TRAVEL AGENT PORTAL

SITE USER GUIDE

BRANDS ON THE TRAVEL AGENT PORTAL

Trafalgar

Three value tiers, one brand

SAVER

costsaver.
A Trafalgar Brand

CLASSIC

Trafalgar

PREMIUM

INSIGHT VACATIONS
A Trafalgar Brand

ALSO ON THE PORTAL

LUXURY GOLD

contiki

BRENDAN VACATIONS

AATKings



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TRAVEL EXTRAS

OUR BRANDS

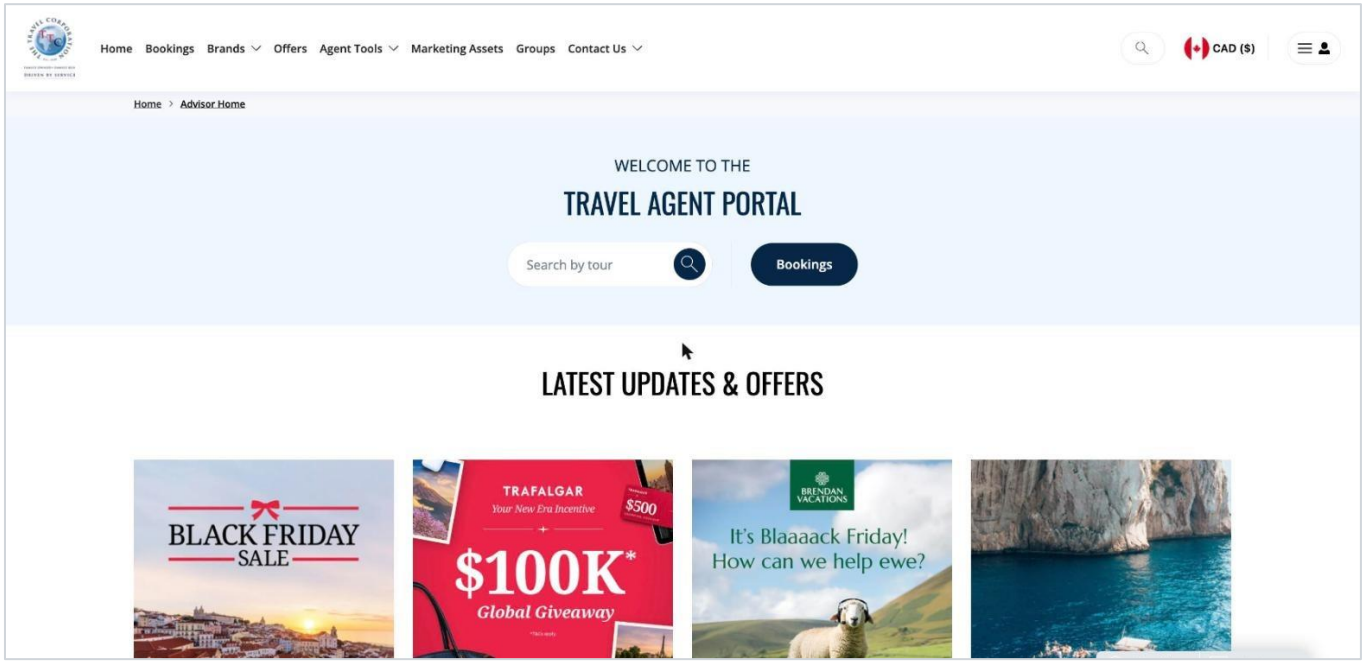
FOOTER

INTRODUCTION

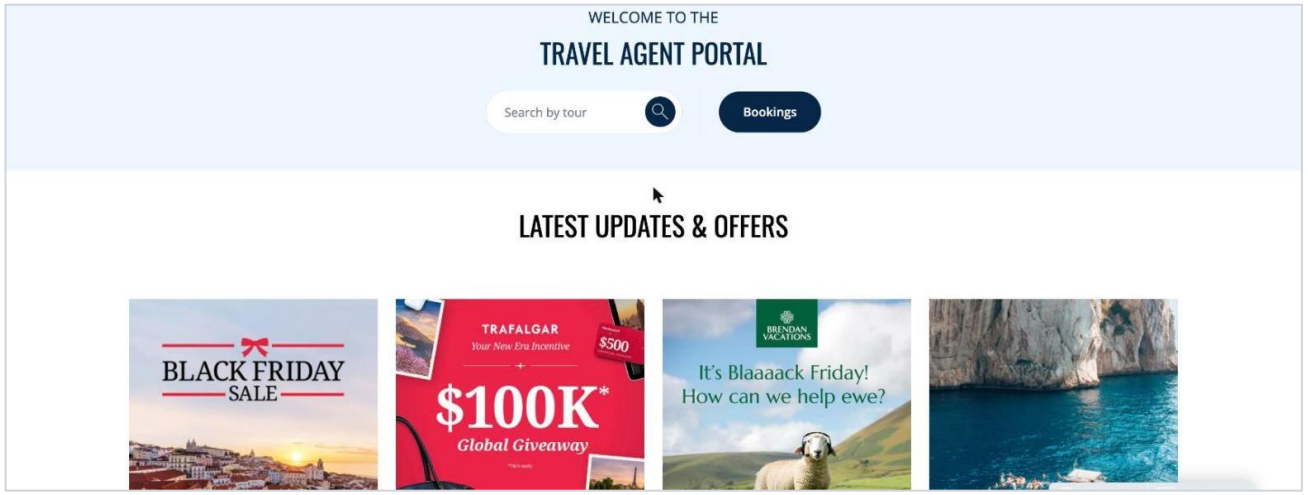
Welcome Agents.

Welcome to the Travel Agent Portal (TAP), designed with a focus on clarity and ease of use. TAP is your one-stop source for searching, quoting, booking and managing trips across TTC brands: Trafalgar (including Saver, Classic and Premium trips and river cruises), Luxury Gold, Contiki, AAT Kings and Brendan Vacations.

This guide is designed for new users and experienced hands alike.



KEY FEATURES



The Travel Agent Portal allows Travel Agents to:

1. Explore the full range of TTC trips with up-to-date pricing and availability
2. Book trips for your clients, including flights at the time of booking, or email a quote to yourself or your client
3. Browse all available deals
4. Manage existing bookings across all TTC brands, with filters for departure date, payment status, contact details and brand. Amend contact and advanced passenger information, make payments, and view and download invoices
5. Add travel extras to a booking: extra nights, flight details and airport transfers
6. Obtain information on the latest agent incentives, training and marketing support
7. Order TTC brochures for your agency

REGISTRATION & LOGIN



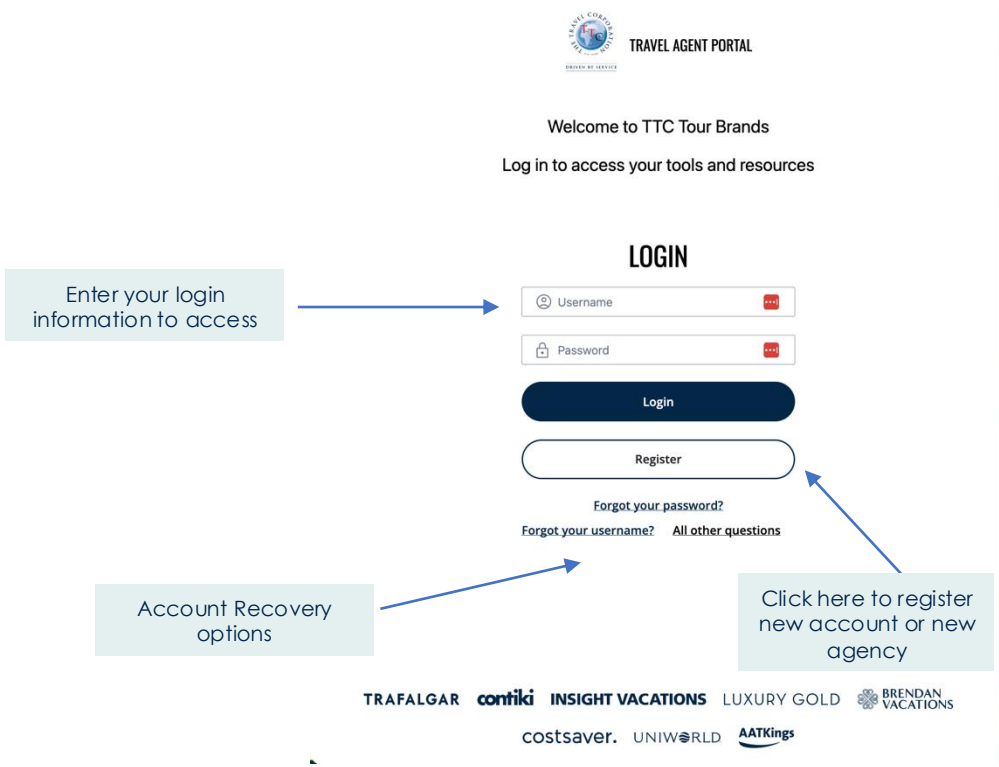
Log In Page

The "Agents" link on each TTC brand website takes you to the Travel Agent Portal, or go straight to agents.ttc.com.

Already registered? Enter your username and password and click "Login".

Forgot your username? Enter your first name, last name and email address and we'll email it to you.

Forgot your password? Enter your username and email address and we'll email you instructions. If the email doesn't arrive, check your junk folder.





REGISTRATION & LOGIN

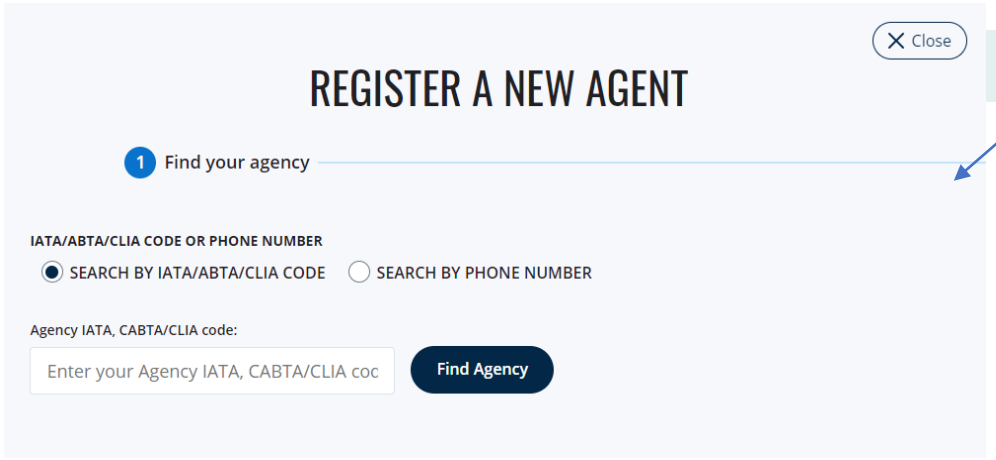
New to TAP? Click "Register" and follow the steps below.

Sign-up: Step 1 – Find your agency

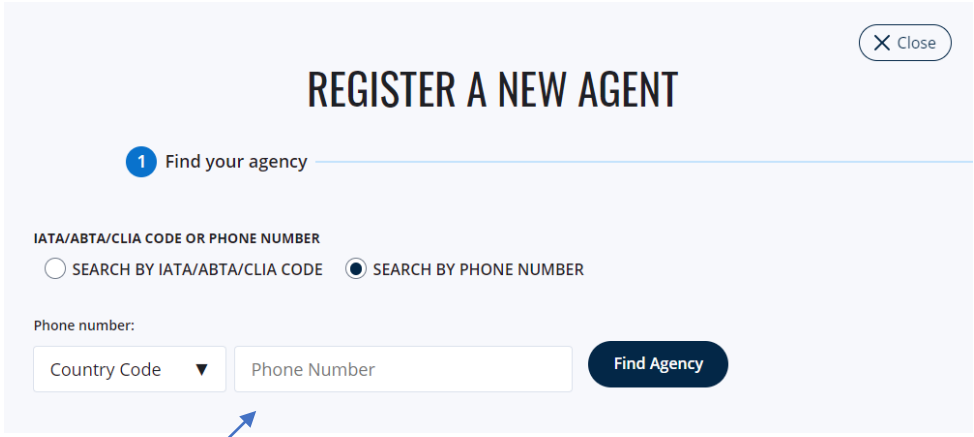
Your agency is already set up on TAP. Find it in one of two ways:

Membership number: search with your IATA, ABTA, CLIA or other membership number

Phone number: search with your agency's phone number as held by TTC, not your personal number



Enter Membership Number



Search with Phone Number

REGISTRATION & LOGIN

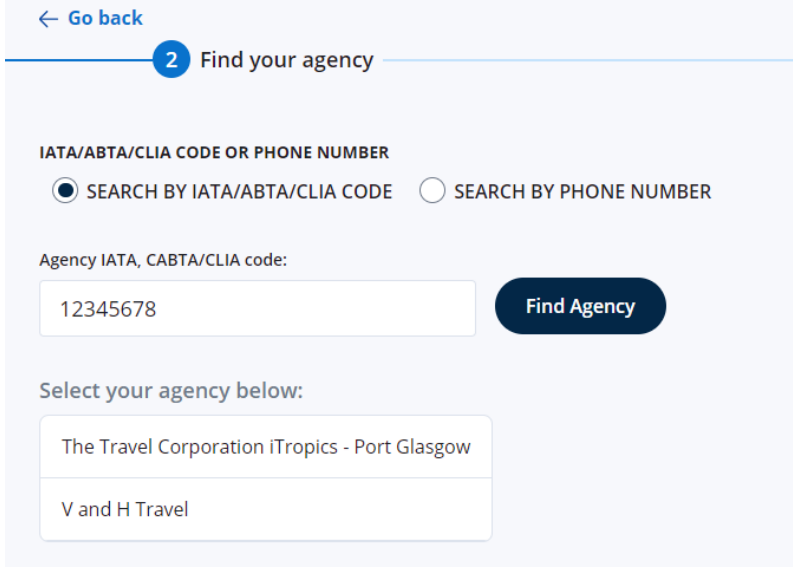
Sign-up: Step 2 – Check for an existing agent

Confirm your agency, then use "Search for Agents" to look for your name or email address.

