



Online Booking Procedure



Dear Agent

Thank you for choosing Omega Breaks as one of your holiday operators. We're excited to be working with you and are looking forward to seeing you take your first bookings. We have provided you with this manual to outline our most basic booking procedure, as well as taking you through some other scenarios that you will need to know such as insurance, amendments and cancellations. We will be happy to keep you up to date with any major developments within our booking process and you will be duly informed if there are any changes made.

Our terms and conditions can be found in our latest brochure with regards to payment, deposit, cancellations and complaints and we would ask you to familiarise yourself with these as different holiday products vary.

We hope this manual will cover everything, but if not, please do not hesitate to telephone our Reservations Team on **0330 013 0145** and ask any questions you might have.

Happy Booking!

Omega Breaks

Signing In

You will need to log in to make a booking. If you go to the link <http://www.omegabreaks.com/agents> you will find the log in page as pictured (Right)

Once you've logged in, you will need to navigate to the home page by clicking the "Omega Breaks" logo or the "Home" button

In the pictures below, you will see our home page. You can search for tours using the top right search, this will accept; Tourcodes, Tour names, Destinations etc. OR you can use the search bar picking dates and destinations. (Second image)

You will also see what our itinerary pages look like so once you have selected a break you can enter the booking process from there. (Bottom image)

Travel Agents

Welcome to our agent online booking system.

New to Omega Breaks? If you would like to become a partner agent with Omega Breaks, please contact our reservations team on 08432 244 222.

Existing Omega Agents: Please sign in below then search for a tour using the Holiday Search bar. Any destinations in the 'Search' in the header.

If you would like further help with your booking, please refer to our [Booking Manual](#) or contact our reservations team during our normal office hours on 08432 244 222.

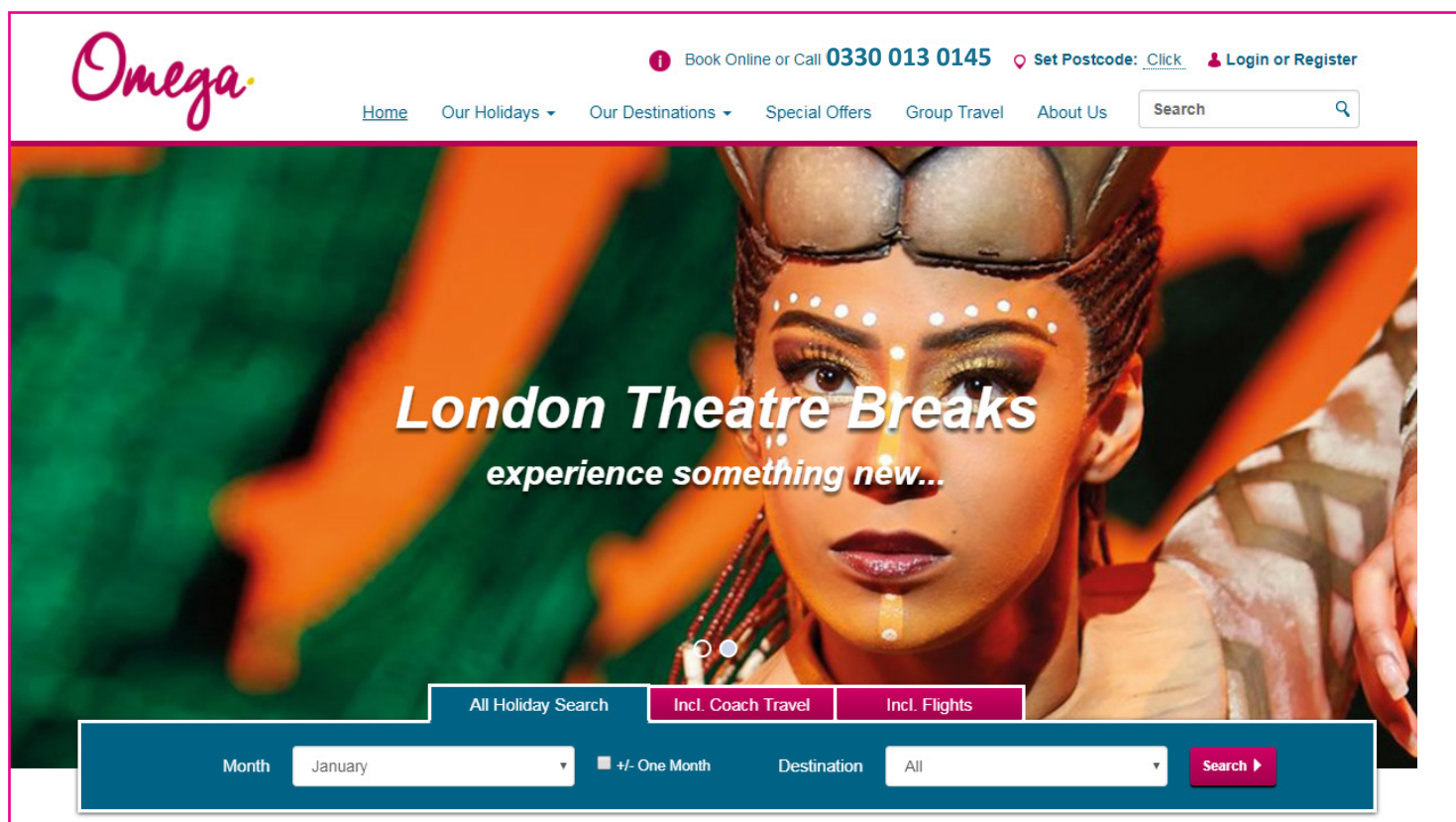
Please note that two weeks before departure we will contact you to provide a confirmation of your booking and a telephone number

