Flightline Travel FAQ's

Kimal Plc Online Self-Booking Tool's

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MANAGEMENT LTD

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FLIGHT-LINE AIR TRAVEL FAQs

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

UK and Europe. For all other areas of the world please call Flightline Travel on 01844 299 785 or email reservations@flightline-travel.co.uk

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

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 299 785 and make the reservation, do not use the booking tool

Why is my online booking Out of Policy?

Kimal Travel Policy can be found via your Online Travel Portal. The system has a set fare level policy, anything over these fare levels will be flagged as Out of Policy and will be sent for approval automatically via the Online Approval System.

How are my Out of Policy bookings approved?

Any booking Out of Policy will be flagged with a Red marker, at the end of the booking process you will be required to send your booking for approval. An automated email is sent to an approver at Kimal to action your request. Once actioned you will be notified if you booking has been confirmed or declined.

The approval process does not apply to any Web Airline bookings i.e. EasyJet & Ryanair etc.

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

No. Please contact Flightline Travel on 01844 299 785 for all reservations which include children.

Can I book Car Hire online?

No. If you require a prepaid car hire booking please contact Flightline on 01844 299 785 to book this offline.

Can I book Airport Parking online?

Yes. But only if you are using the travellers credit card to pay for the transaction, if you would like it pre-paid by Flightline Travel please contact your reservations team direct. However, if paying direct and 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?

Monday – Friday 5pm for flights where approval is not required.
Monday – Friday 4pm for flights where approval is required.

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 £11

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
Aer Lingus	£18* per bag per flight	£5 per person per flight
Easyjet	£12*per bag per flight	£5 per person
Flybe	£14.99 per bag per flight	£5 per person
Jet 2	£16.50* per bag per flight	£10 per person
Monarch	£15.99* per bag per flight	£10 per person
Ryanair	£20* per bag per flight	£5 per flight
Wizz	£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 299 785 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 ᵂ then due to the airline regulations we cannot automatically add our Service Fee. Please remember to add £11 on top of these fares.

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

If cancelling a trip the Travel Booker should telephone Flight-Line on 01844 299 785. Flightline 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?

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?

Traveller Profile forms can be requested by contacting Flightline Travel on 01844 299 785 or are available online via the Kimal 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?

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?

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 Dusseldorf.

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

No. Please contact Flight-Line on 01844 299 785 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.

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

HOTEL-LINE HOTEL TRAVEL FAQs

For which areas of the world can the Self-Booking Tool be used to make hotel bookings?

You can use the online Hotel system for any hotel bookings worldwide.

Can I book more than 1 room at a time?

Due to the payment system built in behind the scenes, which is a separate credit card per traveller per room, you may only book 1 room at a time using selecting the Invoice Company as prepayment. If you require more than 1 room we suggest search for your number of rooms to check the hotel has the availability, then go back and change to book 1 room at a time.

Why is my hotel rate showing Out of Policy?

Kimal Travel Policy can be found via your Online Travel Portal. The system has a set rate cap policy, anything over these fare levels will be flagged as Out of Policy and will be sent for approval automatically via the Online Approval System.

How are my Out of Policy bookings approved?

Any booking Out of Policy will be flagged with a Red rate, at the end of the booking process you will be required to send your booking for approval. An automated email is sent to a Travel Approver at Kimal to action your request. Once actioned you will be notified if your booking has been confirmed and a hotel booking made or if the request was declined.

What do I do if the hotel I want is not showing on the system?

If the specific hotel you require is not on the system, and a suitable alternative is not showing please call Hotel-Line on 01844 299785 or email reservations@flightline-travel.co.uk and we can process your booking offline.

Are all my bookings prepaid by Hotel-Line?

When making a booking, if you select Invoice Company as the payment type, Hotel-Line will automatically send payment details to the hotel at time of booking and also morning of departure. If you could ask your traveller to check with Reception on arrival that they have the payment details, should they have misplaced them contact Hotel-Line numbers on their confirmation and we will resolve this issue with the hotel.

RAIL-LINE TRAIN TRAVEL FAQs

For which areas can the Self-Booking Tool be used to make rail bookings?

Rail-Line can be used for all UK rail travel.

Why is First Class greyed out?

Kimal Travel Policy does not allow first class to be booked. However, if first class is cheaper than the standard fare it will enable you to book that fare.

I have booked a Ticket on Departure, can I cancel this?

Tickets on Departure may only be cancelled if the booking is an Off-Peak or Anytime ticket. Advance tickets are non-refundable and cannot be cancelled. If you wish to cancel a ticket, please call Rail-Line on 01844 299 785.

I have book a ticket that was posted to me, can I cancel this?

Tickets may only be cancelled if the booking is an Off-Peak or Anytime ticket. Advance tickets are non-refundable and cannot be cancelled. If you wish to cancel a ticket, please call Rail-Line on 01844 299 785, and you will be required to post the ticket back to us before we can apply for a refund.