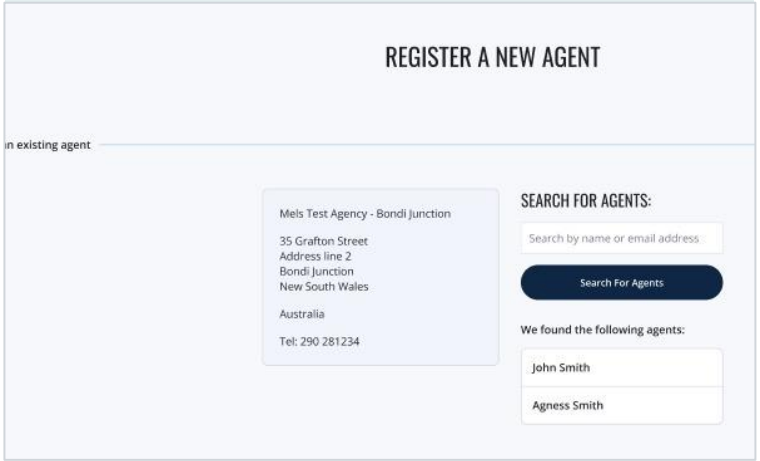
If you're listed, click your name to activate your account (Step 3).

If no match is found, the "Register New Agent" button appears so you can create a new account. It only appears after a search, which stops duplicate accounts being created.

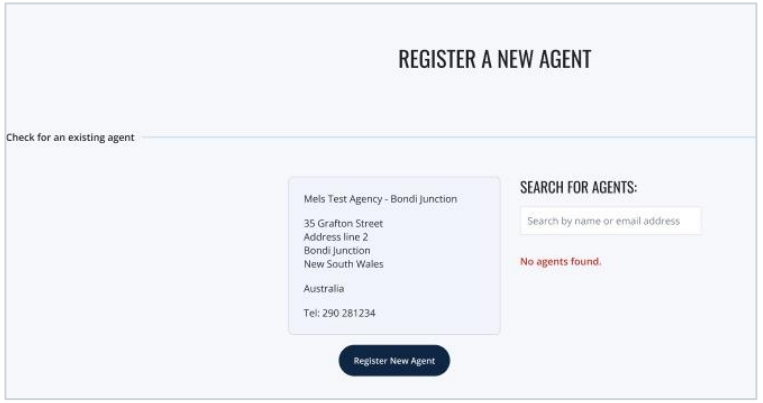
Verify Agency



Matching agents are listed: click your name



No match: "Register New Agent" appears



REGISTRATION & LOGIN

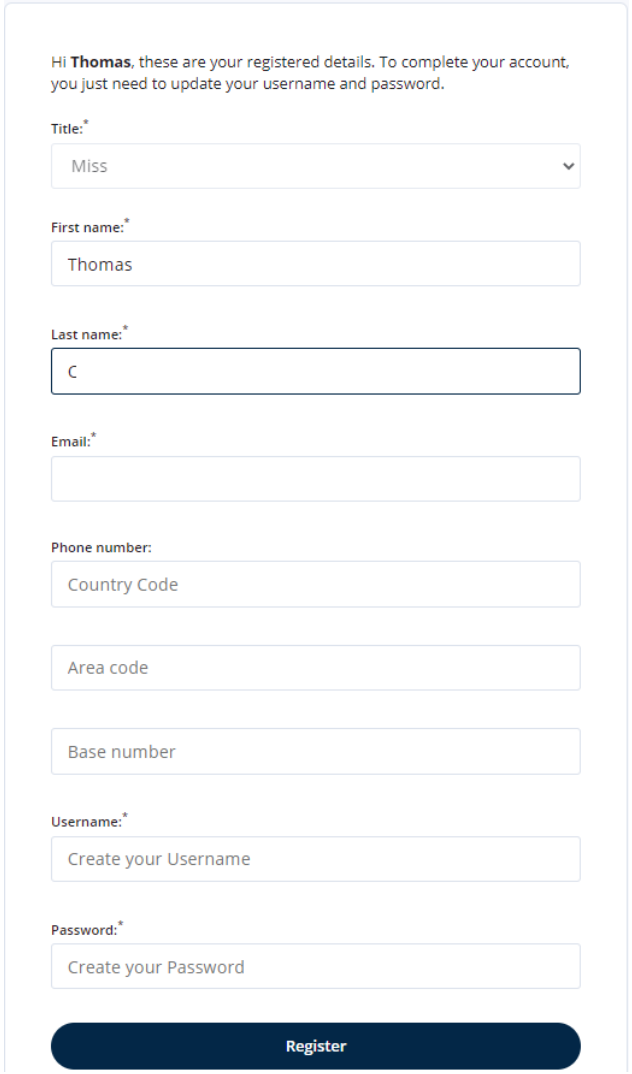
Sign-up: Step 3 – Activate your account

You'll see your registered details. Set your username and password and click "Create Account".

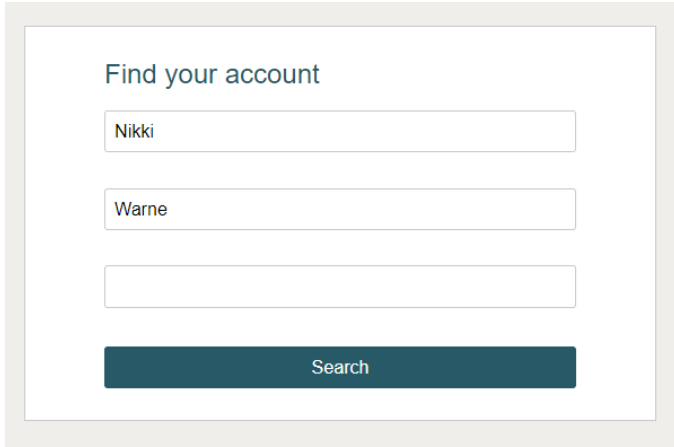
If you aren't asked to set a username and password, you already have an account. Click "Forgot username/password" to have your login details emailed to you.

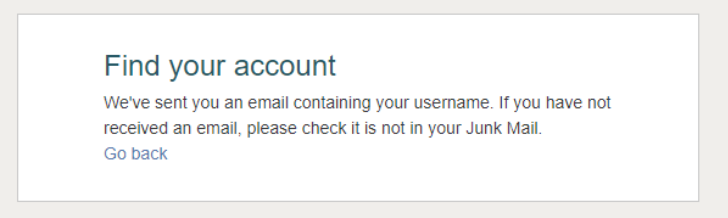
Update your login information

Create username and password



If you don't see the option, click on forget username/password





REGISTRATION & LOGIN

Registering a new account

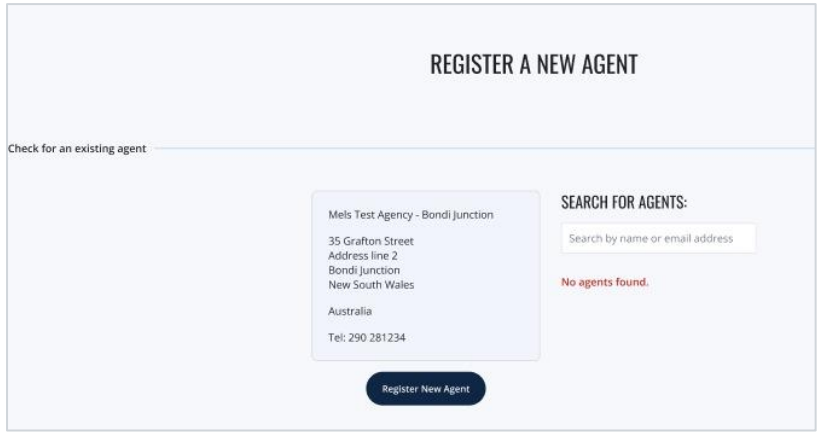
Only if Step 2 doesn't find you:

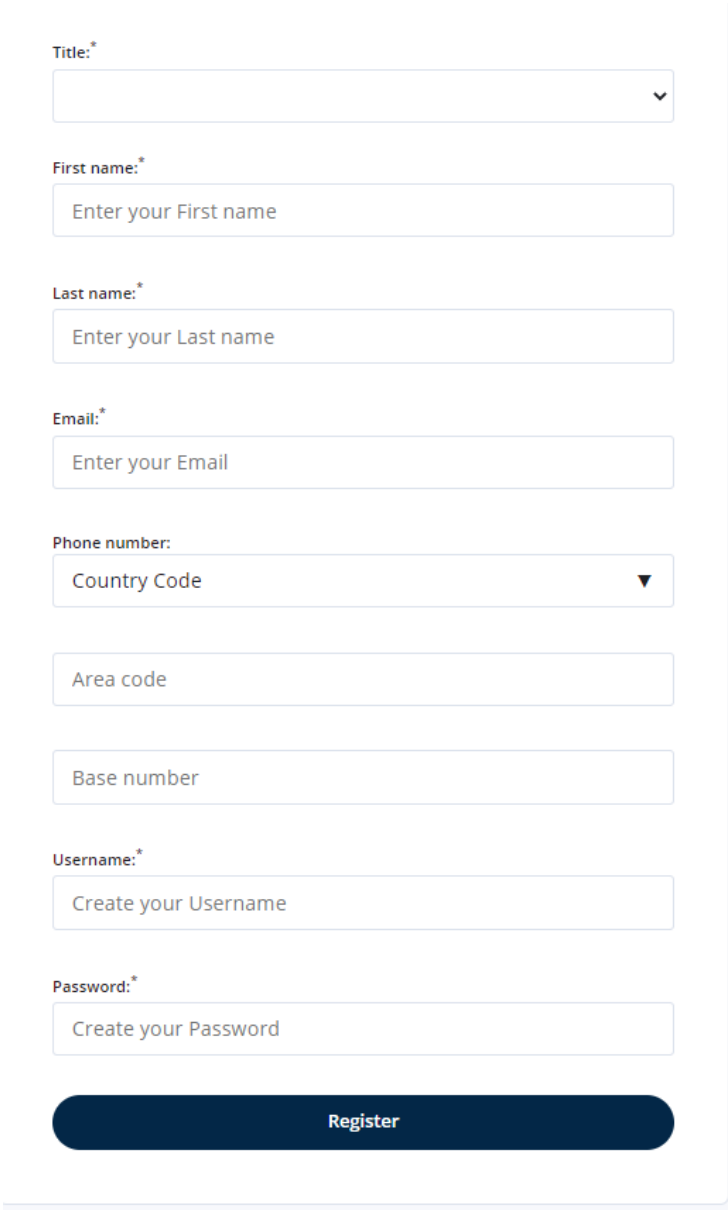
Click "Register New Agent".

Fill in the required information and set up a username and password.

Tip: choose a unique username that's easy to remember, rather than your work or store email address.

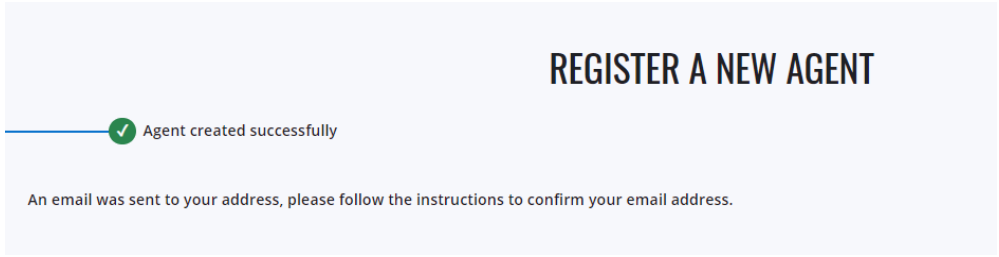
Click "Register". You'll receive a confirmation email at the address you entered.





REGISTRATION & LOGIN

1

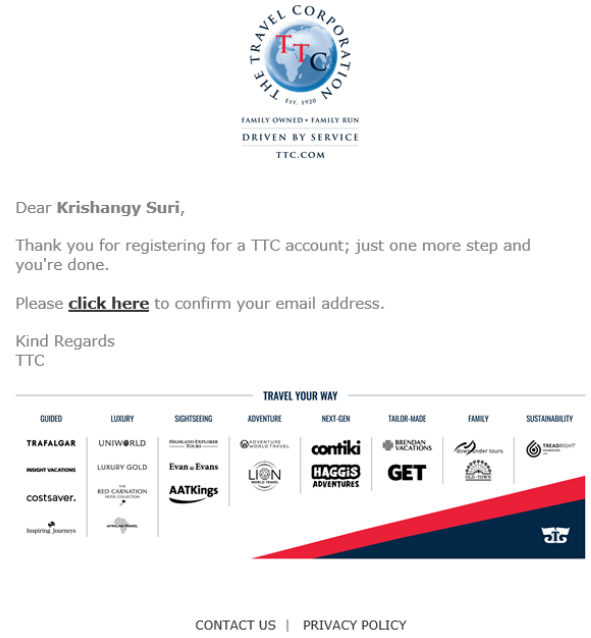


Email Confirmation

You'll see a confirmation message on screen. The confirmation email arrives within a few minutes; if you can't see it, check your junk folder.

