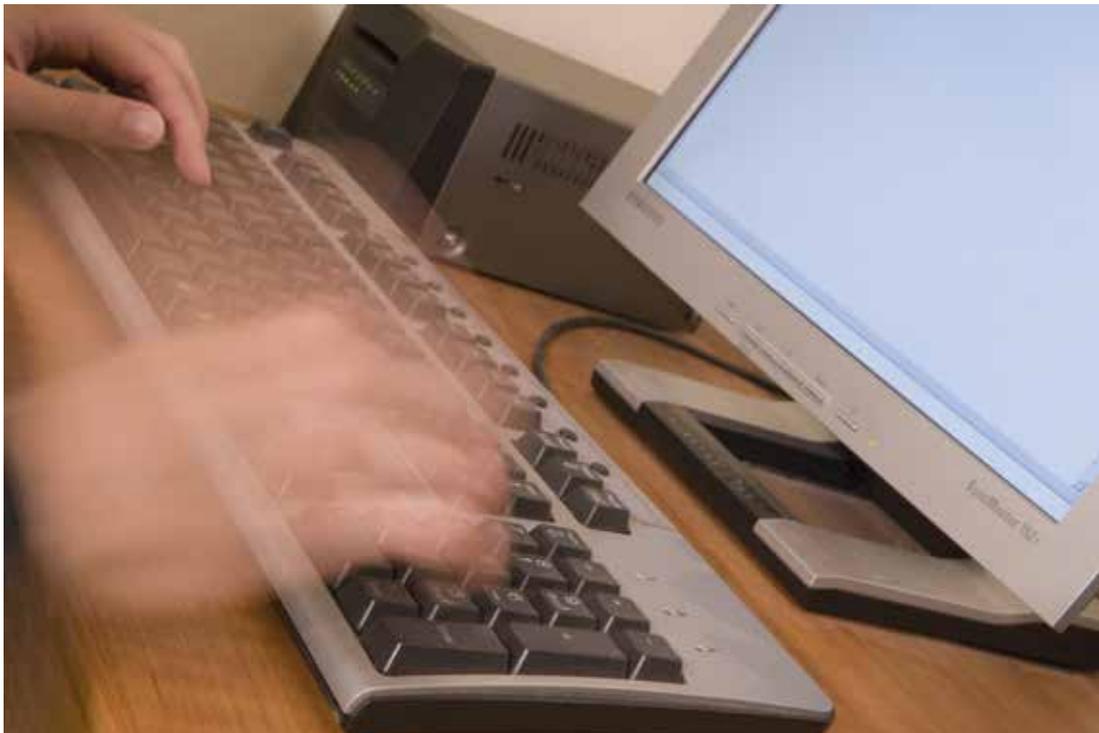


Increasing Customer Satisfaction with E-Booking



Dear Colleagues,

With immediate effect, an updated e-booking version is available for you. For many years, we have been able to offer you a fleet of ships which is unmatched on the market. Just as exclusive as our cruise ships are the expectations of our customers.

To enable you to sell our premium-quality cruises even more effortlessly and quickly, we are offering you our e-booking. Take advantage of the opportunity, for instance, to enquire about vacancies online, to place an option for a cabin respectively cancel an option online or to book additional services to complement an existing booking. It is also possible to make prebookings online once the respective preview folders have been sent out.

We hope you have a lot of successful bookings.

A handwritten signature in black ink, appearing to read 'Tina Kirfel'. The signature is written in a cursive, flowing style.

Tina Kirfel
Director of Sales

A handwritten signature in black ink, appearing to read 'Carsten Sühring'. The signature is written in a cursive, flowing style.

Carsten Sühring
Director of Sales

Basic Data

Select cruise

Select a cruise, either by entering the cruise code directly and then clicking on “Process” or by selecting a ship and cruise from the drop-down menu (if, for example, only the date is known).

The info button next to the cruise links you directly with the cruise information on our homepage, **www.hl-cruises.com**. Here you will find all of the information about the cruise which has been placed on the Internet (itinerary, prices, pre-cruise and post-cruise programmes).

Add additional cruise. Use this function to book combinations. The subsequent cruise will automatically be added by a click.

Cabin occupancy

Please enter the occupancy for each cabin here. If your customer requires several cabins, you can add them by selecting the function “**Add cabins**”.

Click on the **info button** next to the cabin occupancy to find additional information, e. g. about discounts for children.

Your e-mail address

Your **e-mail address** should be filled in automatically – but it can also be changed manually. Always enter your e-mail address so that your questions can be answered immediately.

Agency employee

Please enter your name as well in case we have any questions.

Category Vacancy

Category vacancy

First please select your category and afterwards select your preferred cabin/suite.

⚠ there are no available cabins with your chosen occupancy please call us: 040-3070-3070.

