

CityBreak Agent – User Manual



Updated: 11. 2015



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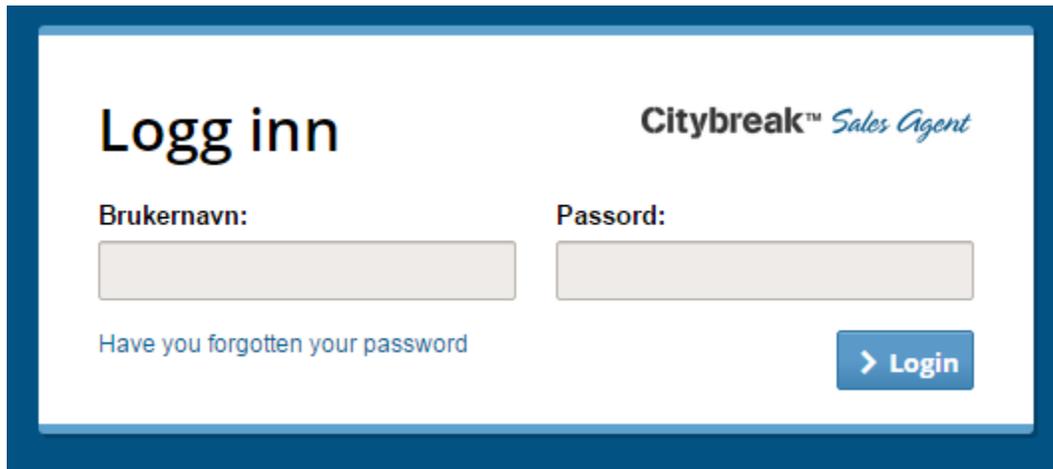
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Login

To log in to CityBreak Sales Agent 3.0, go to <http://agent.citybreak.com>.

Enter the username and password you have been given by Visit Flåm and click --> **Login**.



The screenshot shows a login form titled "Logg inn" for "Citybreak™ Sales Agent". It features two input fields: "Brukernavn:" (Username) and "Passord:" (Password). Below the username field is a link that says "Have you forgotten your password". To the right of the password field is a blue button with a right-pointing arrow and the text "Login".

Making a booking

1. Before starting the procedure, make sure you choose the channel according your agreement displayed on your start page. If your company is connected with more than one operator, or if you have more than one agreement with an operator, there will be several channels to choose from.

The screenshot shows the Citybreak Sales Agent dashboard. The top navigation bar includes 'Start Page', 'Booking', 'Reservations', and 'Customers'. The main content area is titled 'Start page & dashboard' and features a 'My feed' section on the left with internal and system news. The central 'Available channels' section lists 'Flåm AS' (selected) and 'Tromsø Outdoor', both associated with Norway. Below this, there are six summary cards for 'New bookings today', 'Changed bookings today', 'Cancelled bookings today', 'Arrivals today', 'In house today', and 'Departures today', all showing zero counts. A 'Choose channel' button is visible on the right.

2. To start making a booking, click **'Booking'** and select your preferred product category (e.g. 'Accommodation' or 'Activity'). You may also select a specific product/activity such as 'Flåmsbana' or 'Stegastein Sightseeing' in the drop down menu.

The screenshot shows the Citybreak Sales Agent booking interface. The top navigation bar includes 'Start Page', 'Booking', 'Reservations', and 'Customers'. The 'Booking' dropdown menu is open, showing options like 'New Booking', 'Saved Ongoing Bookings', 'Activity', 'The Flam Railway', 'Nærøysfjord regular boatservice', 'Fjord Cruise on the Fjærland fjord', 'Flåm-Balestrand', 'Fjord Cruise Geiranger', and 'Fjordcruise Lysefjorden'. The 'Activity' option is selected. Below the menu, there is a search bar with 'Where do you want to go?' and a date range of 11/12/2015 to 11/19/2015. The search results show '3 Alternatives' for 'Nærøysfjord regular boatservice'. The first alternative is 'Flåm-Gudvangen, Roundtrip' with a price of 'From 305 NOK per unit'. A red box highlights the search criteria and the 'Search' button. A red arrow points from the 'Booking' dropdown menu to the search bar.