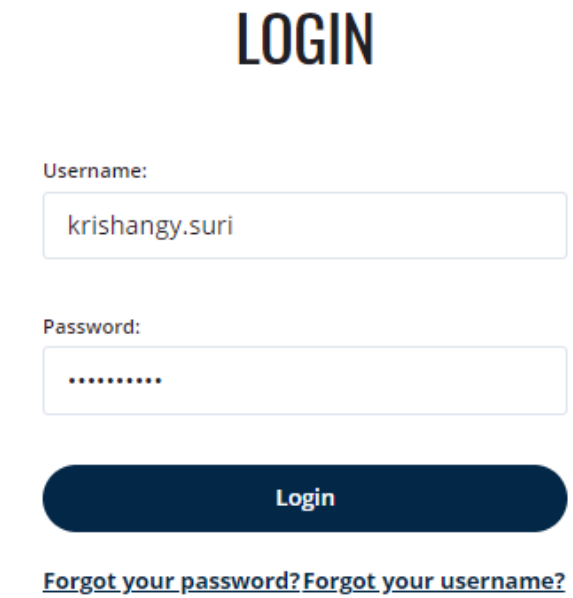
Click the link in the email to confirm your address, then log in with your new username and password.

2



3

Enter your new credentials and click the "Login" button



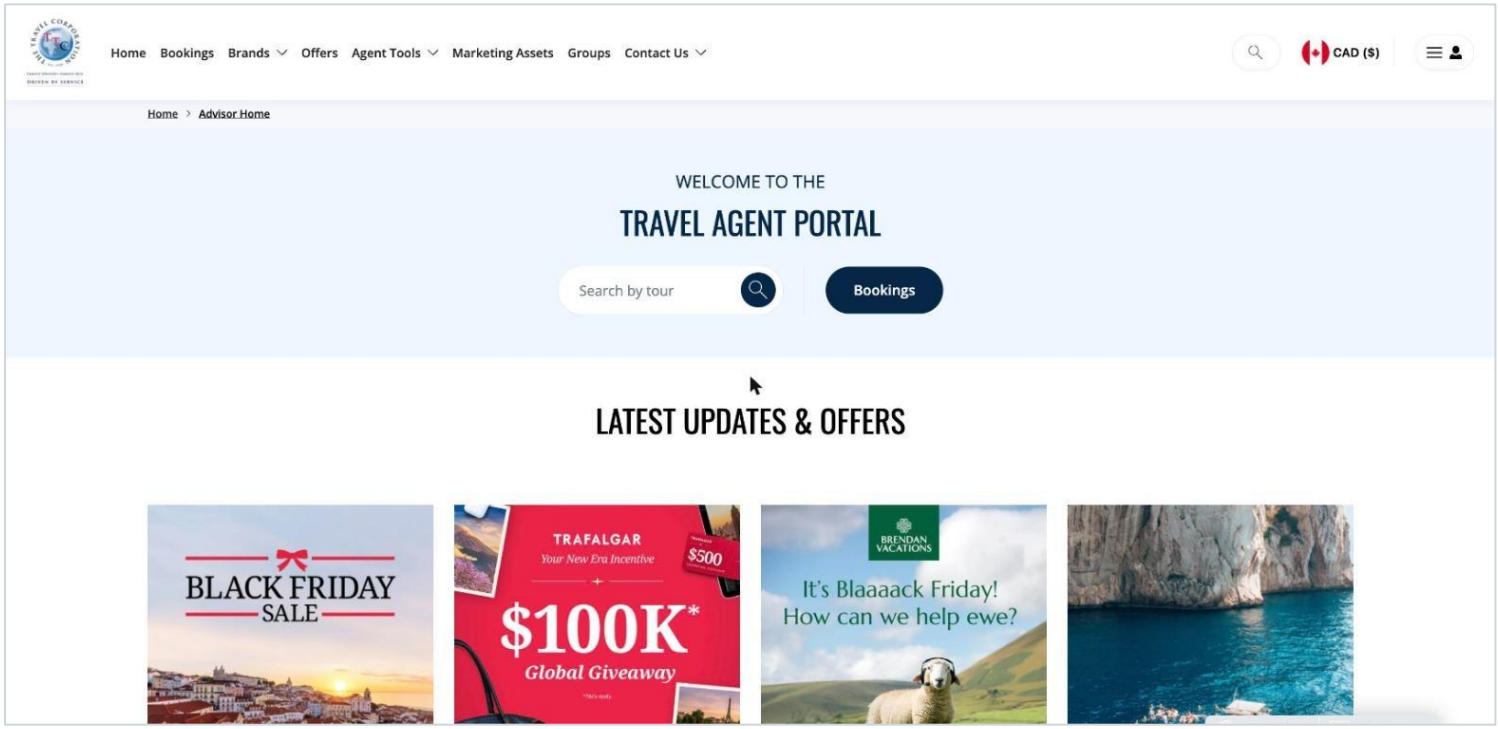
HOMEPAGE & NAVIGATION

Welcome to the Travel Agent Portal homepage.

In this section we'll show you the key homepage features and how to navigate the site.

Once signed in, you will land on the homepage, where you can:

- Search for a trip by name
- Go straight to your Bookings
- See the latest updates and offers



HOMEPAGE & NAVIGATION



Navigation Menu

The navigation menu is always visible at the top of the page and takes you to the most important pages and features of the site:

Home – back to the homepage

Bookings – find and manage your bookings

Brands – search trips by brand, or get to know our brands

Offers – current deals and promotions

Agent Tools, **Marketing Hub** and **Groups** – resources for your agency

Contact Us – reach the Contact Centre for your region

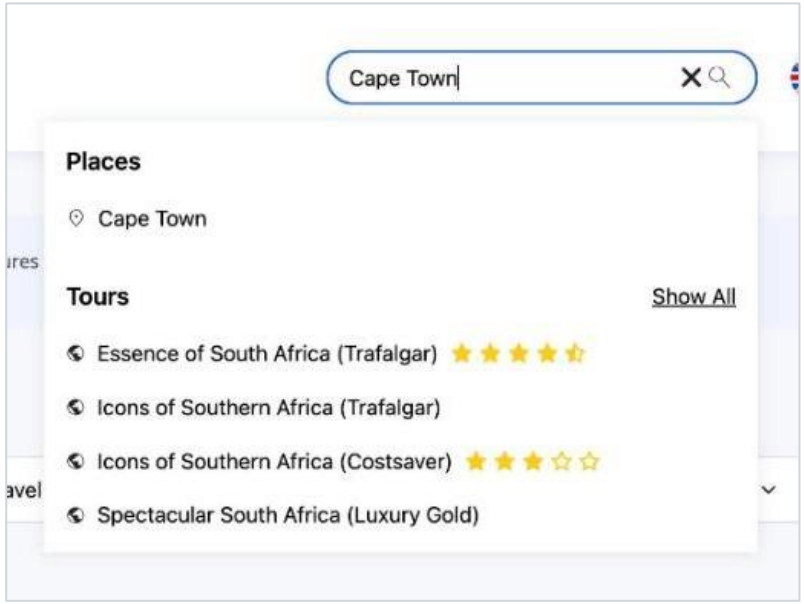
On the right: search, your region and currency, and your account menu (including log out).

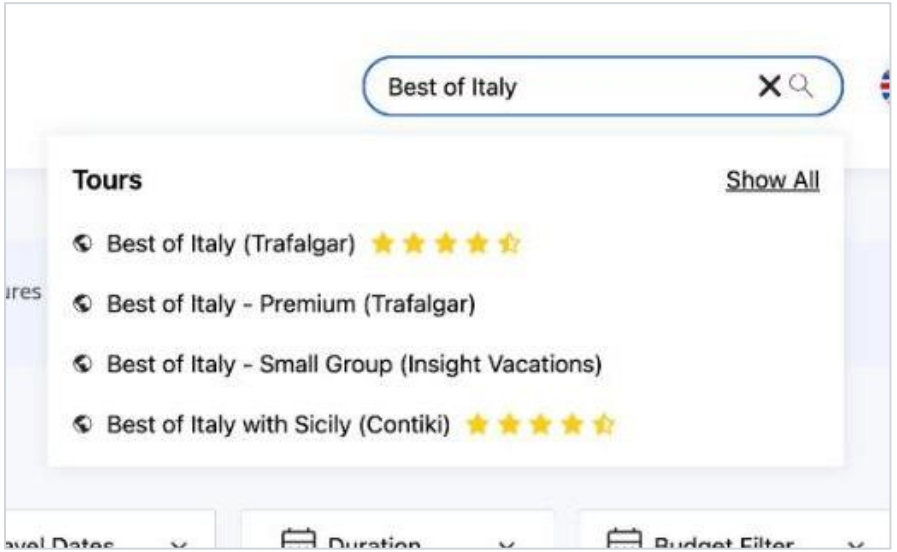
SEARCH & FILTER TRIPS

Search

You can search for trips on every page using the search bar at the top of your screen. Start typing a destination (e.g. Cape Town) to see matching places and trips, or a trip name (e.g. Best of Italy) to see that trip across brands. Click "Show All" to see all results.

Search by Destination



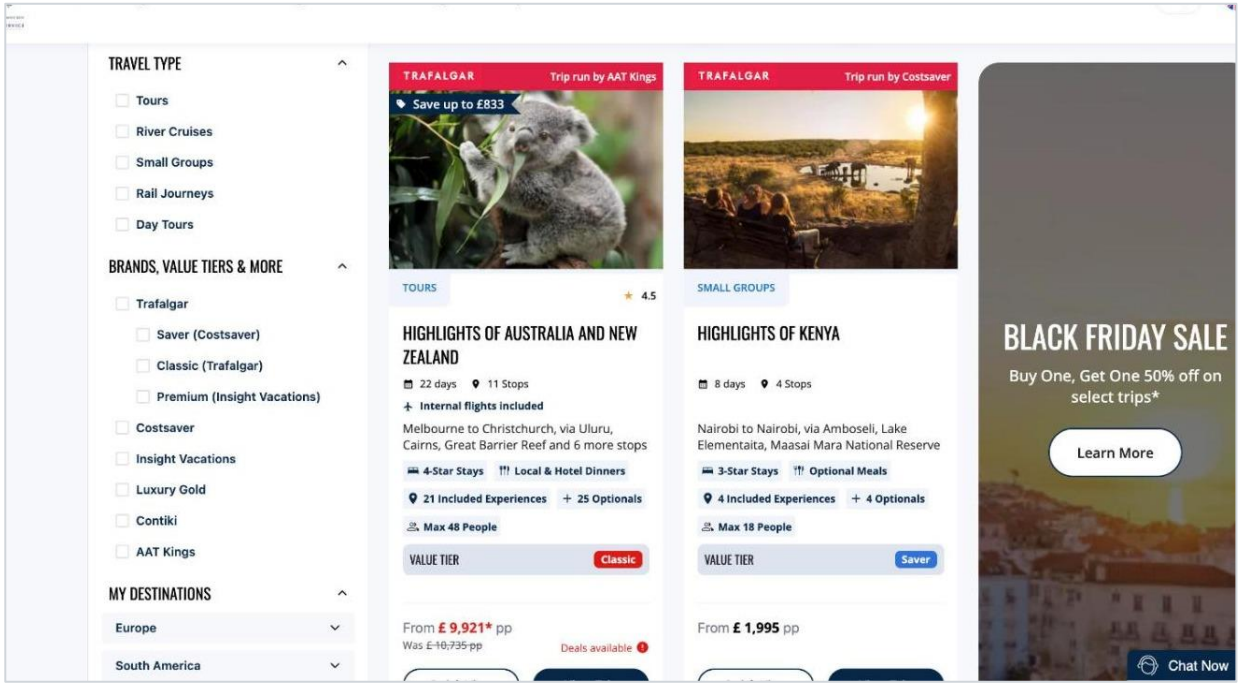


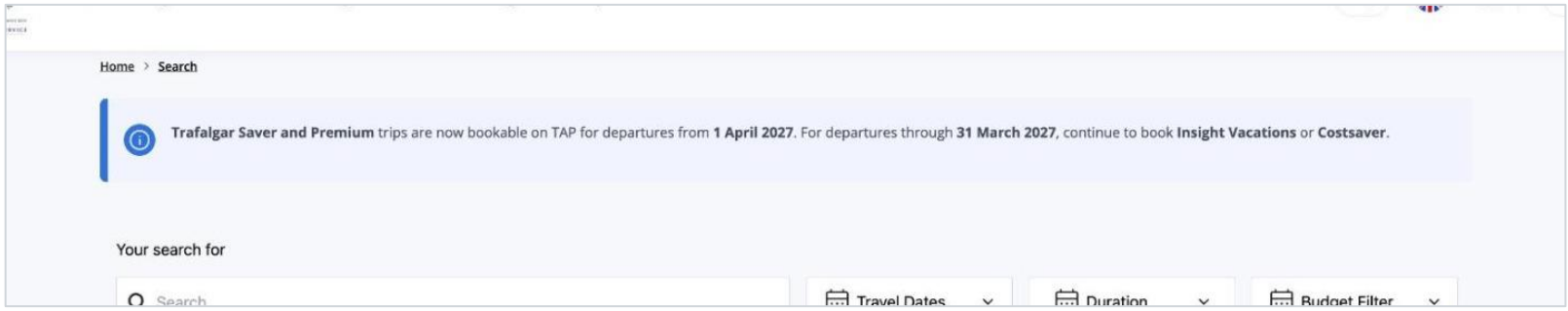
Search by Trip Name

SEARCH & FILTER TRIPS

The search tool offers a simple way to search by destination, travel dates, duration and budget. You can then refine your results with the filters in the left-hand panel:

- **Travel Type**: such as Tours, River Cruises, Small Groups, Rail Journeys and Day Tours
- **Brands, Value Tiers & More**: including Trafalgar Saver, Classic and Premium
- **Destinations**: region and country
- **Deals**: trips with special offers





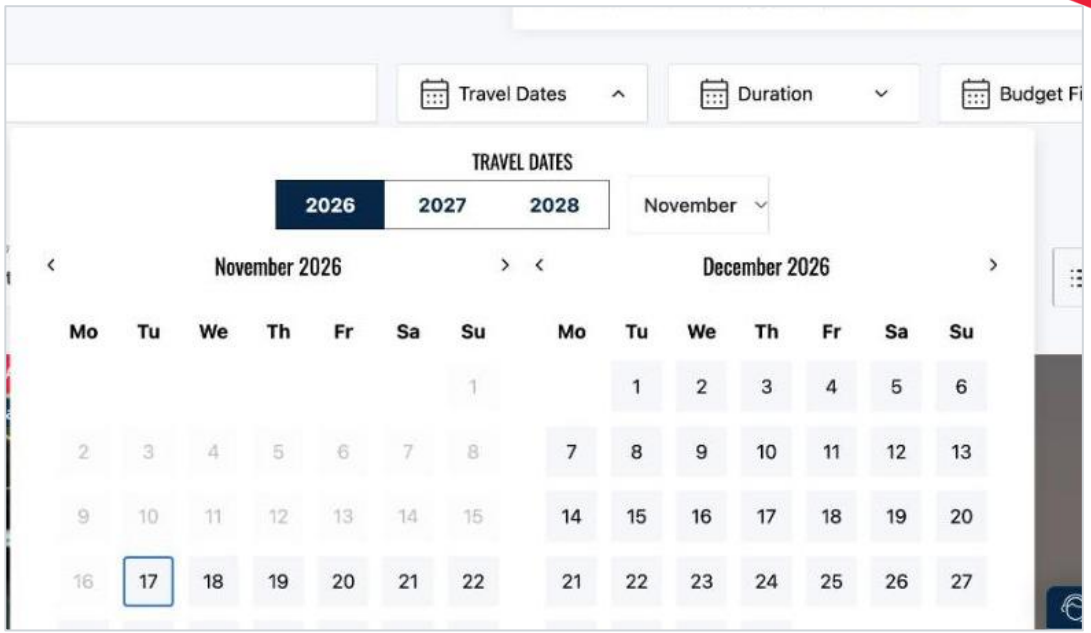
SEARCH & FILTER TRIPS

Search Filters

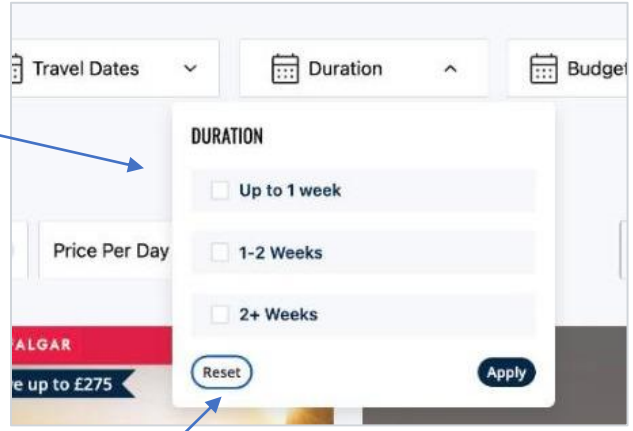
Narrow your search with:

1. Travel Dates – choose the year and month, then your start and end dates
2. Duration
3. Budget

Travel Dates Filters



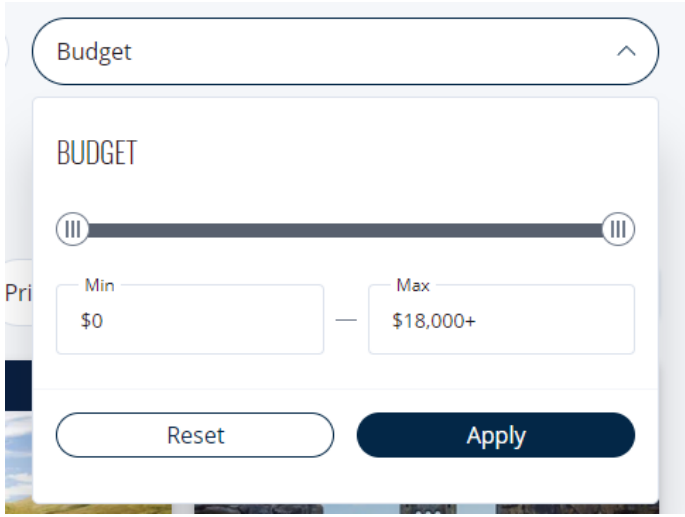
Duration Filters



Duration: tick one or more options – up to 1 week, 1–2 weeks, 2+ weeks

Click "Reset" to undo Selection

Budget Filters



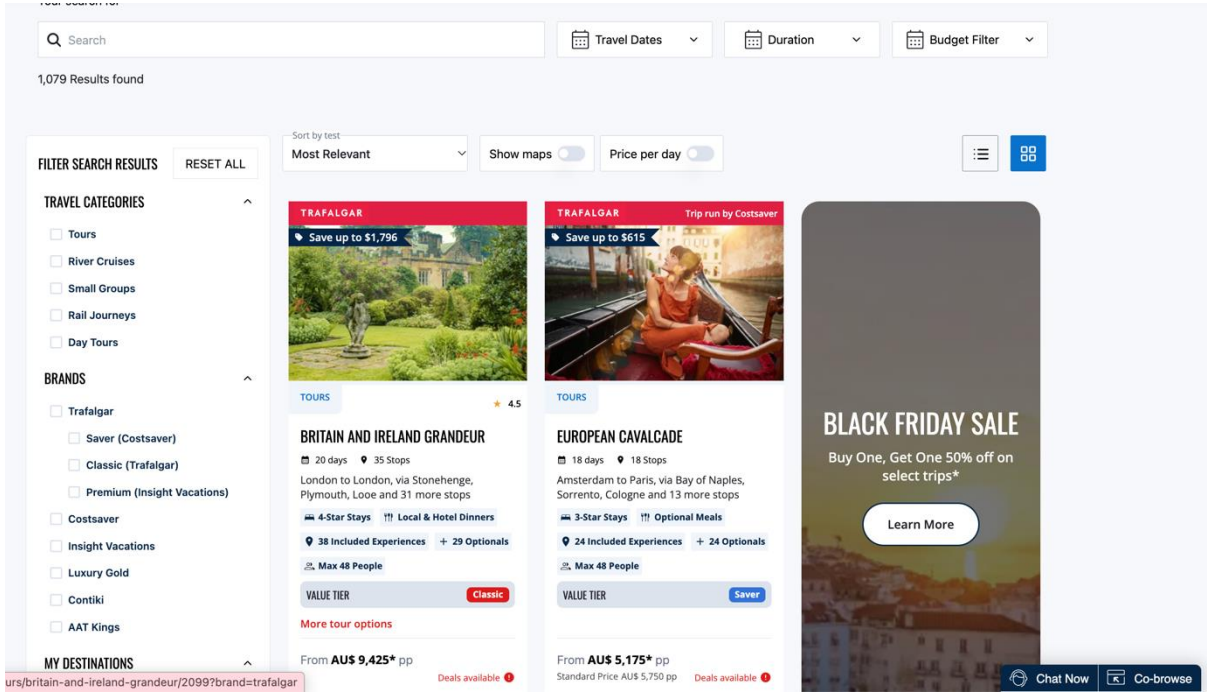
Choose a minimum and maximum budget per person to filter by price

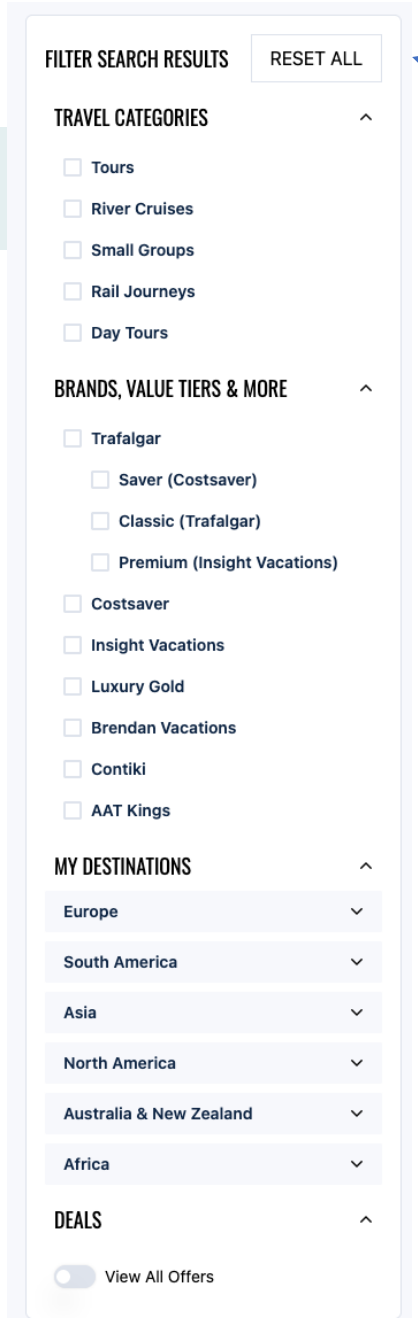
Click "Apply" to Confirm your Selection

SEARCH & FILTER TRIPS

Refine your search using additional filter options in the left side panel.

Search Filters





Click "Reset All" to clear all filters

Travel Categories: Tours, River Cruises, Small Groups, Rail Journeys, Day Tours

Select a brand, or a Trafalgar value tier (Saver, Classic, Premium)

My Destinations: choose a region, then a country

Deals: switch on View All Offers to see trips with special offers

SEARCH & FILTER TRIPS

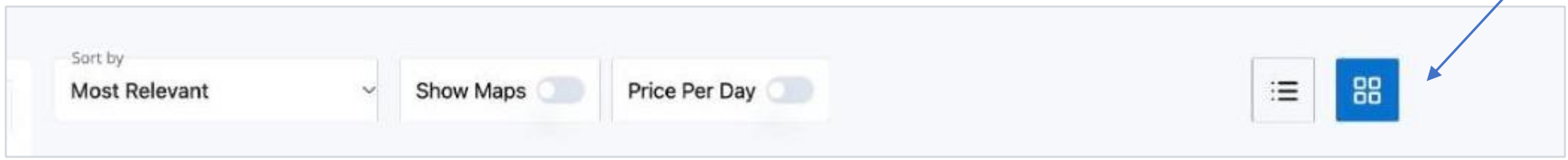
Search Results

You can sort your results by Most Relevant, Price (High to Low or Low to High), Earliest or Latest Departure, Highest Rated, or Savings Amount (High to Low).