Cruise: EUR1328 Nice-Madeira (International Cruise) /19/11/2013-30/11/2013

Please click here if you would consider a cabin change to make your itinerary choice possible

Cabin 1
 Adults : 2
 Children (4-15 years old) : 0
 Infants (0-3 years old) : 0

Category	MS EUROPA	EUR1328
K01 [Cat. 01, Suite]	Few cabins	Cabin selection
K02 [Cat. 02, Suite]	Available	Cabin selection
K03 [Cat. 03, Suite]	Available	Cabin selection
K04 [Cat. 04, Veranda Suite]	Available	Cabin selection
K05 [Cat. 05, Veranda Suite]	Available	Cabin selection
K06 [Cat. 06, Veranda Suite]	Available	Cabin selection
K07 [Cat. 07, Veranda Suite]	Available	Cabin selection

On Board information about MS EUROPA

PRICES

Category	Suite-type	Price per person €
0	Guaranteed Suite, double occupancy*	4.490
1	Suite	6.384
1-3	Suite, single occupancy	8.164
2	Suite	6.564
3	Suite	6.744
4	Veranda	7.364
4-5	Veranda occupancy	8.284
5	Veranda	7.364
6	Veranda Suite	8.284
6-7	Veranda Suite double	

In the Category Vacancy, a click on "On Board" links you to our homepage, for immediate access to all the information relating to cabins/suites (360° views, deck plans, pictures of cabins etc.) required for advising customers.

Cruise combination

At the top, the cruise and the occupancy for the 1st cabin will be displayed first.

When booking **combinations**, you can select:

1) Whether only cabins which are available continuously for the selected combination, i. e., without requiring passengers to change cabins, will be displayed;

Non-continuous cabin occupancy

2) Whether cabins which are not continuously available for the combination will be displayed (place a tick in the box next to "**Please click here if you would consider a cabin change to make your itinerary choice possible**").

Categories

The display uses the traffic light system.

- Red:** **Not available**
- Yellow:** **Limited availability**
(exactly as many cabins as requested, or one more)
- Green:** **Available**
(at least two cabins more than requested)

Only those categories will be displayed which are available for the desired occupancy (e. g. no single cabin categories for two people).

This step is repeated for each cruise/cabin if you are booking a number of cruises and/or cabins.

Cabin selection

When you click on "**Cabin selection**", the **deck plan** will be displayed.

Deck Plan

Category vacancy

First please select your category and afterwards select your preferred cabin/suite.

If there are no available cabins with your chosen occupancy please call us: 040-3070-3070.

Cruise: EUR1520 Nice-Madeira (International Cruise) /10/11/2013-30/11/2013

Please click here if you would consider a cabin change to make your itinerary choice possible

Cabin 1
 Adults : 2
 Children (4-15 years old) : 0
 Infants (0-3 years old) : 0

Category Deck plan

MS EUROPA

Please select the preferred deck!

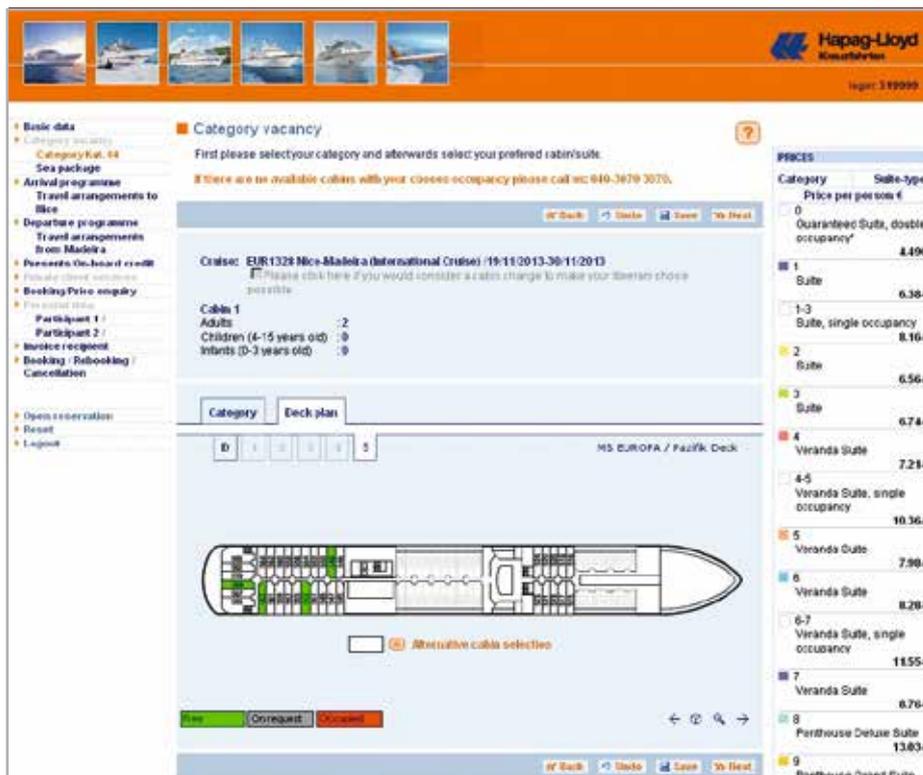
Category	Suite-type	Price per person €
0	Guaranteed Suite, double occupancy*	4.490
1	Suite	6.384
1-3	Suite, single occupancy	8.164
2	Suite	6.564
3	Suite	6.744
4	Veranda Suite	7.214
4-5	Veranda Suite, single occupancy	10.364
5	Veranda Suite	7.994
6	Veranda Suite	8.284
6-7	Veranda Suite, single occupancy	11.554
7	Veranda Suite	8.764
8	Penthouse Deluxe Suite	13.034
9	Penthouse Grand Suite	

Deck plan

The **decks** on which cabins in the desired category are found are displayed in **colour**.