Email Address

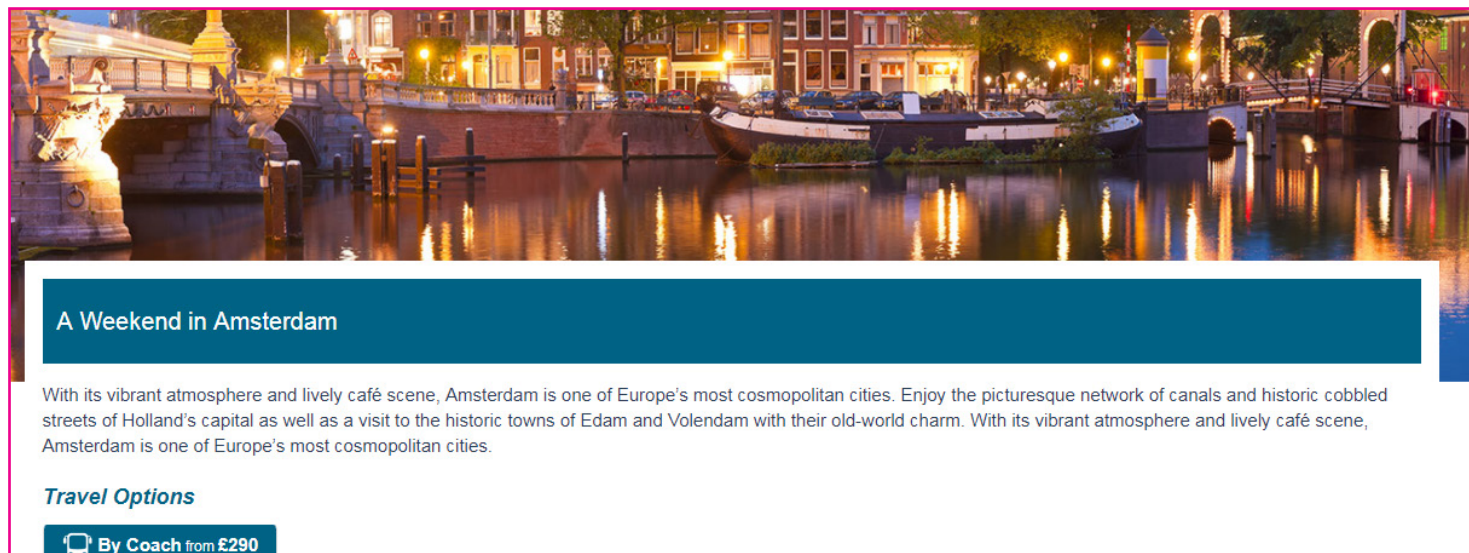
Password

[Forgotten your password?](#)

Login



The itinerary page below now has tabs to select between travel options, once done so you can scroll to the bottom and click to book the break.



