

# F.OCAL

## Online Booking Manual



## Notes before you Start

Please note when using the **BACK STEP & NEXT STEP** buttons in the application these are not to be used in the same way as you do when using the Internet Explorer **BACK & NEXT** buttons.

Back Step

Next Step

Where possible use the **START AGAIN** button when starting a new booking.



## Agent Booking Menu

Once you have logged in, select Online Booking on the front screen.

A new screen will load & this menu offers 2 options; **Find a Cruise** and **Find a Booking**.

The screenshot shows a web browser window with the URL 'Book Online with F.OCAL - Fred. Olsen Cruise Lines Li...'. The page header includes the Fred. Olsen Cruise Lines logo, a 'Return to booking homepage' link, and a 'Call Us: +44 (0) 1473 742424' link. The main content area is titled 'Book Online with F.OCAL' and features a 'Fred. Olsen Cruises Agents Link - It's easy to use and FREE' section. Below this, there are two buttons: 'Find a Cruise' and 'Find a Booking'. To the left of the main content, there is a 'Need Help With Your Booking?' section with two contact options: 'Reservation Enquiries: 01473 742424' and 'Technical Helpline: 01473 292277'. The page footer shows 'L0177 - TCCT Retail Ltd'.

## How to Find and Book a Cruise

The **Find a Cruise** section allows you to search for a cruise by the cruise code, or alternatively by filling in details about the cruise e.g. ship name, departure date, region etc.

**IMPORTANT:** Please make sure you only have **one F.OCAL tab open at time of booking** to avoid your reservation processing incorrectly.

### Available Cruises

Once you have entered search details for a cruise on the below screen and clicked the **NEXT STEP** button you will see the results of the search in the screen as follows

Find A Cruise - Fred. Olsen Cruise Lines Limited

Fred. Olsen Cruise Lines

Return to booking homepage Call Us: +44 (0) 1473 742424

Need Help With Your Booking?

Reservation Enquiries:  
**01473 742424**  
Please note that this number is for general reservation queries.  
Mon-Fri - 08:00 - 20:00  
Sat - 09:00 - 17:00  
Sun - 10:00 - 16:00

Technical Helpline:  
**01473 292277**  
Please note that this number is for technical queries only.  
Mon-Fri - 09:00 - 17:00

L0177 - TCCT Retail Ltd

### Find a Cruise

Search by cruise code by entering it here.

Please enter the details of the cruise you would like to book, then click **Next** to search. Please enter the Cruise Code, if known. Alternatively, please enter an approximate departure date, and other optional qualifiers.

**Find a Cruise** [Help information](#)

Cruise Code (e.g. M1405)

Alternatively, please enter an approximate departure date, and other optional qualifiers.

Ship Name

Departure Date

Duration

No. of Guests

Region

[Previous](#) [Next](#)

## Your Requirements

Once you have selected a cruise to book you will see the following

The screenshot shows a booking interface with several sections and callout boxes:

- Reservation Enquiries:** 0845 868 6794. Hours: Mon-Fri 08:00-20:00, Sat 09:00-17:00, Sun 10:00-16:00.
- Technical Helpline:** 01473 292277.
- Navigation:** About You (selected), Your Cruise Price, Your Details, Payment, Booking Complete.
- Notice:** Please note: The booking process normally takes around 5 minutes. You have a maximum of **30 minutes** to make the booking before your chosen cabin will be released for re-sale. [Please click here to read the Online Booking System Guidelines prior to making your booking.](#)
- Number of Guests:** Adults: 2, Children: 0.
- Oceans Club:** Fields for Oceans Club No. (two input boxes).
- Promotional Code:** Open >
- Buttons:** < Previous, Next >
- Left Sidebar (Cruise Details):** ID: D1610, Destination: Reposition Cruise, Departs: 01/07/2016, Duration: 1, Ship: Boudicca, Guest Summary: None entered, Flights: None entered, Cabin: None entered, Special Requests: None selected. Buttons: Show Itinerary, Exit Booking.

**Callout Boxes:**

- Top Right:** Please click here for Online System Booking Guidelines. (Points to the guidelines link)
- Adults/Children:** Select the number of passengers from the drop down lists provided.
- Oceans Club:** Enter the guests Oceans number here if they have one. First oceans number entered should be that of the lead guest.
- Promotional Code:** If it is a fly cruise, one or more flight options will appear here.
- Show Itinerary:** You can view the itinerary or start again at any point. The itinerary will be displayed in a separate window. Exit booking will take you back to the Agent Booking Menu.

Once this page is completed, click on 'Next'

## Your Cruise Price

Here you will see all of the available deals for the cruise.

(If you select an Anchor fare, please be mindful that the guest will be asked to pay a supplement for their chosen dining. This can be added at the end of the booking or via our reservations department 0800 0355 150. In addition to this, ensure that the full terms and conditions are relayed to your guest.