When you click on a deck, the **cabin plan** will be displayed.

Category Vacancy (Cabin Plan)



Available cabins

Depending on availability, up to 4 vacant cabins will be shown in **green** on the cabin plan. Simply click on a cabin to select it.

Alternative cabin selection

Would your customer like to book a specific cabin? Then enter the number of the desired cabin in the white field. A click on **“Alternative cabin selection”** will reveal whether this cabin is available. If the cabin is vacant, you can book it in the normal way.

Request

If a cabin is displayed in grey, it can be requested via the system or be booked on waiting list status. To do so, please click on “Book cabin upon request” and proceed to “Booking/Price enquiry”.

After you have selected the cabin, there are two ways to continue:

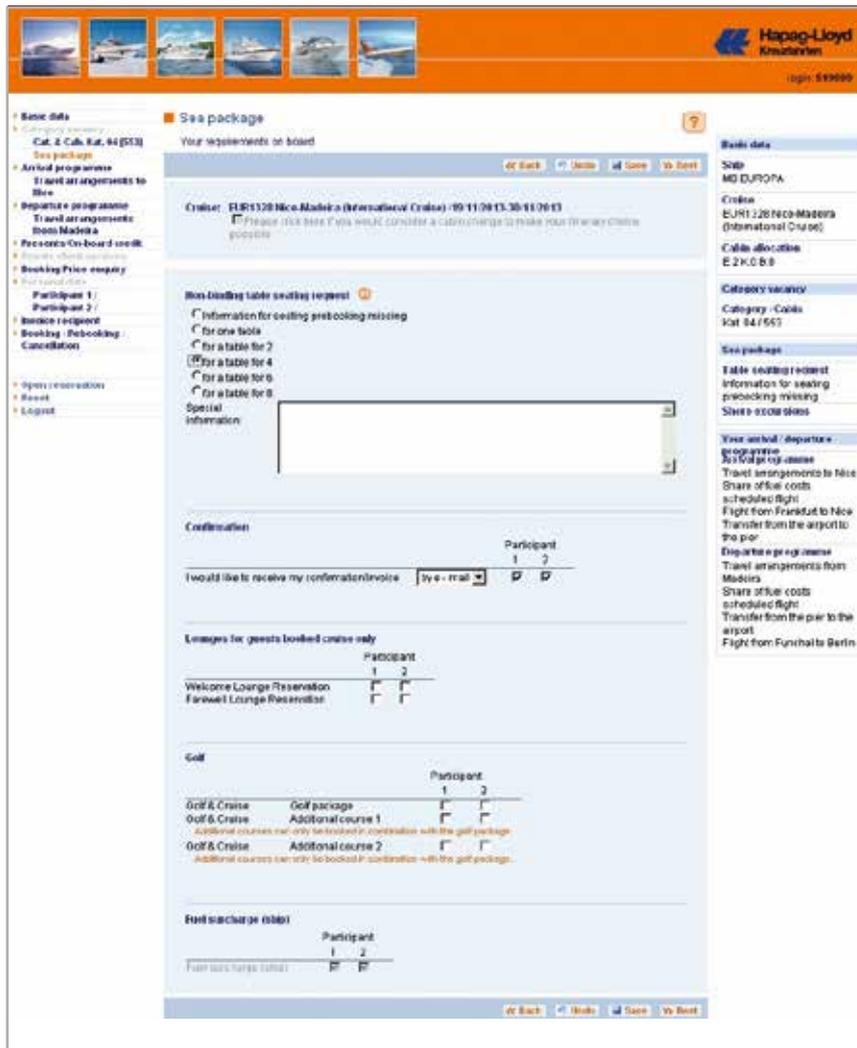
1. Booking/Price enquiry

The travel arrangements to the cruise departure point and from the cruise arrival point as shown in the catalogue are added here by default. You immediately have an overview of services and prices.

2. “Next” button

This takes you to the next page, **“Sea package”**.

Sea Package



You can book services provided during the cruise, e.g. table seating requests and shore excursions, in the section entitled “**Sea package**”.

Special remarks
(white field to be filled out)

You can enter messages about table seating requests (for MS EUROPA, MS HANSEATIC and MS BREMEN), e.g. diabetic, window table, etc., under “Special remarks”.

Confirmation

Here, you can let us know whether you would like to receive our confirmation/invoice by e-mail or by post.

Golf

MS EUROPA, MS EUROPA 2 and MS COLUMBUS 2 golf packages can also be booked on selected cruises.