3. Enter your selected route, date and number of persons.

Please note:

- When booking a bus on a boat service, the driver is included.
- When booking Boat trips (Nærøyfjord, Lysefjord, Geirangerfjord) or the Flåm Railway groups of more than 10 persons you will be able to book guide/tour leader.
- You will also enter preferred number of rooms if you are booking accommodation.
- **New feature.** Inside traveler's selection: you will be able to book bike transportation and wheelchair spots when booking the Flåm Railway.

4. The available tours will be 'clickable' once you press 'Search'. Choose your preferred departure and press 'Book Now'.

The screenshot displays the CityBreak Agent booking interface. At the top, there's a navigation bar with 'Start Page', 'Booking', 'Reservations', and 'Customers'. Below that, a yellow banner shows 'New booking Agent only; #41608055' and 'Reference Currency: NOK'. The main search area has a 'Where do you want to go?' field, a date selector for '11/10/2015' to '11/17/2015', and a 'Search' button. The search results are categorized under '6 Alternatives'. The first alternative is 'Stegastein Viewpoint' with a 'Book now' button. Below it, there's a calendar for 'Outbound trip from Flåm' and 'Return trip from Stegastein'. The 'Search' button is highlighted with a red box. The 'Book now' button is also highlighted with a red box. At the bottom right, the 'Total price for booking: 396 NOK (incl. VAT)' is highlighted with a red box. The interface also shows a 'Basket' section on the right with 'Activity transport' and 'Stegastein Viewpoint, Flåm - Stegastein' for 396 NOK.

The rates are presented in NOK, and the payment will be made accordingly. The exchange rate varies depending on your bank or credit union's daily rates.

Please note:

- When booking accommodation, you must be specific about the number of adults and children per room. The booking system will first give you the cheapest option, but you may also select another setup of rooms if you wish. Add-ons (such as meals) will be listed in the left side bar. Enter quantity or check the tick-box to add these add-ons to your reservation.

- For some of the activity products, you will be able to choose between different routes and starting points.
- Be careful not to click **'Book now' more than once**, as this will result in the product being added to the basket twice. Always ensure that the booking reflects your intention before check out.

4.1. Booking roundtrip tour on the Flåm Railway (Flåm – Myrdal – Flåm).

When booking a roundtrip on the Flåm Railway, whether is a group or FIT's, it is **highly recommended** to book the first available return (same train). By returning with the same train your passengers will have the same assigned seats.

The screenshot shows the CityBreak Agent interface for booking a roundtrip on the Flåm Railway. The search criteria are: Flåm-Myrdal, Roundtrip, One way, 6/3/2016, 20 travelers. The search results are displayed in a table with columns for dates from Tue 31 May 2016 to Mon 06 Jun 2016.

Outbound trip from Flåm

Time	From	To	Duration	From	To	Price
08:35	Flåm	09:28	0 hr 53 min	From	20 travelers, Roundtrip	(130)
09:45	Flåm	10:43	0 hr 58 min	From	20 travelers, Roundtrip	(80)
11:05	Flåm	12:01	0 hr 56 min	From	20 travelers, Roundtrip	(160)
12:20	Flåm	13:15	0 hr 55 min	From	20 travelers, Roundtrip	(253)
13:35	Flåm	14:31	0 hr 56 min	From	20 travelers, Roundtrip	(325)
14:50	Flåm	15:46	0 hr 56 min	From	20 travelers, Roundtrip	(159)
16:05	Flåm	17:03	0 hr 58 min	From	20 travelers, Roundtrip	(197)
17:25	Flåm	18:17	0 hr 52 min	From	20 travelers, Roundtrip	(450)
18:40	Flåm	19:36	0 hr 56 min	From	20 travelers, Roundtrip	(450)