**Paying particular attention to payment details.)**

Once you have selected the deal/s and read through all of the applicable deal information, click on 'Next'. This may take a few moments to load whilst it is processing your request.

Need Help With Your Booking?

Reservation Enquiries:  
**0845 868 6794**

You can call us 7 days a week, we'd love to hear from you.

Mon-Fri - 08:00 - 20:00  
Sat - 09:00 - 17:00  
Sun - 10:00 - 16:00

Mon-Fri - 09:00 - 17:00

F9255 - Reader Offers Ltd

**Cruise Details**

- ID: D1610
- Destination: Reposition Cruise
- Departs: 01/07/2016
- Duration: 1
- Ship: Boudicca
- Guest Summary: 2 Adults
- Flights: None entered
- Cabin: None entered

## Your Cruise Price

About You
Your Cruise Price
Your Details
Payment
Booking Complete

The following offers are currently available on your selected cruise. Please select **up to two offers** from which you will be able to compare against the brochure price. On the following page you will then be able to select your chosen cabin grade and price.

We will always show you the brochure price so that you can compare any discounts with our standard pricing.

Available offers

Fare Type	Deposit <sup>1</sup>	Cabin Number Choice	Restaurant Dining Choice <sup>2</sup>	Loyalty Discount <sup>3</sup>	Select
Freedom Fare <a href="#">what's included?</a>	15%	✓	✓	✓	<input checked="" type="checkbox"/>
D1610 Transport GBP20pp Offer 01/07/16 <a href="#">what's included?</a>	15%	✓	✓	✓	<input type="checkbox"/>
D1610 Transport GBP20pp Offer 02/07/16 <a href="#">what's included?</a>	15%	✓	✓	✓	<input type="checkbox"/>
2016/17 Drinks Package at GBP29.00pppn <a href="#">what's included?</a>	15%	✓	✓	✓	<input type="checkbox"/>

<sup>1</sup> Please note that bookings made within 90 days before departure require full payment at the time of booking. Deposit for Grand Voyage (2016) bookings is £750 per person.

<sup>2</sup> On Anchor Fares, a supplement of £2 per person per night may be paid at the time of booking if a particular restaurant dining sitting time is required.

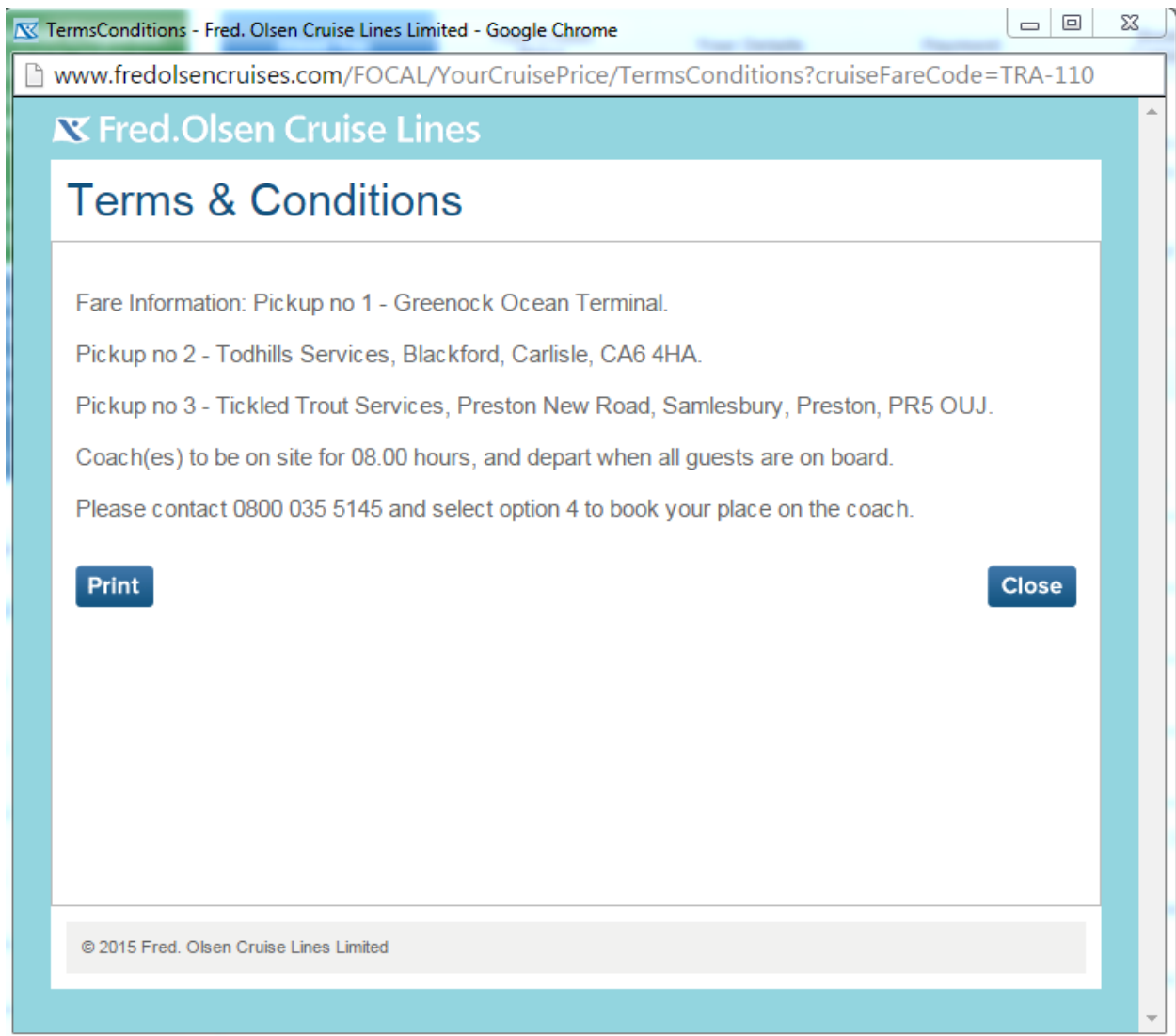
<sup>3</sup> Oceans Cruise Club Discounts relate to Advance Booking Discount, Onboard Spend Discount & Shore Tours Discount and are dependent on membership level and booking date.