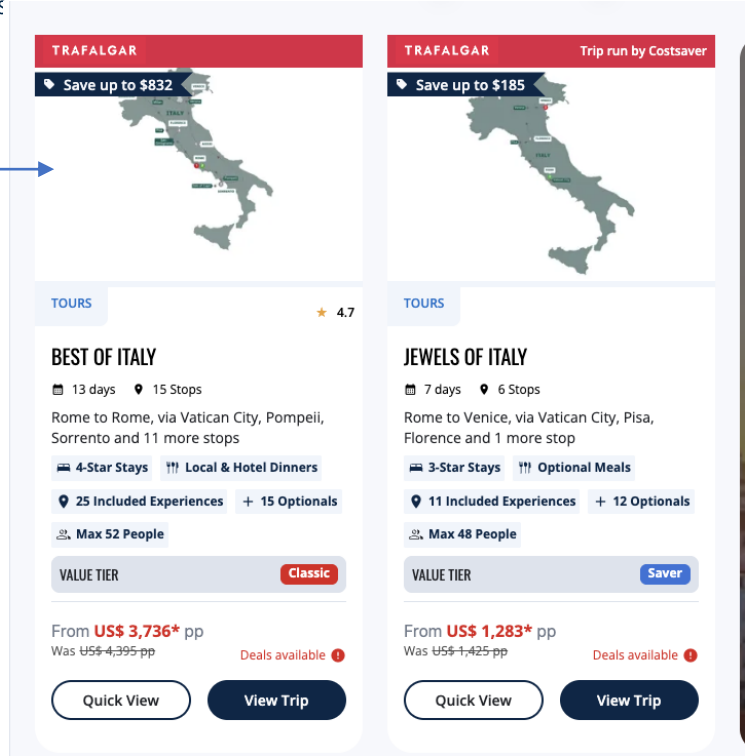
Once you've found the trip you are looking for, click "View Trip" to see the trip details

Sort options

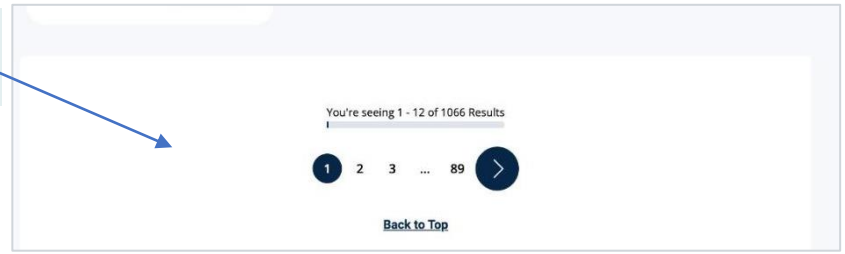
Choose to show search results in List or Grid view



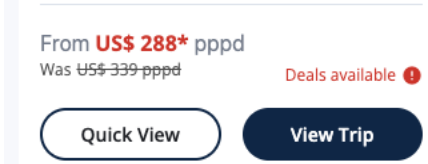
Show maps in trip cards



Pagination at the bottom of the results



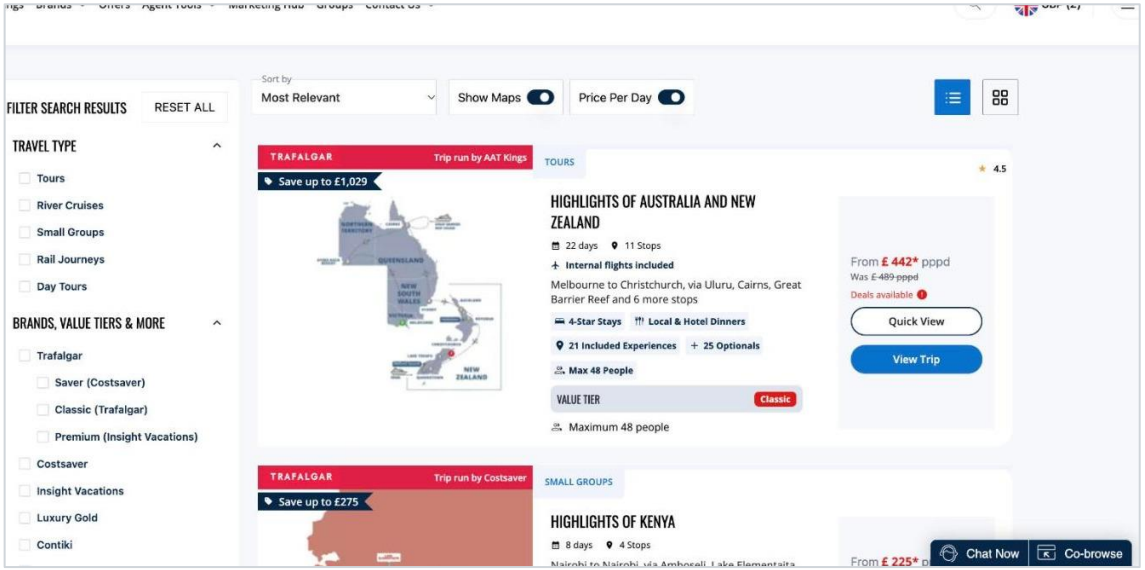
Show price per day for search results



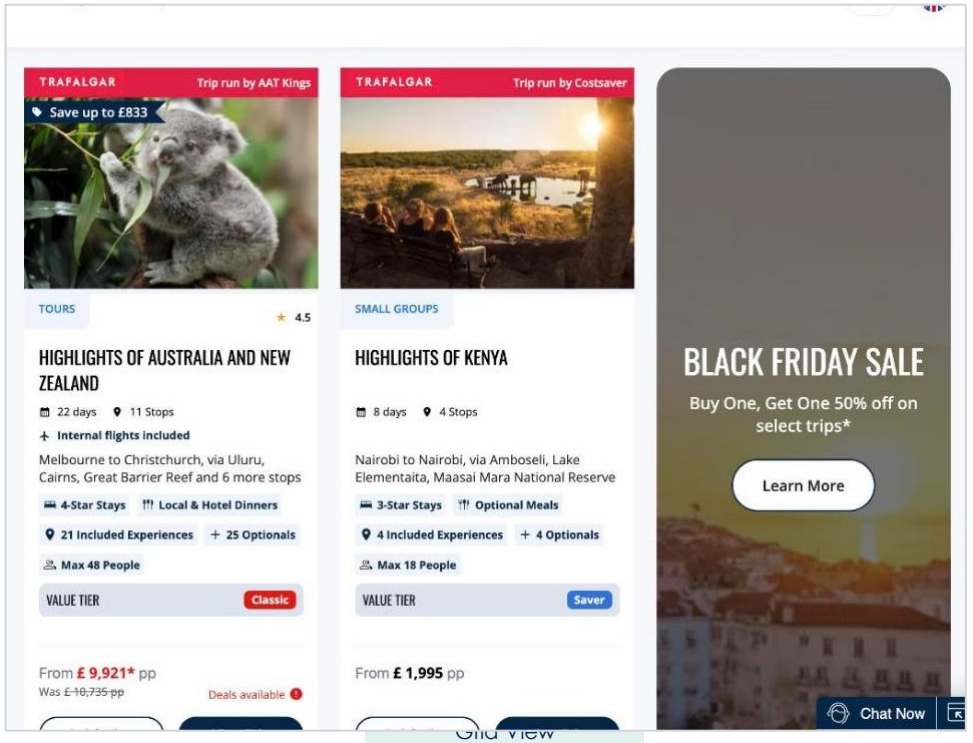
SEARCH & FILTER TRIPS

Search Results

List View



Grid View



SEARCH & FILTER TRIPS

Trafalgar value tiers

Costsaver and Insight Vacations trips are now also sold under Trafalgar. Every Trafalgar trip card shows a value tier:

Saver – operated by Costsaver, 3-star stays

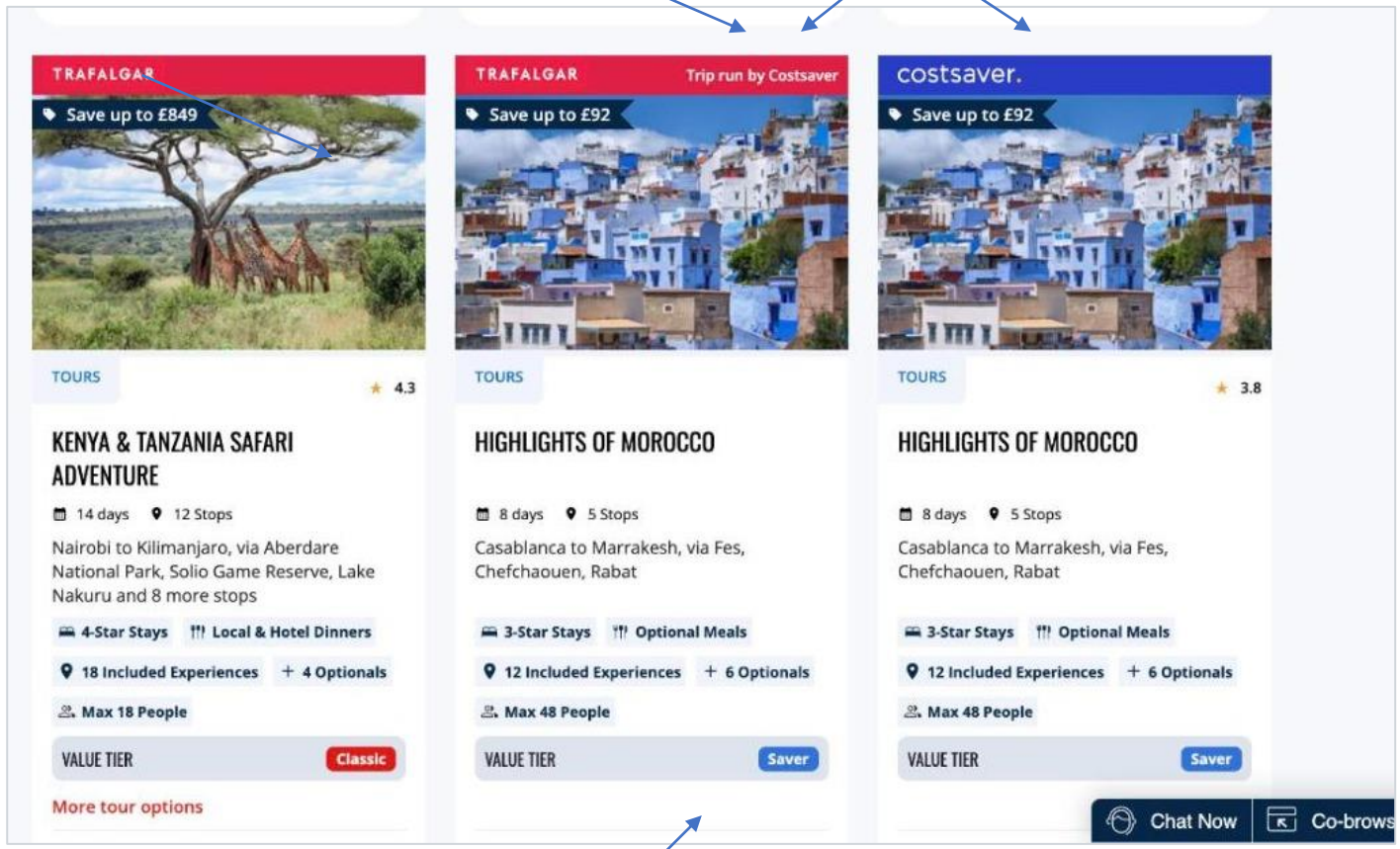
Classic – operated by Trafalgar, 4-star stays

Premium – operated by Insight Vacations, 4 & 5-star stays

Important: Trafalgar Saver and Premium trips are bookable on TAP for departures from 1 April 2027. For departures up to 31 March 2027, continue to book Insight Vacations or Costsaver.

Where the same trip is sold under Trafalgar and under Costsaver or Insight Vacations, the two cards show side by side. Trafalgar shows first; filter by Costsaver or Insight Vacations to see that brand's card first.

"Trip run by" shows which brand operates the trip. Hover over Saver or Premium for a short explanation of the tier.



TRIP PAGE

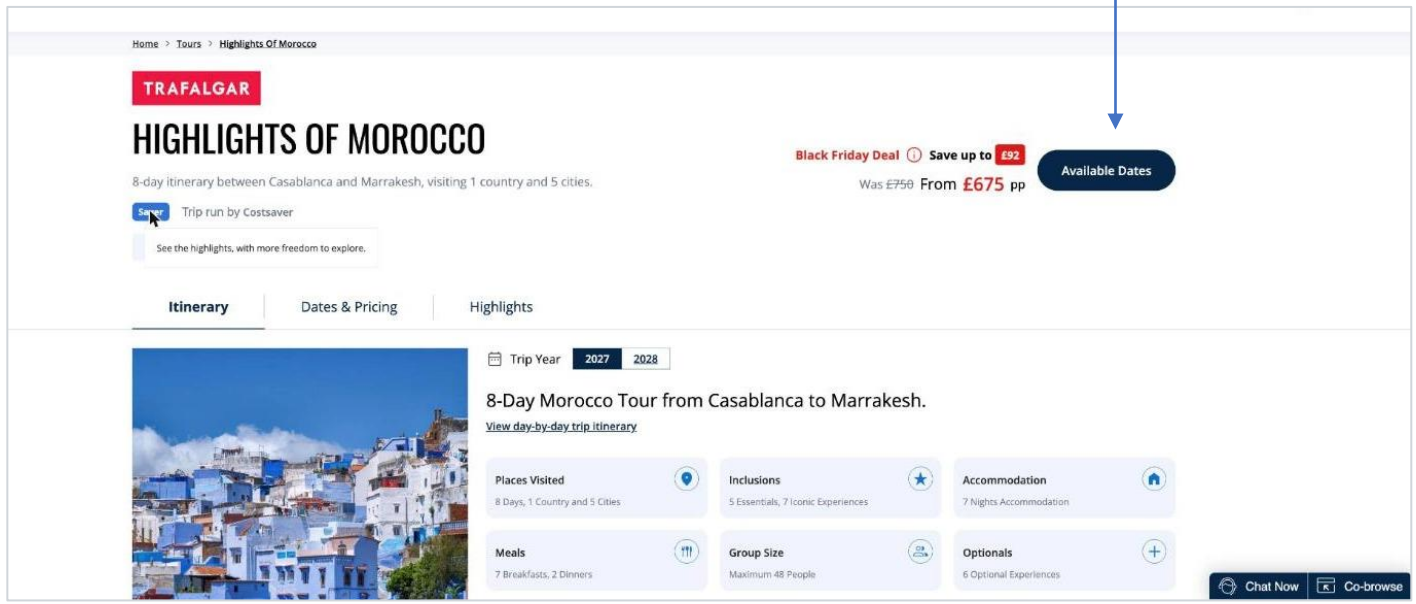
Overview

The "View Trip" button on the search results takes you to the trip page. Use the tabs to see:

- Itinerary
- Dates & Pricing
- Highlights
- Reviews (for some brands)

Example trip page: use the tabs for information about the trip

Click "Available Dates" to see dates and make a booking



Choose the trip year



Choose the month of travel

TRIP PAGE

What's new on trip pages

Trip pages open with a summary of the trip: Places Visited, Inclusions, Accommodation, Meals, Group Size and Optionals.

