

Carey Client Centre

Web based reservation system

Create, View, Amend and Cancel a reservation.

To access the Carey Client Centre please use the following link:

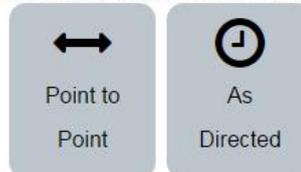
<http://careyuk.hudsonltd.net/res?USERIDENTRY=C177841&LOGON=GO>



Welcome to the **MAIDEN VOYAGE** web reservation portal.

(service provided by **Carey England**)

Please select one of the options below to make a reservation.



Making a new reservation

Click on the service type you require, either a 'Point to Point' service or 'As Directed'.

Once you've selected the service type, you can select the country of service via the 'Select Service Area' list, followed by the date and time.

POINT TO POINT

Select service area

UNITED KINGDOM ▼

Pickup Date

26/10/2016



Pickup Time

18 ▼

:

45 ▼

Enter Address:

Most common addresses such as Hotels, Airports and Rail stations have been pre-loaded under the 'Locations' tab. Simply select a pick up and a drop off from the list of options.

Pickup location

Locations

Enter address

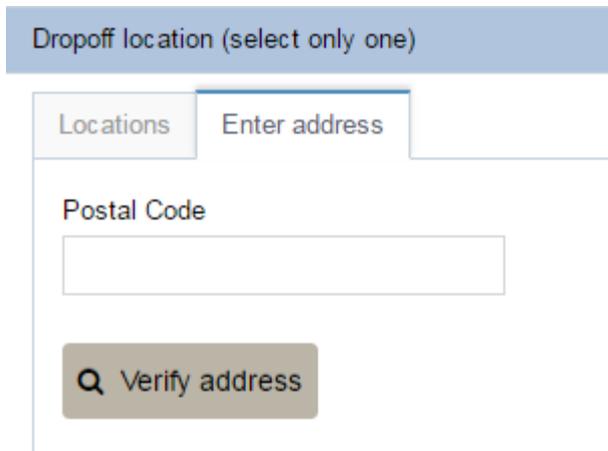
Hotel

Other

Rail Stations

Airport, Dock

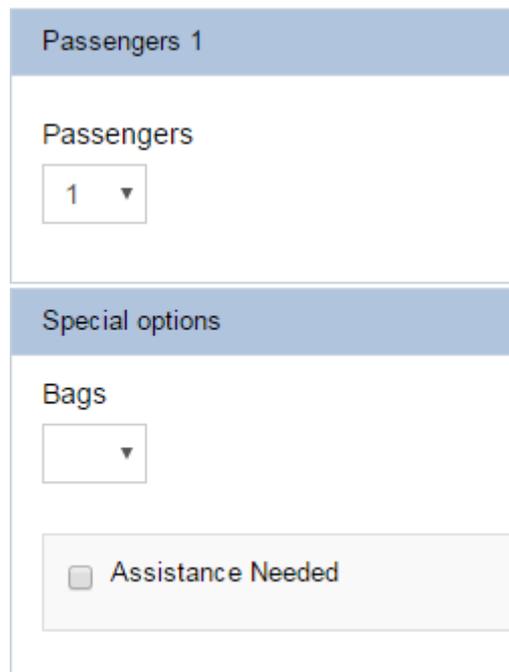
However, if the pick up or drop off you require is not listed in the drop down options, go to the 'Enter address' tab and type in the postcode of the address and click verify address. This will list the addresses for that postcode where you can select the correct one.



The screenshot shows a form titled "Dropoff location (select only one)". It has two tabs: "Locations" and "Enter address". The "Enter address" tab is active. Below the tabs is a "Postal Code" input field. At the bottom of the form is a button with a magnifying glass icon and the text "Verify address".

All that remains on page 1 is to advise Carey of the number of passengers and number of bags (if known).

And click 'Continue'.



The screenshot shows a form titled "Passengers 1". It has two sections: "Passengers" and "Special options". The "Passengers" section has a dropdown menu with the number "1" selected. The "Special options" section has a "Bags" dropdown menu and a checkbox labeled "Assistance Needed".