< Previous

Next >

Please ensure you read the terms and conditions when selecting an anchor fare/applicable deal.

If you click **What's included?** under the Fare Type you will get a screen appear in a separate window as below.



This will tell you all the benefits and restrictions of each deal.

## Accommodation

The next page will give you all of the available grades & pricing.

**Reservation Enquiries:**  
**0845 287 1990**  
You can call us 7 days a week, we'd love to hear from you.  
**Mon-Fri - 08:00 - 20:00**  
**Sat - 09:00 - 17:00**  
**Sun - 10:00 - 16:00**

**Technical Helpline:**  
**01473 292277**  
Please note that this number is for technical queries only.  
**Mon-Fri - 09:00 - 17:00**

F9255 - Reader Offers Ltd

### Cruise Details

**ID: D1610**

Destination: Reposition Cruise

Departs: 01/07/2016

Duration: 1

Ship: Boudicca

Guest Summary: 2 Adults

Flights: None entered

Cabin: Non

Special Requests: None selected

Show Itinerary

Exit Booking

**About You** | **Your Cruise Price** | Your Details | Payment | Booking Complete

Please select the cabin grade / offer combination that you would like to book. Prices displayed include all port and airport taxes.

[Click here to view the Ship's Deck Plan](#)

### Prices based per Adult at standard occupancy

**Suite from £149 per person** [Open >](#)

**Balcony cabin from £139 per person** [Open >](#)

**Outside cabin from £99 per person** [Close >](#)

Grade	Description	Freedom Fare <sup>i</sup>	D1610 Transport GBP20pp Offer 02/07/16 <sup>i</sup>
<b>A</b>	Superior Outside Cabin	£129 <input type="checkbox"/>	£149 <input type="checkbox"/>
<b>B</b>	Superior Outside Cabin	£119 <input type="checkbox"/>	£139 <input type="checkbox"/>
<b>C</b>	Superior Outside Cabin	£119 <input type="checkbox"/>	£139 <input type="checkbox"/>
<b>D</b>	Outside Cabin	£109 <input type="checkbox"/>	£129 <input type="checkbox"/>
<b>E</b>	Outside Cabin	£99 <input type="checkbox"/>	£119 <input type="checkbox"/>
<b>F</b>	Outside Cabin	£99 <input type="checkbox"/>	£119 <input type="checkbox"/>

**If you would like to check a cabin by deck or if you know the cabin number, please tick this box.**

To check the availability of a specific cabin number or to search for a cabin by deck please tick this box.

[Previous](#) [Next >](#)

You will have two or more columns in front of you depending on the deals chosen. The first column on this example displays the Freedom Fare. The second column will display the second deal you have selected or Freedom Fare with the drinks package.

This feature allows you to compare the best deal for your client. Tick the box of the cabin grade you would like to book.

Open requested items selected

Show Itinerary

Exit Booking

Show Prices (including any applicable Oceans Advanced Booking Discount)

Print Summary (excluding any applicable Oceans Advanced Booking Discount)

To check the availability of a specific cabin number or to search for a cabin by deck please tick this box.

### Deck and Cabin Preferences

See point A.\*

See point B.\*\*

No Filter Required

Cabin Preference

No Filter Required

### Reserve a Specific Cabin

If you would like to reserve a specific cabin, then please enter its number below. If the cabin is not available, you will be offered a number of alternatives.

Cabin Number

[Previous](#) [Next](#)

If you simply tick this box and click 'Next' it will give you the next best 9 available cabins.

