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About this Guide

The first version of the tRIPS® user guide was released December 2014. It was last updated June 2019. It is designed to show you:

- How to make different types of bookings on tRIPS® step-by-step;
- How to cancel bookings online (if applicable).

It is always recommended to use the most up-to-date version of the guide where available, as the system is updated periodically with new features and enhancements. The latest version can always be found at https://feedback.redfern-travel.com/userguides.

This guide is available free of charge and we encourage you to use and share it, but please do not make any modifications to the guide without asking us first. Thank you.

What’s changed?

- ADDED – Carnet Flexipasses
- ADDED – Packaged Products

Feedback

If you have any questions, comments or suggestions about the guide, or about future releases of tRIPS®, we would love to hear from you. Please use our online Feedback Hub (https://feedback.redfern-travel.com). Thank you.
Using This Guide

If you are reading this guide on a computer, you can navigate around by either:

- **Using the Contents Page** – Press the Ctrl key and click on a section.
- **Pressing your Ctrl key and left-clicking links in the text** – these will be underlined and highlighted, for example: *Using this Guide*

Colour-coding of important information is done throughout the guide:

- This indicates an important point, or a tip to help you with your booking.
- This indicates a link to an external website with useful information.

Need further assistance?

If you are still having difficulty making a booking after reading the guide, you can use the Feedback Hub to direct your query to the appropriate department at CTM for further assistance.

After clicking the Feedback Hub link on your home page you will see a form. If you have a hotels query for example, select *Hotel* from the drop-down.

Please fill out the form as completely as possible; this will help us process your feedback or complaint more efficiently.

Special characters such as spaces can cause problems when entered in to the telephone field, so please try not to use them.

Once you have sent your form you will be given a reference number;
keep this in a safe place as you will need this if you contact us about the feedback you have submitted.

Reporting tRIPS® errors
If you encounter any error messages while making bookings, **please screenshot the message(s) and send to CTM's Technical Support team as soon as possible** after their occurrence.

You can take a screenshot by pressing the 'PrtScn' key on your keyboard, then right click and 'paste' this in to an email. If you are using a laptop computer, you may have to press an ‘FN’ (function) key in addition for this to work.

Alternatively, you can copy and paste the message displayed on screen and include a note on where and when the error message occurred.

**Booking requests cannot be guaranteed in absence of any screenshots or supporting information on the problem encountered.**
Accounts and Registrations

Registering your account
To begin the registration process for tRIPS® you will need to contact your in-house travel management team (not CTM).

If you are unsure of the contact details for your travel team, please contact CTM’s Technical Support team for further advice.

After your account is registered, visit the tRIPS® website and:-

1. Enter your full email address.
2. Click Recover Password.
3. The system will then send you a new password link. Click the link within the email to set yourself a new password.

Creating a password
As part of the contract CTM have with your organisation, certain security measures were introduced to protect your information. One of these measures was the use of passwords.

To create a strong password, it is recommended that you include a mixture of:

- Special characters (e.g. # or - symbols);
- Capital/lowercase letters;
- Numbers
You won’t be able to use single dictionary words or names, so it may be useful to combine two words, and/or substitute numbers for letters. Thinking of a song lyric or phrase may also help. For example:

- Substituting numbers for letters – B00k1ng$;
- Memorable phrase – DressToThe9s;
- Song lyric – $hakelt0ff

Once this is done you are now able to log in; go to www.trips.uk.com to start.

Please note that passwords will expire after 120 days. You will receive a pop-up box when logging in after your password has expired.

**Account types**

As of the 30th of June 2014, there are four account types. Each account type has different features, ranging from the ability to book travel yourself to booking on behalf of others.

The table below gives a brief overview of each account type.

<table>
<thead>
<tr>
<th>ACCOUNT TYPE</th>
<th>FEATURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traveller</td>
<td>The most basic account; allows bookers to quickly add user details and avoid having to type information manually. Doesn’t have a log in, so cannot book travel themselves online.</td>
</tr>
<tr>
<td>Self-Book</td>
<td>Able to book travel and accommodation in their name only – booking for colleagues is not allowed. Able to edit their profile (e.g. address).</td>
</tr>
<tr>
<td>Self-Book and Others</td>
<td>Able to book for other users, though they must be one of the travellers (or hotel guests). Able to edit their profile (e.g. address).</td>
</tr>
<tr>
<td>Booker</td>
<td>Can make bookings for any user in the same organisation, even if the booker is not one of the travellers. Able to edit their profile (e.g. address).</td>
</tr>
</tbody>
</table>
Amending your account

Your User Admin page stores all your personal details currently registered on tRIPS®, including your name, address and cost codes (if you choose to add them).

Whilst cost centres aren’t mandatory when completing your profile we definitely recommend filling these in, in order to speed up your booking process. This is particularly relevant for the tRIPS® app.

If you need to make amendments to your account, click the User Admin link on the top menu bar.

After clicking User Admin, you will see a series of tabs across the top of the screen; click the tabs to move to that particular section. The Personal tab will open by default.

When you first access the page, you will see a warning message.

Pressing OK by itself will remove all default details so you can enter your own information.

Any changes you have made will be highlighted in yellow.

Remember to press the Save button at the bottom of the screen if you make amendments.
Personal
Your ‘Personal’ tab shows basic details registered to your profile.

If a rail ticket type that requires posting is selected, the ticket will be sent to the main profile address by default.

The Preferred Opening drop-down menu will enable you to choose your default search page, e.g. rail or hotels.

Some details you cannot change, such as your name, Account Type and whether you can override booking policies.

Only your travel team can amend these details; if you are unsure, contact CTM’s Technical Support team.

Preferences
Your ‘Preferences’ screen allows you to set default cost centres and responses for each type of booking.

Any details entered here will be added to your booking automatically the next time you get to the billing page, saving you time in the booking process.

You can also set other preferences such as seating, meal requests and any special passenger needs (for flight bookings).
Docs & Loyalty
The ‘Docs & loyalty’ screen allows you to select and store any loyalty cards you may hold for particular airlines, hotels, rail operators or car hire providers.

Visa information may also be provided if you wish.

Please note not all users will have access to the loyalty facilities depending on the contract your organisation holds.

Password
You can change your tRIPS® password on the ‘Password’ screen.

Enter your current (old) password and what you would like to change it to.

You may find the note on creating a password useful.

After entering both passwords, click the Change Password button underneath.

HOW DO I CHANGE MY EMAIL ADDRESS, NAME AND/OR ACCOUNT TYPE?

Only your in-house travel team can amend these details. If you are unsure who your travel contact is, please contact CTM’s Technical Support team for assistance.
Moving Around

On the next few pages, you will get a brief overview of the:

- Home page;
- Navigation menu;
- User Admin area.

Home page
When you first log in to tRIPS®, you will be presented with your home page, shown below. Your organisation may have customised this page with their own links and information messages.

By default, all users have access to the Feedback Hub. You should use the Portal to send email queries and feedback to the relevant CTM departments.

Navigation menu
When logged in to tRIPS®, you will see the navigation along the top of the screen. You can click on or tab through the links.
1 – **Home** – The default page with your organisation’s message board;

2 – **Book Travel** – Allows you to see the booking search forms for travel and accommodation;

3 – **Baskets Manager** – A record of all your previously confirmed bookings are stored here;

4 – **User Admin** – Displays your profile and allows you to amend the stored address etc;

5 – **Extras** – Links to meetings and management information (may not be available for you);

6 – **Sign Out** – Log out of the tRIPS® website.

Please note the Book Travel button will change to Start Again once clicked; pressing Start Again will clear your current (un-booked) basket contents.

If you just wish to return to the search screen, click the Search link on the left side of the results screen.

---

**SIGNING OUT OF tRIPS®?**

Once you press Sign Out, any unsaved items will disappear from the basket. It is not possible to recover any unsaved information.
Search menu

After clicking the Book Travel link, the following buttons will appear, where your organisation has activated the travel types against your profile.

1 – Flights – UK and international travel;
2 – Rail – UK only travel;
3 – Hotels – UK and international accommodation;
4 – Eurostar – European only travel;
5 – Taxis – UK only travel;
6 – Parking & Lounge – UK airport parking and lounges;
7 – Car Hire – UK and international travel;
8 – National Express – UK only travel

Clicking one of these buttons will open the relevant search form so you can start booking.

CANT’T SEE SOME OF THE ICONS?

Contact your in-house travel team to get your profile amended. If you are unsure who to contact within your organisation, contact CTM’s Technical Support team for advice. Please note some icons may be unavailable depending on the contract your organisation holds.
Rail

To begin booking a rail journey, click Book Travel then the Rail button. The rail search form will then appear, prompting for the journey details.

Departure and arrival points

Your first step is to tell tRIPS® where you are going from and to. You can select your departure and arrival points using the drop-down arrows, or by typing them out. Station codes can also be used for your search, if you know them. E.g. LDS for Leeds.

Dates and times of travel

Select a date and time of departure. Include a return date and time if applicable. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Times can be entered in 15 minute increments.

If only a single ticket is required, simply select the one way option.

tRIPS® will default the departure date to the current date.

Remember to double-check this when making a booking, as some ticket types are only valid for a certain date (or time) and will incur charges for cancellations.

‘Arrive Before’ will list all available trains before a specified time, including those from the night before, so it’s often best to use the ‘Depart After’ option.
Optional: passengers, class of travel & railcards

Passengers
Depending on your account type, you can adjust the number of travellers.

By default the number is one adult.

Up to eight travellers can be placed in one booking; for example this can be eight adults, or four adults and four children.

If your organisation has requested that your profile is set up as a self-book user, the ‘Adults’ box will auto populate and be fixed with 1 as you can only book 1 ticket for yourself.

When more than one adult/child is specified, tRIPS® will automatically allocate the closest available seats.

Class
The Class of Service drop-down may show different options depending on your organisation’s travel policy.

Searching ‘Any’ class will return both Standard and First Class results.

In the majority of cases authorisation will need to be obtained from your in-house travel management team before booking First Class travel.

Open Return
The ‘Open Return’ box simply removes the return date and time.

This can be useful when you want a flexible ticket but are unsure what date or time you are returning.

Please note this feature may be hidden based on your organisations policies.

When using this option you must also select the ‘Return Journey’ box, otherwise you will only see Single tickets.
Additional information can be viewed by hovering your mouse pointer over the blue information icon.

**Railcards**
If you have a railcard, you can choose to apply it by ticking **Apply Railcard/Concession**. (Shown on the image above).

Railcards which tRIPS® will accept will be displayed in a pop-up box after clicking **Search**.

A railcard number is not required, but you must take your railcard when travelling, otherwise you will be charged the full fare.

Any discount will be applied automatically unless you have ticked the **Disable Auto-Discounts** box.

**Optional: saving the journey details**
If you make the same journey frequently, you can press the **Save Favourites** button after entering your journey details. This will create a record in your ‘Favourites’ drop-down at the top of the screen.

You can click the highlighted journey to retrieve the details. Alternatively you can delete the record by clicking the red cross on the right.

Once all search criteria are complete select **Find** to view the fare selection screen.
Airport Express

Please note **not all companies will have Airport Express enabled**, this depends on the contract your organisation holds.

Where express services are available between airports and local cities you can search these specific routes using the airport express quick search.

Simply select a start date, you can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Select a direction, number of travellers and the journey type (single or return).

