Galileo Leisure – Frequently Asked Questions

1. What is Galileo Leisure?

Galileo Leisure is a customised and re-branded version of the OctopusTravel RBSRetail Booking System which enables travel agents to look and book leisure travel related content including hotels, villas and apartments, tours and excursions, car hire and transfers.

This enhanced version enables agents to add a button onto the desktop (VP3.0 and Galileo Desktop v1.01 customers only) or add a link from their companions menu (Focalpoint 3.5 customers) and benefit from being able to automatically integrate a Galileo Leisure booking into a Galileo Booking File.

The Galileo Leisure URL is: www.galileoleisure.com

2. How can agents access Galileo Leisure?

Agents can access Galileo Leisure in a number of ways

a) Typing the URL www.galileoleisure.com into their browser, selecting their country location
b) Adding a button on their Galileo Desktop and launching from the product (instructions follow)
c) Adding the URL as a favourite into their internet browser favourites

3. How can an agent upload the Galileo Leisure icon onto their Desktop?
The instructions on how to upload the Galileo Leisure button a Desktop can be found by:

a) Clicking on the link http://support.galileo.com/gsc/galileoleisure.htm

4. What does the Galileo Leisure offer travel agents?

Galileo Leisure provides travel agents with the full suite of OctopusTravel content including access to:

- Over 23,000 hotels in 112 Countries
- 3,000 villas and apartments
- 2,000 tours and excursions
- 1,200 tailor made sightseeing tours
- 2,500 transfers
- 300 travel guides
- 22 languages
- 15 currencies
- Interactive maps
- Standard mark-up and specific agency over-rides
- 3,000 Car Rental Locations
- Groups

5. Is there a charge for using the site?

Galileo Leisure is available free of charge.

6. Can agents use the site immediately?

Yes, agents can access Galileo Leisure and search the content immediately. Agents will need to register and log-in using their user ID and password before they can make a booking.

7. Will the URL for site remain as OctopusTravel and not become Galileo Leisure?

Yes, once the agents have accessed www.galileoleisure.com they will automatically be redirected to a site that makes reference to OctopusTravel in the URL. The reasons for this is that the site is operated by Octopus Travel.

8. Who do the agents have a contract with? Is it OctopusTravel or Galileo?

The agreement will be with OctopusTravel,

9. What payment methods are available?

Travel agents are able to pay by credit card or by eNett, and MoneyDirect.

10. How safe are the credit card details?

For secure online payment, Secure Socket Layers are used to ensure the privacy of information provided. At no time are the credit card details transmitted unencrypted over the Internet.

11. Do agents have to register before being able to view the content?

No, agents can look before registering. Agents will need to register and log-in using their User ID and password if they would like to make a booking.

12. Which currencies does Galileo Leisure support?

Galileo Leisure is available in a total of 15 currencies however the currencies available on each of the RBS's do vary.

13. Is the product multi-lingual?

Galileo Leisure is available in a total of 22 languages however the languages each of the different RBS's offer do vary. .

14. Can agents access Net rates?

No

15. How does an agent make a change to an existing booking?

Making changes to existing bookings is very easy. Agents need to simply go to the homepage and click on sign on / register. Once an agent has located a booking using the Booking Search, agents need to click on the booking ID and can then make the following changes.

1) Change names
2) Change dates
3) Change room types or number of rooms
4) Change a hotel
5) Cancel a booking.

16. What is the difference between "Available" and "On Request" confirmation?

"Available confirmation indicates that a request is available. If booked, these can be confirmed on line and agents will receive their confirmation immediately. "On Request" confirmation is when the agreed allocation with the supplier has been used up and the hotel / supplier needs to be contacted and the additional space requested. This supplier will be contacted by OctopusTravel.

17. How many hotels are 'on request'?

The number of "on request" hotels will really vary according to the city, requested dates and allotment usage. In major cities we would estimate we have 90% of hotels with allotment.

18. How long can it take for a response to be received on an 'on request' hotel?

If an agent books a hotel or service "On Request", they will receive a reply from OctopusTravel within 48 hours of the request being received.

19. What happens if the "on request" hotel is unavailable?

If the chosen hotel cannot be confirmed, a number of alternatives based on the hotel category and the location originally selected will be identified and offered. Details of the alternative suggestions will be sent to the agent by e-mail with instructions on how to book.

20. How do agents get a copy of the voucher?

Once the items have been confirmed and payment has been received, the agent will be able to simply print the hotel or sightseeing vouchers for their customers off from the desktop. The vouchers must be presented to the hotel reception at the time of check-in or to the service provider as evidence that the services have been booked and paid for in advance.

21. Are the rates on the site per person?

All rates quoted on the site for hotel bookings are for the duration of the whole stay for all rooms requested. For sightseeing tours, all rates quoted are per service for all persons. All prices include local taxes.

22. Can agents receive the voucher via e-mail?

The ability to receive the voucher via e-mail is not currently available however; this is currently being developed and will be available in a future release.

23. What happens if an agent loses a voucher?

The agent can log back into the site and print another copy as the 'Print Voucher' option remains on the basket once the booking is fully paid

24. Is it possible to request an early check-in or late check out?

Yes, early check-in and late arrivals can all be requested at time of booking.

24. Can agents book a hotel in Galileo Leisure more than 330 days in advance?

Yes bookings can be made within Galileo Leisure more than 330 days in advance, however please remember that the Galileo system will only accommodate reservations up to 330 days in advance so the information passed into Galileo at the time of integration will assume the date to be 'this year' rather than 'next year'. The recommended workaround is for the agent to make hotel bookings more than 330 days in advance directly on Galileo Leisure and manually amend the passive segment in the PNR accordingly. Galileo Leisure will allow for hotels to be booked up to a maximum of 2 years in advance.