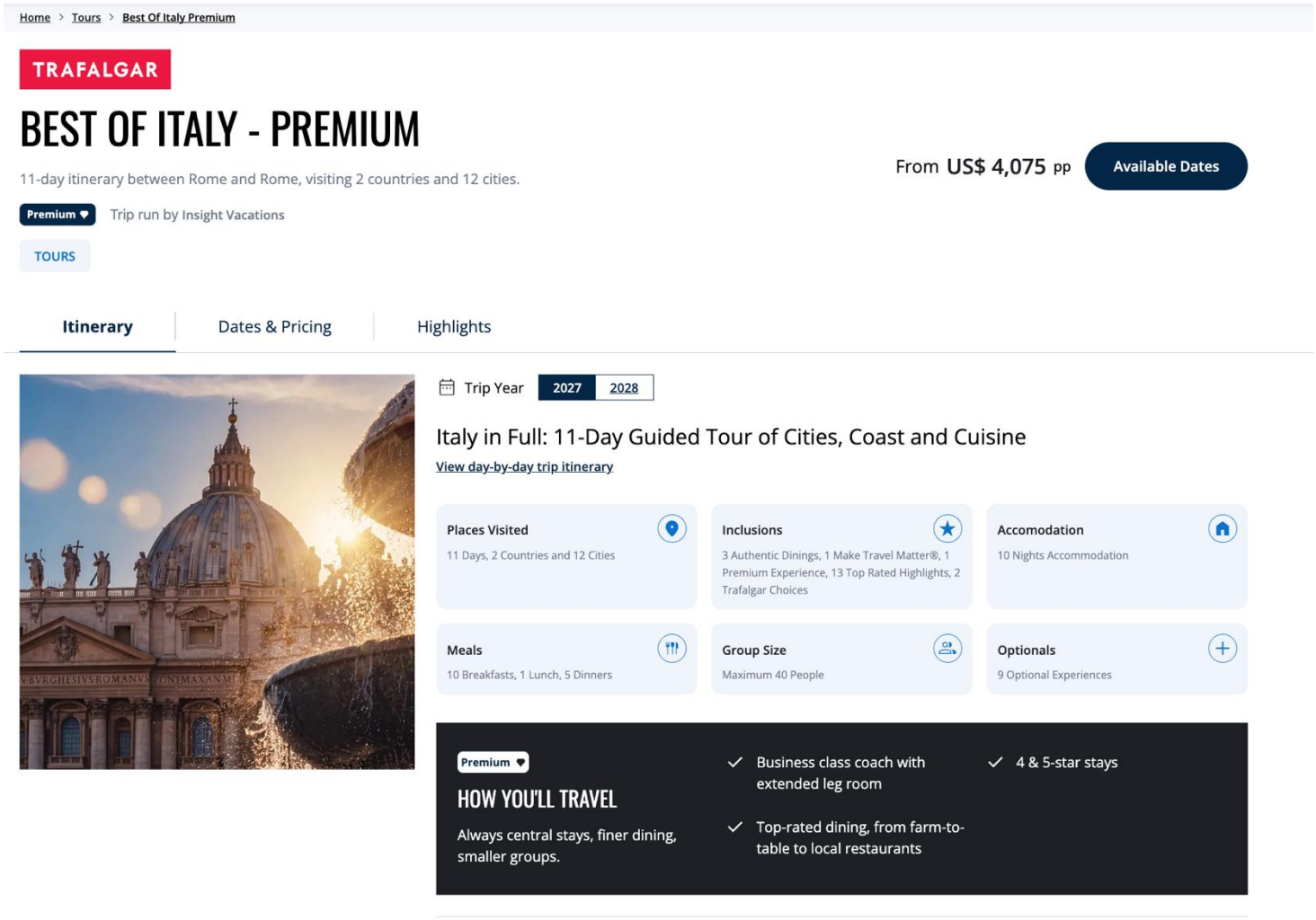
Trafalgar trips also show:

Value tier – Saver, Classic or Premium, with an explanation for Saver and Premium

Trip run by – the brand that operates the trip

How You'll Travel – what the tier includes, such as transport, accommodation and dining

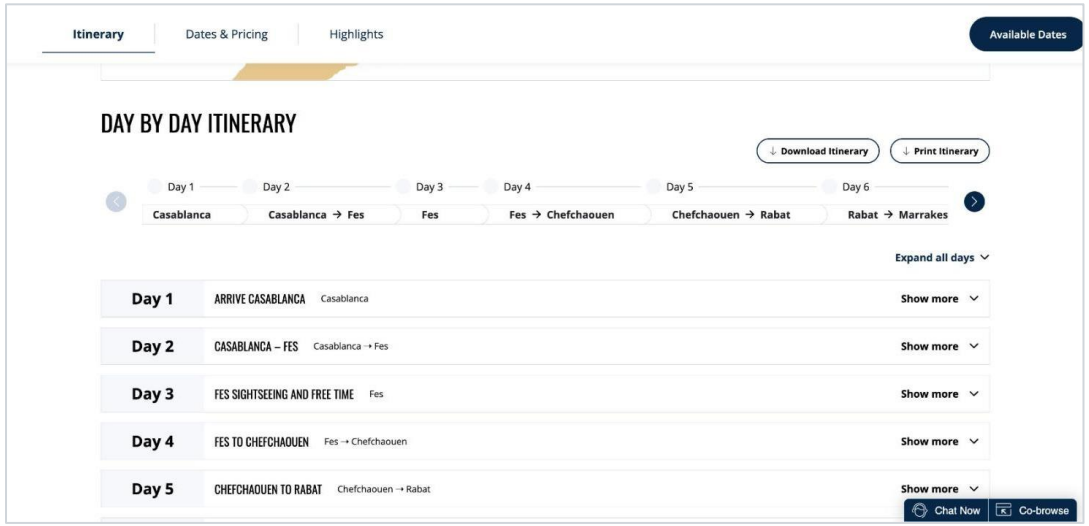
Luxury Gold, Contiki, AAT Kings and Brendan Vacations trip pages do not show a value tier.



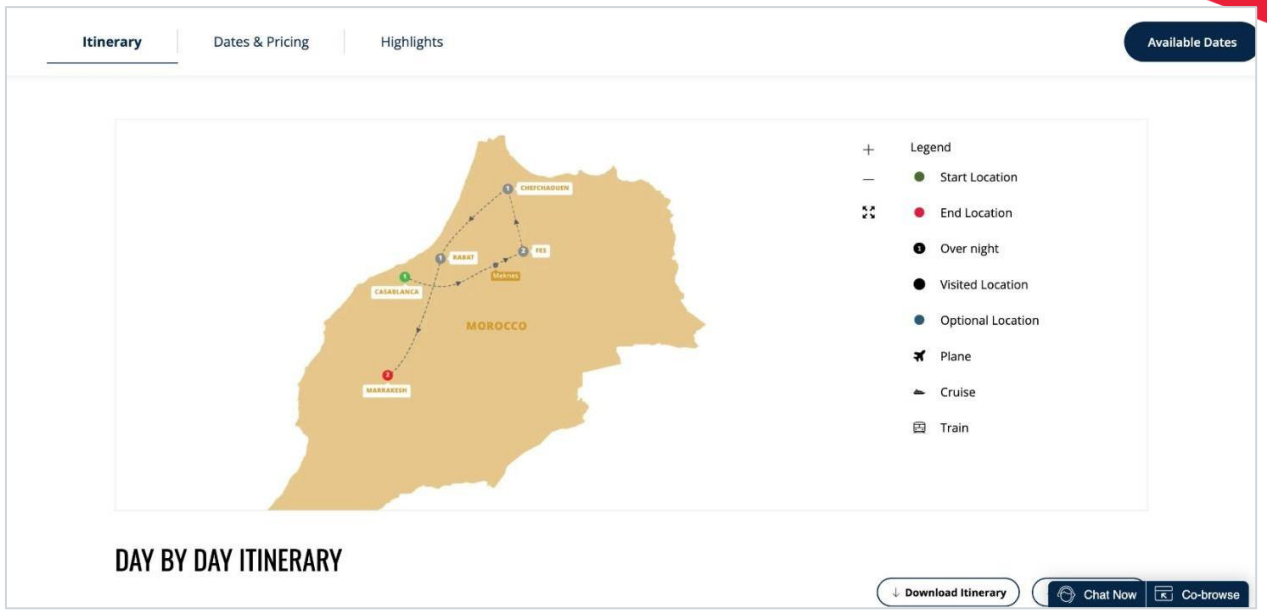
TRIP PAGE

Map & Itinerary

Day by Day Itinerary



Map View of Itinerary



Trip code: 4E922

Book with Confidence guidance

Low deposit from US$ 200

Deposit protection

Free booking changes

TRIP PAGE

The Highlights tab shows optional experiences curated by the Travel Director. Use the arrows to see more.

Highlights

Itinerary | Dates & Pricing | Reviews | **Highlights**

TOP RATED HIGHLIGHTS

Learn about the landmarks, history and culture that makes your destination special.



Rome City Tour Day 2



Rome Colosseum Visit Day 2



Florence Orientation Day 4

AUTHENTIC DINING

10 Breakfasts, 1 Lunch, 5 Dinners

Great food is at the heart of every journey with us. Sip, savour and sense the local flair with every meal.

ROME DINNER
Savor dinner at a uniquely Roman restaurant, offering a perfect exploration of Lazio's typical flavors.

DINNER IN FLORENCE
Savor authentic Tuscan delights as you relax over a leisurely dinner paired with local wine in the heart of the city.

ROME CELEBRATION DINNER
Enjoy a dinner of delicious Italian cuisine and wine, accompanied by the rich tremolo of some of Italy's best-loved songs.

STYLISH HAND-PICKED HOTELS

Stay at highly rated hotels in desirable locations offering superb service and superior rooms with comfy beds to rest in. On occasion, hotels of similar standard and location may be utilized.



NH Firenze



NH Venezia Santa Lucia



Hotel Giotto, Assisi

OPTIONAL EXPERIENCES

Sign up on tour for additional experiences that have been curated by your Travel Director from their own in-depth local knowledge.

PIAZZAS AND FOUNTAINS
Enjoy a guided *passeggiata* with a Local Expert through Rome's cobblestone streets. Venture into the heart of Ancient Rome, wander through its...

Adults
€50 View more

ROMAN DINNER PARTY
Enjoy an evening of delicious Roman cuisine with drinks and a great Italian ambiance.

Adults
€79 View more

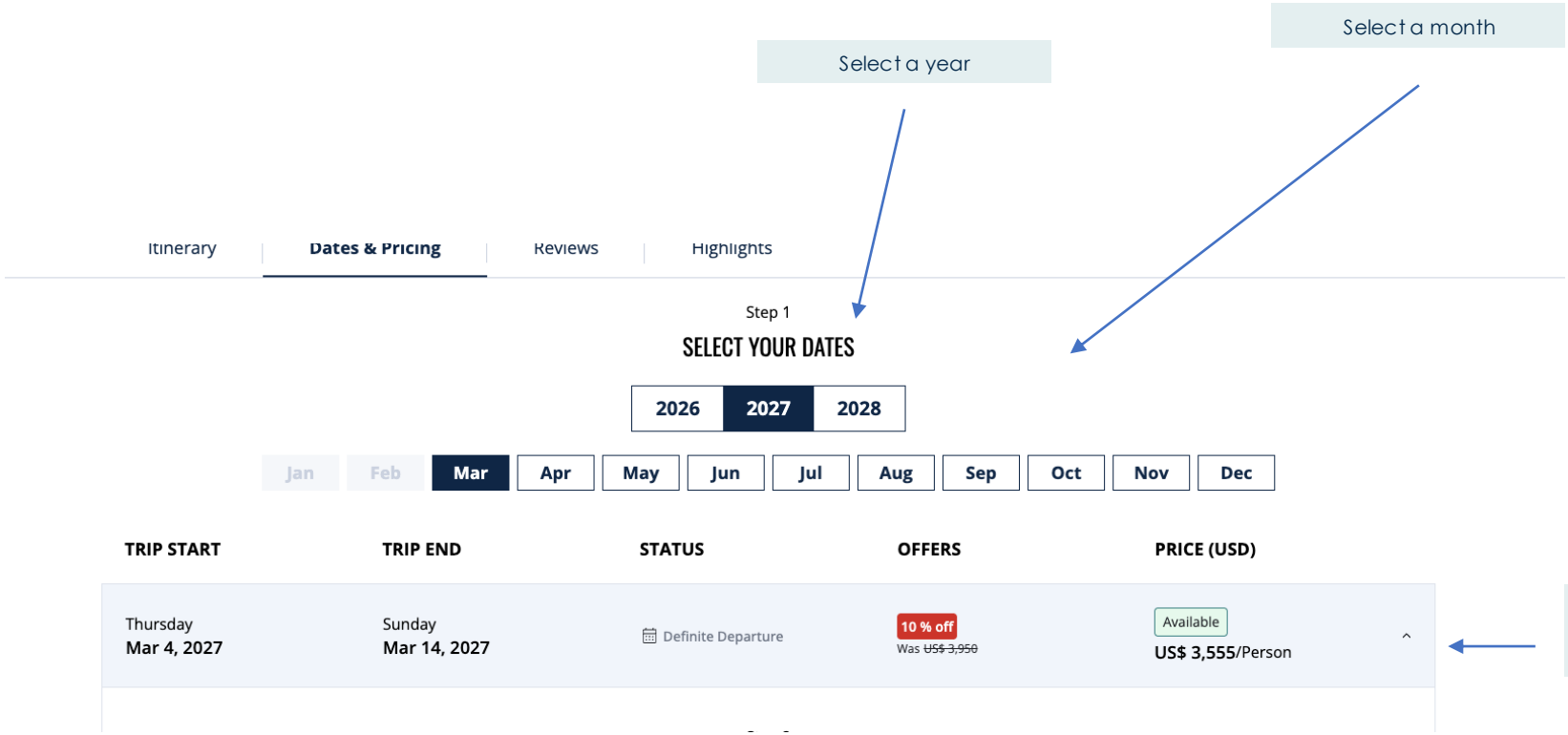
SAN GIMIGNANO EXCURSION
Join your Local Expert in San Gimignano, Tuscany's 'medieval Manhattan', where 14 towers still rise above cobbled lanes. Discover how rival families...