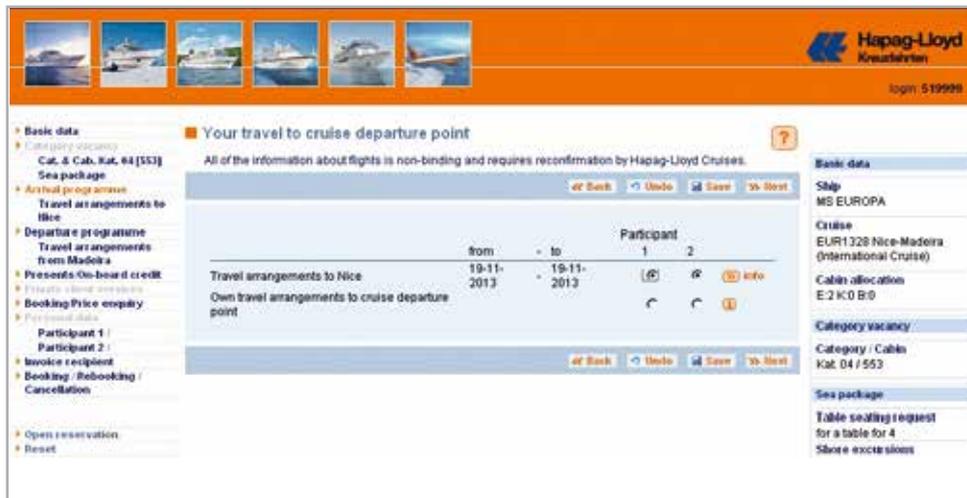
Shore excursions

Three to four months prior to the beginning of the cruise, the English shore excursion programme will be displayed here. This will enable you to provide your customers with first-class consultation and book the excursions for them online. The possibility of booking specific shore excursions will be indicated by the use of colours.

Orange: Waiting list possible resp. waiting list closed
Yellow: **Bookable** for individual participants, but no longer for all of them

No colour: **Bookable**

Travel Arrangements to Cruise Departure Point and from Cruise Arrival Point



The screenshot displays the Hapag-Lloyd website interface. At the top, there are five small images of cruise ships and the Hapag-Lloyd logo with the text "Kreuzfahrten" and a login ID "519998". The main content area is titled "Your travel to cruise departure point" and includes a warning: "All of the information about flights is non-binding and requires reconfirmation by Hapag-Lloyd Cruises." Below this, there are navigation buttons: "Back", "Undo", "Save", and "Next". A table lists travel arrangements for two participants:

	from	to	Participant
Travel arrangements to Nice	19-11-2013	19-11-2013	1 2
Own travel arrangements to cruise departure point			

Below the table, there are more navigation buttons: "Back", "Undo", "Save", and "Next". On the right side, there is a "Basic data" section with the following information:

- Ship: MS EUROPA
- Cruise: EUR1328 Nice-Madeira (International Cruise)
- Cabin allocation: E2 K0 B0
- Category / Cabin: Kat. 04 / 553
- Sea package: Table seating request for a table for 4 Shore excursions

Please select the desired travel arrangements to the cruise departure and from the cruise arrival point. Pre- and post-cruise programmes can also be booked here. Please note that our pre- and post-cruise programmes are conducted in German.

“Info” button

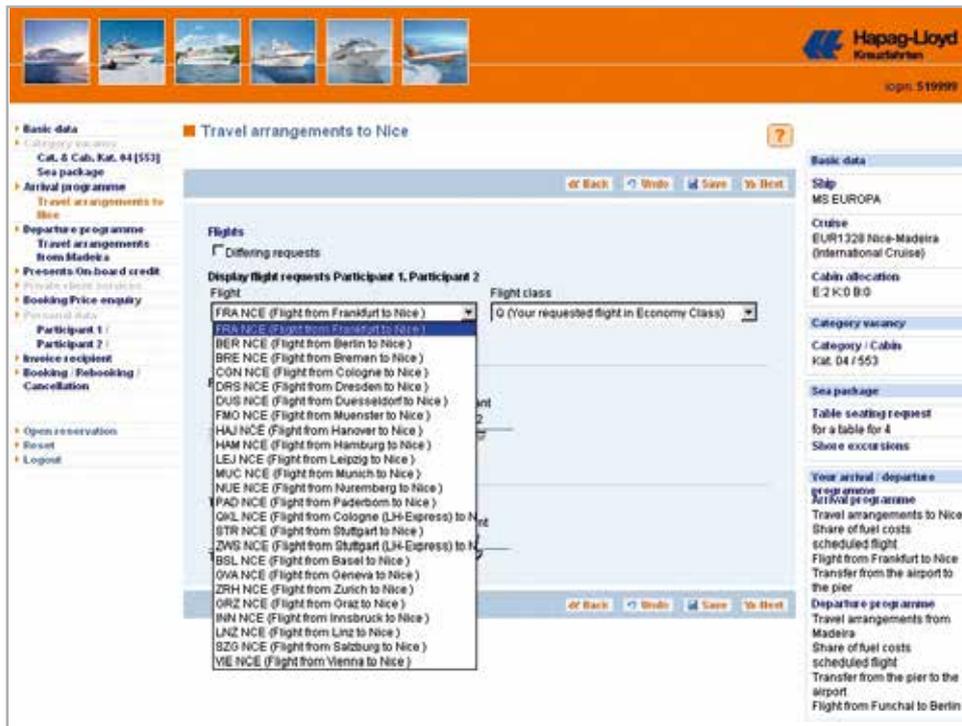
Just as during the cruise selection above, you can click on the “info” button to access the information on the homepage, www.hl-cruises.com.