\*Point A – Show Prices will give you the costs per person once you have selected a cabin grade, and if you click on 'Agent Details' this will break the price down further and show any commission. Please be mindful if the deal your guest has booked on requires full payment, you will need to ignore the request for a 'deposit'

Fred.Olsen Cruise Lines

## Prices

	Guest 1	Guest 2	Total
Main Package/Cabin Price	£759.00	£759.00	£1,518.00
<b>Total</b>			<b>£1,518.00</b>

[Print](#) [Agent Details](#) [Close](#)

Agent Details

Deposit Amount	£227.70
Balance Due	£1,518.00

\*\*Point B – Print Summary will give you a list of all cabins grades with the pricing for Freedom Fare and the second deal selected & will be in the format for printing.



When choosing a deck or cabin preference, you will be shown the first 9 cabins in selling sequence of the best available cabins based on your total number of guests. If the cabin number you want does not show under best available, you can enter the cabin number in the 'specific cabin number' field and it will book subject to availability.

## Accommodation

About You
Your Cruise Price
Your Details
Payment

Booking Complete

Please click on your choice of cabin from the list below. Notes are sometimes included where cabins are not standard.

To view the Ship's Deck Plan please click on the Deck name next to the cabin number.

Deck	Cabin Number	Features	Notes	Select
Atlantic Deck	4081	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>		<input checked="" type="radio"/>
Atlantic Deck	4088	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>		<input type="radio"/>
Atlantic Deck	4083	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>	Bath and Shower	<input type="radio"/>
Atlantic Deck	4074	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>	Bath and Shower	<input type="radio"/>
Atlantic Deck	4057	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>		<input type="radio"/>
Atlantic Deck	4084	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>		<input type="radio"/>
Atlantic Deck	4089	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>	Bath and Shower	<input type="radio"/>
Atlantic Deck	4076	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>	Bath and Shower	<input type="radio"/>
Atlantic Deck	4081	<ul style="list-style-type: none"> <li>• Max. 2 people</li> <li>• Request a Cot</li> <li>• Convert Twin Beds to Dbl Bed</li> </ul>	Near Lift	<input type="radio"/>

← Previous
Next →

- You can view the cabin features, by clicking on the cabin number above, this will then list you with the features available in that cabin.

## Your Details

On the next page, please take careful note of any pop-ups as this information is important & needs to be read carefully before continuing.

The screenshot displays a web interface for a cruise booking. On the left, there is a sidebar with contact information and cruise details. The main area shows a 'Lead Guest' form with various input fields. A white pop-up window is overlaid on the form, containing important booking information.

**Technical Helpline:**  
01473 292277  
Please note that this number is for technical queries only.  
Mon-Fri - 09:00 - 17:00

F9255 - Reader Offers Ltd

**Cruise Details**

- ID: D1610
- Destination: Reposition Cru
- Departs: 01/07/2016
- Duration: 1
- Ship: Boudicca
- Guest Summary: 2 Adults
- Flights: None entered
- Cabin: Grade D Outside Cabin 4057
- Special Requests: None selected
- Show Itinerary

Please fill in the information below, which is required to complete your booking.

You will be sent a Guest Information Form in due course which will ask for any outstanding information. This must be completed before your Cruise Tickets will be issued.

All fields marked with an asterisk (\*) are mandatory.

Please enter all information exactly as it appears on your passport.

**Lead Guest** Close ▾

Title\*

Gender\*  Male  Female

Country\*

Country of Residence

Telephone\*

Email Address

Oceans Club Number

Passport Number

**Important booking information - please read carefully before continuing** ✕

- Please call if anyone has medical or mobility requirements.
- Please note that you must enter your details exactly as they appear on your passports. Failure to do so will incur administrative costs.
- Anchor Ports not suited to guests with restricted mobility

Close

## Your Details – Step 3 of the Booking Process

At this stage, you are prompted to fill in the guest information. Please fill in the mandatory information (\*). There is a 30 minute time frame to complete this form so any other guest information can be added once the booking has been confirmed.

Fred. Olsen Cruise Lines Return to booking homepage Call Us: +44 (0) 1473 742424

Need Help With Your Booking?

Reservation Enquiries: **01473 742424**  
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Mon-Fri - 08:00 - 20:00  
Sat - 09:00 - 17:00  
Sun - 10:00 - 16:00

Technical Helpline: **01473 292277**  
Please note that this number is for technical queries only.  
Mon-Fri - 09:00 - 17:00

AG9999 - Fred. Olsen Sales Account

Cruise Details

- ID: M1321
- Destination: Highlights&Lowlands
- Departs: 23/08/2013
- Duration: 4
- Ship: Braemar
- Guest Summary: 2 Adults
- Flights: None entered
- Cabin: Grade BC Balcony Cabin 7052
- Special Requests: None selected

Show Itinerary

Start Again

Show Prices (including any applicable Oceans Advanced Booking Discount)

### Your Details

Your Requirements | Your Cruise Price | Accommodation | **Your Details** | Payment

Booking Complete

#### Guest details

Please fill in the information below which is required to complete your booking.