25. What are the cancellation and amendment conditions for each service outside Trade Fair and Special Event Periods?

The cancellation and amendment conditions vary per service as detailed below. Further details can be found on the booking term pages on the site.

Apartments and Villas

Cancellations / amendments

Notice Period	Charges
0-10 days	100% charges
More than 10 days	No Charge

Accommodation other than apartments / villas.

Cancellations

Notice Period	Charges
0-72 hours	Charge for first nights accommodation
72hrs to one week	75% of the charge of the first night's accommodation
More than 7 days	No Charge

Amendments (either number of rooms or the number of nights decreases)

Notice Period	Charges
0-72 hours	25% of the Charge for first nights accommodation
More than 72 hours	No Charge

Note: if the number of nights decreases from 1 night to 0 nights, this is considered a cancellation

Scheduled Sightseeing Tours

Cancellations / amendments

Notice Period	Charges
0-72 hours	100% charges
More than 72 hours	No Charge

Private Transfer and Tailor-Made Sightseeing Tours

Cancellations / amendments

Notice Period	Charges
0-96 hours	100% charges
More than 96 hours	No Charge

Private Transfer and Tailor-Made Sightseeing Tours

Cancellations / amendments

Notice Period	Charges
0-72 hours	100% charges
More than 72 hours	No Charge

Note: Amendments to confirmed car-hire bookings cannot be made. If an agent needs to make changes to any reservation details, they will need to cancel the existing booking and re-book with the new requirements.

26. Integration into Galileo Booking File

a) Does Viewpoint have to be open for the integration piece to work?

Yes, Viewpoint or the Galileo Desktop should be open in the background if an agent wishes to integrate an RBS booking into a Galileo booking file

b) Does a segment have to already be open (started) or if one isn't open, will a new booking file be created?

If Viewpoint is open but a booking has not been started, a new booking file will be opened with the passive segment included. If a booking is already open with an air segment already completed, the RBS booking will be integrated into the booking file..

c) Once a passive segment has been created, if changes are made in Galileo Leisure, can the passive segment be copied over with the new information?

If an agent wants to make an amendment to a booking which a passive segment has been created for, they will need to make the changes in the RBS site. They can not overwrite the existing passive segment so will need to delete the existing segment and create a new passive segment manually.

d) Can all RBS segments be put into a Galileo Booking File as a passive segment?

Yes, all Galileo Leisure content can be inserted into a Galileo Booking as a passive segment.

e) With the OctopusTravel RBS basket approach, can agents choose which information gets handed off to a booking file or do they need to make sure that all information is for the same passenger in the basket?

The Galileo integration piece will only work once the customer has end transacted. The customer should only include bookings in the basket that they wish to be included in the same Booking File.

f) Will the script that removes the issue of 'unknown, unknown' appearing in the Booking File also solve the issue in ViewTrip and the invoicing?

Yes. A script that has been written that will solves the issue of 'unknown, unknown' appearing for all IATA recognised content. Please note: This is an optional extra and may not be available in every market.

g) If a booking is cancelled within Galileo Leisure, will the passive segment automatically be removed from the Galileo Booking?

No. If you cancel a booking in a Galileo PNR, you will need to manually remove the passive segment from Galileo Leisure as well.

h) If a passive booking is cancelled within a Galileo PNR, will the booking be cancelled in Galileo Leisure?

No. If you cancel a booking in Galileo Leisure, the agent will need to remove the passive segment from the Galileo PNR as well.

i) What happens if the passive hotel segment does not generate in a Galileo Booking File?

If the integration piece fails, an error condition will be displayed to the agency on the booking integration completion page advising the reason of failure and a possible solution. Some errors will be recoverable e.g. if the error reports that the agent has not signed on to Galileo, the agent can switch to Galileo, sign on and then go back to Galileo Leisure and run the integration again. However there may be rare occasions when the integration fails and can not be recovered. In these cases the only way to integrate the booking information is to build the passive segments manually into the booking file. If the problem should occur frequently, the agent should contact their local Galileo Support desk.

j) How many passengers will generate from Galileo Leisure into the Galileo Booking File?

The lead passengers name will show in the Galileo Booking File. All other passenger names will be integrated back into Galileo within the DI. fields.

k) Does the title of the passenger generate into the Galileo Booking File?

No, as Galileo Leisure only has first and last name fields, only these names will be integrated into a Galileo Booking File.

l) How many characters will transfer from the Galileo Leisure booking into the Galileo Booking File DI. Lines?

Currently, only 45 characters will transfer from the Galileo Leisure booking to the DI.Lines in a Galileo Booking File.

m) Will an agent receive FA on passive segments?

No, FA is not paid on Galileo Leisure bookings that have been integrated into Galileo as a passive segment. Agents will however receive a standard Octopus RBS commission on their bookings.

27. Commission

a) Is an agent able to monitor their sales and earnings generated?

Once logged in, agents can click on the 'Management Reports' link to produce, view, save and print reports on their bookings. Information including value and commission is also available.

b) Your Galileo HotelClub Hotel Commission

Agents will still be able to book and review bookings using GHC during this time but will be encouraged to move to Galileo Leisure.

If an agent does not have any outstanding bookings then all commission owed will be paid out in the month after Galileo HotelClub access is deactivated.

If the agent does have outstanding bookings at the point of deactivation, if the commission owing for the month reaches the minimum limit this will be paid out as usual.

If the agent does have outstanding bookings at the point of deactivation, if the commission owing for the month does not reach the minimum limit this commission will be accrued until it reaches the limit or there are no outstanding bookings.