



GALILEO
leisure
.com

How to Make a Booking

A Step by Step guide & FAQ's



GALILEO
A CENDANT COMPANY



Galileo Leisure

STEP BY STEP GUIDE TO BOOKING A HOTEL & FAQ'S

Galileo Leisure is a new and exciting online booking service made available via our website www.galileoleisure.com. A specially customised version of the Octopus Travel/GTA RBS system, it enables you to access a wide range of leisure travel content all from a single website at the click of a button. You also benefit from being able to automatically integrate bookings made into a Galileo Booking File for itinerary and accounting purposes. By logging onto our site you can access over 23,000 hotels, 3,000 apartments and more than 2,500 sightseeing tours, car hire as well as travel guides, shuttle bus and private transfers virtually anywhere in the world.

We cover 3,800 towns and cities in 128 countries and the easy to use the website offers instant confirmation with discounts up to 80% off Rack Rate. We specialise in 365-day availability and have trained staff to handle agents' individual and group bookings.



PNR INTEGRATION

Have you already made a flight booking for your customers?

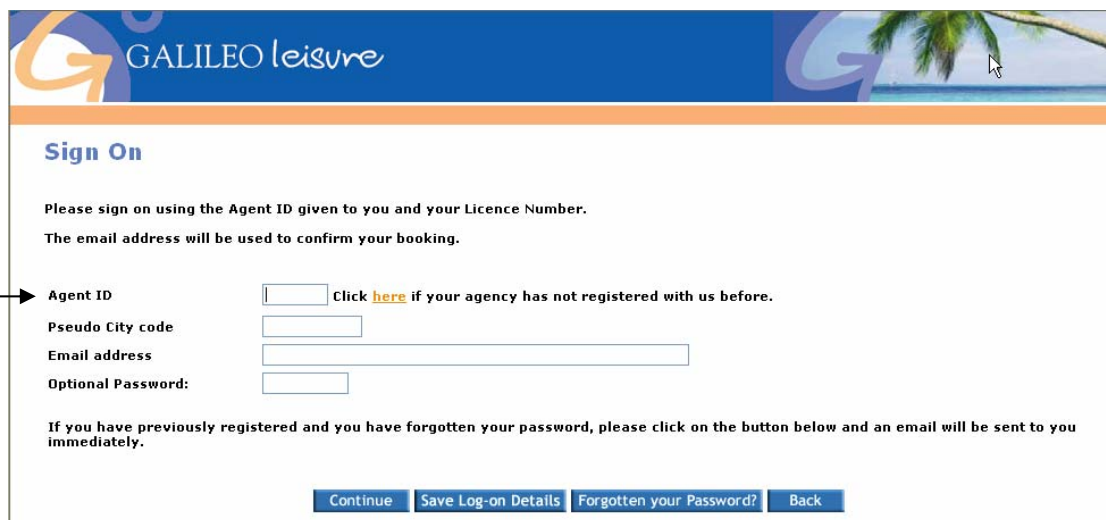
One of the most exciting features of Galileo Leisure is the ability to integrate information relating to your Galileo Leisure booking into a Galileo PNR (Viewpoint 3.0 /Galileo Desktop customers only) at the click of a button.

It is recommended that you have an existing PNR in Galileo before completing the Galileo Leisure booking. The content booked in Galileo Leisure (hotel, transfer, car hire, etc..) will simply download and integrate in your exiting Galileo PNR.

Handy tip: ensure Galileo is open, you are logged on and your existing PNR is open before progressing with your Galileo Leisure booking steps that follow.

FIRST TIME USE

If you have not previously registered with us please click on the blue [here](#) and you will be taken to the Registration Application. This process will generate your Agent ID which you will use each time you wish to book. You will be able to book immediately once you have registered.



The screenshot shows the Galileo Leisure Sign On page. At the top is the Galileo Leisure logo. Below it, the heading "Sign On" is displayed. The page contains the following text and form fields:

Please sign on using the Agent ID given to you and your Licence Number.
The email address will be used to confirm your booking.