A Weekend in Amsterdam

With its vibrant atmosphere and lively café scene, Amsterdam is one of Europe's most cosmopolitan cities. Enjoy the picturesque network of canals and historic cobbled streets of Holland's capital as well as a visit to the historic towns of Edam and Volendam with their old-world charm. With its vibrant atmosphere and lively café scene, Amsterdam is one of Europe's most cosmopolitan cities.

Travel Options

[By Coach from £290](#)

Availability

The first stage of the booking you'll need to establish how many people and how many of each room type that you will need. Single rooms are subject to a supplement, are in high demand and may not be available. You will need to call the Reservations Team on **0330 013 0145** to raise a ticket for a room request.

The same will apply to any double or twin availability. Please note that a majority of continental holidays may not have double accommodation and will not be guaranteed although please feel free to make it as a request on the notes.

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Rooms

Passengers

Seating

Passenger Options

Lead Passenger

Payment

Summary

Booking Confirmation

Book Online or Call 0330 013 0145

My Account

Secure Checkout

Rooms

Please make sure you select the correct number of people for the rooms requested.

Number of travellers

Please select the number of people travelling1

Rooms

Please select how many of each room type is required

Single01 Room accommodates 1 person+ £75.00

Twin02 Room accommodates 2 people

Double02 Room accommodates 2 people

Triple03 Room accommodates 3 people(sold out)

Your booking Summary

Holiday

dutch bulbfields & amsterdam £0.00

20th Apr 2018

Total

£0.00

Agent Details

You will then be required to either search for your existing details or click the "add new customer" link and fill in your details to ensure all communications are sent to the Agent.

Customer Selection

Please select from your customers below, or create a new one.

Search:

Surname

Postcode

Go

Go

or

Add New

Your booking Summary

Holiday

dutch bulbfields & amsterdam £0.00

20th Apr 2018

Total

£0.00

Agent Address

This page will show if you need to "add a new customer". This needs to remain the agent's address or correspondence with the commission invoice will be sent to the customer.

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Leader Passenger Details

Please confirm that your contact details below are correct. We will use these details if we need to get in touch with you regarding your booking.

Or you can select a different customer

Title

Mrs

Initials

Surname

Postcode*

Find Address

Address Line 1*

Address Line 2

Passenger Details

You will need to enter the customers' names as detailed below and select their pick up using the drop down box. A customer may ask if we will pick up from another place nearby. We would like to encourage the pick ups outlined for the tour as adding more pick ups will add to the journey time. A request for 10 people or more from a new pick up may be made by calling the Reservations Team. they will pass this query onto our Operations Department who will make the decision whether it is possible or not.

Omega

Book Online or Call 0330 013 0145

My Account

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Booking Confirmation

Passengers

Please enter the details of each passenger in your booking.

Passenger 1

Title

Mr

Initials

T

Surname

Test

Pickup Point

<Please Select>

☐

Add our travel insurance for £38.50 - (UK Residents Only) [See here for policy details](#)

<< Back

Continue >>

Your booking Summary

Holiday

dutch bulbfields & amsterdam 20th Apr 2018

£0.00

Number of travellers

1

Rooms

4 Star Hotels in Holland

• 1 × Single

Seating

The customer can then suggest their preferred seating arrangements. These specific seats are not guaranteed and will only be confirmed in the Final Confirmation. Front seats are subject to an extra charge. Passengers who choose the wheelchair seats 5,6,7,8 who are not bringing a wheelchair will be moved when the booking is checked.



Options & Special Requirements

Third party agents are not permitted to sell our travel insurance. The customer is welcome to purchase through us directly, however. If the customer has their own travel insurance or wishes to take it with you, please select the insurance button on the passenger name page and fill in the name of insurer, not forgetting to add the policy number for continental tours later in the process when asked.

If the holiday includes a day trip to Europe the customer must have European Travel insurance and be able to provide a policy number.

As you'll see, each passenger is listed in a blue or red box. You will need to click on that box to and click on the details that correspond to each one.

Further down the page is a section to write brief notes. This has a 50 character limit. Further details can be added to the booking by e-mailing the booking reference and any notes to enquiries@omegabreaks.com due to data protection, the customer's details belong to you, and you are responsible for contacting them.

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Lead Passenger

Payment

Summary

Booking Confirmation

Passengers

Please enter the details of each passenger in your booking.

