

Our handy booking guide

We know what it's like when you're faced with an unfamiliar booking website and it all seems a little, well, scary! To make things that little bit easier for you, we've put together a step-by-step guide on just how easy it is to book on the Attraction World website. We'll show you how to log in, search for products, book and even how to cancel a booking. So without further ado, let us show you the world...

LOGGING INTO THE WEBSITE

Once you've navigated to www.attractionworld.com in your internet browser, you will be greeted with this agent login screen. From here, all you need to do is enter your **ABTA number** and **password** (which you should already have) and click the '**LOGIN**' button. If you have forgotten your password for whatever reason, simply click the '**Forgotten your password?**' link and fill the form in. Your details will then be emailed to you directly.



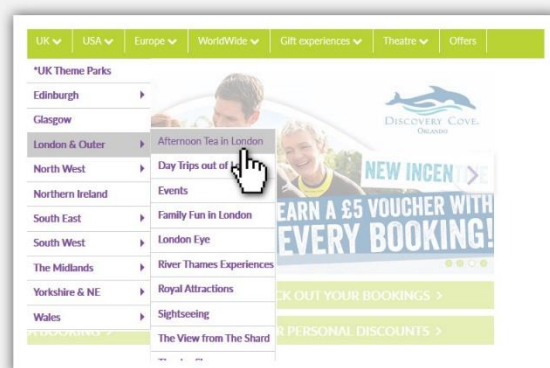
WHERE EVERYTHING IS

Now you've logged in, you'll be able to see our **navigation** at the top which features all the locations that we sell tours/attractions in. Down the left hand side you'll see a **way to search** for exactly you want, this section is titled '**Where do you want to go?**'. The banners on the homepage will rotate and feature our **top offers**, all of which you can click to find out more. The sections in the middle includes a set of quick links we think you might find useful along with a list of our **recently added** tickets and tickets that **your shop** book the most. Along the bottom of the page you will find our footer with lots of useful links.



THE TOP NAVIGATION

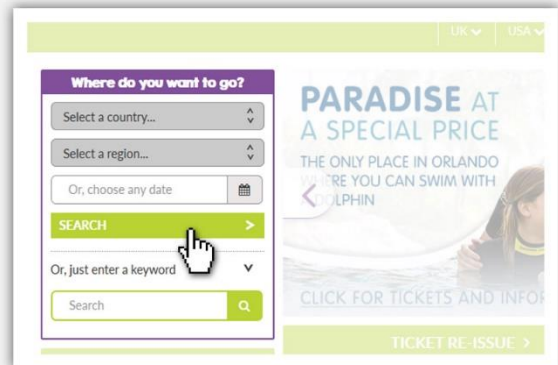
If you want to search our website using the top navigation, simply **hover over** one of the options at the top of the page, and a drop down will appear with a **list of destinations** for that particular place. For example, if you hover over the **UK tab**, you will then be able to see a **list of cities**. Here, you can click on a name for a **full list of products**, or hover over a name to then reveal another menu which breaks down the place into particular **attractions** and other **ticket options**. You can click any of the links to visit the page.



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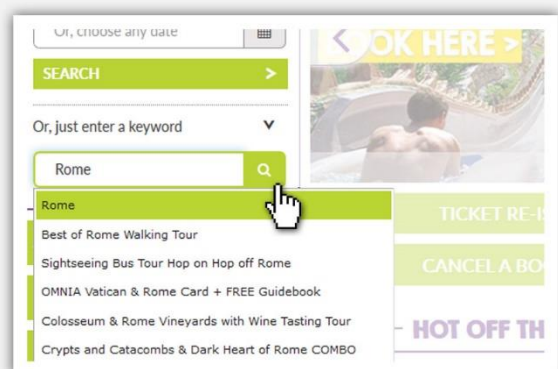
WHERE DO YOU WANT TO GO SEARCH

If you know what it is you're looking for, head to the **left hand top search** feature. Here you will be able to search by **choosing a country** from the drop down menu and/or **a region** and even a date if you have one. It's good to know that you can click **'SEARCH'** at any time, even when you just have a country or region highlighted. The **more selections** you make though, the more accurate your results will be.



KEYWORD SEARCH

Perhaps you just want to carry out a **quick search** of a destination or attraction, if so, use the **keyword search** in the left hand side under **'Where do you want to go?'**. Simply start typing the word you require, and you will see a **drop down** of options appear which may match what you're looking for. Either click one of these, or finish typing the word and click the **magnifying glass** to search the website.