Selecting get prices will return the results of your search in the same way a normal rail search would work. Follow the rail process to book.

**Fares**

On the fare selection page, you will be able to view and choose a ticket type.

You can switch between the different ticket combinations (e.g. Two Singles) by clicking the buttons above the journey details.

The buttons also display the cheapest price available for each option; however
some fares will only be available at certain times or via certain stations.

Clicking on the name of the fare will display a description of the ticket, including when it is valid and any route restrictions applicable to the ticket. You may also find the Ticket Types summary sheet later in this guide helpful.

Select a time for your journey by clicking on a circle underneath the time you wish to travel; remember to select a return time if applicable. In general, circles will be displayed underneath the times which that ticket is valid, however make sure to check if the ticket is fixed to the selected time before purchasing.

What is a split ticket?
A Split ticket allows travellers to buy a ticket from a departure point to a destination at a cheaper cost than a through-fare. The journey is broken down into two parts with a separate rail ticket for each section of the journey. This results in separate seat reservations for each leg of the journey, so travellers need to be aware that they may be required to move seats part way through their journey. However there is no need for travellers to get off the train at the station the ticket ‘splits’ at.

A split ticket on the tRIPS® system only offers the booker a single split point on direct trains only and is easily identified via the ‘split ticket tab’ by searching using the full station names.

Additionally, the booker needs to be aware that if booking a flexible ticket type (i.e. Anytime, Off-Peak, Open Return) and they decide to change the train time they travel on, the trains must stop at the station that the ticket 'splits' at (i.e. some trains may not have the same calling points and therefore the split ticket would not be valid).

When your journey details have been finalised, press Book Now in the top right of the screen. Please note that Book Now will be unavailable if you already have something in the tRIPS® basket. To continue, you will need to select Add to Basket, and then click Basket at the top of the screen (next to the flags.)
Traveller details

Once the booking process has begun you will be presented with an option menu that requests for the identity of the traveller. You will see three options (depending on your account type):

**Add Guest** – For bookings where the traveller is not registered to use tRIPS®; details are entered manually.

**Add Company User** – For bookings where the traveller has an account registered on tRIPS®.

**Add Me** – This will enter your own details or those you’re booking on behalf of using the ‘Book On Behalf Of a User’ button.

When filling out this section, you only need to specify a title, first name and surname if you are booking for adults (though a date of birth is required when booking for children). Nationality and gender only apply for flights, so you can ignore these.

As an example, Mr Vernon Bear has been added as a guest. Names can be removed by pressing the red circle on the right.

**BOOKING FOR MORE THAN ONE TRAVELLER?**
Multiple travellers will each have to be added separately. All name fields must be filled. It will not be possible to continue until all the fields have information in them.
Seating preferences

Seat reservations are optional (with the exception of Advance Single tickets, where the ticket is only valid with an accompanying seat reservation).

On the seat reservations screen, you can specify a number of options, e.g. direction of travel, the location/coach and position.

If you have filled out your preferences in the User Admin screen, these will be loaded automatically.

The ‘specific seat’ option can be selected if you know what seat number or coach is required, though it is generally recommended to use the general ‘seat’ option.

tRIPS® will search for seats at the time you have selected previously.

Some important points to remember

The more specific your request, the less likely it is that a seat can be reserved, particularly if the date/time of travel is close. It may help to reduce the number of selected options.

tRIPS® will also search for reservations only at the selected time, not all available services. You will need to press Stop Booking and return to the fare selection page if you wish to check another time.

NO SEATS AVAILABLE?

If you are unable to reserve a seat, it doesn’t necessarily mean you (or the traveller) will stand. A certain number of seats on each service are made non-reservable (on a first-come-first-served basis) by the train operator.
Billing & ticketing information
The final stage is split into two sections, billing details and delivery method.

(a) Entering the billing details
You will need to enter your booking codes first.

These codes requested will vary depending on your organisation; some examples include cost centres, staff numbers and reasons for travel.

If your preferences in the User Admin page have been filled out, the codes will be loaded automatically into the billing page.

However if you are entering these manually, double-check them first as it is not possible to amend billing details once the booking is confirmed.

Mandatory fields or invalid codes are highlighted with a red icon and box.

When booking for more than one traveller, you can tick the ‘Apply to all…’ box to enter the same cost centre across all travellers.

Cost centre groups
Depending on your organisation, you may also see an additional field named CostCentre Group.

If you are able to see it, this is a mandatory field. You will not be able to continue until this is complete, select the appropriate group from the drop down menu.
(b) Selecting a delivery method

When booking a ticket, it is important to select the most appropriate delivery method available as delivery methods cannot be amended once confirmed.

To select a delivery option, look out for the Queue drop-down menu.

The different delivery methods available are described on the following page.
**Delivery methods**

Please note that **not all delivery methods may be available for your organisation**; for more information, please contact your in-house travel management team.

<table>
<thead>
<tr>
<th>DELIVERY METHOD</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>First Class Post</strong></td>
<td>Dispatched from CTM’s offices same day if ordered before 16:30; Usually arrives within 1-3 working days; Not traceable through the Royal Mail network once it leaves CTM.</td>
</tr>
<tr>
<td><em>(Royal Mail)</em></td>
<td></td>
</tr>
<tr>
<td><strong>Special Delivery (1pm)</strong></td>
<td>Dispatched from CTM’s offices same day if ordered before 16:30; Arrives the next working day (excluding bank holidays) before 1pm; Traceable through the Royal Mail network (<a href="#">contact CTM to track the envelope</a>).</td>
</tr>
<tr>
<td><em>(Royal Mail)</em></td>
<td></td>
</tr>
<tr>
<td><strong>Station Self Service - Ticket on Departure</strong></td>
<td>Collect from a station using an 9 character <strong>(alphanumeric)</strong> collection reference; Ready to collect as soon as the booking is confirmed; Bookings can be collected from any station with a fast ticket machine (<a href="#">see National Rail link below</a>).</td>
</tr>
<tr>
<td><em>(ToD/Fast Ticket/Station Collection)</em></td>
<td></td>
</tr>
<tr>
<td><strong>Office Self Service Collection - Kiosk</strong></td>
<td>Collect from a machine in your office building with a 10 digit <strong>(numeric)</strong> collection reference; Ready to collect as soon as the booking is confirmed; Bookings can be collected from any kiosk belonging to their organisation, anywhere in the UK.</td>
</tr>
<tr>
<td><em>(Office print, NOT station collection)</em></td>
<td></td>
</tr>
<tr>
<td><strong>Standard</strong></td>
<td>Collect from a printer (connected to a computer) in your office building; Ready to be printed as soon as the booking is confirmed; Bookings can only be collected from the machine specified.</td>
</tr>
<tr>
<td><em>(Desktop printer)</em></td>
<td></td>
</tr>
<tr>
<td><strong>Self-Print</strong></td>
<td>Print at home or office using an ordinary A4 printer; Available to print immediately after confirmation; Only available on certain routes from certain train operators; please check with CTM if unsure.</td>
</tr>
<tr>
<td><em>(A4 paper tickets)</em></td>
<td></td>
</tr>
<tr>
<td><strong>E-Ticket</strong></td>
<td>A ticket that is recorded electronically when the purchase is made and delivered to you as a PDF. This gives you the freedom to choose whether to print a copy or store it on a mobile device. When an E-Ticket is booked the person travelling will receive an email containing a PDF of the ticket to use to travel, to their preferred email address, which they will have entered during the booking process.</td>
</tr>
<tr>
<td><strong>Electronic ticket</strong></td>
<td></td>
</tr>
</tbody>
</table>
I know a station has a ToD/fast ticket machine, but is not on the list
Sometimes if a station was recently opened or machines are newly installed the station may be missing from the available choices.

Contact [CTM’s Technical Support team](http://www.nationalrail.co.uk/stations_destinations) to request to get it added. While it is being added, you can simply select an alternative station. Bookings for station collection are designed to be available from any station with fast ticket facilities.

**Adding a TravelCard**
If you are travelling to London, you can also add day TravelCards to your booking:

Click the arrow on the right to view a list of available options.

**Anytime** tickets are valid all day Monday to Friday, weekends and bank holidays.

**Off-Peak** tickets are valid all day after 09:30, weekends and bank holidays.

Remember, Transport for London (TfL) have made TravelCards valid for one day only. If you require underground travel for more than one day, you will need to purchase them for separate days.

If you just require travel to and from a specific tube destination, you can select the zones within your train ticket.

**DO YOU NEED THIS TRAVELCARD?**
If you have already selected a fare named ‘TravelCard’ on the search screen, this already includes underground travel so you do not have to request one from this menu.
Contact and postal address details
If you select post, please make sure you check the address.

**Tickets are sent to the main address on your profile by default**; if you wish to send them to another address, this is your last opportunity to amend it.

Incorrect addresses and/or duplicate post codes can cause delays when the envelope is being processed by Royal Mail.

---

**CHANGING DELIVERY METHODS**

Delivery methods cannot be changed once confirmed. If you wish to amend it, you must rebook online and follow the procedure for refunds (or exchanges). This will incur administration charges.

---

Bookers receive an email confirmation automatically once the order has confirmed, though it is possible to send copies to other email addresses at the bottom of the Billing & Ticketing window.

Once the Billing & Ticketing window has been completed, you will be prompted a final time to confirm seating arrangements. Click **Continue**.
Confirming the booking
You will then see the basket. The ‘Booking Phase’ column will now have changed from “Collecting User Input” to “Confirm”.

You can expand your itinerary by clicking the black and white arrow (next to ‘Rail’).

If you are booking more than one item, press Confirm All. Otherwise, press Confirm next to your ticket to continue. You will then be prompted to read the terms and conditions of your purchase.

Click the links to view the terms and conditions.

After reading the terms and conditions, please click ‘Yes’ to agree to the terms and finalise the purchase.

Once ‘Yes’ has been selected, this decision cannot be reversed.

Once fully completed, the Booking Phase will change to “Booking Successful”, and you will see the booking reference underlined.

An email confirmation will be sent to you and any other email addresses specified on the Billing & Ticketing Information page. A record of the booking is also accessible from Baskets Manager link should it be required at a later date.
Collecting your ticket(s)
If you have specified Ticket on Departure (TOD) or Kiosk as your delivery method, your confirmation will contain your collection reference; you will need this to print your tickets. **Your collection reference is not the same as your order reference number.**

With Ticket on Departure (TOD station collection), you will need a card with a magnetic strip to activate the fast ticket machine before you can input the collection reference.

**Any card, including credit/debit or in-store loyalty cards will work** – information is not read from the card and it will not be charged, as all tickets are billed to your organisation’s account using the cost centre (or account code) specified on the Billing page.

How do I amend/cancel my booking?
Once confirmed, it is not possible to amend or cancel rail bookings online. If your travel plans change, you should follow the cancellation procedure below, and if applicable, rebook your tickets.

I’ve collected my tickets
If you have purchased an **Off Peak or Anytime** ticket and chosen to collect it from the **station/an office kiosk**, you will need to **return the tickets to us for cancellation**. Please post them to the address opposite.

Once returned, the tickets will be refunded (less a £10 administration fee) back to your company account.

If you have purchased an **Advance Single ticket**, you can only exchange these tickets. You will need to:

1. Rebook online for the new date/time
2. Complete the Rail Exchange Form (click [this link](#) and see ‘Forms’)
3. Post the form and ticket(s) back to CTM.

