

Travel Bound – next market release

Product Advisory Number: 566	Version: 01	Effective Date: 30JUL2008				
High Level Description	<p>Travel Bound, a new hotel Supplier (brand code "TB"), was released in Hotel Select on April 16, 2008 for travel agents located in the U.S. Domestic, U.S. Virgin Islands, and Puerto Rico markets.</p> <p>Effective July 30, 2008, Travel Bound is expanding their markets to include Canada, Caribbean, and Mexico.</p>					
Impact Summary	<ul style="list-style-type: none"> • Travel Bound properties require the traveler to hand carry a printed itinerary invoice • The itinerary invoice must contain the number of travelers with a breakdown of the number of children by using the Hotel Select special print option (/SP-) • The traveler's credit card is charged at end transaction as all Travel Bound properties are prepaid • No changes are allowed to a booked Travel Bound hotel segment before or after end transaction 					
Reason For Issue	Notification of new markets.					
Customer Impact	Y	Internal Only				
	Y	Subscribers				
	N	Developers *				
	N	Air Suppliers				
	N	Surface Suppliers				
System	N	Galileo	N	Apollo	Y	Worldspan
Product Area	Y	Host Function				
	N	Desktop				
	N	Fares				
	N	Web Services (API and Messaging) *				
	N	Galileo Fares Interface (ATO/CTO)				
N	Hosting					
Load to Production	(date and time including time zone)					
Load to Copy	(date and time including time zone) or Not Applicable					
* Additional Information						
Web Services (API and Messaging)	Excluded from this release; Worldspan Trip Manager® XE, Worldspan online travel agencies, Worldspan travel agencies located outside of the U.S. Domestic, U.S. Virgin Islands, Puerto Rico, Canada, Caribbean, and Mexico markets.					

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Overview

Travelport GDS and Gullivers Travel Associates (GTA), also part of Travelport, announced a new four-year distribution agreement that brings Travel Bound hotel inventory into the Worldspan GDS. The partnership adds thousands of properties, along with Travel Bound retail rates, to the Worldspan Hotel Select booking system.

Customer Benefit

Worldspan by Travelport is the first GDS to integrate Travel Bound content directly into the Worldspan GDS Hotel Select shopping and booking system. Travel Bound compliments the Travelport GDS mission to be the world's leader of informed travel choice and provides Worldspan-connected travel agents with additional content in markets such as India, China and Europe.

Details

There are several items that will be unique to Travel Bound participation in Worldspan:

- **Travel Bound will be an Integrated Hotel Source participant** – Travel Bound Hotel properties will be available in the Worldspan Hotel Select system and will be displayed as other hotel suppliers are displayed today.
- **'TB' will be the new brand code** – The brand code of 'TB' will be decoded as GTA TRAVELBOUND in the Worldspan GDS.
- **Travel Bound global content available to Worldspan-connected travel agencies located in the United States** – Travel Bound properties worldwide will be available for access/sell to Worldspan-connected travel agencies located in the United States (including U.S. Virgin Islands and Puerto Rico).
- **Credit card charged at end transaction** – Travel Bound will automatically charge the traveler's credit card upon end transaction. Hotel Source availability will be enhanced to alert travel agents the rate must be prepaid as well as the credit card will be charged immediately. The travel agent can ignore the Travel Bound hotel segment before end transaction and the traveler's credit card will not be charged. All rates are prepaid and subject to cancellation policy.
- **Travel Bound hotel segment modifications are NOT allowed** – Changes/modifications are not allowed on a booked Travel Bound hotel segment, before or after end transaction. If an attempt is made to modify a TB (Travel Bound) segment the error response is "NO MODIFICATIONS ALLOWED".
- **The number of travelers with a breakdown of the number of children must be printed on the itinerary invoice** using the Hotel Select special print option (/SP-)
- **Printed traveler itinerary invoice is required for presentation at Travel Bound hotel property** – An itinerary invoice for each individual Travel Bound hotel property in the PNR (required by Travel Bound) must be printed and hand carried by the traveler to present to each individual property. If multiple Travel Bound hotel segments exist in the PNR, a printed itinerary/invoice is required for each Travel Bound hotel segment. Please note you will need to manually add contact details of local GTA offices to assist your customers when traveling in the Hotel Select special print field (/SP-). See list of local GTA offices.
- **Supplemental information** – Travel Bound will consider supplemental information entered into the hotel segment SI- field as a booking remark. Travel Bound will only recognize a list of pre-defined 2 or 3 character codes in the SI- field. If more than 1 pre-defined code needs to be entered the codes must be separated by a space. If free flow text is entered the information in the SI- field will be ignored and will not be sent in the booking request message to Travel Bound.