Return trip from Myrdal

Time	From	To	Duration	Total	To	Price
09:40	Myrdal	10:35	0 hr 55 min	Total	20 travelers, Roundtrip	(130)
10:58	Myrdal	11:55	0 hr 57 min	Total	20 travelers, Roundtrip	(275)
12:13	Myrdal	13:10	0 hr 57 min	Total	20 travelers, Roundtrip	(220)
13:27	Myrdal	14:25	0 hr 58 min	Total	20 travelers, Roundtrip	(166)
14:43	Myrdal	15:40	0 hr 57 min	Total	20 travelers, Roundtrip	(350)
15:59	Myrdal	16:55	0 hr 56 min	Total	20 travelers, Roundtrip	(350)
17:15	Myrdal	18:10	0 hr 55 min	Total	20 travelers, Roundtrip	(250)
18:35	Myrdal	19:30	0 hr 55 min	Total	20 travelers, Roundtrip	(450)
19:48	Myrdal	20:45	0 hr 57 min	Total	20 travelers, Roundtrip	(450)

The basket shows the total price for booking: (incl. VAT). The interface also includes a 'Book now' button and a 'Check out' button.

F. ex. If you are choosing the dep. from Flåm at 09.45 hrs, the same train will depart from Myrdal 10.58 hrs.

It is important to inform to your clients that **Myrdal is only a junction station** and the highlight is actually **the journey in between Flåm and Myrdal**.

Find more info about the **Flåm Railway timetables** on the following link:

<https://www.visitflam.com/en/flamsbana/flamsbana-timetables/>

Basket

An overview of your products so far (**'basket'**) is available on the left side of the booking window. The overview will include any applicable fees and the total cost.

Booking order - groups or individuals.

We highly recommend to book:

- One booking per group name/reference or per client name (individuals)
- Per date.

You may book more than one product per booking order, but **only if the departure date is the same**. **F. ex.** If a group is travelling on the Flåm Railway and Nærøyfjord boat tour on the same day, you may book it on the same booking order.

We kindly ask you to refrain from booking tours for several dates in the same booking. This is because the deadline for changes or cancellations are based on the first (earliest) departure date reserved in the booking order.

Also, you should never book more than one group per booking order.

The screenshot displays the CityBreak Agent interface. At the top, there are navigation tabs for 'Start Page', 'Booking', 'Reservations', and 'Customers'. Below this, a 'New booking' header shows the booking ID #37658142 and the reference currency NOK. The main area is divided into a search section on the left and a list of alternatives in the center. The search section includes a search bar and filters for 'Where do you want to go?' and dates. The alternatives list shows several options, including 'Fjord Cruise Nærøyfjord & Stalheim' (560 NOK), 'Stegastein round-trip' (220 NOK), and 'Bergund Stavechurch & Snowroad' (690 NOK). A detailed view of the 'Stegastein round-trip' is shown, including a calendar for departure dates and a table of times and prices. On the right side, a 'Basket' panel is visible, containing the selected item 'Activity transport, Flåm - Stegastein' for 440 NOK. The total price for booking is 440 NOK (incl. VAT). At the bottom of the basket panel, there are buttons for 'Clear basket', 'Details', and 'Check out'.

In case you need to remove products, it is possible by clicking in 'Actions' → 'Bin icon'.

5. You may add more tours and activities to your basket by clicking 'Search and Book' on the left corner and repeating the booking process.
6. Once you add your requested product(s), continue to the next and final step by clicking 'Check Out'.

Guest list & Guest list information

For Accommodation's bookings only

Under the Guest List tab you can manage the guests and guest names. The guest list allows you to enter guest names, search for guests and remove/add new guests.

Under this tab you can allocate guests from the guest list to your booked products. The product list can be filtered and show only products that has not been allocated to a guest. You may also do a free text search to find a specific product.

Note! If you want to add a complete new guest to the reservation (and not only replace an existing guest), you need to make an alteration to your reservation. For example, if the basket contains 10 guests and you want to add one more guest you need to ensure that there is available rooms by making an additional room search. This also applies to activity and transport products; you need to ensure that there are tickets available.

