



*flight-line*

# Flightline Travel FAQ's

Air Self-Booking Tool

*flightline* | TRAVEL  
MANAGEMENT LTD

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## **For which areas of the world can the Self-Booking Tool be used to make air travel bookings?**

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UK and Europe. For all other areas of the world call Flight-Line Travel on 01844 299780.

## **Can I book multi-flight journeys (i.e. multiple destinations in a single trip)?**

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No. The tool is for single journey 'point-to-point' travel only (i.e. one-way or return London/Paris). If the journey involves flying out of one city but returning into another, i.e. London to Paris returning Paris to Manchester, call Flightline Travel on 01844 299780 and make the reservation, do not use the booking tool

## **Is it possible to make reservations for children using the system?**

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No. Please contact Flight-Line on 01844 299780 for all reservations which include children

## **Can I book Car Hire online?**

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Yes. You can add car hire during the booking process but please note that any car hire booked online is to be paid directly by the driver with the car hire company on collection. If you require a prepaid car hire booking please contact Flightline on 01844 299780 to book this offline.

## **Can I book Airport Parking online?**

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Yes. Once you have selected a guest or registered traveller, if you go to the 'More Services' section you will see the icon to click on that will take you to the website Purple Parking where you can book online.

## **What is the latest time that I can make a reservation prior to date and time of departure?**

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Generally a 4-hour time window will apply e.g.:

Monday – Friday

Book up to 13:29am day for flights departing after 17:30 hours same day or over the weekend.

This is because a number of airlines now require ticket numbers to be put into bookings the same day that the reservation is made, otherwise their robotic systems may auto-cancel the reservation overnight.

## What should I consider when making a reservation with a Low Cost Airline?

1) If pricing a low cost web airline via the 'flight search screen', the Travel Booker should ensure that the following costs are added to the fare that is displayed:

- a) Credit card fees
- b) Pre checked baggage charge, if applicable.
- c) Flight-Line Service fee of £10

These charges vary between airlines. The table below indicates current charges by airline, but note that these are subject to change. Note: When making a booking the total summary of charges will be displayed.

Airline	Pre-checked baggage	Credit Card Fee
<b>Aer Lingus</b>	£18* per bag per flight	£5 per person per flight
<b>Easyjet</b>	£12*per bag per flight	£5 per person
<b>Flybe</b>	£14.99 per bag per flight	£5 per person
<b>Jet 2</b>	£16.50* per bag per flight	£10 per person
<b>Monarch</b>	£15.99* per bag per flight	£10 per person
<b>Ryanair</b>	£20* per bag per flight	£5 per flight
<b>Wizz</b>	£17 per bag per flight	£6 per flight

\*Cost varies depending on route


2) Certain Low Cost web airlines charge a fee to pre-book a seat number for the traveller, currently this facility is not available via the booking tool. If this facility is required, please advise the request by completing the 'note to agent' field on the Summary page when making a reservation. Additional charges for this facility will apply and Flightline Travel will advise these to the Travel Booker after seat confirmation.

3) Some Low Cost web airlines will ask for the Travellers date of birth before a reservation can be made.

## Can I book flights on Wizz Air using the system?

No. Wizz Air fares are displayed via the Self-booking tool but currently you are unable to make a reservation via the system. All Self-booking tools use web-scraping systems to collate information. Wizz Air is currently blocking these systems. Please telephone Flightline Travel on 01844 299780 to make your reservation.

## Do fares displayed by the Self-Booking tool include Flight-Line's Service Fee charge?

Yes, fares shown include Flightline Service Fee unless you are booking a Low Cost Web Airline with the symbol  then due to the airline regulations we cannot automatically add our Service Fee. Please remember to add £10 on top of these fares.

## **Can I cancel a booking via the Self-Booking tool?**

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If cancelling a trip the Travel Booker should telephone Flight-Line on 01844 299780. Flight-Line will look into cancelling the reservation and advise applicable cancellation charges.

## **I have selected flights to and from a destination and the system has not displayed any flight times or price options, why?**

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There are 3 possible reasons for this:

- It is possible that no flights are operating on that route on the day/time requested. Select another day/time.
- The system defaults to direct flights only. To view other alternative options, which may include plane changes, de-select the “Direct Trips Only” box on the Flight availability screen.
- Because the system only displays flights within four hours of the departure time you have selected, try selecting a different flight time.