Local GTA Office Contact List

Travel agents will view the GTA office contact list by entering G/HTL/TBQ/LOCAL in the Worldspan GDS.

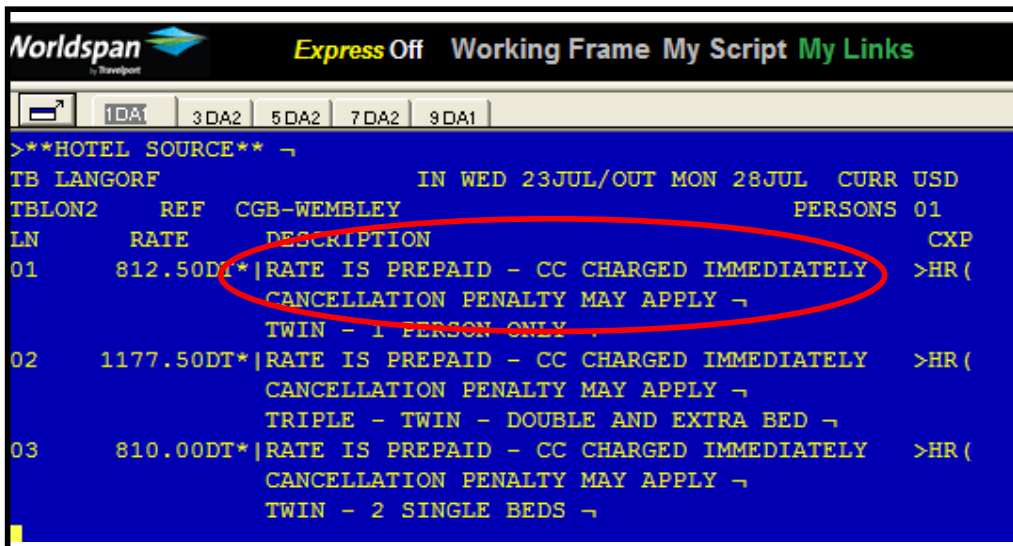
Country	City/Office	Phone Number	Office Hours	After Hours Phone Number
ASIA				
China	Beijing	8610-5816-7000 (Outside Beijing-Dial 010)	9:00am-5:30pm	13911737394
China	Shanghai	62150673 (Outside Shanghai-Dial 010)	9:00am-5:30pm	13817806212
China	Hong Kong	852-2102-6178	9:00am-5:30pm	852-98480712
Indonesia	Jakarta	5700175 (Outside Jakarta-Dial 021)	9:00am-5:30pm	62-815-9005913
Japan	Tokyo	81-3-34480763	9:30am-6:00pm	090-91419624
Singapore	Singapore	65322726	9:00am-5:30pm	96778437
South Korea	Seoul	21706531 (Outside Seoul-Dial 02)	9:00am-5:30pm	011-98233720
Taiwan	Taipei	25180500 Ext.500 (Outside Taipei-Dial 02)	9:00am-6:00pm	912285302
Thailand*	Bangkok	02-6546116	9:00am-5:30pm	66-81-3129988
All Other Countries In Asia (Contact Bangkok Office)	Bangkok	02-6546116	9:00am-5:30pm	66-81-3129988
AUSTRALIA AND SOUTH PACIFIC				
	Sydney	99013316 (Outside Sydney-Dial 02)	9:00am-5:30pm	0411-477429
CARIBBEAN				
	New York	1-212-843-9778	7:00-8:00pm	1-212-843-9778
EUROPE				
Austria	Vienna	7108888-28 (Outside Vienna-Dial 01)	9:00am-5:30pm	0664-5262173
Denmark	Copenhagen	33-277099	9:00am-5:00pm	2845-60-64
France	Paris	06-07450240	9:00am-5:00pm	06-89841505
Germany	Frankfurt	13812818 (Outside Frankfurt-Dial 069)	9:00am-5:30pm	0172-6904924
Great Britain And Ireland	London	44-20-3170-5095 (Outside London-Dial 020)	9:00am-5:30pm	44-7966-487060
Italy	Rome	06-49227357	9:00am-6:00pm	348-4460305
Spain	Madrid	91-5232293	9:00am-6:30pm	696-456846
Switzerland And Liechtenstein	Geneva	41-22-9060524	9:00am-6:00pm	41-79-8212014
All Other Countries In Europe	London	44-20-3170-5095 (Outside Great Britain Dial- 44-20)	9:00am-5:30pm GMT	44-20-3170-5095