Agent ID Click [here](#) if your agency has not registered with us before.

Pseudo City code

Email address

Optional Password:

If you have previously registered and you have forgotten your password, please click on the button below and an email will be sent to you immediately.

At the bottom, there are four buttons: Continue, Save Log-on Details, Forgotten your Password?, and Back.

HOTEL SEARCH SCREEN

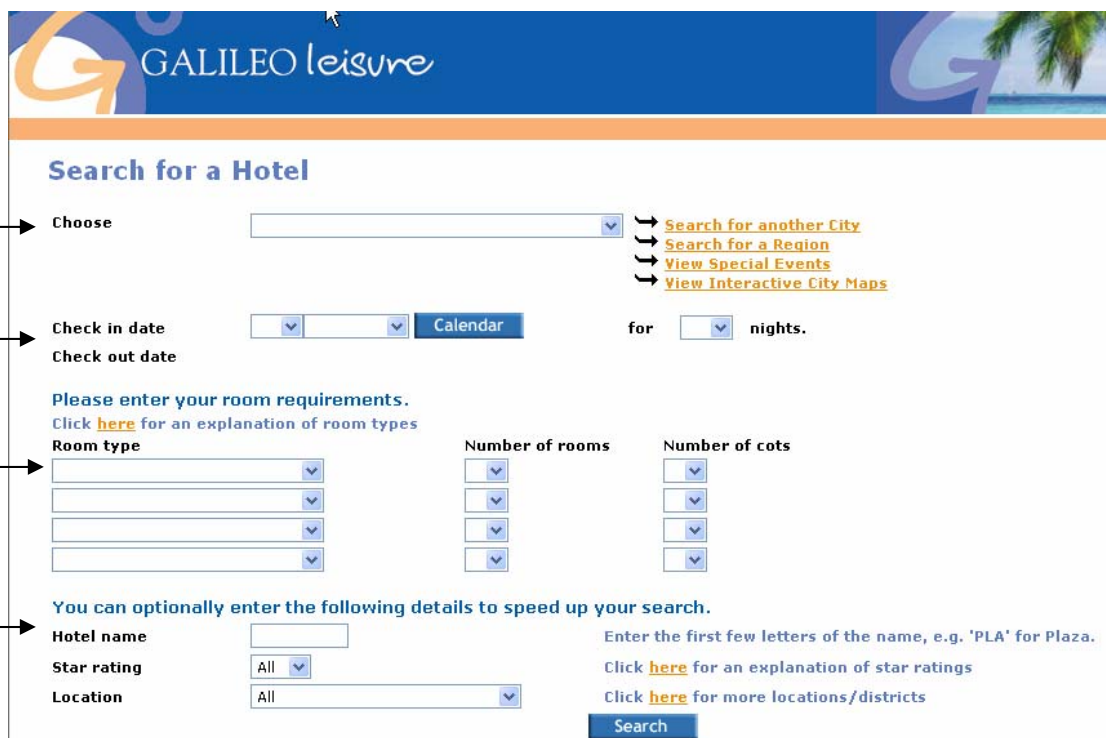
The easy-to-use search screen contains a number of select menus that enable you to customise your search to view hotels that match your client's trip and needs.

1. Destination Menu

Use the Destination Menu to choose which city you wish to view accommodation in. Destinations are listed alphabetically by 'city, country' and the menu displays over 350 of the most popular destinations. For all other cities click on the 'Search for another City' link next to the Destination Menu, which opens a pop up window which allows you to enter the city or country you wish to search and select your chosen city (the pop up window will close when you have selected the city and you will return to the Hotel Search screen with the city that you have selected now displayed in the Destination Menu). This is a mandatory field.

2. Check in Date/Nights

Add the check in date using the Check in Date Menus or the Calendar. Enter the number of nights the accommodation is required. These are mandatory fields.