You will be sent a **Guest Information Form** in due course which will ask for any outstanding information. This must be completed before your Cruise Tickets will be issued.

All fields marked with an asterisk (\*) are mandatory.

Please enter all information exactly as it appears on your passport.

**Lead Guest** Close

[Help information](#)

Title\*

Gender\*  Male  Female

First Name(s)\*

Surname\*

Date of Birth\*

Nationality\*

Occupation

Postcode\*

Country\*

Country of Residence

Telephone\*

Email Address

Oceans Club Number

Passport Number

Passport Expiry Date

If you type in a house number and postcode and click on **FIND ADDRESS**, it will automatically find the address. IF you do not have this option, click to enter this information manually.

It is a requirement that travel insurance is taken out before travelling on one of our holidays. This should cover all appropriate travel, cancellation, medical and repatriation liabilities for the holiday. Details must be provided prior to travel.

Please provide details of the next-of-kin for this guest, who is not travelling with this party.

Next-of-kin Name

Relationship

Telephone

Please select the preferred bed configuration for your cabin from the list. All cabins have twin beds (fixed or pullman). Suite accommodation may offer twin or double beds. Please indicate below if you would like the beds to be converted to a double. If a cot is required for an infant please request it from here.

A Bed configuration selection is only required if you wish to change the setup of your cabin.

Bed Configuration

**Cruise Voucher** Close ▾

 [Help information](#)

If you have a Cruise Voucher please enter the number below.

Cruise Voucher No.

**Second Guest** Close ▾

 [Help information](#)

Tick here to copy Surname, Address and Telephone details from the lead guest. Only use this functionality if this guest resides at the same address as the lead guest.

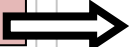
Title\*

Gender\*  Male  Female

First Name(s)\*

Tick this box if you wish to copy details of 1<sup>st</sup> guest into the 2<sup>nd</sup> guest details, this will include surname, address, and telephone.

**\*Only use this functionality if the 2<sup>nd</sup> guest resides at the same address as the 1<sup>st</sup> guest.**



## Dining & Special Requests

In this section you can add dining preferences. On the following page you can select special requests such as chocolates and champagne or request a table size. Any costs will be added to the total price of the cruise.

### Dining Requests Close ▾

Please indicate your preferred dining sitting and restaurant. Whilst we endeavour to accommodate all requirements we are unable to fulfil all requests and do not guarantee your requested dining arrangements.

Preferred Dining Time\*  First Sitting (6.15pm)  Second Sitting (8.30pm)

Preferred Restaurant\*  Any  Grampian Restaurant  Thistle Restaurant

**Next ▸**

If booking on an **Anchor fare**, you will see the below screen. Please advise guests of dining supplement incurred should they wish to choose their preferred sitting.

### Dining Requests Close ▾

Under the terms & conditions of the fare you have selected, the dining sitting will be advised within the cruise ticket. If you would like to pre book your dining sitting, please select the required dining sitting below.

Restaurant	Sitting	Price (£)	Confirm
Thistle Restaurant	FIRST (18:30)	8.00 per person	<b>Add Dining</b>
Thistle Restaurant	SECOND (20:30)	8.00 per person	<b>Add Dining</b>

You have currently selected the following Dining Requests to be added to your booking:  
**You have not made any Dining Requests.**

Click on the **ADD DINING** button to add the request. Once added it will appear in the section below.

**Next ▸**

## Special requests

Scenario: If you have two couples on one booking and only one couple require a special request package, this section is where you would enter their cabin number and add on the package. You can select a date from the drop down menu for birthdays, anniversaries etc.

**Fred.Olsen Cruise Lines** [Return to booking homepage](#) [Call Us: +44 \(0\) 1473 742424](#)

**Need Help With Your Booking?**

**Reservation Enquiries: 01473 742424**  
Please note that this number is for general reservation queries.  
Mon-Fri - 08:00 - 20:00  
Sat - 09:00 - 17:00  
Sun - 10:00 - 16:00

**Technical Helpline: 01473 292277**  
Please note that this number is for technical queries only.  
Mon-Fri - 09:00 - 17:00

AG9999 - Fred. Olsen Sales Account

**Cruise Details**

- ID: M1321
- Destination: Highlights&Lowlands
- Departs: 23/08/2013
- Duration: 4
- Ship: Braemar
- Guest Summary: 2 Adults
- Flights: None entered
- Cabin: Grade SOS Superior Outside TBA
- Special Requests: None selected

[Show Itinerary](#)

[Start Again](#)

### Your Details

Your Requirements | Your Cruise Price | Accommodation | **Your Details** | Payment

Booking Complete

### Special and dining requests

Fred. Olsen offer a number of Special Requests, such as Birthday, Anniversary and Spa packages designed to enhance your cruise experience. Please browse from the selection below to add these to your booking.