Country	City/Office	Phone Number	Office Hours	After Hours Phone Number
MIDDLE EAST				
Dubai	Dubai	3244353 (Outside U.A.E Dial: 9714)	9:00am-10:00pm	971-50-4509344
Israel	Jerusalem	6736631(Outside Jerusalem: Dial: 02)	8:00am-6:30pm	02-67667473
NEW ZEALAND				
New Zealand	Auckland	64(0)9-303-2626	9:00am-6:00pm	64(0)272-554-778
UNITED STATES & CANADA				
U.S. & Canada	New York	1-800-597-9567	7:00am-8:00pm	1-800-597-9567
ALL OTHER COUNTRIES				
	London	44-20-3170-5095(Outside Great Britain Dial: 44-20)	9:00am-5:30pm GMT	44-20-3170-5095

Hotel Source Availability

Example Entry: HA2 (Hotel Source availability from list line number 2)

A standard item in the Hotel Source availability display for Travel Bound will be the first line of text will show, RATE IS PREPAID – CC CHARGED IMMEDIATELY. The text is used to advise the credit card will be charged immediately upon end transaction.



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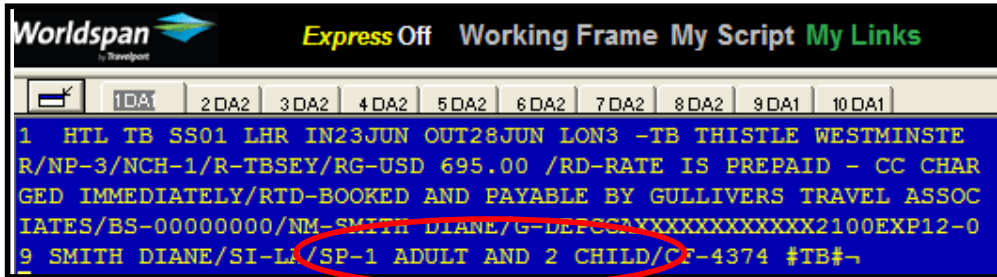
Worldspan Express Off Working Frame My Script My Links
1DA1 3DA2 5DA2 7DA2 9DA1
>**HOTEL SOURCE** ↵
TB LANGORF IN WED 23JUL/OUT MON 28JUL CURR USD
TBLON2 REF CGB-WEMBLEY PERSONS 01
LN RATE DESCRIPTION CXP
01 812.50DT*|RATE IS PREPAID - CC CHARGED IMMEDIATELY >HR (
CANCELLATION PENALTY MAY APPLY ↵
TWIN - 1 PERSON ONLY ↵
02 1177.50DT*|RATE IS PREPAID - CC CHARGED IMMEDIATELY >HR (
CANCELLATION PENALTY MAY APPLY ↵
TRIPLE - TWIN - DOUBLE AND EXTRA BED ↵
03 810.00DT*|RATE IS PREPAID - CC CHARGED IMMEDIATELY >HR (
CANCELLATION PENALTY MAY APPLY ↵
TWIN - 2 SINGLE BEDS ↵