Search for a Hotel

1. Choose [Search for another City](#)
[Search for a Region](#)
[View Special Events](#)
[View Interactive City Maps](#)

2. Check in date for nights.
 Check out date

3. Please enter your room requirements.
 Click [here](#) for an explanation of room types

Room type	Number of rooms	Number of cots
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

4. You can optionally enter the following details to speed up your search.

Hotel name Enter the first few letters of the name, e.g. 'PLA' for Plaza.
 Star rating All Click [here](#) for an explanation of star ratings
 Location All Click [here](#) for more locations/districts

3. Room Types

The site supports bookings of up to four different room types. Select the room type/s required, the number of rooms and if applicable, the number of cots and the ages of children. If more than one room type is selected, the prices are displayed showing the total cost of all rooms. These are mandatory fields.


4. Refining the Hotel Search

Entering and selecting the optional fields at the bottom of the Hotel Search screen can refine the search criteria. The hotel name field will return results by entering either the entire hotel name, or part of the hotel name (by entering one or more letters hotel search results will display all hotels beginning with that letter). Star rating and hotel location (i.e., airport, city or suburbs) can also be used to refine the search. More detailed selections for hotel locations are available for selected cities.






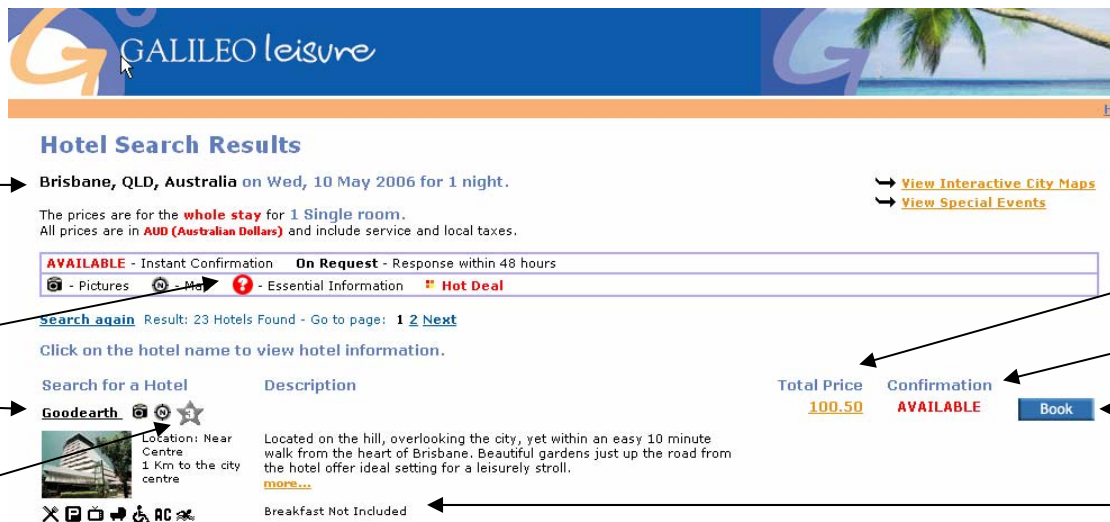
2. HOTEL RESULTS SCREEN

The Hotel Results screen displays the hotels and prices that are available for the search that you have completed. It includes a number of icons that give you details about the hotel features. You can mouse over an icon at any time to obtain additional information.

- | | |
|--|---|
|  Restaurant |  Disabled Facilities |
|  Parking |  Air Conditioning |
|  Television |  Gymnasium |
|  Room service |  Swimming Pool |
|  Baby Sitting |  Tennis Court |

You can click on the following icons next to the hotel name to view pictures of the hotel and location maps where available.

-  Click to show hotel pictures
-  Click to show location map
-  Click to show essential information



The screenshot shows the 'Hotel Search Results' page. Callout 1 points to the search criteria: 'Brisbane, QLD, Australia on Wed, 10 May 2006 for 1 night.' Callout 2 points to the search results summary: 'Search again Result: 23 Hotels Found - Go to page: 1 2 Next'. Callout 3 points to the hotel name 'Goodearth' and its rating (3 stars). Callout 4 points to the hotel's location description: 'Location: Near Centre 1 Km to the city centre'. Callout 5 points to the 'Essential Information' icon (red question mark). Callout 6 points to the 'Total Price' '100.50'. Callout 7 points to the 'Confirmation' 'AVAILABLE' and the 'Book' button. Callout 8 points to the 'Breakfast Not Included' text.