Own travel arrangements

Option for **cruise-only bookings**

If you are organising the travel arrangements to the cruise departure and from the cruise arrival point for your customers yourself, please select “**Own travel arrangements**”.

Travel Arrangements to Cruise Departure Point and from Cruise Arrival Point



Details of the travel arrangements

Once you have selected the desired travel arrangement programme, you can specify the details of the arrangements to the cruise departure point and from the cruise arrival point, e. g. desired flight route, hotel room, any optional excursions within the scope of the travel arrangements, etc.

Flights

Flights can currently be booked only as flight requests, subject to availability. The written flight confirmation issued by Hapag-Lloyd Cruises is authoritative.

Availability of hotels and excursions

The availability of hotels and excursions is shown here in colour as well.

- Orange:** Not available
- Yellow:** Available for some participants, but not for all
- No colour:** Bookable

Share of fuel costs (air)

Mandatory items such as the share of fuel costs are displayed here as well, but cannot be changed.

Differing requests

Do you require differing variations of the travel arrangements to the cruise departure and from the cruise arrival point for the various members of a customer group? If you place a tick next to **“Differing requests”**, you can book differing criteria for the travel arrangements to the cruise departure point and from the cruise arrival point (e. g. flights from/to various home airports).

You can then book further optional **“Presents and on-board credits”**.

Presents/On-board Credit

Presents/On-board credit

Choose attractive additional features for your customer.
Do not forget to fill your personal greetings which will be attached to the present. Otherwise, your customer will not know whom to thank for it.

Personal greetings for your presents on board

Beverages	Participant		Delivery date
	1	2	
Gift order: Champagne, Dom Perignon (# 130.00)	<input type="checkbox"/>	<input type="checkbox"/>	12.11.2013
Drinks order: Champagne, Moët & Chandon (# 19.00)	<input type="checkbox"/>	<input type="checkbox"/>	12.11.2013
Drinks order: Champagne (# 33.00)	<input type="checkbox"/>	<input type="checkbox"/>	12.11.2013
Gift order: Sparkling wine, house brand (# 15.00)	<input type="checkbox"/>	<input type="checkbox"/>	12.11.2013
Gift order: Sparkling wine, Cuvee Vaux (# 25.00)	<input type="checkbox"/>	<input type="checkbox"/>	12.11.2013

Please enter your personal greetings here.

Dear

We wish you a pleasant stay aboard the EUROPA.

Sincerely,
Your Travel Agency

Please note, that the text limit is 600 characters.

In addition, you can now add your greetings to presents (gift order) directly via the e-booking system. We will print out the greeting cards and send them on board. You can also customise the delivery date, e.g. for a birthday. Unless the pre-allocated date is changed, presents will be distributed among the cabins as usual on the day of embarkation.

Agency services

This is where you can book other agency services, especially gift orders. As of 2011, these can exclusively be booked via our e-booking system.

The payment for the services will be settled via the commission.

You have the option of **showing or hiding** these services both during the **booking/price enquiry** and in the final cruise confirmation. This is possible on the monitor and the print-out. You can therefore decide yourself if the customer will be notified of the services before the start of the cruise or not (see example on the following page).

Booking/Price Enquiry

BookingPrice enquiry

Cruise No. EUR1328

Please note that all of the information (especially with respect to flights) is subject to change until it has been reconfirmed by Hapag-Lloyd Cruises. Our written booking confirmation is authoritative.

Participants

1: Participant 1
2: Participant 2

Period	P	Text	Single price	Total price
19.11.13	19.11.13	1-2 TRAVEL ARRANGEMENTS TO NICE Basic price arrival/travel arrangements		440,00 EUR
19.11.13	19.11.13	1-2 Flight: Flight from Frankfurt to Nice Your requested flight in Economy Class		
19.11.13	19.11.13	1-2 Share of fuel costs scheduled flight	40,00 EUR	80,00 EUR
		Increase as of 01.06.2012		40,00 EUR
19.11.13	19.11.13	1-2 Transfers: Transfer from the airport to the pier		
19.11.13	30.11.13	1-2 FROM NICE TO MADIRA 5 % early booking discount (cruise-only price) A travel cancellation insurance (20% excess) is included. This insurance does not cover the curtailment risk, which starts on the day the journey begins. Kindly note that a curtailment insurance for cancellations during the journey is not included. Please see the insurance certificate (provided with your confirmation) or our main catalogue for further information. An extra insurance package can be booked upon request. Fair to the environment: Hapag-Lloyd Cruises offers you in cooperation with atmosfair to offset the CO2 emissions of your cruise. We will assume 15% of the amount. For further information please refer to our website www.hl-cruises.com/climate-calculator.	6.404,00 EUR	12.808,00 EUR
				-640,40 EUR
19.11.13	30.11.13	1-2 On board MS EUROPA Cat. 04, Veranda Suite Cabin 563		
19.11.13	30.11.13	1-2 Non-binding seating prebooking: Information for seating prebooking missing		
19.11.13	30.11.13	1-2 Fuel surcharge (ship)		132,00 EUR
		Increase as of 01.06.2012		88,00 EUR
30.11.13	30.11.13	1-2 TRAVEL ARRANGEMENTS FROM MADIRA Basic price departure/travel arrangements		720,00 EUR
30.11.13	30.11.13	1-2 Transfers: Transfer from the pier to the airport		
30.11.13	30.11.13	1-2 Flight: Flight from Funchal to Berlin Your requested flight in Economy Class		
30.11.13	30.11.13	1-2 Share of fuel costs scheduled flight	40,00 EUR	80,00 EUR
		Increase as of 01.06.2012		40,00 EUR
Total price				13.787,00 EUR