Passenger 1

Title

Mr

Initials

T

Surname

Test

Pickup Point

<Please Select>

☐

Add our travel insurance for £38.50 - (UK Residents Only) [See here for policy details](#)

Your booking Summary

Holiday

dutch bulbfelds & amsterdam

£0.00

20th Apr 2018

Number of travellers

1

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Book Online or Call 0330 013 0145

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Payment

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Passenger Options

Please choose from the available options for each passenger.

Mr T Test

Discounts

Price

Select any options

☐

Self Drive

£-25.00

Requirements

Please let us know any special requirements you may have including dietary requirements.

Characters left 100

Your booking Summary

Holiday

dutch bulbfelds & amsterdam

£290.00

20th Apr 2018

Number of travellers

1

Rooms

4 Star Hotels in Holland

• 1 × Single

Seating

• S53

Additional Information

Here you will need to add in the details of their insurance (or any insurance details you have sold to them)

Mr T Test

Insurance Details

Name of Insurer

Passport Details

Date of Birth

Passport Number

Passport Expiry Date

Your booking Summary

Holiday

dutch bulbfields & amsterdam£290.00

20th Apr 2018

Number of travellers

1

Rooms

4 Star Hotels in Holland

• 1 × Single

Seating

• S53

Passenger Options

Mr T Test

Total

£365.00

Additional Information

Payment is taken depending on your arrangements with us and whether credit is given. We accept credit/debit cards and cheques. Please note there are cerntain holidays (Supervalue), we require full payment at the time of booking. A deposit can be taken for our brochure holidays. Once payment has been taken, you'll receive an e-mail confirmation of Notice of Booking. The paper version will arrive at your offices when the booking has been checked and confirmed. You will then pass this on to the customer. All further written correspondance will also be sent to you to forward on.

Payment Details

Please note: There is a 2% charge applied to all payments made by credit card

To receive your discount please enter the code here. If you have been asked to 'Quote' a code from a mailing this is where to apply it.

Apply Code

Card Details

16 digit card number

XXXX - XXXX - XXXX - XXXX

Name on Card

MR/S X XXXXXX

Expiry Date

01

17

Valid from (if shown on card)

--

--

Issue Number (if shown on card)

Security Code (What is this?)

E.g 123

MasterCard

VISA

Maestro

VERIFIED by VISA

MasterCard SecureCode

☐ I wish to pay in full £365.00

☒ I wish to only pay the deposit amount of £125.00

Your booking Summary

Holiday

dutch bulbfields & amsterdam£290.00

20th Apr 2018

Number of travellers

1

Rooms

4 Star Hotels in Holland

• 1 × Single

Seating

• S50

Passenger Options

Mrs sd sd

Total

£365.00

Amendments

Sometimes changes need to be made to a customer’s booking that are outside of our control. They can include pick up changes, seat changes, or even extra charges such as fuel supplements. We will endeavour to inform you of these as soon as we have the information and will send a letter to you to send to the customer. However, if this is less than 7 days before departure and we cannot reasonably expect a letter to reach the customer, we reserve the right to telephone you. After that, it will be your responsibility to telephone the customer. Some-times there may be late night or Sunday departures in which case we will require an emergency out of hours number to contact you so you can then inform the customer.

Cancellations

Please refer to our Terms and Conditions and your Agreement regarding cancellation and charges involved. emergency out of hours number to contact you so you can then inform the customer.

Book Online or Call 0330 013 0145

My Account

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Booking Confirmation

You're almost there!

Complete Booking

Please check through all information below and make sure all details are correct.

Once you are happy with the selections **please click Complete to complete your booking**

Your booking Summary

Your Holiday

Details

Total Price

dutch bulbfields & amsterdam

Departing Fri 20-Apr-2018

£367.50

Lead Customer

Name

Address

Contact

Mr T Tester

Tester
Tester
Tester
Tester

02154848484

Payment Details

Change

We would like to remind you there is a 2% charge for all purchases using a Credit Card

Card

VISA 4929#####23

Expiry

01/22

Card Charge

£2.50

Confirm and Complete Booking

☐ I wish to receive special offers and notifications.

☐ I agree to the company's terms of booking.

Total Cost Summary

Options, Discounts, Charges & Insurance

£2.50

Holiday Cost

£365.00

Amount to Pay:

£127.50

Complete Booking