If the criteria on the exchange form are met, you will receive a credit back to your company account for the tickets (less a £10 administration fee).

Please note that due to the volume of requests being processed by CTM, you will not receive an email confirming the refund or exchange. Your in-house finance team will be able to see any applicable refund as a credit note on their records.

I haven’t collected my tickets
If you have purchased an **Off Peak or Anytime** ticket and chosen to collect it from the **station/an office kiosk, do not collect it from the machine**. CTM performs a sweep of
uncollected tickets each month, automatically cancelling and refunding these tickets back to your company account (less an administration fee).

If you have purchased an **Advance Single ticket**, you can only **exchange** these tickets. To exchange, you will need to:

1. Rebook online for the new date/time
2. Complete the Rail Exchange Form (click [this link](#) and see ‘Forms’)
3. Email the form to CTM (contacts below)

If the criteria on the exchange form are met, you will receive a credit back to your company account for the tickets (less an administration fee).

Please note that due to the volume of requests being processed by CTM you will not receive an email confirming the cancellation.

**Contacts**

- **Crown** – [North.rail@travelctm.com](mailto:North.rail@travelctm.com)
- **Corporate** – [North.corporate@travelctm.com](mailto:North.corporate@travelctm.com)
- **Scottish Government** – [North.Gov.scot@travelctm.com](mailto:North.Gov.scot@travelctm.com)
Carnet Flexipasses

Carnet tickets are also referred to as Flexipasses and are available in books of varying quantities. The most common books are in sets of 5, 10 or 50 tickets but this differs on the route and train operator offering these ticket types.

These can be booked in the name of your office/department or in the name of one person, but they can be used by multiple passengers.

Depending on which train operator offers the passes and the quantity of the passes, they will have different validities, terms and conditions. Some may be classed as Anytime Singles whereas others will be Anytime Returns so it’s always best to check during the booking process.

Booking

When enabled, carnet tickets can be booked on tRIPS® within the Rail option under Book Travel as normal by selecting the option as circled below.

These passes work out discounted against normal daily ticket costs and no further railcard/concession are available to be used in conjunction with them.

If the route you have searched for does not have carnet tickets available, you will see the below error.
Carnet tickets are only available for Special Delivery so please be mindful of the date and time used in the search as you would need to allow enough time for the tickets to arrive in the post. If you don’t allow enough time, you may receive an error message as per below.

To rectify this, you will need to start the booking again with a date and time further in the future.

Once you have done the search for a valid carnet route you will see all the different carnet tickets available. The time selected on this page is not important as they are flexible tickets
Validity
It is important to check the validity of any ticket you book, and this is the same for the different carnet options. When you have your search results, if you click on the carnet type, this is a hyperlink to all the different conditions for that option.
Some sets of carnets may be credited against a new matching set of carnets if you are unable to use all tickets within the validity.

For this to be processed, you must purchase the new set before the originals expire and return the unused tickets with the new carnet confirmation document to the below address within 28 days of the expiry date. The unused tickets will then be processed for refunds less £10.00 per ticket.

CTM North LTD
FAO Rail Department
Shire House
2 Humboldt Street
Bradford BD1 5HQ

The customer MUST write the date of travel in the box provided on the ticket before travelling or ticket will be deemed invalid.
If you are unsure about the conditions of your tickets or if you just want more information, please feel free to contact your relevant booking team via email or phone for further clarification.
### Rail ticket types

#### ANYTIME

<table>
<thead>
<tr>
<th>Type</th>
<th>Validity Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Singles</td>
<td>Two days (date on ticket + following day).</td>
</tr>
<tr>
<td>Returns</td>
<td>Five days outwards (date booked + four following days), one calendar month return (from date booked).</td>
</tr>
<tr>
<td>Day Returns</td>
<td>Date on ticket only.</td>
</tr>
</tbody>
</table>

* These are the **most flexible** types of tickets available; **travel can be made at any time**, even if seats have been reserved for a particular time.

* They are **refundable**, subject to an administration fee (per ticket).

* The tickets are flexible, but **subject to route and/or rail operator restrictions** on the ticket. Please check for any restrictions by examining the “Route” printed on the ticket, or by clicking the name of the fare on the Fare Selection page.

#### OFF PEAK

<table>
<thead>
<tr>
<th>Type</th>
<th>Validity Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Singles</td>
<td>Date printed on ticket.</td>
</tr>
<tr>
<td>Returns</td>
<td>Date printed on ticket outwards, one calendar month return.</td>
</tr>
<tr>
<td>Day Returns</td>
<td>Date on ticket only.</td>
</tr>
</tbody>
</table>

** These tickets are **semi-flexible**; you are able to use these at **any time within off peak hours**. Off peak time restrictions are lifted on weekends and bank holidays.

** Off peak time can vary from route to route; if a dot is showing under the time you wish to travel, then the ticket is valid** for that time. Super Off Peak tickets are generally more time restricted than Off Peak ones.

** They are **refundable**, subject to an administration fee (per ticket).

** The tickets are flexible, but **subject to route and/or rail operator restrictions** on the ticket. Please check for any restrictions by examining the “Route” printed on the ticket, or by clicking the name of the fare on the Fare Selection page.

#### ADVANCE SINGLE

<table>
<thead>
<tr>
<th>Type</th>
<th>Validity Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Valid</td>
<td>Restricted to date on ticket and time printed on seat reservation only; ticket can only be used with a seat reservation.</td>
</tr>
</tbody>
</table>

These tickets are **completely non-flexible**. If you are travelling at a different time than originally booked you will need to purchase a new ticket and submit the original for an exchange. Please see the Rail Exchange Form.

** Seat reservations are mandatory with this ticket**, so if you cannot reserve a seat at a particular time the fare has sold out. If you lose your seat reservation you will need to rebook.

** They are non-refundable, but can be exchanged subject to an administration fee (per ticket).**

More information can be found about Advance fares on National Rail, including when you can reserve seats: [http://www.nationalrail.co.uk/times_fares/ticket_types/44703.aspx](http://www.nationalrail.co.uk/times_fares/ticket_types/44703.aspx)
### PACKAGED PRODUCTS

If you have any other ticket type such as a package product, please check the terms and conditions when booking or contact your relevant booking team for more information.
Hotels

To begin booking accommodation, click *Book Travel* then the *Hotels* button. The *hotel search* form will then appear, prompting for the journey details.

You are now able to make hotel bookings on the go via the tRIPS app.

Location

You can search for accommodation by one of five methods; these are listed below:

**City or post code**

You can specify a city or a post code in the boxes provided.

Enter both city and postcode to achieve more specific results.

Narrow your search criteria down on the search screen in order to ensure the results that are returned on the initial search are the most relevant to you e.g. enter a postcode and set your search radius to 1 mile.

A location is the minimum criteria you must specify.

**Office**

Selecting ‘Office’ will allow you to search near to a building belonging to your organisation. This will only available if your organisation have chosen to load their office.
**Airport**  
Specifying an airport name or its three-letter short code will show any properties near to the selected airport:

**Train station**  
Typing the name or three-letter station code of a station will show any properties near to the selected station:
Check-in date

Your next step is to select when check-in is required.

You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon.

tRIPS® will default the check-in date to the current date.

Remember to double-check this when making a booking, as some rates may incur charges for cancellations.

Optional: specify a hotel name or chain

You can type a specific hotel name, or narrow your search to a particular chain by selecting one from the drop-down list.

Please note, this is an exact search so will only look for what you have typed and will narrow your search results significantly.

If you search a particular area frequently, you can click ‘Add to favourite’ after, to create a record of this search in the ‘favourites’ drop-down menu.
Number of nights, occupants & rooms

Type the number of nights, rooms and occupants required in the relevant boxes.

If your organisation has requested that your profile is set up as a self-book user, the ‘Rooms’ box will auto populate and be fixed with 1 as you can only book 1 room for yourself.

**SPECIFYING THE CORRECT NUMBER OF OCCUPANTS PER ROOM**

‘Occupants’ refers to the number of guests per room: a booking for two people in separate rooms for example would have two ‘rooms’ and one ‘occupant’ in each room. For 2 people in the same room, you would select 1 ‘room’ and 2 ‘occupants’. Two rooms and two occupants will create a booking for four people.

Need more than four rooms?
Currently it’s only possible to specify up to four rooms on one booking.

If you require more than four, you will need to make separate bookings. For example if there are six guests they will require two bookings, a booking of four and a booking for two.

If you have a block booking (i.e. 9+ people), please contact CTM’s Groups team. You will need to complete a form with your requirements.
Rates
Choose a hotel from the list of results and press ‘Show all room rates’ on the right. This will show a list of rates from the hotel, and show you what room types are available.

Clicking on the **Price** heading will sort the rates, so you can view them cheapest to most expensive.

Clicking on the **Distance** heading will sort the hotels, so you can view them nearest to furthest from your destination.

Clicking on the **Hotel Name** heading will sort the hotels, so you can view them in alphabetical order from A-Z.
TRIPS® is designed to deliver the cheapest rates in the marketplace based on the parameters you enter at the time of booking. This provides the best results in a timely manner but also allows for further updates to ensure the most competitive rates are available to you real time.

When the ‘by price’ sort option is selected, the system automatically sorts the order of the hotels to display the cheapest within the initial results screen at the top. You can scroll further down the hotel results page to trigger further searches to expand on your original results. If any of these additional rates are cheaper than the initial results, then the cheapest available rate will be displayed in the rate bar at the top of your results page (as can be seen here).

You can then remove and reapply the filter to sort by price, moving the current cheapest rate to the top.

Further information and a map is available for each hotel; click the icons to the right of the hotel name.

To help bookers easily identify if breakfast is included within a rate, our ‘Bed and Breakfast’ toast icon appears by the side of applicable rates. This icon is displayed next to the relevant room rate description when a Bed and Breakfast rate is available, as can be seen below.
Saving Favourite hotels
Bookers are able to save a hotel to their favourites, if they use a particular hotel often. This makes the hotel easily accessible from the top of the search form without having to do a full search.

You can add a favourite hotel by selecting the heart icon at any point during the booking process.

The heart icon, will be displayed against all hotels that are returned as part of the search. Click the heart icon, which will be available throughout the booking process and the selected hotel will be stored for the next search.

Amending your search criteria
You can amend your search without leaving the results page.

If the search you have entered no longer suits you and you would like to amend this, you can re-search for a different location, different dates, and different number of nights, rooms and occupants whilst staying on the same page.

From here you can view the results of your search on a map.

Filters
Filters are a quick and easy way to reduce your search time and return the exact criteria you want.

On your results screen you are now able to filter your results, to refine your search, using the filter options available.
Filter options available for a hotels search:

- Hotel chain or hotel name
- Price
- Distance
- Preferred rates
- Special Requests
- Breakfast inclusive

Only applicable filter options will show dependant on the results you have on screen.

Filters can be reset back to the original search using the reset all button.

Staying within policy
The tRIPS® system makes it easy to distinguish what rates are in or outside your organisation’s travel policy by using coloured icons next to the price.

These icons may not all show depending on the organisation’s policy.