Remark Print

This is how the price presentation is displayed on the monitor.

The agency services will be settled together with your commission.

Personal Data

The screenshot shows the Hapag-Lloyd website interface. At the top, there is a navigation bar with the Hapag-Lloyd logo and the text 'Kreuzfahrten' and 'login 519999'. Below the navigation bar, there is a sidebar with a list of menu items: Basic data, Category enquiry, Cat. & Cab. Kat. 04 [563], Sea package, Arrival programme, Travel arrangements to/like, Departure programme, Travel arrangements from Madeira, Presents, On-board credit, Travel agent services, Booking Price enquiry, Personal data (selected), Participant 1 / Participant 2 / Invoice recipient, Booking / Rebooking / Cancellation, Open reservation, Reset, and Logout. The main content area is titled 'Personal data' and contains a form for 'Participant 1'. The form has a title bar with 'Back', 'Undo', 'Save', and 'Next' buttons. The form fields are: Last name* (filled with 'Participant 1'), First name* (empty), Form of address* (dropdown), Title (dropdown), Street* (empty), Country* / Postal code* / City* (dropdowns), Date of birth (empty), Passport type (dropdown), Passport no. (empty), Nationality (dropdown), Place of issue (empty), Valid from (empty), Place of birth (empty), Valid until (empty). A note at the bottom of the form states '(Fields marked with an * are mandatory)'. The form has another set of 'Back', 'Undo', 'Save', and 'Next' buttons at the bottom.

Personal data

As a minimum, the last name, first name, form of address and complete address must be entered.

The mandatory fields are marked with a *. If any of the mandatory fields are not filled out, they will be displayed again in colour.

Personal Data

Personal data

Please ensure that all your first names and last names are concordant with your passport ID card and are spelled in the same way. Please note that fees may occur when receiving short-term changes.

Household member

Last name* Participant 2

First name*

Form of address*

Title

Date of birth

Passport type

Passport no. Nationality

Place of issue Valid from

Place of birth Valid until

(Fields marked with an * are mandatory)

Household member

If several passengers have the same address, you can place a tick in the box beside **“Household member”** for the 2nd and subsequent passengers.

It will then not be necessary to re-enter the address.

Invoice Recipient

Invoice recipient

Select Invoice Recipient

Invoice recipient

Smith/John

Smith/Jane

Invoice recipient is 1st participant

This page is simply confirmed by clicking on “Next”.

Finishing the Booking

Basic data

- Cabin category: Cat. 3 Cab. Kat. #4 [111]
- Sea package
- Airfare programme: Travel arrangements to Nice
- Departure programme: Travel arrangements from Madeira
- Prevents Onboard credit
- Private Agent service
- Booking Price category
- Personal data: Smith, John; Smith, Jane
- Invoice recipient
- Booking: Booking; Confirmation
- Open reservation
- Reset
- Logout

Booking

Conclude your booking

Create No. EUR: 0328

Please note that all of the information (especially with respect to flights) is subject to change until it has been reconfirmed by Hapag-Lloyd Cruises. Our written booking confirmation is authoritative.

Participants

1: Smith, John
2: Smith, Jane

Period	P	Text	Single price	Total price
18.11.13 - 19.11.13	1-2	TRAVEL ARRANGEMENTS TO NICE Basic price arrival travel arrangements Flight: Flight from Frankfurt to Nice Your requested flight in Economy Class		440,30 EUR
18.11.13 - 19.11.13	1-2	Share of fuel costs scheduled flight	40,00 EUR	80,30 EUR
		Increase as of 01.06.2012		40,30 EUR
18.11.13 - 19.11.13	1-2	Transfers: Transfer from the airport to the pier		
18.11.13 - 20.11.13	1-2	TRAVEL TO MADEIRA 5% early booking discount (triple-only price) Airfare cancellation insurance (23% excess) is included. This insurance does not cover the certificate risk, which starts on the day the journey begins. Kindly note that a certificate insurance for cancellations during the journey is not included. Please see the insurance certificate (together with your confirmation) or our main catalogue for further information. An extra insurance package can be booked upon request. Fair to the environment: Hapag-Lloyd Cruises offers you in cooperation with amfostair to offset the CO2 emissions of your cruise. We will assume 20% of the amount. For further information please refer to our website www.hlc-travel.com/make-carbonless .	6.404,00 EUR	12.808,30 EUR
				-940,40 EUR
18.11.13 - 20.11.13	1-2	On board MG D.JHOFA Cat. 04, Veranda Suite Cabin 553		
18.11.13 - 20.11.13	1-2	Non-binding seating prebooking Information for seating prebooking missing		
18.11.13 - 20.11.13	1-2	Fuel surcharge (ship)		132,30 EUR
		Increase as of 01.06.2012		88,30 EUR
30.11.13 - 30.11.13	1-2	TRAVEL ARRANGEMENTS FROM MADEIRA Basic price departure travel arrangements Transfers: Transfer from the pier to the airport Flight: Flight from Funchal to Berlin Your requested flight in Economy Class		720,30 EUR
30.11.13 - 30.11.13	1-2	Share of fuel costs scheduled flight	40,00 EUR	80,30 EUR
		Increase as of 01.06.2012		40,30 EUR
		Total price		13.787,66 EUR