To add a Special Request, select the service from the drop down menu and then add the recipient details and date required, before clicking on the **Add** button. This date will be the date the service is provided on the ship. Your request will be displayed below, and you may add other requests as required.

To delete items simply click on the **Remove** button. Once you are happy with your selection please click on the **Next** button at the bottom of the page. Please note that you are able to add multiple Special Requests to this page if required.

If you do not wish to add Special Requests please click the **Next** button at the bottom of this page.

- Please note: Some special requests are complimentary whilst others which are 'package' based carry a small additional charge.
- Please note: Fresh flowers can only be requested on the embarkation / start date of the cruise.
- Please note: Only select one table request from the list.

#### Special Requests

[Help information](#)

Special Request:

Cabin / Guest:

Date:

**Add**

You have currently selected the following Special Requests to be added to your booking:

You have not made any Special Requests.

[Previous](#) [Next](#)

## Payment – Step 4 of the Booking Process

This page will give you a breakdown of the payment details of the booking.

### Payment Calculation

## Payment Calculation

About You | Your Cruise Price | Your Details | **Payment**

Booking Complete

For Freedom Fare bookings to complete your reservation and reserve your chosen cruise you are required to pay a 15% deposit, plus the full-price of any special requests you have added to the booking. Freedom Fares booked within 90 days prior to departure, full payment is required at the time of booking, plus the full-price of any special requests you have added to the booking. Please read our Terms and Conditions, available on request or at [www.fredolsencruises.com/terms-and-conditions](http://www.fredolsencruises.com/terms-and-conditions). A copy of which will be sent with your confirmation invoice.

For ALL Anchor Fare bookings to complete your reservation and reserve your chosen cruise you are required to pay 100% of the cruise cost at the time of booking, plus the full-price of any special requests you have added to the booking. 100% cancellation charge will apply, along with dining restrictions, cabin grade and cabin number restrictions. Please read our Terms and Conditions, available on request or at [www.fredolsencruises.com/terms-and-conditions](http://www.fredolsencruises.com/terms-and-conditions). A copy of which will be sent with your confirmation invoice.

Deposit/Special Requests to be paid now:	£32.70	<a href="#">Details</a>
Balance:	£185.30	
Total Cruise Cost:	£218.00	

Please be aware of the following notes that apply to the accommodation you are booking:

**Please note:** Anchor Ports not suited to guests with restricted mobility

- Please ensure that you have read our terms and conditions, and in particular acknowledge the following important notes.
- All guests must have a current passport which must be valid for at least 6 months from the return date of the cruise.
- You must have adequate travel insurance in place prior to departure. Your insurance should be valid for the entire duration of your holiday, and include cover for all destinations that your cruise will be visiting.
- If you have any disabilities that Fred. Olsen should be made aware of, please contact one of our cruise consultants on 01473 746175.

I have read and agree to abide by the terms and conditions of booking.

[Previous](#) [Next](#)

The blue box displays the deposit and booking balance.

Click on **DETAILS** to view a breakdown of all costs that make up the booking total.

## Prices

	Guest 1	Guest 2	Total
Main Package/Cabin Price	£396.00	£396.00	£792.00
Special Services - Extras			£16.00
<b>Total</b>			<b>£808.00</b>

[Print](#) [Agent Details](#)

Agent Details	
Deposit Amount	£118.80
Balance Due	£808.00

If your booking is made within 90 days of departure, an Anchor fare or special deal, **FULL PAYMENT** is required at time of booking. **You must ignore the request for a deposit and ask the guest for full balance to be paid.**

[Close](#)

If the guest is happy with the payment, check the box to agree to the **Terms and Conditions** and click **NEXT**.

### Your Contact Name

Please supply your name as the contact for this booking.

**Fred.Olsen Cruise Lines** Return to booking homepage | Call Us: +44 (0) 1473 742424

**Need Help With Your Booking?**

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F9255 - Reader Offers Ltd

**Cruise Details**

ID: M1321

Destination: Highlights&Lowlands

## Payment

Your Requirements Your Cruise Price Accommodation Your Details Payment Booking Complete

### Your contact name

Please enter your contact name. You can then use this when searching for bookings.

All fields marked with an asterisk (\*) are mandatory.

**Your Contact Name**

[Help information](#)

Agent's Contact Name\*

Once this button is pressed, your booking will be confirmed. Cancellation charges will apply if your booking is subsequently cancelled.

[Book Now](#)

↑

Enter your name (the agent who is taking the booking) here. This will help when searching later.



Once you have entered the agent's contact name, click on "Book Now" (You will see a confirmation page with the booking details in the next step of the booking process).

**Please note that once you click on **BOOK NOW** the booking is confirmed. Should you wish to amend the booking, charges will apply as per our Terms and Conditions.**

### Complete – Step 5 of the Booking Process

You have now completed all necessary information for the booking.