Overseas Bookings:

Please follow the same instructions as above, however if your address location isn't loaded, select the city from the 'CITIES' drop down list and once you get to the **third** page of the booking, you can manually enter the address then.

Select service area
AUSTRIA - SALZBURG

Pickup Date
27/10/2016

Pickup Time
09 : 20

Pickup location

Cities
Salzburg

Hotel

Airport, Dock

Service information / rate quote:

Once you have completed page 1, you will be presented with the service information along with a list of vehicle options and a fully inclusive quote. The quote is based on the information you supply and includes airport parking if appropriate and VAT.

Please note that our saloon cars will seat 3 in comfort, but can carry up to 4 passengers. If you have more passengers, please select the Luxury MPV, which can seat up to for 7 passengers.

Please note: Any changes made to the service booked may result in a change to the price.

If you are happy with the details on this page and the correct vehicle is selected, click 'continue' to view the third and final page:

TRANSFER OPTIONS

Number of Passengers	1
Pickup date:	Friday, 4 November, 2016
Pickup time:	17:00
Traveling from:	BERKELEY HOTEL Wilton Place LONDON SW1X 7RL
Traveling to:	LHR - HEATHROW AIRPORT Greater London London TW6 1AP

Executive Saloon



Executive Saloon service for 1 passengers

£ 101.02

Select

Luxury Saloon



Luxury Saloon service for 1 passengers

£ 149.16

Select

Luxury MPV



Luxury MPV service for 1 passengers

£ 159.34

Select

On page 3 of the reservation, you will be given the option to enter the flight/train details if applicable and complete any address details.

Departing Flight ▼

Airline/Train/Ship

Flight Number

Flight City

Pickup Location

Please fill in all address information

Address

Salzburg,

Postal Code

You will then need to enter the passenger's details and contact information and then complete the booking by entering the credit card details.

Reservation Name ▼

First Name	Last Name
<input type="text" value="TEST12345"/>	<input type="text" value="DEMO"/>
Mobile/Primary with International Code	Office/Secondary
<input type="text" value="07572000000"/>	<input type="text"/>
Email Address	
<input type="text"/>	(Confirmation sent here)

You will need to tick the box confirming the terms and conditions.

Payment Information ▼

A credit card or direct bill account is required to make this reservation

Total Fare 111.66

Payment method

Credit card # if not a direct bill	Expires: Month/Year
<input type="text"/>	<input type="text" value="Month"/> <input type="text" value="Year"/>
Name (as it appears on credit card)	Credit Card Verification Number <small>(Credit Card Verification Help)</small>
<input type="text"/>	<input type="text"/>
Postal Code of Card Holder	Credit Card Billing Address
<input type="text"/>	<input type="text"/>

I have read and accept the terms and conditions. (please check the box to continue)
[\(Terms and Conditions\)](#)

Any special instructions can be noted in the 'Special Instructions' box.

Other Information ▼

Special Instructions

Once that's completed, please click continue to confirm the booking and an email will be sent to the email address that has been added.

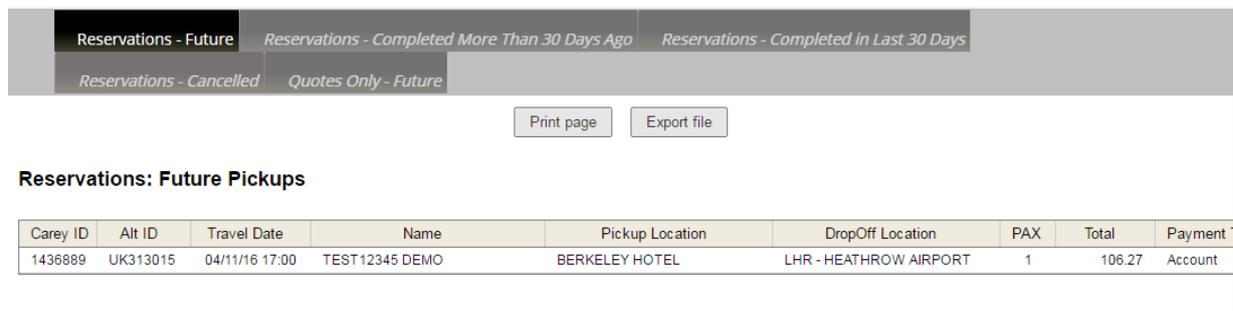
Name: TEST12345 DEMO
Fare 106.27

[Print this page](#)

