

# #ATTRACTION PACKED AGENT KNOWLEDGE!



Save your customers valuable time & money by pre-booking their attractions!



Many of our tickets benefit from fastrack entry!



Offer complete customer service & benefit your bottom line.

## AFTER-SALES BRAIN BUSTERS

### E-TICKET AVAILABILITY

*When will my customers e-ticket be available?*

All e-tickets (except Walt Disney World Resort) are available 30 days before departure and can be issued via the e-ticket re-issue link under 'Agent Functions' on our website. If the tour is yet to be confirmed then you will receive a message to advise the e-ticket is not ready

### TOUR CONFIRMATIONS

*How will I know once a tour is confirmed?*

We endeavour to get our tours confirmed within 48 working hours. Once a tour is confirmed, you will receive an invoice and you can then print your customer's tickets from the e-ticket re-issue link.

### DISNEY ATS NUMBERS

*How can my customers link their disney tickets?*

ATS numbers (this is the number your customers will need in order to link their e-tickets to My Disney Experience) on Walt Disney World Resort e-tickets will be ready 30 days prior to departure (with the exception of guests staying on-site at Disney, their e-tickets will be ready 60 days prior to departure). We transmit all bookings to Disney 31 days prior, so we can ensure the ATS number will be ready in the 30 day window.

You can print your customer's e-tickets via the e-ticket re-issue link under 'Agent Functions' on our website.

### CANCELLATIONS

*How can I cancel a booking I've made?*

Cancellations can be actioned via our website under Agent Functions and 'Cancel a booking'. All you need to enter is the booking reference, press enter and then ensure all details are correct and press 'Cancel'. Once cancelled you will receive a cancellation invoice. If you wish to cancel a booking that contains one of our packages, you will need to email [cancel@attractionworld.com](mailto:cancel@attractionworld.com) with the details in order to do so. We endeavour to cancel requests within 24 hours and again you will receive a cancellation invoice once it has been processed.

### AMENDMENTS

*How can I amend a booking I've made?*

Any amendments required on a booking will have to be processed via a member of our friendly call centre team. Please just give us a call on **0371 700 8888**.



**PLUS...**

Visit your 'agents own discount' website found under Agent Functions to pick up a **20%\* discount** on your very own attractions booking!



follow the tag **#attractionpacked**