SEARCH RESULTS

Once you have **carried out a search**, or clicked on one of the options in the navigation, you will be greeted with either a search results page, a destination page, or you'll simply go straight to the actual product page. It all depends on how you've **navigated your search!** A region page will typically look like this and will **list ALL** of the attractions and tours available to book for that destination.



<p>SPECIAL OFFER</p> <p>Ferrari World</p> <p>Adult from £69 Child from £69</p> <p>BOOK NOW ></p>	<p>SPECIAL OFFER</p> <p>Six Watersword</p> <p>Adult from £65 Child from £65</p> <p>BOOK NOW ></p>	<p>LIMITED TICKETS</p> <p>Lunch or Dinner at the Burj Khalifa</p> <p>Adult from £74 Child from £66</p> <p>BOOK NOW ></p>	<p>FASTTRACK ENTRY</p> <p>At The Top, Burj Khalifa SKY - Level 148</p> <p>Adult from £85 Child from £85</p> <p>BOOK NOW ></p>
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TOP TIP!

Keep a look out for our brightly coloured stickers on our region and search pages, you'll be able to see if a ticket features an offer or some other special feature!



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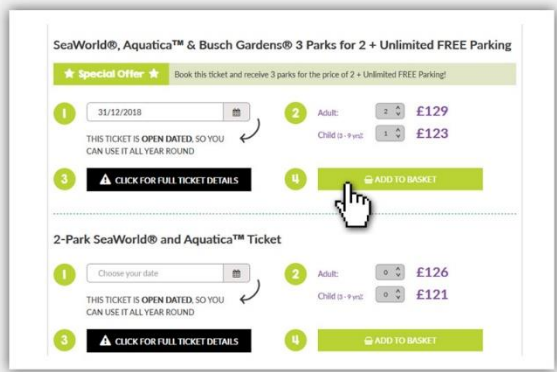
A PRODUCT PAGE

When you reach a **product page** you'll see an image on the right representing the attraction or tour, a **detailed description** of the product, and then further down the page, **ticket and info panels**. It's within these ticket panels that you will be able to make a booking for a product. A few other **great features** on this page include the ability to **print** the page, or in one simple click you can enter your **customers' email** and get the product details delivered to their inbox. You'll see buttons for these underneath the product image.



BOOKING A TICKET

Once you're ready to make a booking, you need to choose a **ticket type** from the product page (there may only be 1 option, it will depend on the attraction). Always remember to read the information under the **'Click for full ticket details'** link, as there may be conditions surrounding that particular ticket. The next thing you need to do is select a date your customer wishes to visit the attraction under the **'choose your date'** section. Next, select the number of adults and/or children and click **'Add to basket'**.



CONFIRMING A BOOKING

Now you have your item/s in your **shopping basket**, you can either **confirm the booking** or continue shopping to add on more tickets for your customer. To complete the booking, simply check all ticket details are correct, fill in the **ticketholders details** (your customer) and then complete your **agent details** by adding your membership number and selecting your name from the drop down menu. Once you're happy, click the **'COMPLETE BOOKING'** button, where you'll then be taken to a screen providing you with more details of the booking you have just made.





TOP TIP!

Make sure you visit our 'OFFERS' tab at the top of the page. Here, you'll be able to find a list of all our special offers and agent incentives. Many of our offers are exclusive so it really is worth taking a look!

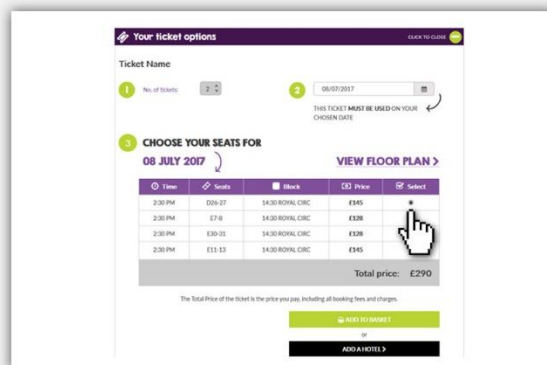
GIFT EXPERIENCE BOOKINGS

As you can see from the website, we feature a large selection of **gift experiences**. To access our range, simply go to our **Gift Experiences** tab at the top of the page and select a category in which you would like to view experiences in. Once you make an experience booking, things work slightly different. You will receive an **e-ticket** which will detail a **web address** that you need log onto to register your gift experience. Once you have done this, a funky **little pack** will arrive on your doorstep, **free of charge**, with your exclusive voucher that lasts 11 months.