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Required Hotel Select Options for Breakdown of Travelers /SP-

The following information must be entered into the hotel segment to show the breakdown of adults and children on the itinerary invoice document:

- /SP- (e.g. /SP-1 ADULT 2 CHILDREN)
Advise the total number of people staying in the room broken down by adult and children



Hotel Select Option for Booking Remarks /SI-

Travel Bound will only recognize a list of pre-defined 2 or 3 character codes in the SI- field. If more than 1 pre-defined code needs to be entered the codes must be separated by a space. Travel agents will view the list of recognized codes by entering G/HTL/TBQ/REMARKS in the Worldspan GDS.

/SI- (e.g. /SI-EA)

Used to advise booking remarks (e.g. early arrival, etc.)

Note: If more than 1 pre-defined code is entered and is not separated by a space and/or if free flow text is entered the information in the SI- field will be ignored and will not be sent in the booking request message to Travel Bound.

List of Travel Bound pre-defined booking remark codes:

Booking Remark Code	Definition of Code
EA	Please Note Early Arrival
LA	Please Note Late Arrival - After 7pm
LD	Please Note Late Check-Out
HM	Please Note Passengers Are Honeymooners
VO	Please Note Clients Will Arrive Without Voucher
H1	If Possible Please Provide Room On High Floor
LO	If Possible Please Provide Room On Low Floor
QUI	If Possible Please Provide A Quiet Room
SRM	If Possible Please Provide A Smoking Room
BTI	If Possible Please Provide A Room With Bathtub

Itinerary Invoice Examples

The traveler is required, by Travel Bound and the property, to hand carry and provide a printed Worldspan itinerary invoice at time of check-in. If multiple Travel Bound hotel segments exist in the PNR, an itinerary invoice is required for each Travel Bound hotel segment. The following information is required to print for each Travel Bound hotel segment on the Worldspan itinerary invoice:

Required Data	System Placed	Required Agent Entry
Property name and full address	X	
Arrival date	X	
Number of nights or check-out date	X	
The number of rooms and room types	X	
The meals that are included or 'Room Only' if none are included	X	
Confirmation Number	X	
Passenger names	X	
"Booked and payable by Gulliver's Travel Associates" (Gulliver's Travel Associates may be replaced with any other supplier name which may be returned in the booking confirmation).	X	
Travel agent will be required to place a breakdown of the number of adults and the number of children in the /SP (special print field) for printing on the traveler documentation (itinerary/invoice).		X
It is recommended the travel agent add the GTA local contact phone number in the /SP- field to assist the traveler. See G/HTL/TBQ/LOCAL for a complete list.		X

Example: Travel Documentation (Printed Worldspan Itinerary)


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01FEB LV MINNEAPOLS/STPAUL 650A  NORTHWEST  44Y OK DINNER
02FEB AR LONDON/GATWICK  910A  OSTOP 333