1. Destination Menu (Search Summary)

Displays the criteria that you have used for the search.

2. Essential Information

Advises "Stay/Pay" deals, child policy, special offers and complimentary transfers.

3. Hotel name, location and features

Includes hotel name, icons representing hotel features, and icons that can be clicked on to access hotel pictures and location map.

4. Hotel rating

Hotel ratings ranging from 1 to 5 stars.



5. Price

The price shown is for the whole stay. Clicking on this will give you the breakdown cost per room per night. All prices are displayed in the currency of your choice: AUD (Australian Dollars) or NZD (New Zealand Dollars) and include service and local taxes.

6. Confirmation status

There are two possible outcomes for the confirmation status. 'Available' indicates that the hotel has rooms available and can be confirmed straight away. 'On Request' indicates that we have sold out of our allotment so the OctopusTravel / GTA customer service bureau will check if the hotel has rooms available. Bookings can still be made with 'On Request' status. You will be notified by email within 48 hours to advise if your booking has been accepted. If this hotel is not available we will usually suggest an alternative hotel for you to consider.

7. Bookings

Click on the 'Book' button to book your preferred hotel. You will be directed to a login page where you can login or register if you are a new user.

8. Inclusions

Indicates meals that are included in the price.

PASSENGERS' NAMES

Once you have logged in you will be taken through a number of steps to book the accommodation. The first step is to enter all the passengers' names, including the ages of all children between the ages of 2 and 18. This is so the correct room type can be booked, depending on the child age policy of the hotel.



Passenger Names

Please enter the names of all passengers. If any passengers are between the ages of 2 to 18 please select the ages below as this may affect pricing.

Room	First name and Surname	Child ages (2-18)
Single (sleeps 1)	<input type="text"/>	<input type="button" value="v"/>



DEPARTURE DATE / AGENT REFERENCE

Use the Agent reference field to enter your Agency's reference code for your passenger's booking. This is an optional field. Select the passenger's date of departure if different than the date displayed.



Departure date / Agent Ref

If you wish to track this booking using your own reference, then please enter below.

Agent Ref

If your client is leaving before the date shown below, please amend accordingly.

Start Date

REMARKS

You can tick from the selection of remarks available. If no remarks are needed, simply click on the continue button.



Special Requests

Brisbane, QLD, Australia on Wed, 10 May 2006 for 1 night.
1 Single (sleeps 1) room at **GOODEARTH**


If you do not want to add special requests, click on continue button below.
If you would like to add special requests, please tick the applicable boxes below.
Requests cannot be guaranteed and are subject to **availability** on arrival.

- If possible please provide non-smoking rooms
- Please note late arrival (after 7 pm)
- Please note late check out
- If possible, please provide adjoining rooms
- Please provide inter-connecting rooms
- Please note passengers are honeymooners



SUMMARY/DETAIL

The confirmation of booking page displays all the details of the booking including: date, hotel and room details, inclusions, price, passenger details etc. From this page you are able to check and make changes to any part of the booking before submitting the booking by clicking on the red 'Click to Complete Booking' button.



Booking 167,466

All prices are in **AUD (Australian Dollars)** and include service and local taxes. Breakdown prices are per person unless otherwise mentioned. Please click on the [i](#) below for more information on the services offered.

Agent reference: BR
Lead name: MISS GALILEO LEISURE

Date	City	Service	Total Price	
HOTEL 10 May 2006	Goodearth 345 Wickham Terrace Brisbane Queensland 4000 Australia	i Room only basis 1 Night 1 x Single Special Conditions ** Not sent ** Passenger Names	100.50	Amend Remove Create Remarks
			Total:	100.50


Breakdown price for each passenger:
100.50 AUD Miss Galileo Leisure

[Add Another Item](#)
[Change names](#)
[Click to Complete Booking](#)
[Abandon Booking](#)

[Change Dept/Agent ref](#)
[User Details](#)






BEFORE YOU CHECK OUT

Have you completed your booking? This page gives you the opportunity to add other products to your shopping basket.