Adults
€59 View more

TRIP PAGE

Dates & Pricing

Step 1: Select your dates

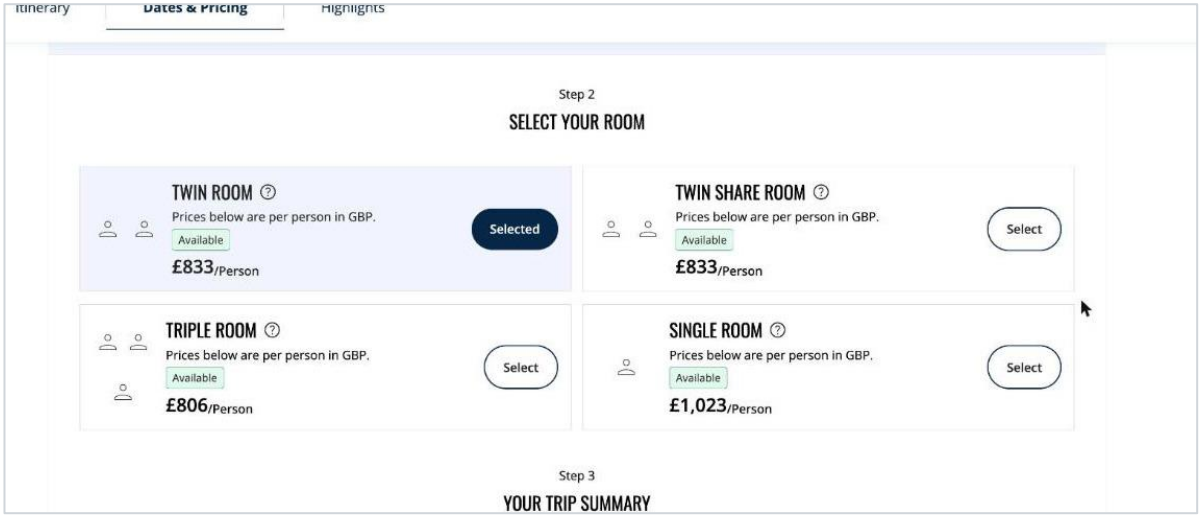


TRIP PAGE

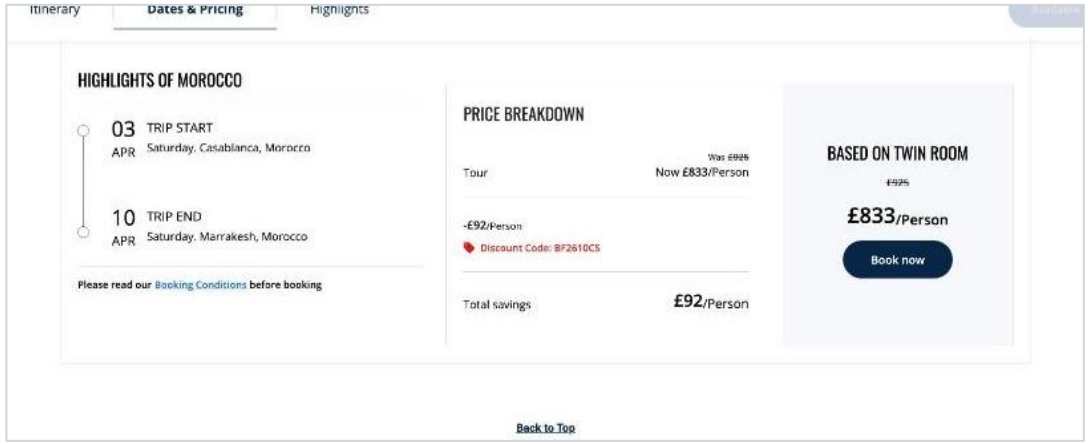
Dates & Pricing

Click "Select" to choose a room type

Step 2: Select your room



Step 3: View your trip summary



Click "Book now" to confirm your selection and make a booking

AAT KINGS

Finding AAT Kings trips

AAT Kings trips across Australia and New Zealand can be searched and viewed on TAP in the same way as other TTC brands.

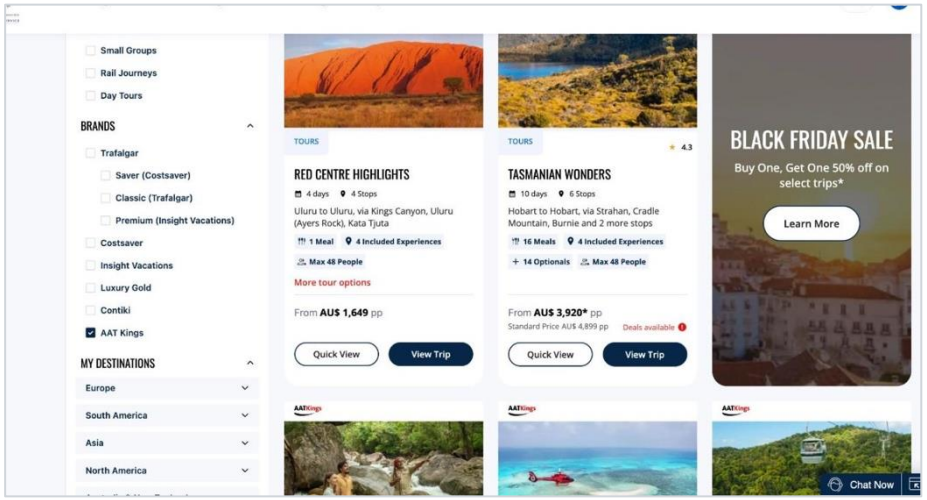
AAT Kings is available to agents in the US, Canada, UK, Europe, Australia and New Zealand. It isn't shown in the Asia or South Africa regions.

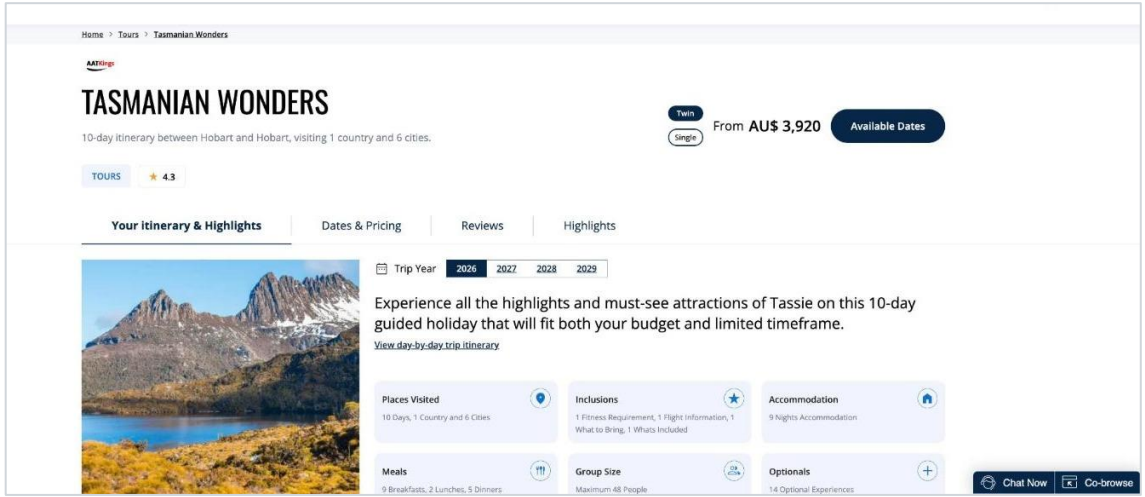
Search by destination (e.g. Uluru, Tasmania or Queenstown) or by trip name.

In the left-hand panel, tick AAT Kings under Brands to see only AAT Kings trips.

Click "View Trip" to open the trip page: Your Itinerary & Highlights, Dates & Pricing, Reviews and Highlights.

AAT Kings trips do not show a value tier. Some Trafalgar trips are run by AAT Kings; these show "Trip run by AAT Kings" and a Trafalgar value tier.





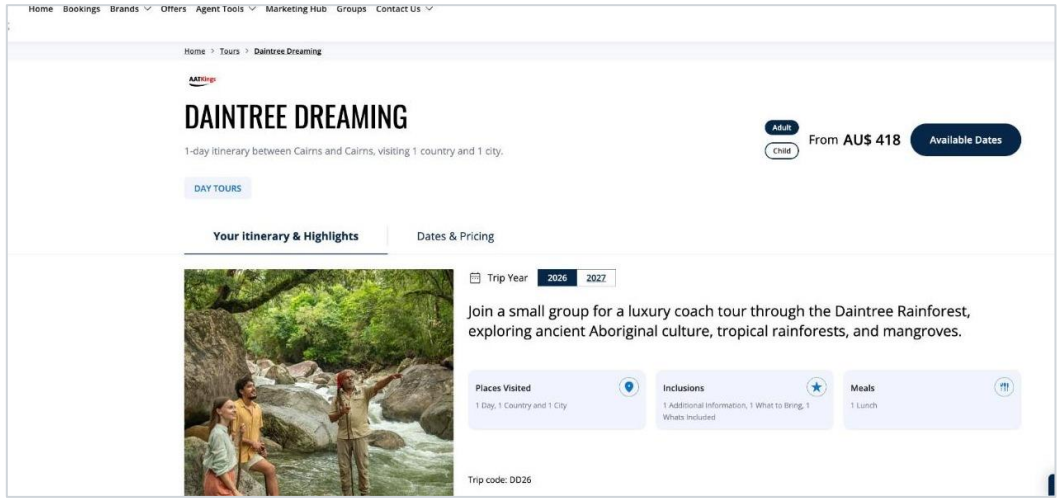
AAT KINGS

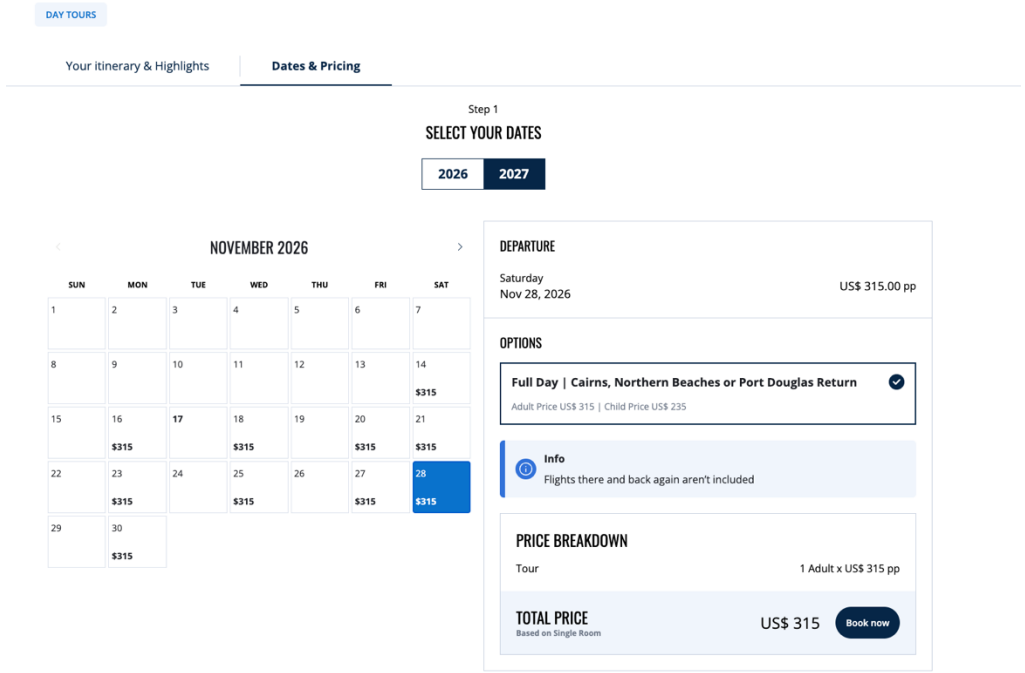
Day tours and booking

To find AAT Kings day tours, tick Day Tours under Travel Categories and AAT Kings under Brands. Each day tour has its own trip page.