H SA 02FEB GTA ARIEL HOTEL SOUTH COURT  CHECK IN- 02FEB SAT/1100
      47 LILLIE ROAD EARL S COURT  CHECK OUT-05FEB TUE/1400
      LONDON GB SW6 1UD  GUARANTEED TO CREDIT CARD-AX
      PHONE-442076100880
      FAX-442073814450
      CONFO-1234567890123456789012345
      RESERVED FOR-TEST BILL TEST JANE  RATE GUARANTEED-GBP
      ONE DOUBLE BED 2 ADULTS PLUS 1 CHILD
      RATE INFO-98.32
      RATE DETAIL-BOOKED AND PAYABLE BY XXXXXXXX
      CANCEL RQRMTS- PREPAYMENT IS CHARGED TO CREDIT CARD AT TIME
      OF BOOKING AND IS NONREFUNDABLE.
      AGE OF CHILD 17
      PERSONS INCLUDED IN RATE-2
  
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Example: Travel Documentation (Printed ViewTrip Itinerary)

Doug Blunt, Sue Blunt, Sally Blunt


Hotel - GTA TRAVELBOUND
Thursday - 15May 2008

Hotel:	LANGORF 20 Frogna Hampstead London GB NW36AG Tel:44-20-77944483	Confirmation Number: 4288
		Number of Nights: 2
		Number of Rooms: 1
		Number of Guests: 3

Check In: Thursday, May 15, 2008 - 3:00PM

Check Out: Saturday, May 17, 2008 - 11:00 AM

Rate: 237.00 USD

Room Type: RATE IS PREPAID - CC CHARGED IMMEDIATELY
BREAKFAST INCLUDED - CONTINENTAL

Remarks: 24 HR CANCELLATION REQUIRED
BOOKED AND PAYABLE BY GTA
2 ADTS 1 CHD AGE 17YRS

[Weather](#) | [Maps / Driving Directions](#) | [Hotel Images](#)



Product Support

All current procedures/process will be used. Worldspan agencies will report all problems/discrepancies to the Travelport Help Desk.

Appendix A Frequently Asked Questions

Q - Who can the agency contact for commission questions?

A - Agents may either call Travel Bound at (866) 460-5883 or email: Worldspan@booktravelbound.com Currently, Travel Bound's regular hours of business are Monday-Friday 9AM-9PM ET and, Saturday 10AM-6:30PM ET. Travel Bound is closed on Sunday and major holidays.

Q –What kind of hotel properties are available?

A - Travel Bound offers hotel properties from major brand hotels to independently-owned hotels.

Q – Is the rate per night or for the total stay?

A - The rate in the shopping display is an average nightly rate, including tax, fee, and surcharges. The rate in the booked hotel segment is for the entire stay and includes taxes and service charges (excluding some resort fees if applicable).

Q - Do the rates include taxes and surcharges?

A - Taxes and surcharges are included with the retail rate. In addition, breakfast is generally included in the majority of hotels in Europe (advised at time of booking).

Q - How is bedding or room type determined?

A - The most common bedding/room types are twin, double, and triple accommodations. Please see G/HTL/TBQ/ROOMS for details,

Q - How do I cancel a Travel Bound hotel?

A - Agents can cancel the Travel Bound hotel segment just as they do any other hotel segment. Cancellation fees may apply so please check the individual property's policy.

Q – Does Travel Bound provide a cancellation number?

A – No, however when a cancellation is made, the /CXP field will be updated with – CXL PENALTY MAY APPLY

Q - Can I call Travel Bound to modify a booking?

A - If you need to modify your booking, please cancel and rebook. Travel Bound may be contacted to add other service items. To keep bookings in sync between Travel Bound and Worldspan, no modifications are allowed via Hotel Select.

Q - What if the traveler doesn't bring the printed itinerary invoice document?

A - Agencies should strongly encourage travelers to bring a printed itinerary invoice to present to each Travel Bound hotel property, however in the event this does not occur, please see G/HTL/TBQ/LOCAL for local contact numbers for assistance.

Q - Can I use my Travelport View Trip itinerary printed out for my travel document?

A - Yes, traveler's can be instructed to print their itinerary from Travelport ViewTrip. In the event there is more than one Travel Bound segment, the traveler should be instructed to print an itinerary for each property.

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