[Print](#) [Print](#)

I agree with the currently valid [Terms and Conditions](#) of Hapag-Lloyd Cruises

Thank you for your booking!

Please note that all of the information (especially with respect to flights) is subject to change until it has been reconfirmed by Hapag-Lloyd Cruises. Our written booking confirmation/invoice is authoritative.

Please let us know in the step "Sea package" (tab menu on the left hand side) via the service "Confirmation" if you prefer to receive the confirmation/invoice by post or e-mail.

Furthermore please check that all your first and last names are spelled in the same way they are written in your passport or on your ID card. If there are any variations please forward this information immediately. Please note that fees may occur when receiving short-term changes.

[Back to homepage](#)

[Non-binding reservation option](#)

Summary of services/ Booking option

After you have entered all of the services, you will come to the summary of services and the booking option.

The presentation has the same structure as our cruise confirmation. All of the services and prices are shown in the same layout as the written confirmation/invoice the customer will receive at a later stage.

Terms and conditions of travel

The booking cannot be finalised until our terms and conditions of travel have been accepted (can be viewed by clicking on „**Non-binding reservation (option)**“).

Finishing the Booking

Booking number: 348747/1 Status: OP

Cruise-Nr. EUR1100, Booking-Id: 348747/1

Please note that all of the information (especially with respect to flights) is subject to change until it has been reconfirmed by Hapag-Lloyd Cruises. Our written booking confirmation is authoritative.

Participants

1: Test/Testa
2: Test/Testa

Period	P	Text	Single price	Total price
27.03.11 12.04.11	1-2	FROM HONOLULU TO ACAPULCO	19.780,00 EUR	39.580,00 EUR
<p>Please see the insurance certificate (delivered with your confirmation) or our main catalogue for further information. Kindly note that the on-board language of MS EUROPA for the cruise you have booked is German. Travel documents, shore excursions, on-board announcements and enrichment lectures will be conducted in German only. Our crew and staff on board MS EUROPA, however, speaks English fluently and will be happy to assist you in all matters of your cruise with us. Fair to the environment: Hapag-Lloyd Cruises offers you in cooperation with atmosfair to offset the CO2 emissions of your cruise. We will assume 25% of the amount. For further information please refer to our website www.hl-cruises.com/climate-calculator.</p>				
27.03.11 12.04.11	1-2	On board MS EUROPA Cat. 08, Penthouse Deluxe Suite Cabin 1010		
27.03.11 12.04.11	1-2	Non-binding seating prebooking: Information for seating prebooking missing		
26.03.11 27.03.11	1-2	TRAVEL ARRANGEMENTS TO HONOLULU basic price arrival travel arrangements		1.920,00 EUR
26.03.11 27.03.11	1-2	Fuel surcharge (air)		180,00 EUR
Flight:				
26.03.11 27.03.11	1-2	Flight from Frankfurt to Honolulu Your requested flight in Economy Class		
Hotel:				
26.03.11 27.03.11	1-2	First-Class Hotel in San Francisco Overnight in a double room		
Transfers:				
26.03.11 26.03.11	1-2	Transfer from the airport to the hotel		
Transfers:				
27.03.11 27.03.11	1-2	Transfer from the airport to the pier		
12.04.11 13.04.11	1-2	TRAVEL ARRANGEMENTS FROM ACAPULCO basic price departure travel arrangements The transportation from Acapulco to Mexico City will be by bus.		1.520,00 EUR
12.04.11 13.04.11	1-2	less early booking reductions of the catalogue price		
12.04.11 13.04.11	1-2	Fuel surcharge (air)	-200,00 EUR	-400,00 EUR
Flight:				
12.04.11 13.04.11	1-2	Flight from Mexico City to Frankfurt Your requested flight in Economy Class		
Transfers:				
12.04.11 12.04.11	1-2	Transfer from the pier to the airport		
26.03.11 27.03.11	1-2	Air tax	45,00 EUR	90,00 EUR
Total price				43.070,00 EUR

[Print](#)

[Open reservation](#)

Booking number: 348747/1 Status: OP

Summary of services with booking number

Once the cruise has been booked, the summary of services and booking number will be displayed (upper left).

This summary can also be printed out.