The screenshot shows the Citybreak Professional interface for a new booking. The top navigation bar includes 'Start Page', 'Booking', 'Reservations', and 'Customers'. The main header displays 'New booking, #37658142' and 'Reference Currency: NOK'. The 'Guest List' tab is active, showing a search bar and a table of 10 guests. The basket on the right contains three items: a hotel room, a meal, and activity transport. The total price for the booking is 7190 NOK (incl. VAT).

QUANTITY	GUEST NAME	DETAILS	ACTIONS
1.	Smith, Barbara	adult	
2.	Smith, Alan	adult	
3.	Fox, Anne	adult	
4.	Fox, John	adult	
5.	Peterson, Timothy	adult	
6.	Johanna	Peterson	adult
7.	Mirona	Newston	adult
8.	Alexander	Newston	adult
9.	Roy	Deater	adult
10.	Jessica	Deater	adult

Item	Description	Price
x1	Twin room, Amerika Fløyen Fri 12 Dec 2014 - Sat 13 Dec 2014 (1 night), 2 guests	1390 NOK
x4	Twin room meal bathing Fri 12 Dec 2014 - Sat 13 Dec 2014 (1 night), 2 guests	5160 NOK
	Activity transport Activity transport, Flåm - Stegastein 2x Adult: Outbound: Stegastein Buss Flåm 12:00 (Wed 17 Dec) - 12:30 (Wed 17 Dec) Homebound: Stegastein Buss Stegastein 13:00 (Wed 17 Dec) - 13:30 (Wed 17 Dec)	440 NOK

Total price for booking: 7190 NOK (incl. VAT)

Check out

1. Agent reference and Type of Customer.

- *Type of Customer.* Choose **group booking** when booking for a group of 10 persons or more and **private customer** when booking FIT's/individuals (1-9 pax).
- *Agent reference name.* Write the name of the sales agent- the person in your organization responsible for the tour booking.

Agent reference person

Agent reference person name (name or number) *

Type of customer ?

Group booking

Private customer

Company customer

2. On the **'Check out'** window (below), you will fill in the group/client information before confirming your booking order. **All mandatory fields (*) must be completed** in order to finalize your booking.

Citybreak *Travel Agent* | Start Page | Booking | Reservations | Customers | Search by booking no.

New bookingAgent only: #41615533 | Reference Currency: NOK

Search and book | Product list | Guest list | Guest information | Check out

Agent reference person
Agent reference person name (name or number) *

Type of customer
 Group booking | Private customer | Company customer

Customer details

First name *	Last name *	Address 1:
Address 2:	Postal code:	City:
Country:	Phone number (day) *	Phone number (evening)
Phone number (mobile)	Phone number (fax)	Email

Start typing customer details to automatically search your customer database. Choose a customer by clicking the result pane.

Preferred document language:
English

Payment

Total price for booking	3160 NOK	Due dates for payments	Play later
Already paid	0 NOK	Full payment date: 12/19/2015	3160 NOK
Left to register	3160 NOK	Down payment date: 11/11/2015	0 NOK
Left to pay	3160 NOK		

Message to customer
Message shown on the confirmation (e-mail and pdf-version)

Customer message to supplier
Film Uniking AS
Message will be forwarded as a request but we cannot guarantee that the request will be honored.

Internal notes

Total price for booking: **3160 NOK (incl. VAT)**

Send confirmation by email now? Yes No | Confirm booking | Clear basket | Booking | Check out

3. Group booking and Customer details. From 10 persons and more.

Type of customer 

Group booking
 Private customer
 Company customer

Fill with the group name/serie or group ref. If your group has both then use the group reference field. 

Group name *

Fill with your company name or with group ref. eventually. 

Group reference *

Customer details 

Write your company name on First name / Last name field 

First name *

Last name *

Address 1:

Address 2:

Postal code:

City:

Choose the country/language your group is originally from. This info will be used in the audio guide. 