Itinerary	
Reservation Number	UK313015
Pickup Location	BERKELEY HOTEL Wilton Place LONDON SW1X 7RL
Dropoff Location	LHR - HEATHROW AIRPORT Greater London London TW6 1AP
Pickup Date	Friday, 4 November, 2016
Pickup Time	17:00
Number of Passengers	1
Service	 Executive Saloon
Payment Type	Direct Bill
Fare	£ 106.27

Search, View, Amend and Cancel a reservation:

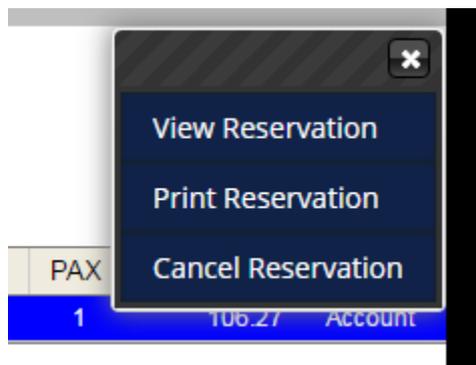
To look up a reservation, click on 'reservations' on the left hand side and this will give you the option to view future bookings, cancelled bookings or completed bookings.



The screenshot shows a web interface for managing reservations. At the top, there are three tabs: 'Reservations - Future' (selected), 'Reservations - Completed More Than 30 Days Ago', and 'Reservations - Completed in Last 30 Days'. Below these are two more tabs: 'Reservations - Cancelled' and 'Quotes Only - Future'. There are two buttons: 'Print page' and 'Export file'. Below the buttons is the heading 'Reservations: Future Pickups' followed by a table with the following data:

Carey ID	Alt ID	Travel Date	Name	Pickup Location	DropOff Location	PAX	Total	Payment
1436889	UK313015	04/11/16 17:00	TEST12345 DEMO	BERKELEY HOTEL	LHR - HEATHROW AIRPORT	1	106.27	Account

When you select the Reservation from the list, a pop up box will appear on the right hand side. This gives you the option to, view, print or cancel the reservation.



The screenshot shows a dark blue pop-up menu with a close button (an 'x' in a square) in the top right corner. The menu contains three options: 'View Reservation', 'Print Reservation', and 'Cancel Reservation'. Below the menu, a portion of the table from the previous screenshot is visible, showing the 'PAX' column with the value '1' and the 'Total' column with the value '106.27'.

Review the two tabs on the top of the viewed reservation, then select the change you need to make, once this is done, click on 'save changes'. You will be notified if there is a price change to the amendment. Once completed, a confirmation will be sent to the e-mail address on the reservation.

To exit this screen, please click on the 'x' at the bottom right:

Reservation UK313015

Point to Point

Pickup / Drop-Off	Details
Pickup Pickup Time Nov 04 2016 17:00 - Change... Location BERKELEY HOTEL - Change... Wilton Place LONDON, -- SW1X 7RL	Drop-Off Location LHR - HEATHROW AIRPORT - Change... Greater London London, TW6 1AP Flight Airline (Airline Not Listed) ▾ Flight Number <input type="text"/> Extra Stops Update Extra Stops...

Changes to this reservation will require a reprice.

[Back](#) | [Save changes](#)

To cancel a reservation:

First select the reservation, and then select cancel reservation:

Cancel Reservation: 1436889

You are about to cancel TEST12345 DEMO's reservation.

Cancel Reason Please select why this reservation is being canceled: <input type="text" value="Other reason"/>
Canceled By Please enter who requested to cancel this reservation: <input type="text"/>
Additional Comments (optional) Please enter any additional information on why this reservation is being canceled: <input type="text"/>
OK Close

Complete the 'cancel reason' and 'canceled by', and then click on 'OK':

The reservation is now cancelled and a confirmation will be sent to the e-mail address on the reservation.