Before you check out...

would you like to select any other products that we have to offer?

Search for a Hotel
Let us accommodate your needs - in 20,000 hotels worldwide

Apartments
Need some space? An apartment offers luxury and privacy wherever you are

Car Hire
Getaway driver? Whether you want a sporty number or a luxury model, click here to find the car for you.

Do you need a transfer to/from your accommodation?
Avoid the hassle of arranging this when you arrive at your destination and let us arrange a door-to-door service so that you can travel in comfort.

Search for a Sightseeing Tour
We have thousands from where to choose from, each with a clear description and flash routing, to help you plan your trip beforehand.

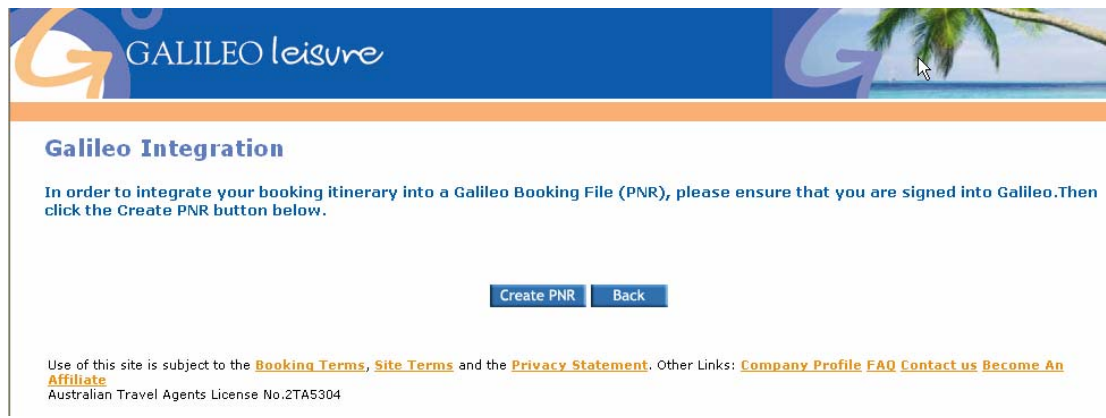
[Back](#)
[Click to Complete Booking](#)



BOOKING INTEGRATION SCREEN

Once completed, the booking can be integrated into a Galileo booking file (Viewpoint 3.0 / galileo Desktop customers only) by the click of a button.

Note: Viewpoint 3.0 / Galileo Desktop must be open in the background.



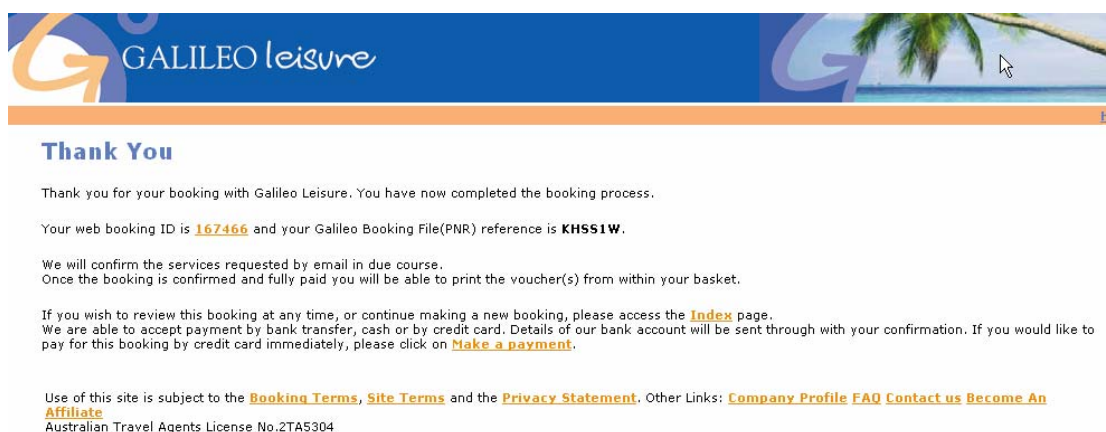
The screenshot shows the Galileo Integration screen. At the top is the Galileo Leisure logo. Below it, the heading "Galileo Integration" is followed by a paragraph: "In order to integrate your booking itinerary into a Galileo Booking File (PNR), please ensure that you are signed into Galileo. Then click the Create PNR button below." Below this text are two buttons: "Create PNR" and "Back". At the bottom, there is a footer with legal information: "Use of this site is subject to the [Booking Terms](#), [Site Terms](#) and the [Privacy Statement](#). Other Links: [Company Profile](#) [FAQ](#) [Contact us](#) [Become An Affiliate](#) Australian Travel Agents License No.2TA5304".