## **Where can I obtain a Traveller Profile form to register my travellers within the Self Booking Tool?**

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Traveller Profile forms can be requested by contacting Flightline Travel on 01844 299780 or are available online via the Mettis Travel Portal. Flightline Travel will create the traveller profile within the system and an e-mail confirmation will be sent to the Travel Booker once the profile is in place.

## **Can I make reservations via the Self-booking tool on UK Public holidays?**

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No, you are unable to make a reservation on an English bank holiday, as Flightline Travel is not open for business and therefore unable to service the booking.

## **When I type in my departure or destination airport, the airport I require does not appear, how can I search further?**

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Select the magnifying glass which can be found next to the “to” or “from” flight information box. The location pop up box appears, and then completes the “search for box” with the airport you require. At this point click on the icon which displays the country code and select the country that your airport is located in, then select search button. Choose the correct airport you require from the drop down list and carry on with the booking process. Tip - the system does not allow for spelling mistakes and you will find that some destinations like Dusseldorf are spelt in the system under the German spelling which is Düsseldorf.

## **Can I book a flexible Eurostar ticket via the air-self booking tool?**

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No. Please contact Flight-Line on 01844 299780 for all reservations where a flexible ticket is required. However, you are able to book restricted Eurostar tickets via the tool.

## Some cities have multiple airports, how do I know which is the best airport for my traveller?

Check with the traveller which airport is closest to their destination. As a guide, the table detailed on the following page indicates the destinations to which travel is most frequently booked. Airports highlighted in red are the ones most commonly used.

<u>Belfast</u>	<u>Miles From City centre</u>	<u>London</u>	<u>Miles From City Centre</u>
BELFAST CITY (BHD)	2M	GATWICK (LGW)	24M
INTERNATIONAL (BFS)	11M	HEATHROW (LHR)	14M
<b>Berlin</b>		LONDON CITY (LCY)	7M
TEGEL (TXL)	4M	LUTON (LTN)	27M
SCHOENEFELD (SXF)	10M	STANSTED (STN)	31M
<b>Brussels</b>		<b>Lyon</b>	
ANTWERP- BRUSSELS NORTH (ANR)	23M	SAINT EXUPERY (LYS)	12M
CHARLEROI BRU – SOUTH (CRL)	27M	SAINT GEOIRS (GNB)	36M
NATIONAL (BRU)	6M	<b>Milan</b>	
<b>Bucharest</b>		LINATE (LIN)	4M
BANEASA (BBU)	5M	MALPENSA (MXP)	25M
OTOPENI INTL (OTP)	9M	ORIO AL SERIO	28M
<b>Düsseldorf</b>		<b>Moscow</b>	
INTERNATIONAL AIRPORT (DUS)	3M	DOMODEDOVO (DME)	26M
WEEZE APT (NRN)	0M	SHEREMETYEVO (SVO)	17M
		VNUKOVO INTL (VKO)	17M
<b>Frankfurt</b>		<b>Oslo</b>	
FRANKFURT INTL (FRA)	6M	OSLO AIRPORT (OSL)	23M
HAHN AIRPORT (HHN)	64M	SANDEFJORD (TRF)	53M
<b>Glasgow</b>		<b>Paris</b>	
GLASGOW INTL (GLA)	7M	BEAUVAIS TILLE (BVA)	43M
PRESTWICK (PIK)	28M	CHARLES DE –GAULLE (CDG)	13M
		ORLY (ORY)	8M
<b>Hamburg</b>		<b>Rome</b>	
HAMBURG (HAM)	5M	CIAMPINO (CIA)	8M
LUEBECK- BLANKENSEE (LBC)	33M	FIUMICINO (FCO)	14M
<b>Istanbul</b>		<b>Stockholm</b>	
ATATURK (IST)	7M	ARLANDA (ARN)	22M
SABIHA GOKCEN (SAW)	19M	BROMMA (BMA)	4M
		SKAVSTA INTL (NYO)	55M
		VASTERAS –HASSLO (VST)	53M

\* 24<sup>th</sup> September 2014