<table>
<thead>
<tr>
<th>ICON</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>The rate is within your organisation’s policy, so you are able to book online.</td>
</tr>
<tr>
<td>!</td>
<td>The rate is outside your organisation’s policy, though you can still book online if a reason is specified.</td>
</tr>
<tr>
<td>!</td>
<td>The rate is outside your organisation’s policy and you cannot book this online. Please check your departmental travel policy for the procedure on overspending on accommodation.</td>
</tr>
</tbody>
</table>

Hovering over one of the yellow or red icons while booking will give you further information as to why a particular rate is outside your policy.
Before you continue…

Please view the Full Rate Information and make sure you are clear about the room basis (e.g. Room Only/Bed and Breakfast), the cancellation policy and whether VAT is included before booking.

It is not possible to make certain amendments after a booking is confirmed (e.g. the addition of breakfast), and certain rates are non-refundable.

If the rate does not specifically say it includes breakfast in the full rate information, then it is safe to assume it is room only.

**NO ONLINE AVAILABILITY?**

Hotels which show “no online availability” in the rate column can’t be booked through tRIPS®; please contact our Hotels team with your requirements.

When your journey details have been finalised, press Book Now in the top right of the screen.

Please note that Book Now will be unavailable if you already have something in the tRIPS® basket. To continue, you will need to select Add to Basket, and then click Basket at the top of the screen (next to the flags.)

Once you have made a selection, you can then continue with the booking by selecting Book Now; the system will then start to confirm availability and ask for the guest details.
Guest details

On the next screen you will see three options, depending on your account type:

**Add Guest** – For bookings where the traveller is not registered to use tRIPS®; details are entered manually.

**Add Company User** – For bookings where the traveller has an account registered on tRIPS®.

**Add Me** – This will enter your own details or those you’re booking on behalf of using the ‘Book On Behalf Of a User’ button.

As an example, Mr Vernon Bear has been added as a guest:

When filling out this section, you only need to specify a title, first name and surname if you are booking for adults (though **a date of birth is required when booking for children**). Nationality and gender only apply for flights, so you can ignore these.

**EMAIL CONFIRMATIONS**

Confirmations are sent to both booker and traveller if you select *Add Company User* or *Add Guest*. 
Billing information
You will then be required to supply your booking codes.

These will vary depending on your organisation, but some examples include cost centres, staff numbers and reasons for travel.

**If you are asked for a Project Code, this is often not a mandatory field** and can be skipped. If a Project Code is requested, it is acceptable to write N/A.

If you have **filled out your profile**, the codes will be loaded automatically.

Mandatory fields and invalid codes will be highlighted in red with an icon next to it.

When booking for more than one guest, you can tick the ‘Apply to all…’ box to enter the same cost centre across all guests.

**SPECIAL REQUIREMENTS**
If more than 50 characters are entered in the “Special Requirements” box, then the booking will fail. This is because the hotels’ systems can only hold a maximum of 50 characters.

Double check your information before pressing Continue.
Confirming the booking

If you are booking more than one item, press Confirm All. Otherwise, press Confirm next to your hotel to continue.

You can expand your itinerary like this by clicking the black and white arrow (next to ‘Hotel’).

You will then be prompted to read the terms and conditions of your purchase.

After viewing the terms and conditions, please click ‘Yes’ to agree to the terms and finalise the purchase.

Once ‘Yes’ has been selected, this decision cannot be reversed.

Once fully completed, the Booking Phase will change to Booking Successful, and you will see the booking reference underlined.

An email confirmation will be sent to you (the booker) and any other email addresses specified on the “Guest Details” page. A record of the booking is also accessible from the Baskets Manager link should you require it at a later date.
BOOKING REQUEST

If for any reason the booking doesn’t confirm fully you will still receive the reference number along with a message on screen advising that your booking has been received by the CTM Hotel Booking Department for further investigation.

Optional: adding your booking to your Outlook calendar.

When you receive your confirmation email, click the icon under the subject line.

This will add the booking details as a meeting in your Outlook calendar.
How do I amend/cancel my booking?

I want to change some details

Some date amendments can be performed online through tRIPS®. Before amending your booking, please familiarise yourself with the cancellation policy of the hotel. CTM cannot be held liable for any charges made as a result of amendments.

Online amendments allow the user to quickly change the date(s) on a booking, if their business plans change. You can do this without having to call the offline team. You are able to increase the number of nights or decrease the number of nights on a booking, where available.

Online amendments are only available on certain hotel rates and certain hotel chains. Any one booking can only be amended online once, if you require further amendments, please contact our hotels team.

When logged in, click the Baskets Manager link at the top of the page. Any bookings made in the past few days will be shown. Historical bookings can be accessed by changing the date on the calendars and pressing Search.

Once you have found your booking, click the order reference (underlined in blue) to bring up the confirmation.

To amend the booking simply select ‘Amend Booking’.

You are then able to enter your amendment request and send this off to check availability.
The changes you have requested are shown on screen, along with the rate information for you to double check. Once you are happy with the change, you can then confirm the amendment and accept it.

Confirmation that the amendment is successful will be shown on the screen with the revised dates.
In the example above, the booking has been amended from,

- Check-in on the 13th August and check out 14th August to,
- Check-in 13th August to check out 15th August.

In the above screenshot, you are advised that the amendment was successful and behind the ‘Amendment confirmation successful’ pop up message, the new dates are clearly displayed.

However please note that it is not possible to amend a booking to include breakfast, and most hotels do not allow for name changes. You will need to cancel the booking and re-book a rate which includes breakfast and/or has the correct name. This may incur additional charges.

I want to cancel my booking
Most hotel bookings can be cancelled online through tRIPS®. Before cancelling your booking, please familiarise yourself with the cancellation policy of the hotel. CTM cannot be held liable for any charges made as a result of cancellation.

When logged in, click the Baskets Manager link at the top of the page. Any bookings made in the past few days will be shown.

Historical bookings can be accessed by changing the date on the calendars and pressing Search.
Once you have found your booking, click the order reference (underlined in blue) to bring up the confirmation.

Press *Cancel Booking* to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press ‘Yes’ to proceed.

A pop-up window will appear confirming the cancellation.

Once the cancellation has been processed, you will see the booking as “Cancelled” in the “Booking Status” column in your Baskets Manager.

**UNABLE TO CANCEL ONLINE?**

If you get a message saying you can’t cancel online, you will need to contact our hotels team so they can process it manually.
Contacts
Crown – North.hotels@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.Gov.scot@travelctm.com
Flights
To begin booking flights, click the Flights button. The flight search form box will then appear, prompting for the journey details.

Departure and arrival points
Your first step is to tell tRIPS® where you are going from and to. You also have an option to enter an airport or city you would like to go via, if this is necessary. Using a city name rather than a specific airport name/code will display all flights from that city if there are multiple airports, such as London (LON).

Dates and times of travel
Next, select a date and time of your flight. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Times can be entered in 15 minute increments.

tRIPS® will default the departure date to the current date; please remember to double-check this when making a booking, as some ticket types will incur charges for amendments or cancellations.

When selecting departure/arrival times, there are three options available. A description of each is given below.
Once you have selected a time range (or “anytime”), then repeat for your return journey if applicable.

<table>
<thead>
<tr>
<th>SELECTION</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depart</td>
<td>Select a range of departure times, e.g. depart between 08:00 and 12:00.</td>
</tr>
<tr>
<td>Arrive</td>
<td>Select a range of arrival times, e.g. arrive between 15:00 and 19:00.</td>
</tr>
<tr>
<td>Anytime</td>
<td>All times will be returned; time of travel will then be removed as an option. This can be useful when searching low cost airlines.</td>
</tr>
</tbody>
</table>

**Fare Availability**

Flights can be booked up to 11 months in advance depending on when the airlines release their schedules.
Optional: Fare preferences, class of service, number of travellers & airlines

Fare
For your Fare Preference, you can specify whether it is a restricted or flexible fare.

Ticking the “Direct Only” box will remove any flights with changes.

Ticking the “Negotiated Fares” box will remove all flights which are not negotiated fares.

Class of Service
If your organisation has allowed it, you can select which class of travel to use for each leg of your journey using the dropdown menus.

Depending on your travel policy you may see First and Business class options in addition to Economy.

Modifying the class of travel may affect the prices returned.

Passengers
You may specify up to eight travellers per flight booking.

This can consist of four adults and four children, or eight adults for example.

If your organisation has requested that your profile is set up as a self-book user, the ‘Adults’ box will auto populate and be fixed with 1 as you can only book 1 ticket for yourself.

Please note that the fare returned will be a price for the group, not individuals.
Specific airlines
You can also select up to four specific airlines on the search form.

You can enter the name of an operator, or select one from the drop-down list

This will narrow down your search and only display fares from the chosen operators.

Once you have selected your preferences, press Find to view the fares screen.

Alternate Airport Search
If you are looking to book a flight and are not restricted to a specific airport you would like to fly from and to, simply select the ‘Nearby Airports’ box when you are entering your search criteria.

All available flights from and to alternate airports within a 50 miles radius of the original search will be displayed onto the results page.

Please note, this option will only be available on certain routes and by certain airlines.

Example: Original search Birmingham International to Cardiff-Wales
As can be seen below, the search results have returned departures from both East Midlands and Birmingham International Airports to both arrival airports in Cardiff-Wales and Bristol, providing bookers with greater choice and flexibility.

Where there are several departure or arrival airports within a 50-mile radius area of the search, bookers can also use the filters to the left of the results to narrow down their options.

Do you need a hotel?
If you are departing and returning on different days, you will be asked whether you require a hotel. Selecting yes will initiate a search for accommodation.
Fares
On the fare selection page, you can view the fares in three ways:

- **By Price** – The fares are sorted from cheapest to dearest (default view);
- **By Schedule** – The fares are sorted by departure time;
- **Two Singles** – View and purchase each leg of the journey individually (if booking a return) – as with rail fares, this gives the possibility of a cheaper return fare.

You can switch between these options by selecting the pink buttons at the top of the screen.

The number of results under each option is shown in brackets.

**By Price**
The “By Price” view will sort all available fares in order from cheapest to most expensive. This is the default view when searching for flights.

Selecting the “+” will enable you to see more details about the flights including timings, class and flight number(s).

The underlined “Fare Rules" link will show a pop-up with extra details, including whether a ticket is refundable and any included baggage allowance.
If you have searched for 'all airports'...
If you specify all airports in your search criteria, e.g. LON for all London airports, tRIPS® will display an exclamation icon next to the name of the airport if the plane returns to a different airport than what was used for the initial departure.

This only applies in the ‘by price’ view.

By Schedule
With “By Schedule”, the fares are sorted according to what time the flight departs (earliest to latest).
You will notice that the *Book Now* and *Add to Basket* buttons are replaced by *Calc Price*. This allows you to get the most up-to-date price available and helps to avoid fares which have sold out.

Once you have selected your flights and selected *Calc Price*, the Pricing window will appear.

To continue, place a dot inside the ‘Selected’ circle near the bottom of the window and press *Book Now* (if only booking one item) or *Add to Basket* (if booking more than one item).

Alternatively, if you have changed your mind you can press *Close* to return back to the fares page.
Fare Matrix
The Fare Matrix box allows you to narrow down your search much easier.

The results will return a quick view of the airline choices, with the number of stops and the lowest fares in a grid format.

You can select a specific airline carrier, the number of stops or a particular fare and the screen will filter all the available options for the selected search.
Amending your search criteria
You can amend your search without leaving the results page.