### Your Reservation

This page shows details of the reservation. If you have provided us with your agents email address you will receive an email confirmation shortly; if not then a confirmation will be sent in the post.

**Need Help With Your Booking?**

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Please note that this number is for general reservation queries.

Mon-Fri - 08:00 - 20:00  
Sat - 09:00 - 17:00  
Sun - 10:00 - 16:00

**Technical Helpline: 01473 292277**  
Please note that this number is for technical queries only.

Mon-Fri - 09:00 - 17:00

F9255 - Reader Offers Ltd

## Booking Complete

Your Requirements
Your Cruise Price
Accommodation
Your Details
Payment
Booking Complete

### Booking complete

Your reservation is now complete; thank you for choosing a Fred. Olsen cruise.

An agent and guest confirmation will be sent to you in your normal format, shortly. You may also like to print this page for future reference.

Click **Completed** to return to the Booking Homepage.

<b>Your Balance Payable is</b>	£1,470.50
<b>Balance due on or before</b>	19 July 2013
<b>Your reservation number is</b>	PK15535

**Payment and reservation reference. The guest needs a note of this.**

Please keep a note of this reference, and quote it in all correspondence regarding this booking.

#### Lead guest

<b>Name</b>	Miss EVIE(TEST) WILLIAMS
<b>Address</b>	25 Westholme Rd  IPSWICH Suffolk ip1 4hh
<b>Telephone</b>	01473 292 2311
<b>Email Address</b>	
<b>Date of Birth</b>	29 October 1993
<b>Insurance Company</b>	
<b>Insurance Policy Number</b>	
<b>Emergency Medical Contact Number</b>	
<b>Nationality</b>	British

Once you click on **COMPLETED** you will be directed back to the Agent Booking Menu. This is the end of the booking process.

## How to Find and Amend a Booking

Click on the **FIND A BOOKING** button and this form allows you to search by 'Booking Reference' or by guest details and other cruise details.

The screenshot shows the 'Find a Booking' form on the Fred. Olsen Cruise Lines website. The form is titled 'Find a Booking' and includes a 'Help information' link. It has two main sections for input: 'Booking Reference' and 'Alternatively, please enter the lead guest's surname, and other optional qualifiers.' The second section contains several fields: 'Lead Guest's Surname', 'Ship Name' (a dropdown menu currently set to 'Any Ship'), 'Departs On', 'Departs Between' (with 'and' between two date fields), 'Booked Between' (with 'and' between two date fields), and 'Agent's Contact Name'. At the bottom of the form are 'Previous' and 'Next' buttons. On the left side of the page, there are two blue boxes with contact information: 'Reservation Enquiries: 01473 742424' and 'Technical Helpline: 01473 292277'. Three callout boxes with arrows point to specific parts of the form: one points to the 'Lead Guest's Surname' field, another points to the 'Agent's Contact Name' field, and a third points to the 'Lead Guest's Surname' field with a note about entering the surname.

**Need Help With Your Booking?**

Reservation Enquiries:  
**01473 742424**  
Please note that this number is for general reservation queries.  
Mon-Fri - 08:00 - 20:00  
Sat - 09:00 - 17:00  
Sun - 10:00 - 16:00

Technical Helpline:  
**01473 292277**  
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**Find a Booking**

Please enter the details of the booking you would like to find, then click **Next** to search. Please enter the Booking Reference, if known. Alternatively, please enter the lead guest's surname, and other optional qualifiers.

**Find a Booking** [Help information](#)

Booking Reference

Alternatively, please enter the lead guest's surname, and other optional qualifiers.

Lead Guest's Surname  **Please enter the lead guest's surname**

Ship Name

Departs On

Departs Between  and

Booked Between  and

Agent's Contact Name

[Previous](#) [Next](#)

**Details of the passenger(s) on this booking.**

**You can search for bookings made by a particular agent. Enter the agent's name here.**

If you have typed in the booking reference, it will automatically take you in to the booking or if you typed in details of the booking you will be presented with the booking results as follows.

Need Help With Your Booking?

Reservation Enquiries:  
**01473 742424**

Please note that this number is for general reservation queries.



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Mon-Fri - 09:00 - 17:00

14249 - R.E.Bath Travel Service Ltd

Find a Booking

Your bookings

These bookings match your search criteria. Please select one of the bookings and click **Next** to see the details.

Bookings shown in **red** have incomplete guest information.