Open reservation

By clicking on “**Open reservation**”, you can look at the booking again and make changes to it, if applicable.

Open Reservation



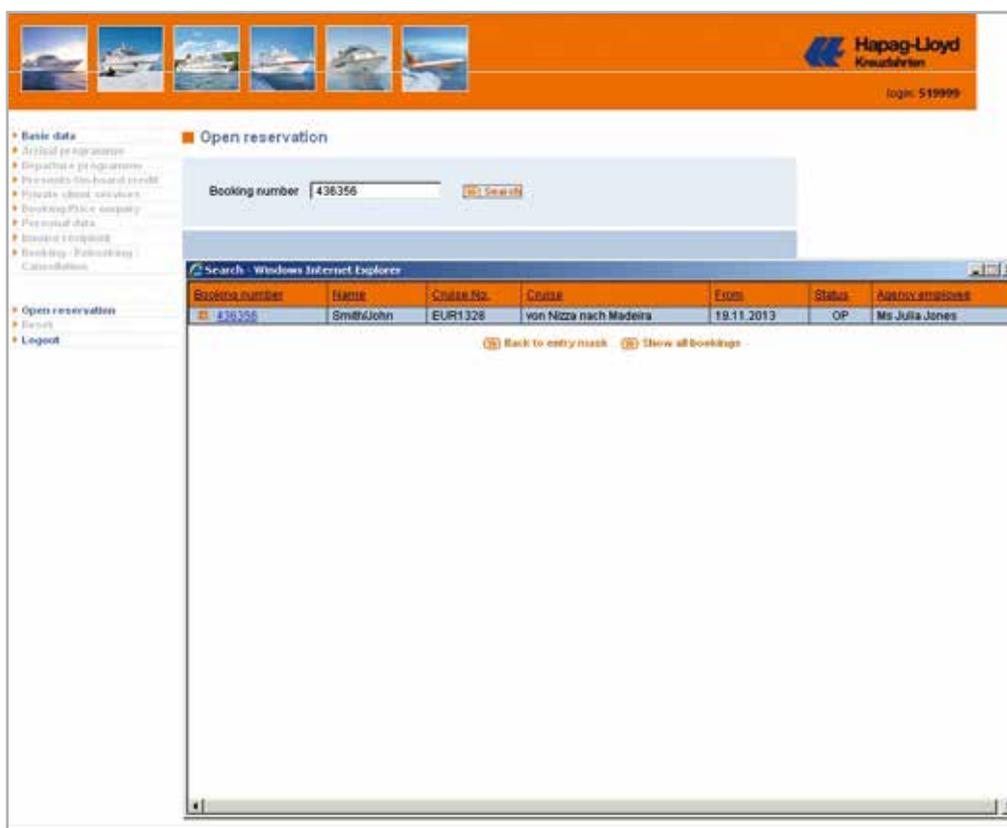
Open reservation

You can also retrieve any bookings made by your agency at a later point in time via the menu item **“Open reservation”**.

If you enter the **booking number** and then press **ENTER**

or

If you click on **Search**, a selection box with the desired booking will appear. Please click on the booking number in the window to open the booking.



Open Reservation



Search

If the **booking number** is not known, the field can be left empty. When you click on “Search”, a list with the current bookings of the agency whose number you used for the log-on will be displayed.

IMPORTANT for group partners: If you logged in with a 54, 55 or 56 agency number, only those transactions which have been booked under this number will be displayed. A separate log-in must be requested to display and edit bookings booked under a 57 number.

Booking/Price enquiry

The booking opens under the the menu item **“Booking/Price enquiry”**.

Use the menu bar on the left-hand side of the screen to navigate quickly among the various items.

Rebookings (changes of booking)

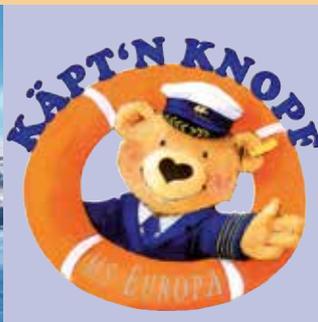
Changing a booking under an existing number has been greatly simplified. There is no longer any need to click on each page in turn before changing the booking at the end. Whenever an existing booking number is called up and something has been changed (gift order, shore excursions, address/passport details, etc.), a link appears immediately with instructions on how to access a change of booking directly with one mouse click.



Changing a booking under an existing number has been greatly simplified. There is no longer any need to click on each page in turn before changing the booking at the end. Whenever an existing booking number is called up and something has been changed (gift order, shore excursions, address/passport details, etc.), a link appears immediately with instructions on how to access a change of booking directly with one mouse click.

Cancellations

A cancellation is possible only in the option status. For this purpose, simply click on “cancel” under the menu item “Booking / Rebooking / Cancellation”.



If this user's manual does not provide answers to all your questions, please do not hesitate to contact our sales team:



+49 40 3001 4580

In case calling is not possible due to differences between time zones, please write an e-mail to salesteam@hlkf.de

**Mondays to Fridays (CET)
from 9.00 to 18.30 hrs
and Saturdays from
9.00 to 14.00 hrs**