00 - 17:00
Sun - 10:00 - 16:00

Technical Helpline:
01473 292277

Please note that this number is for technical queries only.

Mon-Fri - 09:00 - 17:00

14249 - R.E.Bath Travel Service Ltd

Find a Booking

Your bookings

These bookings match your search criteria. Please select one of the bookings and click **Next** to see the details.

Bookings shown in **red** have incomplete guest information.

Surname	Forename	Booking Reference	ATOL	Holiday	Departs	Grade	Cabin	Status	Select
Jenkins	Peggy	OY27161		L1303	14May13	SI	TBA	BKD	<input type="radio"/>
Jenkins	Peggy	PE7446X		L1315	19Sep13	SI	TBA	BKD	<input checked="" type="radio"/>
James	Margaret	ME20793		L1217	03Oct12	SO	TBA	BKD	<input type="radio"/>
Jackson	Kathleen	KW04240		L1217	03Oct12	SO	TBA	BKD	<input type="radio"/>
Jackson	June	MN46504		L1215	28Aug12	LOL	TBA	BKD	<input type="radio"/>
Jones	Dawn	OF93457		L1215	28Aug12	LIL	TBA	BKD	<input type="radio"/>
Jackson	Kathleen	KY47244		L1212	03Aug12	SO	TBA	BKD	<input type="radio"/>
Jackson	Kathleen June	KY97041		L1211	20Jul12	SO	TBA	BKD	<input type="radio"/>
Julius	Winifred	ME13729		L1212	03Aug12	SO	TBA	BKD	<input type="radio"/>
Jackson	Pamela	LM41140		L1211	20Jul12	SO	TBA	BKD	<input type="radio"/>
Jordan	Linda	NQ49922		L1211	20Jul12	LOL	TBA	BKD	<input type="radio"/>
Jefferies	Kathleen	NN94505		L1205	12May12	SI	TBA	BKD	<input type="radio"/>
James	Margaret	KQ16112		L1117	27Sep11	SI	TBA	BKD	<input type="radio"/>

The bookings with 'BKD' next to them are 'booked'. The bookings with 'CNX' next to them are cancelled. To select the booking to amend/modify, tick the 'select' field and press 'next step'.

Booking Summary

The 'Booking Summary' section gives you all of the details of the booking that you can modify.

Need Help With Your Booking?

Reservation Enquiries:
01473 742424
Please note that this number is for general reservation queries.
Mon-Fri - 08:00 - 20:00
Sat - 09:00 - 17:00
Sun - 10:00 - 16:00

Technical Helpline:
01473 292277
Please note that this number is for technical queries only.
Mon-Fri - 09:00 - 17:00

14249 - R.E.Bath Travel Service Ltd
Booking Ref: PE7446X

Cruise Details

ID: L1315

Destination: Norwegian Towns

Departs: 19/09/2013

Duration: 8

Ship: Balmoral

Guest Summary: 1 Adult

Flights: None entered

Cabin: Grade SI LSAV Inside Single TBA

Special Requests: Table for 8 req'd (no gtee)

Show Itinerary

Booking Summary

Find a Booking

Booking summary

These are the details of your selected booking. Choose **Modify** to make a change, or **Cancel Booking**.

Balance

Balance Outstanding:	£1,019.15	Details
Balance Due On Or Before:	21 June 2013	

Add booking details

[Complete the Guest Information Form:](#) [GIF](#)

Summary

Holiday	L1315 Norwegian Towns
Ship	Balmoral
Departs	19 Sep 2013
Duration	8 Nights
Dining	First 18.15
Guest Summary	1 Adult

Fare

Fare Code	LSV-2984
Fare Description	Circle Of Friends (SI/SO) frm GBP1199pp

Cabin

Grade	SI LSAV Inside Single	Modify
Number	TBA	

Guests

Name	Date of Birth	Modify
Mrs Peggy Jenkins	9 May 1933	

Where you can modify the booking details, click on any one of the **MODIFY** buttons. Please be mindful that **administration charges will apply as per our Terms and Conditions**.

Handy Hints and Tips

DO'S

- If you make a mistake **Do** always use Start Again
- Do remember that prices shown are based on Standard Occupancy. e.g. Two people in a cabin
- If you are booking a twin cabin for a single passenger **Do** always click on Show Prices to show the Sole Occupancy supplement.
- If you forget your password **Do** click on "Forgot Your Password?" where you log in and you will be prompted to enter your email address for your TAC login and to send the request. An email will then be sent to the submitted email address and instructions to reset the password.
- **Do** remember that you can download a user manual to help you through the booking process. Just click on the icon "Download Online booking manual" in the Travel Agent Centre.

DON'TS

- **Don't** use the forward or back buttons at the top of your screen always use the last step or next step button at the bottom.
- **Don't** navigate away from the Travel Agent Centre. When you log in, if you go to look at other areas, e.g. Shore Excursions, itineraries, Ship Information etc this will take you out of the Travel Agent Centre. Please remember to log back in again before you make a booking.