Surname	Forename	Booking Reference	ATOL	Holiday	Departs	Grade	Cabin	Status	Select
Jenkins	Peggy	OY27161		L1303	14May13	SI	TBA	BKD	<input type="radio"/>
<b>Jenkins</b>	<b>Peggy</b>	<b>PE7446X</b>		<b>L1315</b>	<b>19Sep13</b>	<b>SI</b>	<b>TBA</b>	<b>BKD</b>	<input checked="" type="radio"/>
James	Margaret	ME20793		L1217	03Oct12	SO	TBA	BKD	<input type="radio"/>
Jackson	Kathleen	KW04240		L1217	03Oct12	SO	TBA	BKD	<input type="radio"/>
Jackson	June	MN46504		L1215	28Aug12	LOL	TBA	BKD	<input type="radio"/>
Jones	Dawn	OF93457		L1215	28Aug12	LIL	TBA	BKD	<input type="radio"/>
Jackson	Kathleen	KY47244		L1212	03Aug12	SO	TBA	BKD	<input type="radio"/>
Jackson	Kathleen June	KY97041		L1211	20Jul12	SO	TBA	BKD	<input type="radio"/>
Julius	Winifred	ME13729		L1212	03Aug12	SO	TBA	BKD	<input type="radio"/>
Jackson	Pamela	LM41140		L1211	20Jul12	SO	TBA	BKD	<input type="radio"/>
Jordan	Linda	NQ49922		L1211	20Jul12	LOL	TBA	BKD	<input type="radio"/>
Jefferies	Kathleen	NN94505		L1205	12May12	SI	TBA	BKD	<input type="radio"/>
James	Margaret	KQ16112		L1117	27Sep11	SI	TBA	BKD	<input type="radio"/>

The bookings with 'BKD' next to them are 'booked'. The bookings with 'CNX' next to them are cancelled. To select the booking to amend/modify, tick the 'select' field and press 'next step'

## Booking Summary

The 'Booking Summary' section gives you all of the details of the booking that you can modify.

### Need Help With Your Booking?

**Reservation Enquiries: 0845 868 9979**  
You can call us 7 days a week, we'd love to hear from you.  
Mon-Fri - 09:00 - 20:00  
Sat - 09:00 - 17:00  
Sun - 10:00 - 16:00

**Technical Helpline: 01473 292277**  
Please note that this number is for technical queries only.  
Mon-Fri - 09:00 - 17:00

F9255 - Reader Offers Ltd  
Booking Ref: BPSGPN6

### Cruise Details

**ID: L1601**  
Destination: Canary Islands  
Departs: 05/01/2016  
Duration: 14  
Ship: Balmoral  
Guest Summary: 1 Adult  
Flights: None entered

Show Itinerary  
Booking Summary

## Find a Booking

These are the details of your selected booking. Choose **Modify** to make a change, or **Cancel Booking**.

### Balance

Balance Outstanding:	£1,529.00	<b>Details</b>
Balance Due On Or Before:	1 December 2015	

### Add booking details

**Complete the Guest Information Form:** **GIF**

### Summary

Holiday	L1601 Canary Islands
Ship	Balmoral
Departs	05 Jan 2016
Duration	14 Nights
Dining	2030-Avon
Guest Summary	1 Adult

Where you can modify the booking details, click on any one of the **MODIFY** buttons. Please be mindful that **administration charges will apply as per our Terms and Conditions.**

### Fare

Fare Code	F15-71
Fare Description	Freedom Fares Discount SS/A-IK/M/N Grades

### Cabin

Grade	N Inside Single	<b>Modify</b>
Number	6099	

### Guests

Name	Date of Birth	<b>Modify</b>
Mrs Joan Smith	30 July 1939	

### Special Requests

Special Request	For	On	<b>Modify</b>
Table for 8 req'd (no glee)		5 January 2016	

### Dining Requests

Dining Request	Quantity	On
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### Cancel Booking

**Fully cancel the booking:** **Cancel Booking**

**Previous**

To change the dining, please click **Modify** in the 'Guests' section and then scroll down to the bottom of the page

## Handy Hints and Tips

### DO'S

- If you make a mistake Do always use Start Again
- Do remember that prices shown are based on Standard Occupancy. e.g. Two people in a cabin
- If you are booking a twin cabin for a single passenger Do always click on Show Prices to show the Sole Occupancy supplement.
- If you forget your password Do click on "Forgot Your Password?" where you log in and you will be prompted to enter your email address for your TAC login and to send the request. An email will then be sent to the submitted email address and instructions to reset the password.
- Do remember that you can download a user manual to help you through the booking process. Just click on the icon "Download Online booking manual" in the Travel Agent Centre.
- In Accommodation when choosing a specific cabin number, the system bases the cabin availability on the maximum number of guests you have requested. As some cabins can accommodate 3 or more guests all cabins will not show. If you know the cabin number you require you can input this in the Reserve a Specific Cabin. Alternatively you can contact our Reservations department to advise on full availability.

### DON'TS

- Don't use the forward or back buttons at the top of your screen always use the last step or next step button at the bottom.
- Don't navigate away from the Travel Agent Centre. When you log in, if you go to look at other areas, e.g. Shore Excursions, itineraries, Ship Information etc this will take you out of the Travel Agent Centre. Please remember to log back in again before you make a booking.