THEATRE SHOW BOOKINGS

Making a **theatre show** booking works slightly differently, but is still just as easy. Once you've selected the show you would like, first select the **number of tickets** you require in the ticket panel. Next, choose a **date of travel** and select your **preferred seats** from the options. Once you've done this, you can either **add the tickets** to the basket, or choose to **add a hotel** to the booking. To add a hotel, select the option and follow the steps to choosing the right hotel. You can choose the star of the hotel as well as the location to make a totally **tailored package**.



TOP TIP!

Stay up-to-date with all things Attraction World and sign up to our weekly e-update. Simply enter your email address in the sign up section found in the footer of our website in the bottom left corner.

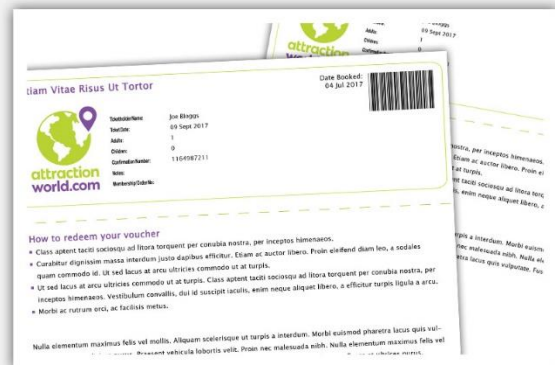


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E-TICKETS

Now you have made a booking, you will need to ensure your customer receives their **e-ticket** (they will not receive hard tickets, this will be their admission ticket, so it's **very important**). On booking, you will have been informed if the booking needs confirming, or not. This is important as to what happens next (please see the steps below for more details). You will be able to access your customers' tickets from the **'Agent Functions'** section of the website (see below for more details) 30 days prior to departure. The e-ticket itself will detail all the booking details including the date of the attraction admission and redemption information. Your customer **MUST print** this off and take it with them.



BOOKINGS THAT DO NOT NEED CONFIRMING

If the booking **does not** require confirmation, an invoice will automatically be generated and emailed to you. If the booking is due to depart within the **next 30 days**, the e-ticket will be ready to download and print straight away. If not, you will receive an email 30 days prior to departure with a link taking you to the **e-ticket re-issue** section under **'Agent Functions'**.



BOOKINGS THAT DO NEED CONFIRMING

You will be advised at the point of booking if a ticket **needs confirming** as well as receiving an email detailing this information. Our systems will then handle the **confirmation process** and send you an **invoice** once the booking has been confirmed. You will then be able to print the e-ticket if the departure date is within the next 30 days. If not, you will receive an email when the tickets are **ready for printing**.



Our handy booking guide

AGENT FUNCTIONS

One important part of the website that you will want to familiarise yourself with, is the 'Agent Functions' feature. This is your **personal portal** for things like viewing invoices, re-issuing e-tickets, cancelling bookings, downloading posters and more. To access Agent Functions, you can either click the large green 'Agent Functions' button on the left hand side of the website, or scroll to the top of the page and look for the text link above our phone number.



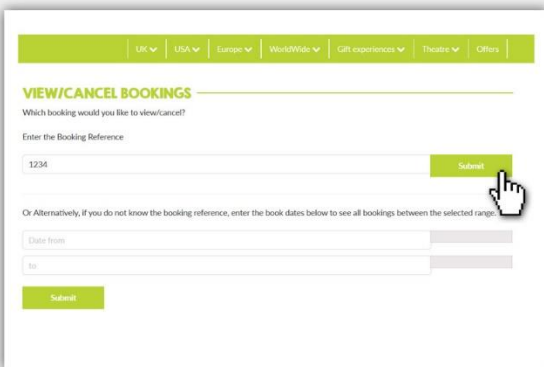
AMENDING A BOOKING

If, for whatever reason, you need to make an **amendment on a booking**, for example to change the lead name of a passenger or the date of a booking, this will have to be done via our **call centre**. You can get in touch on **0371 700 8888**, but do be aware that amendment charges may apply.



CANCELLING A BOOKING

To cancel a booking you have made, head to 'Agent Functions' and select the 'Cancel Bookings' under the 'Sales, tracking and consultants' section. In here, you will either be able to pull up a customer's booking by entering their **booking reference**, or by entering the date range you made the booking. You will then be presented with a list of bookings, click on the '**CANCEL BOOKING**' link where you will be prompted to enter the booking name to confirm cancelation. It's here you will also be informed of any **charges incurred**.



TOP TIP!

To learn even more about Attraction World, why not visit our online training website and become an expert? Click the 'Launch Online Training' button on the left hand side of the website to take our modules.



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