Please Note: The PNR integration function is available at time of original booking only. Any changes made to a Galileo Leisure booking, such as date change, will need to be manually amended in you Galileo PNR. I.e. the passive segment will need to be cancelled and recreated with the correct updated data using standard galileo passive segment formats

THANK YOU PAGE

This page confirms your Booking Id and provides details of methods of payment available to you.

You will be asked to pay for the booking by the date specified on the confirmation email that you will receive. Payment can be made either by EFT payments (eNett or Money Direct), agency cheque or for last minute bookings (within 7 days) by Credit Card online.

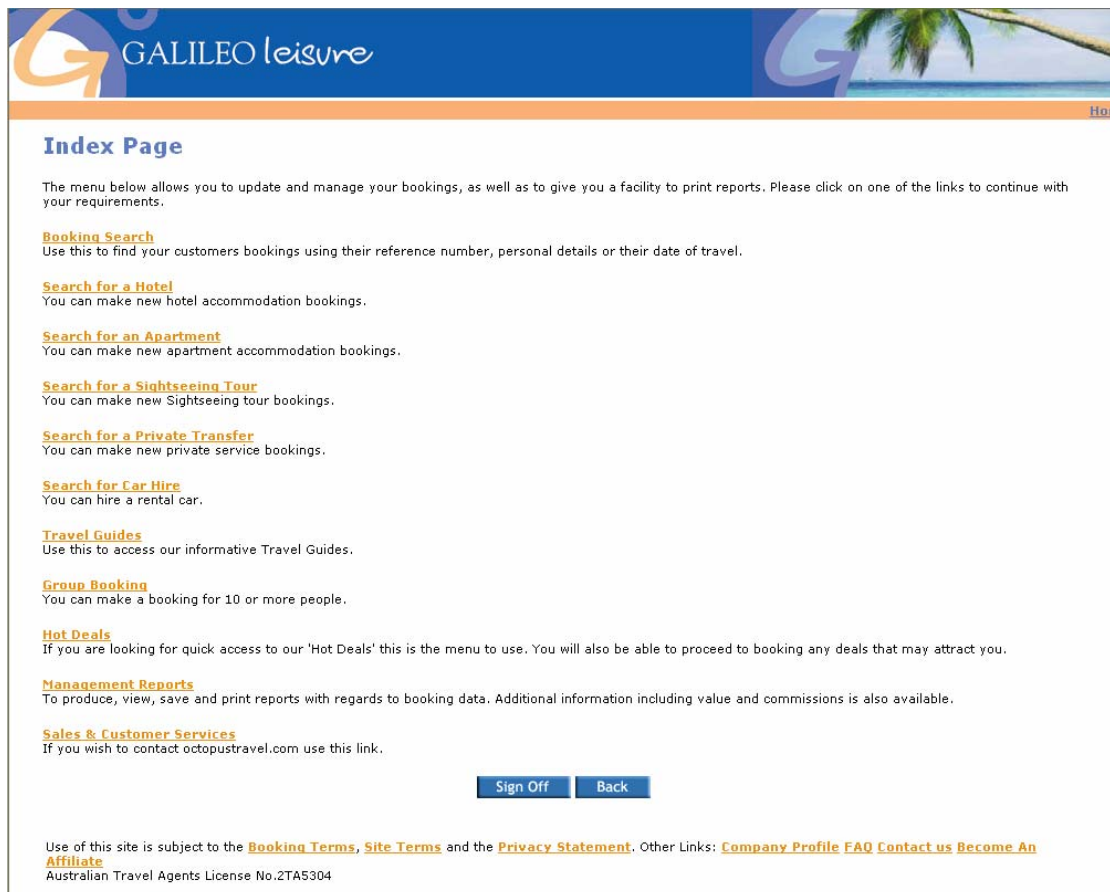


The screenshot shows the Thank You page. At the top is the Galileo Leisure logo. Below it, the heading "Thank You" is followed by a paragraph: "Thank you for your booking with Galileo Leisure. You have now completed the booking process." Below this text is another paragraph: "Your web booking ID is **167466** and your Galileo Booking File(PNR) reference is **KHSS1W**." Below this text is a paragraph: "We will confirm the services requested by email in due course. Once the booking is confirmed and fully paid you will be able to print the voucher(s) from within your basket." Below this text is a paragraph: "If you wish to review this booking at any time, or continue making a new booking, please access the [Index](#) page. We are able to accept payment by bank transfer, cash or by credit card. Details of our bank account will be sent through with your confirmation. If you would like to pay for this booking by credit card immediately, please click on [Make a payment](#)." At the bottom, there is a footer with legal information: "Use of this site is subject to the [Booking Terms](#), [Site Terms](#) and the [Privacy Statement](#). Other Links: [Company Profile](#) [FAQ](#) [Contact us](#) [Become An Affiliate](#) Australian Travel Agents License No.2TA5304".