If the search you have entered no longer suits you and you would like to amend this, you can re-search with different departure and arrival destinations and different date’s whilst staying on the same page.

Filters
Filters are a quick and easy way to reduce your search time and return the exact criteria you want.

On your results screen you are now able to filter your results, to refine your search, using the filter options available.

Filter options available for a flight:
- Number of stops
- Baggage
- Times
- Price
- Airport
- Class
- Airline
- Travel policy

Only applicable filter options will show dependant on the results you have on screen.

Filters can be reset back to the original search using the reset all button.

Having difficulty finding a flight?
Flights can only be booked between six and eleven months in advance (depending on the airline.) and any travel agent, including CTM, do not have the facility to book any further ahead.

If you are unable to find your flight with a time-specific search, please use ‘anytime’ as some low-cost airlines (e.g. Aer Lingus) only display using this detail.
Including baggage or hand baggage only fares

Baggage
To include baggage, make sure to select the fare which says ‘inc bag’ on the airline icon; this will be displayed under the Operator column.

Hand baggage only

If only hand baggage is required, then just select the plain icon (i.e. the one without ‘inc bag’ or ‘flexi’ on it), or for British Airways select the “Hand Baggage Only” icon.

FlyBE New Economy Pack

FlyBE has its own method of including baggage and seat preferences. You will need to select “Y” to the “FlyBE New Economy Pack” drop-down menu on the Billing page.

If you are travelling with any other operator, make sure this drop-down menu is set to “N”.

Continuing with the booking

When your journey details have been finalised, press Book Now in the top right of the screen.

Please note that Book Now will be unavailable if you already have something in the tRIPS® basket. To continue, you will need to select Add to Basket, and then click Basket at the top of the screen (next to the flags.)
Traveller details

After pressing *Book Now* you will see the Passenger Names screen. You will see three options (depending on your *account type*):

**Add Guest** – For bookings where the traveller is not registered to use tRIPS®; details are entered manually.

**Add Company User** – For bookings where the traveller has an account registered on tRIPS®.

**Add Me** – This will enter your own details or those you’re booking on behalf of using the ‘Book On Behalf Of a User’ button.

As an example, Mr Vernon Bear has been added as a guest:

When filling out this section, you need to specify a title, first name and surname if you are booking for adults (though a date of birth is required when booking for children). You will also need to enter the nationality of the traveller, as per their passport, and their gender.

Please note that *all name fields must be filled*. It will not be possible to continue until all the fields have information in them.

**Passenger Name Declaration**

Remember to tick the box confirming that the names provided are a match to the traveller’s passport (or alternative form of ID). You won’t be able to continue otherwise.
Billing details
The billing details screen can be broken down into six different areas:

(a) Special Requirements
(b) Frequent Traveller Numbers
(c) Passport Details
(d) APIS Contact Details
(e) Required/Global Options
(f) Passenger Contact Details

(a) Special requirements
The Special Requests box is optional and can be used for:

**Special Needs** – for passengers with physical/mobility impairments;

**Meal Requests** – for passengers with dietary requirements (e.g. gluten free, kosher, halal);

**Seating Preferences** – i.e. specify an aisle or window seat.

As they are only requests, they can’t always be guaranteed.

(b) Frequent traveller numbers
Frequent flyer numbers can also be specified if you have them.

Select an airline and enter the ID number in the box to the right.

If a Frequent Traveller Number isn’t available, leave the ‘Airline’ as ‘(None)’ and the ‘Frequent Flyer No’ field blank.

Please note this facility may only be available depending on the contract your organisation holds.

(c) Passport details
If the traveller is going outside the United Kingdom you will need to supply their passport details. This is becoming mandatory for an increasing number of destinations.
However passport details do not need to be provided if the traveller is making a domestic flight, as photographic ID (e.g. a driver’s license) will be sufficient for travel.

If you do not wish to enter them at time of booking, you can leave this section blank. You can then enter the details when checking in online instead.

**PASSENGER NAMES**

If the traveller is flying outside the United Kingdom, the name on the booking **must** match the name on the passport; this will prevent delays to the passenger at the airport, and any possible charges for amendments.

(d) **APIS contact details**

APIS contact details only need to be supplied when the traveller is going to:

- North America;
- Spain;
- Portugal

If travel is not to/from any of these countries, do not enter any information here.

**APIS DETAILS ERROR**

Tabbing or clicking in to the box when APIS details are not required will result in an error; you would then have to stop the booking and re-enter the billing details.
(e) Required and global options
Required and Global Options will differ depending on your organisation.

Extra options include special baggage requirements (for large items/equipment).

When booking for more than one traveller, you can tick the ‘Apply to all…’ box to enter the same cost centre across all travellers.

If you have filled in the “Preferences” section of “User Admin”, these fields with auto-populate with the values specified.

Any inclusive baggage allowance is also displayed at the very bottom of this window.

If inclusive baggage is not mentioned, then the fare will not include it.

FLYBE NEW ECONOMY PACKAGE
If you are not booking a flight with FlyBE, choose N from the FlyBE New Economy drop-down menu. Choosing Y will result in an error. You will then have to stop the booking and re-enter the billing details.

Once complete, please enter details of where the confirmation of the booking is to be sent (additional email addresses can also be specified.) **Please ensure these details are entered accurately.**

(f) Contact details
Contact details are usually generated from information stored on the booker’s profile. If you wish to amend it, you can do so at this point.

Due to system requirements for airlines, both work and mobile telephone fields are mandatory.
The same number can be entered in both fields (though the work telephone number must be split into country, area and local numbers).

The booker is sent a confirmation by default. Additional copies can be sent to addresses of your choice.

You can also specify any special requests which will be passed to the airline.

Press *Continue* to proceed to the confirmation stage.
Confirming the booking

You will then see the basket again. You will be asked to review the flight costings before pressing *Continue*. The Booking Phase will now have changed from “Collecting User Input” to “Confirm”.

You can expand your itinerary by clicking the black and white arrow (next to ‘Flight’).

Press *Confirm* next to the flight (if only booking one item) or *Confirm All* (if booking more than one item) to continue.

You will need to accept the ticket rules to progress; you can click the underlined *Fare Rules* link to view them.

After viewing the rules, please click ‘Yes’ to finalise the purchase.

Once ‘Yes’ has been selected, this decision cannot be reversed.

Once fully completed, the Booking Phase will change to “Booking Successful”, and you will see the booking reference underlined.
An email confirmation will be sent to the booker and any other email addresses specified on the Flight Booking Details page. A record of the booking is also accessible from the Baskets Manager link should you require it at a later date.

Collecting your ticket(s)
All airline tickets/confirmations are now electronic so no paper tickets are issued (or posted).

Online check-in can be done with most airlines by visiting their website(s) directly and using the airline locator provided on the emailed itinerary. This locator is not the same as the CTM reservation code.

How do I amend/cancel my booking?
I want to change some details
Certain amendments are possible, depending on the ticket type purchased and the airline being travelled with. Some amendments may also incur a charge.

Please contact CTM using the contacts below for further information; they will be able to advise on whether the amendment is possible and any applicable administration fees.

I want to cancel my booking
Full cancellations cannot be actioned through tRIPS®. In order to cancel a booking, if possible, and ensure any refunds your organisation may be entitled to are applied at the earliest opportunity, please contact the relevant team from the contacts below.

Contacts
Crown – North.air@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.gov.scot@travelctm.com
Eurostar

To begin booking a Eurostar journey, click Book Travel then the Eurostar button. The Eurostar search form will then appear, prompting for the journey details.

TIME LIMIT FOR EUROSTAR BOOKINGS
All Eurostar bookings must be completed within a 20 minute time frame (from start to finish) otherwise the quoted price will expire.

Departure and arrival points
First, tell tRIPS® where you are going from and to.

You can specify departure and arrival points by typing the name or short code, or clicking the downwards-facing arrow and selecting it from the list.

Belgian or additional continental rail
If the journey involves the Eurostar to any Belgian station, or any other onward or additional continental rail ticket, then you will need to fill out a Eurostar request form (on your tRIPS® home page) first.

When completed, if you email the form to CTM the booking can be made manually. The relevant contacts are:

Crown – North.air@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.gov.scot@travelctm.com
**Dates and times of travel**

Select a date and time you wish to travel. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Times can be entered in 15 minute increments.

tRIPS® will default the departure date to the current date.

Remember to double-check this when making a booking, as some ticket types will incur charges for amendments or cancellations.

The same processes are repeated for any return journey that is required.

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**Fare availability**

Eurostar journeys can be booked up to three months in advance; depending on when the airlines release their schedules.

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**Optional: class of service & passengers**

**Class of Service**

Under Class of Service, you can search for a class of travel for both the outward and return journeys:

```
Class of Service

Outbound: Standard (Semi Flexible)
Return: Standard (Semi Flexible)
```

This may affect the prices returned.

Depending on your travel policy, you may be restricted to a certain fare type.
When booking a return journey, the system will automatically default the return class, (dependent upon the criteria that has been selected for the outbound journey). For example;

A Standard (Semi Flexible) ticket and a Standard Premier (Semi Flexible) ticket can be combined on one return journey. However, a Business Premier (Fully Flexible) ticket cannot be combined with any other class of ticket.

You may also specify direct journeys only by selecting the tick box:

**Options**

**Direct Only:**

**Passengers**

You may specify up to eight travellers per booking.

This can consist of four adults and four children, or eight adults for example.

If your organisation has requested that your profile is set up as a self-book user, the ‘Adults’ box will auto populate and be fixed with 1 as you can only book 1 ticket for yourself.

Please note that the fare returned will be a price for the group, not individuals.

When more than one adult/child is travelling together, the system will automatically allocate the closest available seats based on your seat preferences.

**SPECIFIC SEATING REQUESTS**

If a specific seat (or seats) is required because the passenger(s) are travelling with someone already booked, then please contact our Air (overseas) department after completing the booking with your request.
Fares

The results returned will show in price order from cheapest to most expensive.

Clicking the journey will show more detailed information at the bottom of the screen, such as timings and class of travel. Fare rules can be seen by clicking the blue Fare Rules link.

As this example is a return journey, a circle from the lower half of the screen will also need to be chosen.

Pressing the Book Now button (if purchasing one item) or Add to Basket (if purchasing more than one item) will allow you to continue.

The filters at the top of the results:

Allow you to filter the results to the times you require.

The filters allow you to select the outbound departure time, outbound arrival time, return departure time and return arrival time. Simply slide the cursor to the time you require.
Once the filters have been applied, the results will change dependant on the criteria selected.

When your journey details have been finalised, press Book Now in the top right of the screen.

Please note that Book Now will be unavailable if you already have something in the tRIPS® basket. To continue, you will need to select Add to Basket, and then click Basket at the top of the screen (next to the flags.)
Traveller details

Once the booking process has begun you will be presented with an option menu that requests for the identity of the traveller. You will see three options (depending on your account type):

**Add Guest** – For bookings where the traveller is not registered to use tRIPS®; details are entered manually.

**Add Company User** – For bookings where the traveller has an account registered on tRIPS®.

**Add Me** – This will enter your own details or those you’re booking on behalf of using the ‘Book On Behalf Of a User’ button.

