

FURTHER READING

MODULE SPECIFIC ICT TOOLS IN THE TOURISM BUSINESS

Lesson_2_ *Reservation systems for holiday packages - including charter flights, accommodation, transfers, medical insurance. Specifics of booking process. How to handle cancellation policies?*

1. RESERVATION SYSTEM FOR HOLIDAY PACKAGES- DEFINITION

Reservation System for Holiday packages is one of the most popular tools in the travel industry for offering and booking holiday packages. It is designed only for travel industry professionals. The usage of these systems provides to the end-customer full range of services including flights, hotel accommodation, insurance policy, transfers and if it is available some supplement services like full-day guided trips, half-day guided tours etc.

TUI for travelers -We should not forget that there are similar search engines for end-user use, a good example is TUI on-line system

<https://www.tui.co.uk/holidays>

The approach to working with this type of reservation is similar across platforms, whether for end-users or professionals

2. WHAT IS A WHOLESALER?

Tour wholesalers in the travel industry operate in a very similar way to wholesalers in other industries. However, instead of supplying tangible products they supply touring options including travel, accommodation, and tours. A wholesaler supplies to retail travel agents, they DO NOT sell directly to consumers.

- A wholesaler as he called specializes in putting together tour offerings, which marketed to the public through a network of retail agents or airlines. He does not deal directly with the consumer unless he is also operating at the retail level.
- A wholesaler travel agent may design tour packages marketed under his agency's name, or he may take land packages already assembled by a ground operator and combine them with air or surface transportation to form new packages.

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Retail travel agents

- The retailer travel agent or retailer sells travel services directly to customers. He acts as an agent.

Wholesaler- benefits for operators

- A comprehensive brochure is produced and distributed to travel agents
- The wholesaler's representatives will conduct sales calls on retail travel agents to promote the program and operators in it.
- Wholesalers have computerized, often global, reservation systems for travel packages to record bookings.
- Familiarization visits for the retail industry and technical advices for reservation systems are very useful.

Types of wholesalers/providers of travel reservation system for holiday packages

- Local wholesaler with a reservation system, which offers packages and operates on the local market, often provides holiday packages for other countries acts like an outgoing operator
- Local wholesaler with a reservation system who offers packages on the local market, but on some other closer markets too.
- Regional wholesaler with a reservation system who covers different destinations with local representatives
- International wholesaler with reservation system who offers packages on the global market.

3. INSIDE OF RESERVATION SYSTEM FOR HOLIDAY PACKAGES.

Access – user name and passwords, provided by the wholesaler to the operator. Some of the passwords can be changed by the operator, others are strictly defined by the wholesaler and can not be changed by operators.

Prices – all mentioned prices are package prices for the **whole holiday, not for separate services**. The displayed package price includes airline tickets for both ways /transfer airport-hotel-airport/ 7 nights or 9 nights or 10 nights/ on BB/HB/ FB/AI basis, medical insurance for the whole period of travel.

All prices are available for real-time bookings.

Some reservation systems give an option for operators to choose between promotional /regular/ early booking/ last-minute prices or they update regularly the prices in the reservation system and the operators see only the current available rates.

Airports to and from destinations are fixed

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Periods- Here periods of travel are fixed

Destinations- the destinations are fixed

Hotels-each program for holiday package is made at least with one accommodation option or many and different accommodation options

Room types – Even each hotel offers different room types, in the reservation systems for holiday packages the operators can book on real time only some of them- usually standard rooms. Others types are ,on request”

Searching criteria

Each system has different search criteria, the most common package search can be made by

- Desired travel period - all available destinations that fall during this period will be displayed here
- Duration - here, according to duration, all the offers that meet these criteria come out
- Desired destination - here you can see all available dates, hotels and services in the specific destination
- Duration - here, according to duration, all the offers that meet these criteria come out
- Price - we can set price limits from X-to Y and only the offers that meet this condition are displayed
- Meals- only breakfast or all inclusive etc.

Easy steps for book a holiday package

First actions

1. Find your product by using one or multiple searching criteria
2. Select dates of travel-arrival/departure date
3. Select the number of travelers
4. Select number of rooms according to number of travelers * 4 persons, 2 double rooms or 4 persons, 1 triple room and one single room
5. Select hotels if you have different variants of hotel accommodation
6. Confirm the prices

Easy steps for finalizing booking for a holiday package

After complete first actions, you must fill the other required fields

1. Passengers names
2. Gender male/female/
3. Passengers date of birth
4. Passengers mobile number
5. Passenger current e-mail address
6. Terms and conditions section- read carefully.
7. Agreement of terms and conditions of booking
8. Agreement of privacy policy

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9. Supplement fields if needed
 10. Verify once again all the details before finishing your reservation.
 11. Select the button finish or generate your booking reservation
- Your reservation is complete!

Payments

Each package reservation requires a payment that is fully compliant with the terms of the primary provider/wholesaler. In the most general case, we can explore the following types of payments

- Full payment on the time of reservation or within 24 hours like last-minute reservations
- Deposit between 20% and 50% of the package price within 72 h of booking confirmation- early booking reservations or regular reservations
- Others payment conditions related to promotional prices

Cancellation policies

Each reservation has its own special conditions for cancellation, which must be read carefully before being confirmed. They depend on the type of reservation, when it was made, under what conditions it was made etc.

If you're travelling on a TUI flight as part of package, here are their cancellation charges.

70 days or more before travel: Loss of full deposit

69 - 63 days before travel: 30% of total booking price

62 - 49 days before travel: 50% of total booking price

48 - 29 days before travel: 70% of total booking price

28 - 15 days before travel: 90% of total booking price

14 - 0 days before travel: 100% of total booking price

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