INDEX PAGE

When you make a booking, it will automatically be stored on our site for your future reference. You can access these bookings by logging in. The page you are directed to after login is the index page, where you can access your customer's bookings and other features including hot deals and sales/customer service details. From the index page you are also able to produce, view, save and print reports with regards to booking data. Additional information including value and commissions is also available.



Index Page

The menu below allows you to update and manage your bookings, as well as to give you a facility to print reports. Please click on one of the links to continue with your requirements.

Booking Search
Use this to find your customers bookings using their reference number, personal details or their date of travel.

Search for a Hotel
You can make new hotel accommodation bookings.

Search for an Apartment
You can make new apartment accommodation bookings.

Search for a Sightseeing Tour
You can make new Sightseeing tour bookings.

Search for a Private Transfer
You can make new private service bookings.

Search for Car Hire
You can hire a rental car.

Travel Guides
Use this to access our informative Travel Guides.

Group Booking
You can make a booking for 10 or more people.

Hot Deals
If you are looking for quick access to our 'Hot Deals' this is the menu to use. You will also be able to proceed to booking any deals that may attract you.

Management Reports
To produce, view, save and print reports with regards to booking data. Additional information including value and commissions is also available.

Sales & Customer Services
If you wish to contact octopustravel.com use this link.

[Sign Off](#) [Back](#)

Use of this site is subject to the [Booking Terms](#), [Site Terms](#) and the [Privacy Statement](#). Other Links: [Company Profile](#) [FAQ](#) [Contact us](#) [Become An Affiliate](#)
Australian Travel Agents License No.2TA5304