As an example, Mr Vernon Bear has been added as a guest:

**PASSENGER NAME DECLARATION**

Remember to tick the box confirming that the names provided are a match to the traveller’s passport (or alternative form of ID). You won’t be able to continue otherwise.
Billing details
The billing details screen can be broken down into six different areas:

(a) Seat selection
(b) Frequent traveller numbers
(c) Passport details
(d) APIS contact details
(e) Required/global options
(f) Passenger contact details

REDRESS NUMBERS
Please note that redress numbers are never used for Eurostar journeys, so you can skip this box.

(a) Seat selection
Seating requests can be made with Eurostar by clicking the Show Seat Map button.

You will then see a selection window; from here you can select both a coach and seat.

Any seats marked in grey with a cross through them are unavailable for selection.

Your selection will be highlighted with a black box surrounding the seat.

Once you are happy with your selection, press the Close button. The seating box will have updated from ‘myseat’ to your chosen seat number and coach.

Please note as they are only requests they cannot be guaranteed.
(b) Frequent traveller numbers
If the customer has a Frequent Traveller Number, select Eurostar from the drop-down menu. You can enter the number in the box on the right.

Please note this facility may only be available depending on the contract your organisation holds.

(c) Passenger name
Ideally you will need to enter the traveller’s passport details although this is not mandatory.

It is possible to get around the requirement for a passport number by leaving this section blank.

(d) APIS details
Passport information will be collected directly by Eurostar on the day of travel at the station therefore this section can just be left blank.

(e) Required and global options
Required and Global Options will differ depending on your organisation.

Extra options will include special baggage requirements (for large items/equipment) for example.

When booking for more than one traveller, you can tick the ‘Apply to all…’ box to enter the same cost centre across all travellers.

If you have filled in the “Preferences” section of “User Admin”, these fields with auto-populate with the values specified.

Mandatory fields and invalid values will be highlighted in red and have an icon next to them.
Any additional baggage allowance is shown at the very bottom of this window.

(f) Contact details
Once complete, enter the traveller’s contact details and where the confirmation of the booking is to be sent.

Please ensure these details are entered accurately, as Eurostar will use these details to contact the traveller (or booker) if there is an issue which affects the booking.

Both work and mobile telephone fields are mandatory due to requirements in Eurostar’s systems, though the same number can be entered in both fields.

Please note that the work telephone number must be broken up into country, area and local codes. You do not need to enter anything in the extension field.

If you wish to send confirmation emails to alternative addresses, additional email addresses can also be specified.

Press Continue to proceed to the confirmation stage.
Confirming the booking

You will then see the basket again. You will be asked to review the Eurostar costings before pressing Continue.

The Booking Phase will now have changed from “Collecting User Input” to “Confirm”; press Confirm (if only booking one item) or Confirm All (if booking more than one item) to complete the booking.

You can expand your itinerary by clicking the black and white arrow (next to ‘Eurostar’).

You will need to accept the ticket rules to progress; you can click the underlined Fare Rules link to view them.

After viewing the rules, please click ‘Yes’ to finalise the purchase.

Once ‘Yes’ has been selected, please note this decision cannot be reversed.

Once fully completed, the Booking Phase will change to “Booking Successful”, and you will see the booking reference underlined.

An email confirmation will be sent to you (the booker) and any other email addresses specified on the Eurostar Booking Details page. A record of the booking is also accessible from the Baskets Manager link should you require it at a later date.
Collecting the ticket(s)
Eurostar tickets can either be collected at the station of departure, or be printed at home (or at the customer’s office) using a standard A4 printer through the Eurostar website: https://www.eurostar.com/uk-en/manage-booking

How do I amend/cancel my booking?
I want to change some details
Please contact CTM using the details below. They will be able to advise you on whether the amendment is possible and any applicable administration fees. Please remember to quote your booking reference when contacting us.

I want to cancel my booking
Full cancellations cannot be actioned through tRIPS®, in order to cancel a booking, if possible, and ensure any refunds your organisation may be entitled to are applied at the earliest opportunity please contact the relevant team from the contacts below.

Contacts
   Crown – North.air@travelctm.com
   Corporate – North.corporate@travelctm.com
   Scottish Government – North.gov.scot@travelctm.com
Taxis

To begin booking a taxi, click the Taxis button. The taxi search form will then appear, prompting for the journey details.

You are now able to make taxi bookings on the go via the tRIPS app.

Pick-up address and destination

You can choose to specify an address or a train station/airport.

Address

The default option is to enter address details. A house/building number and a post code are required (at the minimum) when using this option.

If you make a particular journey frequently, you can click Save Address Fields after typing the address to create a record in the ‘Saved Addresses’ drop-down menu.

Station

You can specify a mainline rail station or airport by either:

1. Typing a station/airport name manually or;
2. Using the station/airport short code (e.g. KGX for London Kings Cross)

You can specify additional pick-up locations by clicking on ‘Via’ – addresses, stations and airports can be entered as above.
Dates and times of travel
Select a date and time you wish to travel. You can do this by typing in a date (DD/MM/YY), or by clicking the calendar icon. Times can be entered in 15 minute increments.

TRIPS® will default the departure date to the current date.

Remember to double-check this when making a booking, as there may be fees incurred for cancellations or amendments.

Extra options
If you have specific vehicle requirements, you can select them via the Transport type dropdown.

Please note that specifying a particular vehicle may affect the prices returned.

You may also specify any additional requirements such as a call on arrival:

Passengers
You may specify up to 8 travellers per taxi booking.

This can consist of 4 adults and 4 children, or 8 adults for example.

If your organisation has requested that your profile is set up as a self-book user, the ‘Adults’ box will auto populate and be fixed with 1 as you can only book travel for yourself.

The fare returned will be a price for the group, not individuals.
Fares

You can select a fare by clicking on it; your selection will then turn pink.

You can view a map of the journey by selecting the map icon underneath the journey details.

When your journey details have been finalised, press Book Now in the top right of the screen.

Please note that Book Now will be unavailable if you already have something in the tRIPS® basket. To continue, you will need to select Add to Basket, and then click Basket at the top of the screen (next to the flags.)
Traveller details

Once the booking process you will be presented with an option menu that requests for the identity of the traveller. You will see three options (depending on your account type):

**Add Guest** – For bookings where the traveller is not registered to use tRIPS®, details are entered manually.

**Add Company User** – For bookings where the traveller has an account registered on tRIPS®.

**Add Me** – This will enter your own details or those you’re booking on behalf of using the ‘Book On Behalf Of a User’ button.

As an example, Mr Vernon Bear has been added as a guest:

When filling out this section, you only need to specify a title, first name and surname if you are booking for adults (though a date of birth is required when booking for children). Nationality and gender only apply for flights, so you can ignore these.
Billing details

**Required options**

Enter your billing information, such as account codes.

When booking for more than one traveller, you can tick the 'Apply to all…' box to enter the same cost centre across all travellers.

If you have filled in the “Preferences” section of “User Admin”, these fields auto-populate with the values specified.

Mandatory information or incorrect values will be highlighted in red with an icon.

**Contact details**

Enter the contact number to be used for the booking.

The booker gets sent confirmation of the booking by default.

Additional confirmations can also be sent to alternative addresses.

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**ACCURATE CONTACT DETAILS**

Please ensure that the contact details provided are accurate and complete. The taxi will use this number if there are any issues, or if the “Call on Arrival” option has been specified on the search page.

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**Driver instructions**

If you choose to do so, you can write any specific instructions for the driver in the final box.

This can include details such as directions and any other special requirements.
Confirming the booking

Press Confirm next to the taxi (if only booking one item) or Confirm All (if booking more than one item) to continue.

You can view more details about your booking by clicking the black and white arrow (next to ‘Taxi’).

A box will then appear with the booking’s cancellation policy, taxi contact number and a link to the terms and conditions of your purchase (click the blue underlined link to open them).

After viewing the terms and conditions, please click ‘Yes’ to agree to the terms and finalise the purchase.

Once ‘Yes’ has been selected, this decision cannot be reversed.

Once fully completed, the Booking Phase will change to “Booking Successful”, and you will see the booking reference underlined.

An email confirmation will be sent to you (the booker) and any other email addresses specified on the Taxi Booking Details page. A record of the booking is also accessible from the Baskets Manager link should you require it at a later date, which includes the taxi’s contact number.
How do I amend/cancel my booking?

I want to change some details
To change the **time**, please call 01274 726424 and select option 7. The call will be passed to Cabfind (the taxi booking service). Please quote their reference number when calling (as shown on the booking confirmation). To change the **date or destination**, the booking will need to be treated as a full cancellation.

I want to cancel my booking
When logged in, click the *Baskets Manager* link at the top of the page. Any bookings made in the past few days will be shown.

Historical bookings can be accessed by changing the date on the calendars and pressing *Search*.

Once you have found your booking, click the order reference (underlined in blue) to bring up the confirmation.

Press *Cancel Booking* to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press ‘Yes’ to proceed.

Once the cancellation has been processed, you will see the booking as “Cancelled” in the “Booking Status” column in your Baskets Manager.
ACCESSING HISTORICAL BOOKINGS

If any bookings have been made in the last few days, they will be shown as soon as you select Baskets Manager. Historical bookings can be accessed by changing the date on the calendars and pressing Search.

Contacts
Crown – North.air@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.gov.scot@travelctm.com
Car Hire

To begin booking car hire, press the car hire button. The Car hire search form will then appear, prompting for the journey details.

Vehicle pick-up and drop-off point

Your first step is to tell tRIPS® where you are collecting the vehicle from and returning it later.

Both a country and location must be selected. You can type the location, or by selecting it from the drop-down menu.

If you will be returning the vehicle to the same location, tick the box ‘Return car to same location’. This will grey out the Drop Off options to the right.

If you will be returning the car to a different location, enter the details under the Drop Off heading.

Dates and times of travel

Next, enter the date and time the vehicle will be collected and dropped off.

You can do this by typing in a date (DD/MM/YY), or by clicking the icon next to the date and selecting a day from the calendar.

To select a time you can type in a time or select from the drop down list.

tRIPS® will default the departure date to the current date.

Please remember to double-check this when making a booking, as fees may be incurred for cancellations or amendments.
Optional: vehicle options

Preferred company

If you know which supplier you will be using, you can select it from the ‘Preferred Company’ drop-down menu. You can type the name of a provider, or select it from the drop-down menu.

This will filter results to the selected supplier.

The default selection is ‘Any’, which will return results from all suppliers (where available).

Please note we can only book with Avis, Hertz or Europcar currently.

Car class

Particular classes of vehicle can be selected from the drop-down menu.

This will filter results for the selected car class.

The default selection is ‘Any’, which will return all vehicle classes (where available).

Car type

If you have any preference for the type of vehicle, you can type it in or select from the drop-down menu.

This will filter results for the selected car type.

The default selection is ‘Any’, which will return all vehicle types (where available).

Additional vehicle options

The final options you can select include the type of transmission and whether the vehicle has air conditioning available.

This will filter results based on your selection(s).

The default selection is ‘Any’, which will return all transmission types and/or vehicles with air conditioning.
Rates
You will then see the results of your search.

The terms and conditions for each car hire company, plus what is included in the booking can be viewed by pressing the *Show Additional Information* link.

**ADDITIONAL FEES AND INSURANCE INFORMATION**

It’s advisable to review the terms before moving on, as they contain important information on any additional fees, insurance inclusions or restrictions applicable to the booking.

Select a car by clicking *Book Now*.