Country

Phone number (day) *

Phone number (evening)

Phone number (mobile)

Phone number (fax)

Email

Start typing customer details to automatically search your customer database. Choose a customer by clicking the result pane.

Please note:

- It is very important to select **the country of origin of the group**. Our staff will use it in order to choose the right language of the audio guide.

4. Private customer and customer details. From 1 up to 9 pax.

Type of customer 

Group booking
 Private customer
 Company customer

Customer details 

Write the First/Last name of your client. 

First name *

Last name *

Address 1:

Address 2:

Postal code:

City:

Select the country of origin of your client. 

Country

Phone number (day) *

Phone number (evening)

Phone number (mobile)

Phone number (fax)

Email

Start typing customer details to automatically search your customer database. Choose a customer by clicking the result pane.

Please note:

- Write the client's name in charge of the payment, whether there are 2 persons or 9 persons in the same booking, this is the name appearing in the booking as the customer reference.

5. Message to Customer/ Customer message to supplier.

Message to customer ⓘ

Message shown on the confirmation (e-mail and pdf-version)

Customer message to supplier

Message will be forwarded as a request but we cannot guarantee that the request will be honored.

- **Message to customer.** In case you have information you wish to have displayed on the customers documents, please write it here.
- **Customer message to supplier.** In case you have to inform our suppliers about a specific request for your group/FIT's.

Please note: when booking The Flåm Railway with a corresponding train (Oslo-Bergen Line), it is important to use this field to inform us about the route and train number of your connecting train.

6. Click on 'Confirm booking'.

Send confirmation by email now? Yes No

You may send booking confirmation to clients by e-mail automatically if payment is made by credit card.

Once confirmed, you will be taken to the booking page, and the **CityBreak booking number** (in the style of four letters and two numbers f.ex. XXXX11) will be find in the upper left corner of the booking.

Please note: this is the reference we use, and it is also the reference you must quote when contacting us regarding a booking.

Once your booking is confirmed, you will be able to find it under the tab **'Reservations'**.

Save booking

You can save a booking and confirm it at a later occasion. This is a convenient feature if you are managing large reservations with many customers and changes. Instead of editing your reservation several times, you can simply edit your saved booking and confirm to Visit Flåm whenever you are ready.

1. Save a booking by clicking the save booking icon. Fill in a name/reference for the customer, e-mail and phone number before clicking **'Save booking'**.

The screenshot shows the 'New booking' form in the Citybreak system. The form includes sections for 'Group reference', 'Type of customer' (with 'Private customer' selected), 'Customer details' (with fields for first/last name, address, country, phone numbers, and email), and 'Payment' (with a table showing total price, already paid, and left to pay). A 'Basket' on the right lists items like 'Froehlein Hotel' and 'Activity transport'. A red arrow points to the 'Save booking' icon in the top right corner of the form area.

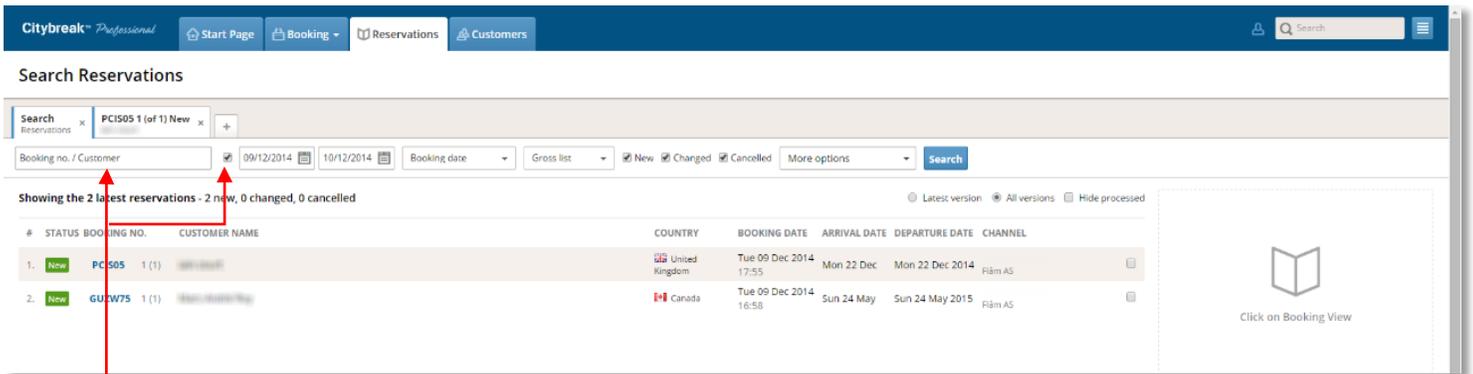
2. You may edit or confirm saved bookings by clicking **'Ongoing bookings'** under the **'Bookings'** tab. To pick a booking to amend, click **'Continue'** behind your chosen booking.
3. You may remove a saved booking by checking the tick-box next to it and clicking **'delete selected'**.