FREQUENTLY ASKED QUESTIONS

1. **Q** : Do I need to pay any fee to use this site?
A : No. Galileo Leisure offers the use of the site to travel agents free of charge.
2. **Q** : Can I use this site immediately?
A : Yes. All you need to do is to register yourself with Galileoleisure.com now and you can immediately make bookings for your passengers on line. To register please click 'Sign on/Register' on the Galileo Leisure homepage.
3. **Q** : Is there anyone taking care of the bookings?
A : OctopusTravel / GTA customer service representatives are monitoring your bookings. To find details please refer to the 'contact us' details below or click on 'contact us' link on the site.
4. **Q** : How can I make payments for the bookings?
A : You will receive a confirmation once the bookings requested are confirmed with the hotel and the supplier. You will be asked to make a payment by the date specified on the confirmation. Payment can be made either by EFT payments (eNett or Money Direct), agency cheque or credit card online.
5. **Q** : Is there any commission offered on bookings? How do I get it?
A : Yes. The commission amount will be shown on confirmation. For your convenience, you will be asked to pay the total amount less commission. However if you are processing the payment by credit card, you will be asked to pay the amount including the commission and we will pay you the commission 7 days after check-in. To find more about the commission payment, please click on the 'Terms and Conditions' link on the site.
6. **Q** : What currency are the rates shown on the site?
A : All rates shown on the site are in Australian or New Zealand Dollars (your choice). To find more about rates and prices click on the 'Terms and Conditions' link on the site.
7. **Q** : Are the rates on your site per person?
A : All rates quoted on the site for HOTEL bookings are PER ROOM for the duration of the WHOLE STAY requested. All prices include service and local taxes.
8. **Q** : What is the difference between "Available" and "On Request" status?
A : "Available" status indicates that your request is available from our exclusive allotment space. If booked, these can be confirmed on line and you will receive your confirmation immediately. "On Request" status is where we have sold out all of our allocations and will need to contact the hotel or suppliers to request the additional space for you. If you book a hotel "On Request", you will receive a reply from OctopusTravel / GTA within 48 hours of receiving your request.
9. **Q** : Is there anyone who can assist with my passengers in case of emergencies?
A : Yes. OctopusTravel / GTA worldwide offices have coordination representatives who can be contacted in case of any emergencies. The list of contacts for your passengers' destinations is included in the information page. For further information, please click on the 'Company Profile' link on the site.
10. **Q** : Do children receive discounted rates?
A : The child reduction policy varies from hotel to hotel. Where we are able to offer child reductions, you will receive these reductions of prices with search results. The total prices shown will reflect reductions if applicable.
11. **Q** : How much will I be charged if I cancel a booking or amend a booking?
A : The cancellation and amendment policies can be seen throughout the site. For further information, please refer to our 'Terms and Conditions'.



12. **Q** : How safe are the credit card details?
A : For secure online payment, the site uses Secure Socket Layers to ensure the privacy of the information provided to OctopusTravel / GTA and at no time are the credit card details transmitted unencrypted over the Internet. For further information, please refer to our 'Privacy Statement'.
13. **Q** : What do you do with the personal information entered for credit card payment?
A : OctopusTravel / GTA take the issues of privacy and security very seriously. For peace of mind, please refer to the extensive 'Privacy Statement' on the site.
14. **Q** : How do I amend the hotel for a booking already confirmed?
A : Simply cancel or remove the original confirmed hotel, and re-request the new hotel required.
15. **Q** : I need more assistance, who can help me?
A : OctopusTravel /GTA Sales and Service Centre representatives are more than happy to provide you with further assistance.
16. **Q** : Is OctopusTravel (Australasia) Pty Limited GST Registered?
A : Yes.
17. **Q** : Do you charge credit card fees?
A : No.

CONTACT US

We encourage feedback both good and bad from our customers in order to point out where we are doing things well and more importantly, to highlight those areas where you would like to see improvements.

All such comments are welcomed at the email address shown below.

You can call us on:

+61 (0) 2 9493 9977
or call Toll Free within Australia 1300 13 44 39

You can fax us on:

Fax number: + 61 (0) 2 9901 3133

You can write to us at:

Octopus Travel (Australia) Pty limited
PO BOX 43, St Leonards NSW 1590 Australia

Opening Hours:

Mon - Fri 08:00 - 19:00 (AEST)
Sat 10:00 - 14:00

In the unlikely event that your clients have any complaints about the hotel or facilities, these must be raised directly with the hotel management during the stay. Any issues that could not be resolved satisfactorily must be notified to us in writing or by email as soon as possible and we will make every endeavor to abide by the following time-scales:

- (i) an acknowledgement sent within 3 working days
- (ii) a progress update within 10 working days
- (iii) a substantive reply and conclusion within 14 working days