Please note that *Book Now* will be unavailable if you already have something in the tRIPS® basket. To continue, you will need to select *Add to Basket*, and then click *Basket* at the top of the screen (next to the flags.)
Traveller details

Once the booking process is complete you will be presented with an option menu that requests for the identity of the traveller. You will see three options (depending on your account type):

Add Guest – For bookings where the traveller is not registered to use tRIPS®; details are entered manually.

Add Company User – For bookings where the traveller has an account registered on tRIPS®.

Add Me – This will enter your own details or those you’re booking on behalf of using the ‘Book On Behalf Of a User’ button.

As an example, Mr Vernon Bear has been added as a guest.

When filling out this section, you only need to specify a title, first name, surname and nationality.
Billing and contact information

As car hire companies have age restrictions, you will be required to specify the date of birth of the hirer.

When booking for more than one traveller, you can tick the 'Apply to all…' box to enter the same cost centre across all travellers.

You will also need to fill out a contact phone number and email address for the hirer.

If you have filled in the “Preferences” section of “User Admin”, these fields with auto-populate with the values specified.

Mandatory fields and invalid values are highlighted in red with an icon.

CONTACT INFORMATION

When filling out contact information, please ensure this information is accurate. The car hire supplier will use this information in the event of an issue with the booking.

Press Continue to proceed to the confirmation stage.
Confirming the booking
You will then see the basket again.

The Booking Phase will now have changed from “Collecting User Input” to “Confirm”; press *Confirm* (if only booking one item) or *Confirm All* (if booking more than one item) to complete the booking.

Once ‘Confirm’ has been selected, this decision cannot be reversed.

Once fully completed, the Booking Phase will change to “Booking Successful”, and you will see the booking reference underlined.

An email confirmation will be sent to you (the booker) and any other email addresses specified on the Car Hire Booking Details page. A record of the booking is also accessible from the Baskets Manager link should you require it at a later date.
How do I amend/cancel my booking?

I want to change some details
Changes can only be processed by the relevant team at CTM. Please email CTM using the contact details below in order for them to advise if the amendment you require can be actioned.

I want to cancel my booking
When logged in, click the Baskets Manager link at the top of the page. Any bookings made in the past few days will be shown.

Historical bookings can be accessed by changing the date on the calendars and pressing Search.

Once you have found your booking, click the order reference (underlined in blue) to bring up the confirmation.

Press Cancel booking to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press ‘Yes’ to proceed.

A pop-up window will appear confirming the cancellation.

Once the cancellation has been processed, you will see the booking as “Cancelled” in the “Booking Status” column in your Baskets Manager.
ACCESSING HISTORICAL BOOKINGS

If any bookings have been made in the last few days, they will be shown as soon as you select Baskets Manager. Historical bookings can be accessed by changing the date on the calendars and pressing Search.

Contacts

Crown – North.air@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.gov.scot@travelctm.com
Parking & Lounge

To book a parking space or airport lounge reservation, click the P & L button. The Parking & Lounge Search form will then appear, prompting for the journey details.

Parking, lounge or both

Airport parking and lounges can be booked together or separately by selecting the appropriate option.

Select an airport and number of passengers

Enter the details of the airport where your reservation will apply. You will need to specify an airport name, terminal and flight number.

If selecting Parking Only, you will not need to specify a number of passengers.

For lounges you may specify up to 8 travellers per booking.

This can consist of 4 adults and 4 children, or 8 adults for example.

If your organisation has requested that your profile is set up as a self-book user, the ‘Adults’ box will auto populate and be fixed with 1 as you can only book travel for yourself.
Dates and times

Next, enter the date of when your reservation should apply. Specify a return journey if applicable. You can enter the date by typing it (DD/MM/YY), or by clicking the calendar icon. Times can be selected in 15 minute increments.

RIPS® will default the departure date to the current date.

Remember to double-check this when making a booking, as fees can be incurred for cancellations or amendments.

Parking or lounge providers

You will then see the result of your search.

The terms and conditions for each parking provider, plus what is included in the booking can be viewed by pressing the Show Additional Information link.

You can switch between parking and lounges by selecting either the Parking or Lounge buttons at the top of the screen.

When your journey details have been finalised, press Book Now in the top right of the screen.
Please note that Book Now will be unavailable if you already have something in the tRIPS® basket. To continue, you will need to select Add to Basket, and then click Basket at the top of the screen (next to the flags.)

Traveller details

Once the booking process you will be presented with an option menu that requests for the identity of the traveller. You will see three options (depending on your account type):

Add Guest – For bookings where the traveller is not registered to use tRIPS®; details are entered manually.

Add Company User – For bookings where the traveller has an account registered on tRIPS®.

Add Me – This will enter your own details or those you’re booking on behalf of using the ‘Book On Behalf Of a User’ button.

As an example, Mr Vernon Bear has been added as a guest:

When filling out this section, you only need to specify a title, first name, surname and nationality.
Billing details

Required options
This section includes your cost centres and account details.

The fields required depend on your organisation.

If you have filled in the “Preferences” section of “User Admin”, these fields will auto-populate with the values specified.

Extra options
In this section, you need to provide details on your vehicle and return flight number.

All fields in this section are mandatory.

Contact details
You must enter a valid contact phone number for the booking.

As this field is mandatory, you will not be able to proceed without it.

Email confirmations are sent automatically to the booker, though you can also specify additional email addresses.
Confirming the booking

You will then see the basket again.

The Booking Phase will now have changed from “Collecting User Input” to “Confirm”; press Confirm (if only booking one item) or Confirm All (if booking more than one item) to complete the booking.

You will see a pop-up asking whether you wish to confirm the booking. Press ‘Yes’ to continue.

Once ‘Yes’ has been selected, this decision cannot be reversed.

Once fully completed, the Booking Phase will change to “Booking Successful”, and you will see the booking reference underlined.

An email confirmation will be sent to you (the booker) and any other email addresses specified on the Billing Details page. A record of the booking is also accessible from the Baskets Manager link should you require it at a later date.
How do I amend/cancel my booking?

I want to change some details
Changes can only be processed by the relevant team at CTM. Please email CTM using the contact details below in order for them to advise if the amendment you require can be actioned.

I want to cancel my booking
When logged in, click the Baskets Manager link at the top of the page. Any bookings made in the past few days will be shown.

Historical bookings can be accessed by changing the date on the calendars and pressing Search.

Once you have found your booking, click the order reference (underlined in blue) to bring up the confirmation.

Press Cancel Booking to initiate the cancellation; you will see a pop-up box asking you to confirm the cancellation.

Press ‘Yes’ to proceed.

Once the cancellation has been processed, you will see the booking as “Cancelled” in the “Booking Status” column in your Baskets Manager.
ACCESSING HISTORICAL BOOKINGS

If any bookings have been made in the last few days, they will be shown as soon as you select Baskets Manager. Historical bookings can be accessed by changing the date on the calendars and pressing Search.

Contacts

Crown – North.air@travelctm.com
Corporate – North.corporate@travelctm.com
Scottish Government – North.gov.scot@travelctm.com
National Express

To begin booking a coach journey, click Book Travel then the coach button. The coach search form will then appear, prompting for the journey details.

Departure and arrival points

Your first step is to tell tRIPS® where you are going from and to.

Date and times of travel

Select a date and time of departure. Include a return date and time if applicable.

You can enter the date by typing it (DD/MM/YY), or by clicking the calendar icon. Times can be selected in 15 minute increments.

tRIPS® will default the departure date to the current date.

Remember to double-check this when making a booking, as some ticket types are only valid for a certain date (or time) and will incur charges for cancellations.

‘Arrive Before’ will list all available coaches before a specified time, including those from the night before, so it’s often best to use the ‘Depart After’ option.
Optional: passengers, open return & coachcards

Passengers
Depending on your account type, you can adjust the number of travellers.

By default the number is one adult.

Up to eight travellers can be placed in one booking; for example this can be eight adults, or four adults and four children.

If your organisation has requested that your profile is set up as a self-book user, the ‘Adults’ box will auto populate and be fixed with 1 as you can only book one ticket for yourself.

Open return
The ‘Open Return’ box simply removes the return date and time.

This can be useful when you want a flexible ticket but are unsure what date or time you are returning.

Please note that when using this option you must also select the ‘Return Journey’ box, otherwise you will only see Single tickets.

Coach cards
If you have coachcard, you can choose to apply it by ticking I have a Coachcard.

Coachcards which tRIPS® will accept will be displayed in a pop-up box after clicking Search.

A coachcard number is not required, but you must take your coachard when travelling, otherwise you will be charged the full fare.

Any discount will be applied automatically unless you have ticked the Disable Auto-Discounts box.
Optional: saving the journey details
If you make the same journey frequently, you can press the Save Favourites button after entering your journey details. This will create a record in your ‘Favourites’ drop-down at the top of the screen.

You can click the highlighted journey to retrieve the details. Alternatively you can delete the record by clicking the red cross on the right.

Once all search criteria are complete select Find to view the fare selection screen.

Fares
On the fare selection page, you will be able to view and choose a ticket type.

The buttons also display the cheapest price available for each option; however some fares will only be available at certain times.

Clicking on the name of the fare will display a description of the ticket, including when it is valid and any route restrictions applicable to the ticket.

Select a time for your journey by clicking on a circle underneath the time you wish to travel; remember to select a return time if applicable. In general, circles will be displayed underneath the times which that ticket is valid, however make sure to check if the ticket is fixed to the selected time before purchasing.

When your journey details have been finalised, press Book Now in the top right of the screen.

Please note that Book Now will be unavailable if you already have something in the tRIPS® basket. To continue, you will need to select Add to Basket, and then click Basket at the top of the screen (next to the flags.)
Traveller details

Once the booking process has begun you will be presented with an option menu that requests for the identity of the traveller. You will see three options (depending on your account type):

**Add Guest** – For bookings where the traveller is not registered to use tRIPS®, details are entered manually.

**Add Company User** – For bookings where the traveller has an account registered on tRIPS®.

**Add Me** – This will enter your own details or those you’re booking on behalf of using the ‘Book On Behalf Of a User’ button.

When filling out this section, you only need to specify a title, first name and surname if you are booking for adults (though a date of birth is required when booking for children). Nationality and gender only apply for flights, so you can ignore these.

As an example, Mr Vernon Bear has been added as a guest:

Names can be removed by pressing the red circle on the right.
Billing information
The final stage is the billing information process.

Entering the billing details

You will need to enter your booking codes first.

These codes requested will vary depending on your organisation; some examples include cost centres, staff numbers and reasons for travel.

If your Preferences tab in User Admin page has been filled out, the codes will be loaded automatically into the Billing page.

However if you are entering these manually, double-check them first as **it is not possible to amend billing details once the booking is confirmed**.

When booking for more than one traveller, you can tick the ‘Apply to all…’ box to enter the same cost centre across all travellers.

Cost centre groups

Depending on your organisation, you may also see an additional field named CostCentre Group.

If you are able to see it, this is a mandatory field. You will not be able to continue until this is complete, so select the appropriate group from the drop down menu.
Confirming the booking

You will then see the basket. The ‘Booking Phase’ column will now have changed from “Collecting User Input” to “Confirm”. You can expand your itinerary by clicking the black and white arrow (next to ‘Coach’).

If you are booking more than one item, press Confirm All. Otherwise, press Confirm next to your ticket to continue. You will then be prompted to read the terms and conditions of your purchase.