Please note: that when saving a booking you are **not guaranteed** the selected products. We cannot confirm availability until a booking is finalized.

Searching for bookings

All your confirmed bookings are listed under the tab **'Reservations'**. There are several ways of finding a booking, and you may search for it using the booking reference, invoice number, customer name, amongst other alternatives.

The easiest way of finding a booking is by using the CityBreak booking number. However, if you do not have it or remember it, you may use other search options.



Citybreak Professional | Start Page | Booking | Reservations | Customers | Search

Search Reservations

Search Reservations x PCIS05 1 (of 1) New x +

Booking no. / Customer 09/12/2014 10/12/2014 Booking date Gross list New Changed Cancelled More options search

Showing the 2 latest reservations - 2 new, 0 changed, 0 cancelled

#	STATUS	BOOKING NO.	CUSTOMER NAME	COUNTRY	BOOKING DATE	ARRIVAL DATE	DEPARTURE DATE	CHANNEL
1.	New	PCIS05	1 (1)	United Kingdom	Tue 09 Dec 2014 17:55	Mon 22 Dec	Mon 22 Dec 2014	Film AS
2.	New	GULW75	1 (1)	Canada	Tue 09 Dec 2014 16:58	Sun 24 May	Sun 24 May 2015	Film AS

Click on Booking View

When searching by using the CityBreak booking number, simply enter it into the **'Booking No'** search field, untick the box next to it (indicating that you do not wish to search within specified dates), and click **'Search'**. You may also enter the Customer name into this box.

Search options

Search Reservations

The screenshot shows the 'Search Reservations' interface. It features a search bar with a plus sign and a '1' label. Below it are several filters: a date range from 9/11/2015 to 9/12/2015 with a '2' label, a 'Booking date' dropdown, a 'Gross list' dropdown, and checkboxes for 'New', 'Changed', 'Cancelled', and 'Preliminary' with a '3' label. There is also a 'More options' dropdown with a '4' label, a 'Search' button, and a 'Transport filter' button. A '5' label is positioned above the 'Search' button.

- 1. Booking no. /Customer** – see explanation on the previous page.
- 2. Tick-box & date field** – This box indicates whether you wish to narrow down your search by date. You may specify as to whether you want to search within a certain period, and in the drop down menu to the right you may identify whether the dates are booking dates, departure dates or arrival dates.
- 3. Tick-boxes** – Here you may specify whether the booking you are looking for is new, changed, cancelled or preliminary.
- 4. More options** – Clicking this will show a drop down menu with more search options. All these spaces may be used in order to find a booking.

The screenshot shows the 'More options' dropdown menu. It includes a 'Search' button and a 'Done' button. The menu contains the following fields: 'Choose supplier' (with a search icon), 'Agent number' (with a search icon), 'Agent name' (with a search icon), 'Invoice number', 'Credit card transaction id', 'Salespoint' (with a 'Select salespoint' dropdown), and 'Channel' (with a 'Select channel' dropdown).

Example: You have received an invoice and wish to find the related booking. Simply enter the Invoice number in this drop down menu, click 'Done', then 'Search'. Make sure you have unticked the date field, otherwise your search will be limited.

Please make sure that when you are searching for a booking by using a certain filter (Invoice number, Departure location etc.) that all other filters are blank/unticked, unless you have purposely filled them in for that specific booking.

Booking view

When you have found your booking, you may click **'View booking'** to be taken to the detailed booking view. This is the same screen as when you confirm a booking once you have made it.

All details and documents related to the booking will be shown here. Please note that you are viewing the latest version of the booking, indicated by the **Version x (x)** in the upper right corner.

The screenshot displays the 'View booking' page in CityBreak Professional. At the top, there are navigation tabs for 'Start Page', 'Booking', 'Reservations', and 'Customers'. Below this is a search bar with 'PCIS05 1 (of 1) New' entered. The main content area is titled 'Reservation PCIS05' and includes a 'Cancel booking' button. A red box highlights 'version 1 (1)' in the top right, with a red arrow pointing to it from the text 'version x (x)' above. Another red box highlights 'PCIS05' with a red arrow pointing to it from the text 'CityBreak Booking nr.' above. The page is divided into several sections: 'Reservation details' (Address: United Kingdom), 'Booking details' (Booier: Oslo Team Office, Booking date: 2014-12-09, 17:55), 'Payment details' (Total price for reservation: 1100 NOK, Confirmed Payments: 1100 NOK, Registered payments: 1100 NOK, Left to pay: 0 NOK), and 'Transactions' (Status, Transaction No, Type of payment, Debit date, Accounting, CCAmount, Payment.Option).

Documents box

You'll find different documentation such as vouchers, invoices with due date, payment receipt (confirmation), etc.

Documents

Document	Print
Confirmation	PDF
Confirmation	HTML
Travel Documents	PDF
Travel Documents	HTML
Confirmation and Invoices	PDF
Confirmation and Vouchers	PDF
Confirmation with Invoices and Vouchers	PDF
Mail confirmation	HTML
Invoice (Invoice No. 1110919, Invoice Date 2015-09-25, Due date 2015-11-11, Amount 6650 NOK)	PDF

- **The Citybreak voucher is your only ticket for transport products. This voucher must be presented when boarding**

Documents

Document	Print
Confirmation	PDF
Confirmation	HTML
Travel Documents	PDF
Travel Documents	HTML

- **Invoice.** Please see an example of an invoice below. You will find information about the tour (mirroring the information you entered when making the booking) as well as the CityBreak booking number on your invoices.



Invoice

Your Contact Details

Customer No. _____

Your Ref. _____

Online _____

Our Ref. _____

These are the details you entered when making the booking.

Payment Reference No

Invoice No: _____

Booking No: 'XXXX00'

Booking Date: 01-Sep-2015

Invoice Date: 01-Sep-2015

Due Date:

Fjord Cruise Nærøyfjord, boat only
Ferry Nærøyfjord
11-Sep-2015 15:10 Flåm-Gudvangen

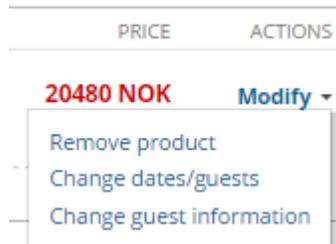
+ TOTAL PRICE .00

** If you have made changes to the booking, the latest invoice with the correct price and new due date will appear on the bottom of the document box.*

Edit a booking

Find the booking in the reservation tab and click on the booking number. On the box at the right side it will show your booking info and under you can click on **'Edit Booking'**.

If you wish to change the number of guests or the date/time of a booking, click on the downwards arrow next to **'Modify'**. From the drop down menu, click **'Change dates/Guests'**.



Enter the new number of guests and/or the time and click **'Search'**. Available departures for your chosen day will show up and you may chose it as if you were making a new booking.