Once ‘Confirm’ has been selected, please note this decision cannot be reversed.

Once fully completed, the Booking Phase will change to “Booking Successful”, and you will see the booking reference underlined.

An email confirmation will be sent to you and any other email addresses specified on the Billing & Ticketing information page. A record of the booking is also accessible from the Baskets Manager Link, should it be required at a later date.

The confirmation email is not your confirmation for travel. On the confirmation email and also in your baskets manager you are able to View/Print the ticket that is required for travel.

You will need the ticket with you either printed or electronically in order to be able to travel on the day.
How do I amend/cancel my booking?

I want to change some details

*It is not possible to amend a National Express booking through tRIPS® once confirmed.*

If your travel plans change, you will need to contact the rail team at CTM, in order to have your ticket amended depending on the terms and conditions you have booked under. You will be advised of any penalty charges for making a change.

I want to cancel my booking

*It is not possible to cancel a National Express booking through tRIPS® once confirmed.*

If your travel plans change, and you do need to cancel you will need to contact the rail team at CTM, in order to have your ticket cancelled depending on the terms and conditions you have booked under. You will be advised of any penalty charges for processing this cancellation.

Contacts

**Rail** – [North.rail@travelctm.com](mailto:North.rail@travelctm.com) – 01274 726424
tRIPS® Quick Prompt Guides

The next few pages contain one-page ‘quick’ guides designed to help you when you are short of time, or already have some experience with the tRIPS® booking tool and would just like a reminder on the key points.

Relevant contacts for each type of booking are also listed for your convenience.

Contents

Rail
Hotels
Flights
Eurostar
Taxis
Car Hire
Parking and Lounge
National Express
Rail

Making a booking
1. Log in to tRIPS® (https://www.trips.uk.com)
2. Select Book Travel and click the train icon
3. Enter your journey details and select 'apply railcard' if you have one; click Find
4. Select a fare and time of travel by clicking a circle; click Book Now
5. Enter the traveller's details (your ticket, or using 'Book on Behalf Of' = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
6. Select seating preferences if applicable (reservations are mandatory with Advance Single tickets; if you are unable to reserve a seat, that fare is sold out)
7. Enter your billing information and select how you want to collect the ticket – you cannot amend these details once confirmed
8. Check your booking information before clicking Confirm; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking
It is not possible to amend a booking once confirmed. You may however be able to obtain a refund, or exchange your booking for a future purchase depending on the ticket you bought. Regardless of whether it is a refund or exchange, administration charges apply.

Off-Peak / Anytime
Valid for travel at alternative times (and sometimes dates), so you may not need to rebook.

If you would like a refund and have the tickets, post them back to CTM (address below).

Otherwise, leave them uncollected and they will be refunded automatically.

Advance Single
Not valid for alternative times and non-refundable.

To exchange, a new ticket for the exact same stations must be purchased before the original time of travel.

Post the original tickets and a completed Rail Exchange Form to CTM, or email the form if you do not have the tickets yet (visit the User Guides page for a copy.)

Contacts
• Corporate Travel Management (North of England), Shire House, 2 Humboldt Street, Bradford, BD1 5HQ
• Crown – North.rail@travelctm.com – 01274 726424
• Corporate – North.corporate@travelctm.com – 03300 082000
• Scottish Government – North.gov.scot@travelctm.com – 01274 760650
• **Groups** (9+) – North.groups@travelctm.com – 01274 726424
Hotels

Making a booking
1. Log in to tRIPS® (https://www.trips.uk.com)
2. Select Book Travel and click the bed icon
3. Enter the details of where and when you would like to stay, the number of occupants and click Find
4. Click the small plus icon next to a hotel; check Full Rate Information then Book Now
5. Enter the guest’s details (your reservation, or using ‘Book on Behalf Of’ = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
6. Enter your billing information and any additional requirements (e.g. disabled access) in the Special Requirements box; click Continue
7. Check your booking information before clicking Confirm; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking
Some date amendments can be performed online through tRIPS®. Before amending your booking, please familiarise yourself with the cancellation policy of the hotel. CTM cannot be held liable for any charges made as a result of amendments.

You are able to increase the number of nights or decrease the number of nights on a booking, where available.

Online amendments are only available on certain hotel rates and certain hotel chains. Any one booking can only be amended online once.

Contact CTM if you wish to make any other amendments (contacts below).

Please note certain amendments are not possible, e.g. the inclusion of breakfast when a rate does not specifically include it.

Cancelling a booking
Most hotel bookings can be cancelled online through tRIPS®. Before cancelling your booking, please familiarise yourself with the cancellation policy of the hotel. CTM cannot be held liable for any charges made as a result of cancellation.

If you get a message saying you can’t cancel online, you will need to contact our hotels team so they can process it manually.

Contacts
- Crown – North.hotels@travelctm.com – 01274 726424
- Corporate – North.corporate@travelctm.com – 03300 082000
- Scottish Government – North.gov.scot@travelctm.com – 01274 760650
- Groups (9+) – North.groups@travelctm.com – 01274 726424
Flights

Making a booking
1. Log in to tRIPS® (https://www.trips.uk.com)
2. Select Book Travel and click the plane icon
3. Enter the details of where you are going from and to, dates, time range and number of passengers; click Find
4. Click the small circle next to the fare you want (selecting a return too if applicable), then Book Now
5. Enter the traveller’s details (your flight, or using ‘Book on Behalf Of’ = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
6. Enter your billing information, passport information (recommended if flying outside of the UK, but not mandatory) and any other requirements; click Continue
7. Check your booking information before clicking Confirm; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking
Contact CTM if you wish to make any amendments (contacts below).

Certain amendments are possible depending on ticket type and airline(s). Charges may apply.

Cancelling a booking
Full cancellations cannot be actioned through tRIPS®, in order to cancel a booking, if possible, and ensure any refunds your organisation may be entitled to are applied at the earliest opportunity please contact the relevant team from the contacts below.

Contacts
- Crown – North.air@travelctm.com – 01274 726424
- Corporate – North.corporate@travelctm.com – 03300 082000
- Scottish Government – North.gov.scot@travelctm.com – 01274 760650
Eurostar

Making a booking
1. Log in to tRIPS® (https://www.trips.uk.com)
2. Select Book Travel and click the plane icon
3. Enter the details of where you are going from and to, dates, time range and number of passengers; click Find
4. Click the small circle next to the fare you want (selecting a return too if applicable), then Book Now
5. Enter the traveller’s details (your ticket, or using ‘Book on Behalf Of’ = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
6. Enter your billing information and any other requirements; click Continue
7. Check your booking information before clicking Confirm; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking
Seek advice from CTM if any amendments are required (contacts below).

Cancelling a booking
Cancellations cannot be actioned through tRIPS®, in order to cancel a booking, if possible, please contact the relevant team from the contacts below.

Contacts
- Crown – North.air@travelctm.com – 01274 726424
- Corporate – North.corporate@travelctm.com – 03300 082000
- Scottish Government – North.gov.scot@travelctm.com – 01274 760650
Taxis
Making a booking
1. Log in to tRIPS® (https://www.trips.uk.com)
2. Select Book Travel and click the taxi icon
3. Enter the details of where you are going from and to, dates, time and number of passengers; click Find
4. Click the small circle next to the fare you want then Book Now
5. Enter the traveller’s details (your reservation, or using ‘Book on Behalf Of’ = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
6. Enter your billing information and any driver instructions; click Continue
7. Check your booking information before clicking Confirm; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking
CTM cannot make any alterations to your booking; all amendments must be processed by Cabfind (CTM’s taxi supplier) directly.

Time
Call 01274 726424 and select option 7. Quote the Cabfind reference number on your confirmation.

Date or destination
You will need to cancel the booking and re-book. Cancellations can be made by retrieving your booking in your tRIPS® Baskets Manager.

Cancelling a booking
Taxi bookings can be cancelled online through tRIPS®. Before cancelling your booking, please familiarise yourself with the cancellation policy. CTM cannot be held liable for any charges made as a result of cancellation.

If you get a message saying you can’t cancel online, you will need to contact the relevant department at CTM so they can process it manually.

Contacts
- Cabfind – 01274 726424, option 7 (alternate number: 08001 488556)
- Crown – North.air@travelctm.com – 01274 726424
- Corporate – North.corporate@travelctm.com – 03300 082000
- Scottish Government – North.gov.scot@travelctm.com – 01274 760650
Car Hire

Making a booking
1. Log in to tRIPS® (https://www.trips.uk.com)
2. Select Book Travel and click the car (with key) icon
3. Enter the details of where you are picking up and dropping off the car, dates and times; click Find
4. Click the small circle next to the car type you want then Book Now
5. Enter the traveller’s details (your reservation, or using ‘Book on Behalf Of’ = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
6. Enter your billing information and any driver instructions; click Continue
7. Check your booking information before clicking Confirm; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking
Seek advice from CTM if any amendments are required (contacts below).

Cancelling a booking
Bookings can be cancelled online through tRIPS®. Before cancelling your booking, please familiarise yourself with the cancellation policy. CTM cannot be held liable for any charges made as a result of cancellation.

If you get a message saying you can’t cancel online, you will need to contact the relevant department at CTM so they can process it manually.

Contacts
- Crown – North.air@travelctm.com – 01274 726424
- Corporate – North.corporate@travelctm.com – 03300 082000
- Scottish Government – North.gov.scot@travelctm.com – 01274 760650
Parking & Lounge

Making a booking
1. Log in to tRIPS® (https://www.trips.uk.com)
2. Select Book Travel and click the ‘P & L’ icon
3. Enter the details of the airport, dates and times of your reservation; click Find
4. Click the small circle next to the you want then Book Now
5. Enter the traveller’s details (your reservation, or using ‘Book on Behalf Of’ = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
6. Enter your billing information; click Continue
7. Check your booking information before clicking Confirm; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking
Seek advice from CTM if any amendments are required (contacts below).

Cancelling a booking
Bookings can be cancelled online through tRIPS®. Before cancelling your booking, please familiarise yourself with the cancellation policy. CTM cannot be held liable for any charges made as a result of cancellation.

If you get a message saying you can’t cancel online, you will need to contact the relevant department at CTM so they can process it manually.

Contacts
- Crown – North.air@travelctm.com – 01274 726424
- Corporate – North.corporate@travelctm.com – 03300 082000
- Scottish Government – North.gov.scot@travelctm.com – 01274 760650
National Express

Making a booking
1. Log in to tRIPS® (https://www.trips.uk.com)
2. Select Book Travel and click the coach icon
3. Enter the journey details and select ‘I have a coachcard’ if you have one; Click find
4. Select a fare and time of travel by clicking a circle; click Book Now
5. Enter the guest’s details (your reservation, or using ‘Book on Behalf Of’ = Add Me; registered colleague = Add Company User; unregistered colleague = Add Guest)
6. Enter your billing information; click Continue
7. Check your booking information before clicking Confirm; read and accept the terms and conditions of the purchase to finalise the booking

Amending the booking
It is not possible to amend a National Express booking through tRIPS® once confirmed.

If your travel plans change, you will need to contact the rail team at CTM, in order to have your ticket amended depending on the terms and conditions you have booked under.

Cancelling a booking
It is not possible to cancel a National Express booking through tRIPS®. If ticket cancellations are required contact the rail team for assistance.

Contacts
• Rail – North.rail@travelctm.com – 01274 726424