PRODUCT	DATE AND TIME	PRICE	Change options
Activity transport, Fjäll - Myrdal Fjällsbana - REGULAR Fjällsbana Individuelle, 2x Adult, 1x Child 4-15, 1x Child 0-3		1100 NOK	
RESULTS/DEPARTS:	RESULTS/ARRIVES:	RESULTS/TRAVELTIME:	
Fjäll	Myrdal	Mon 22 Dec, 11:50	Mon 22 Dec, 12:35
Myrdal	Fjäll	Mon 22 Dec, 13:10	Mon 22 Dec, 14:00

Vat included with 81 NOK | Total price excl. VAT: 1019 NOK

Total price for Activity transport: 1100 NOK (incl. VAT)

Basket

Activity transport, Fjäll - Myrdal
2x Adult, 1x Child 4-15, 1x Child 0-3
Outbound: Fjällsbana Individuelle Fjäll
11:50 (Mon 22 Dec) - 12:35 (Mon 22 Dec)
Homeward: Fjällsbana Individuelle
Myrdal 13:10 (Mon 22 Dec) - 14:00 (Mon 22 Dec)

FEES

Booking change fee 50

Cancellation insurance + 110 NOK

Total fees 50 NOK (incl. VAT)

DISCOUNT

Discount comment: Amount: NOK

Total discount 0 NOK

Total price for booking: 1150 NOK (incl. VAT)

Once you have chosen your preferred departure, you may confirm the booking and you will be prompted back to the booking view.

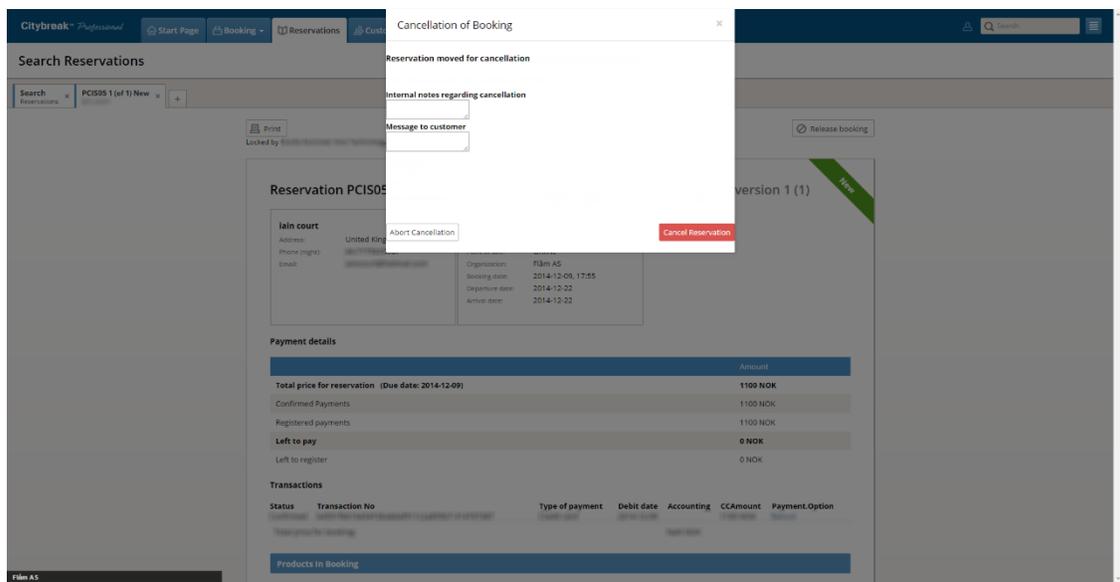
Please Note: the **'Version'** number will have changed, but the booking number stays the same.

Please note our cancelation policy when making changes or cancelling a booking.

Canceling a booking

Find the booking in the reservation tab and click on the booking number. On the box at the right side it will show the booking info and under you can click on **'Cancel Booking'**.

You may cancel your booking according to our cancellation policy. When you are in the booking view, click on **'Cancel booking'** and then **'Confirm cancellation'**. After the cancellation has been processed you will be returned to the booking overview, where you will see that the last version of your booking has the status "cancelled".



We kindly ask our agents to be aware of the relevant cancellation policy.

Please read your contract terms for further information.