Choose a date from the calendar view in the Dates & Pricing tab and click "Book Now". This opens the AAT Kings booking site, where you complete the booking.

To find an existing AAT Kings booking, go to Bookings and select AAT Kings in the Brands filter, or search by booking reference.

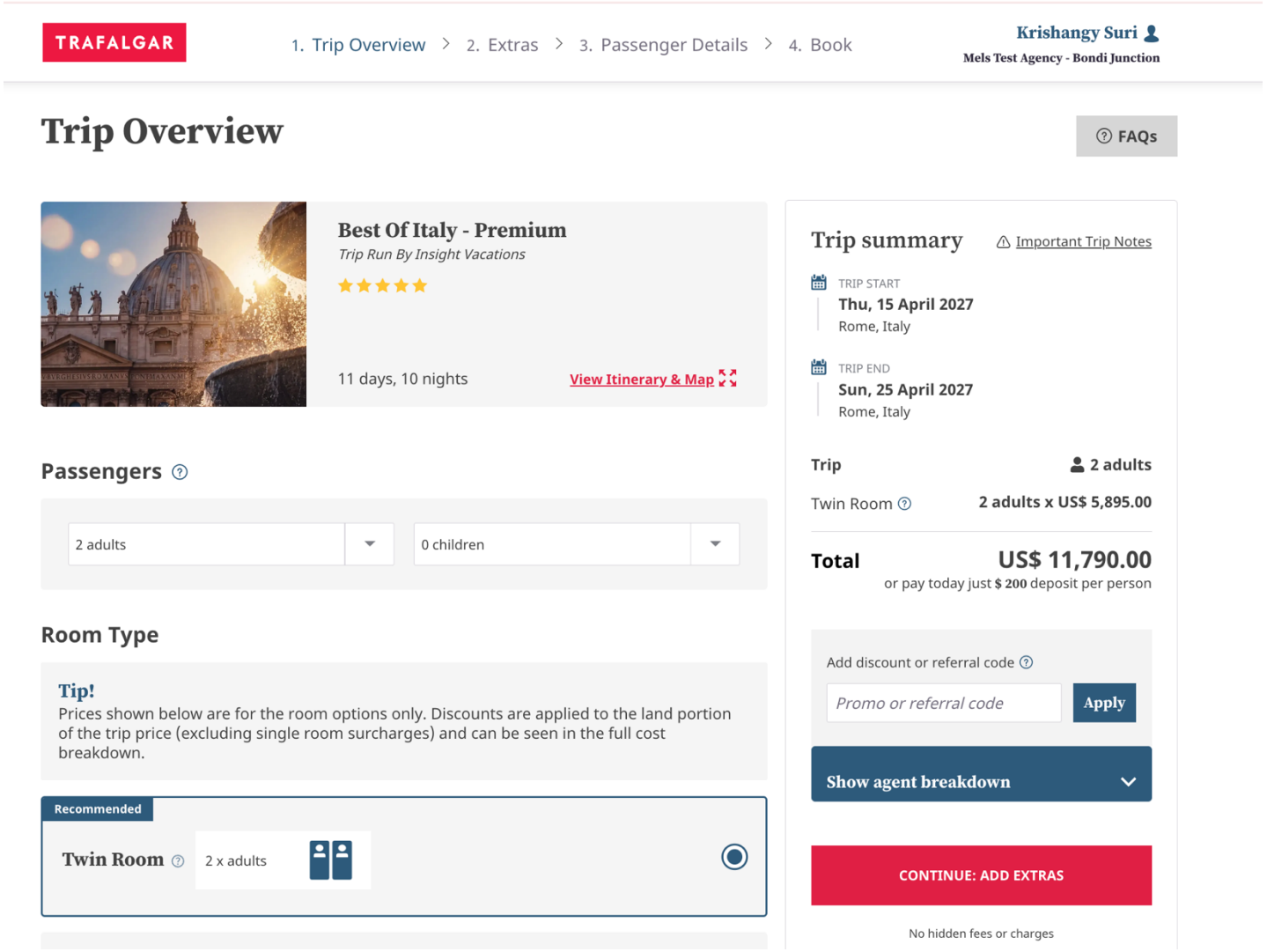




BOOKING A TRIP

You can see the state of the booking process in this status bar

You can see your name and Agency at the top right of the booking screen



Trip Overview

The booking engine has four steps, shown in the bar at the top:

- Trip Overview
- Extras
- Passenger Details
- Book

On Trip Overview, choose the number of passengers and your room type. The Trip summary on the right shows dates, room and price.

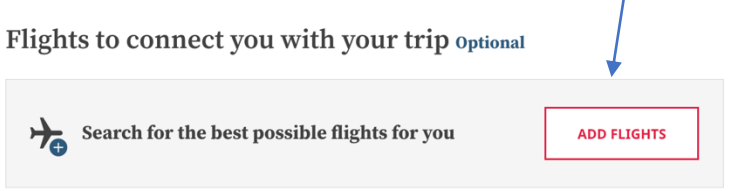
BOOKING A TRIP

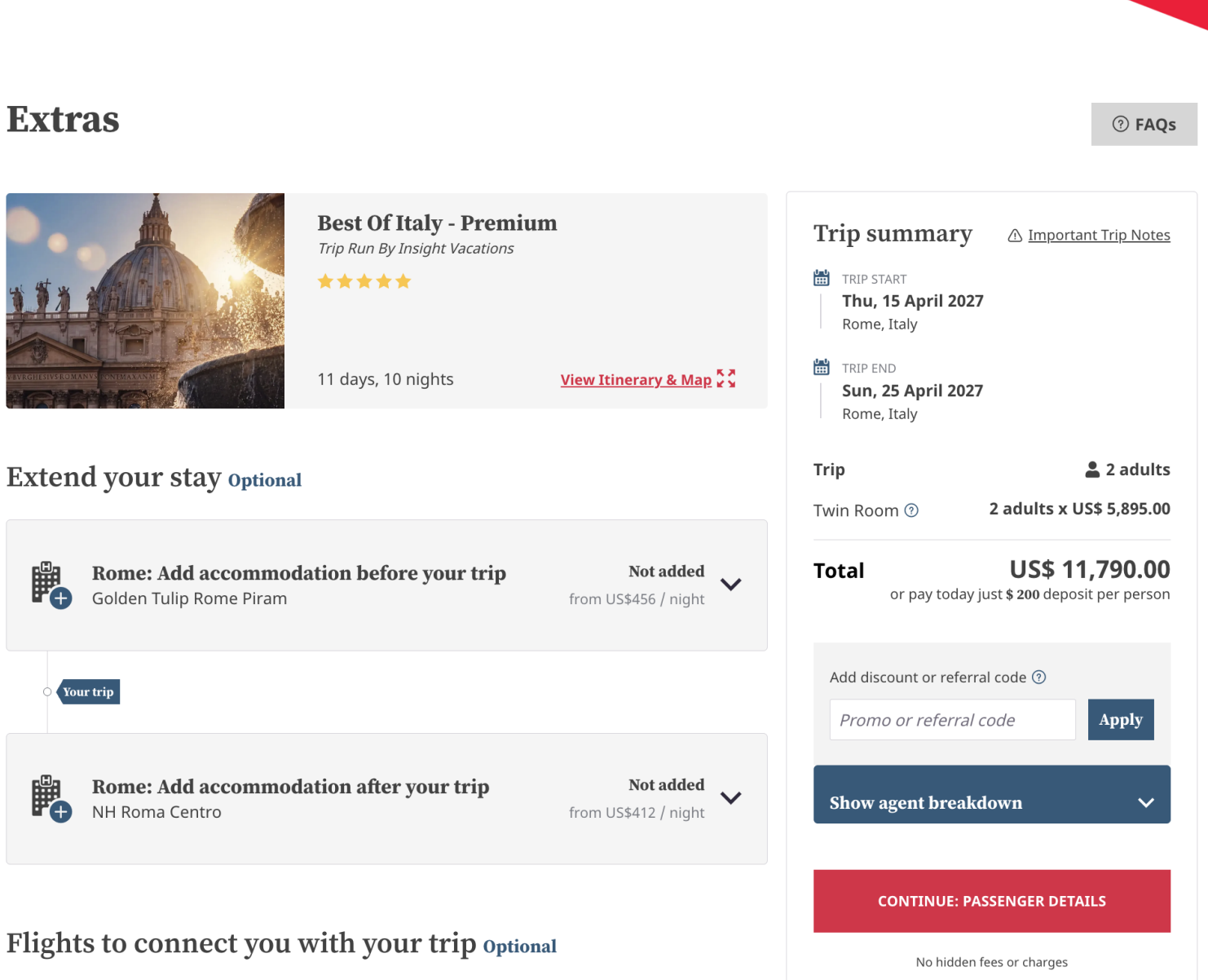
Extras

Add accommodation before or after the trip, flights to connect with your trip, and additional trips. Then click "Continue: Passenger Details".

Flights can only be added here, while making the booking. They can't be added to an existing booking later.

Click "Add Flights" to search for flights

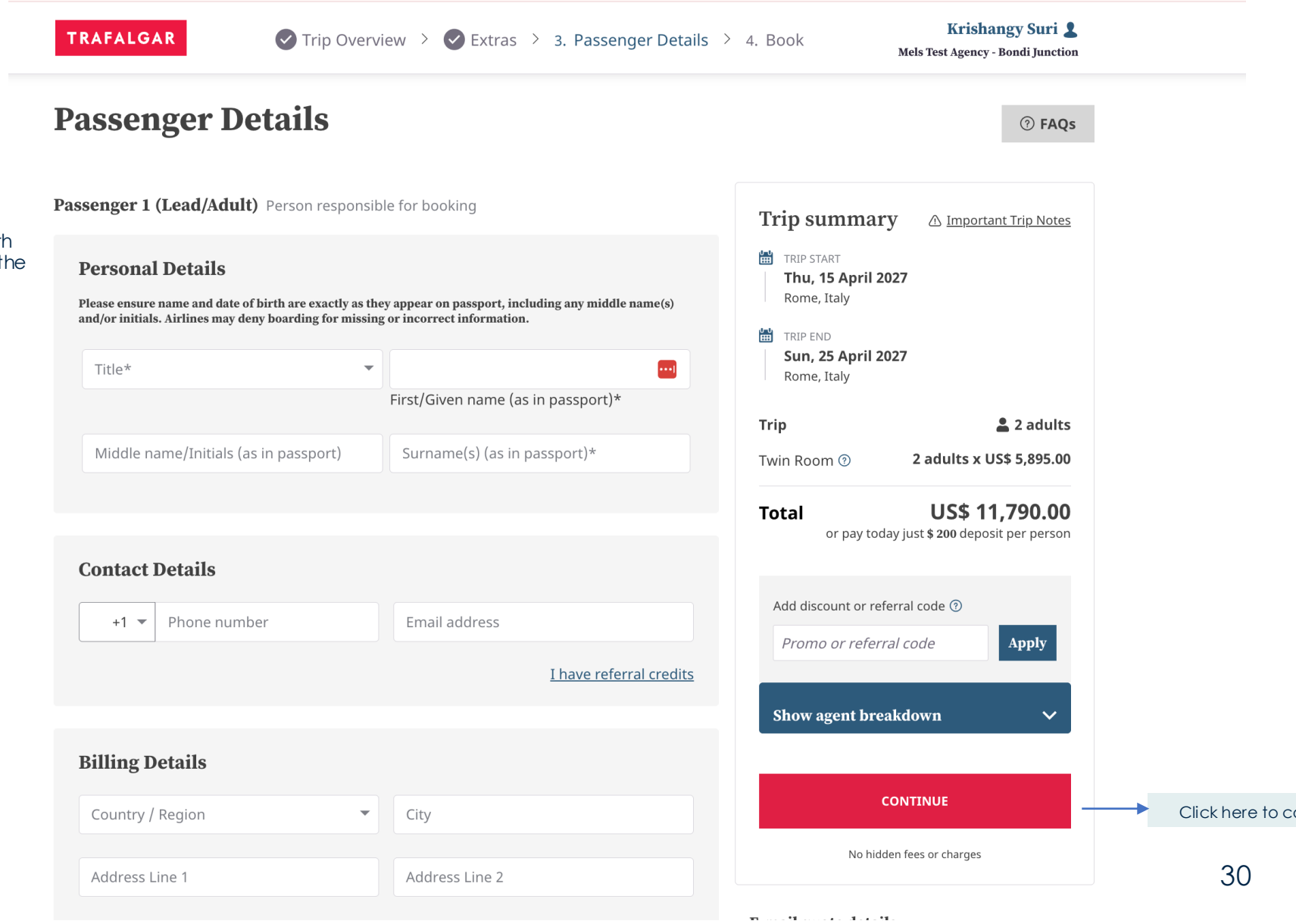




BOOKING A TRIP

Passenger Details

Enter each passenger's name and date of birth exactly as they appear on their passport, plus the lead passenger's contact details. Add any passenger discount, special requirements or insurance, then continue to Book.



Click here to continue

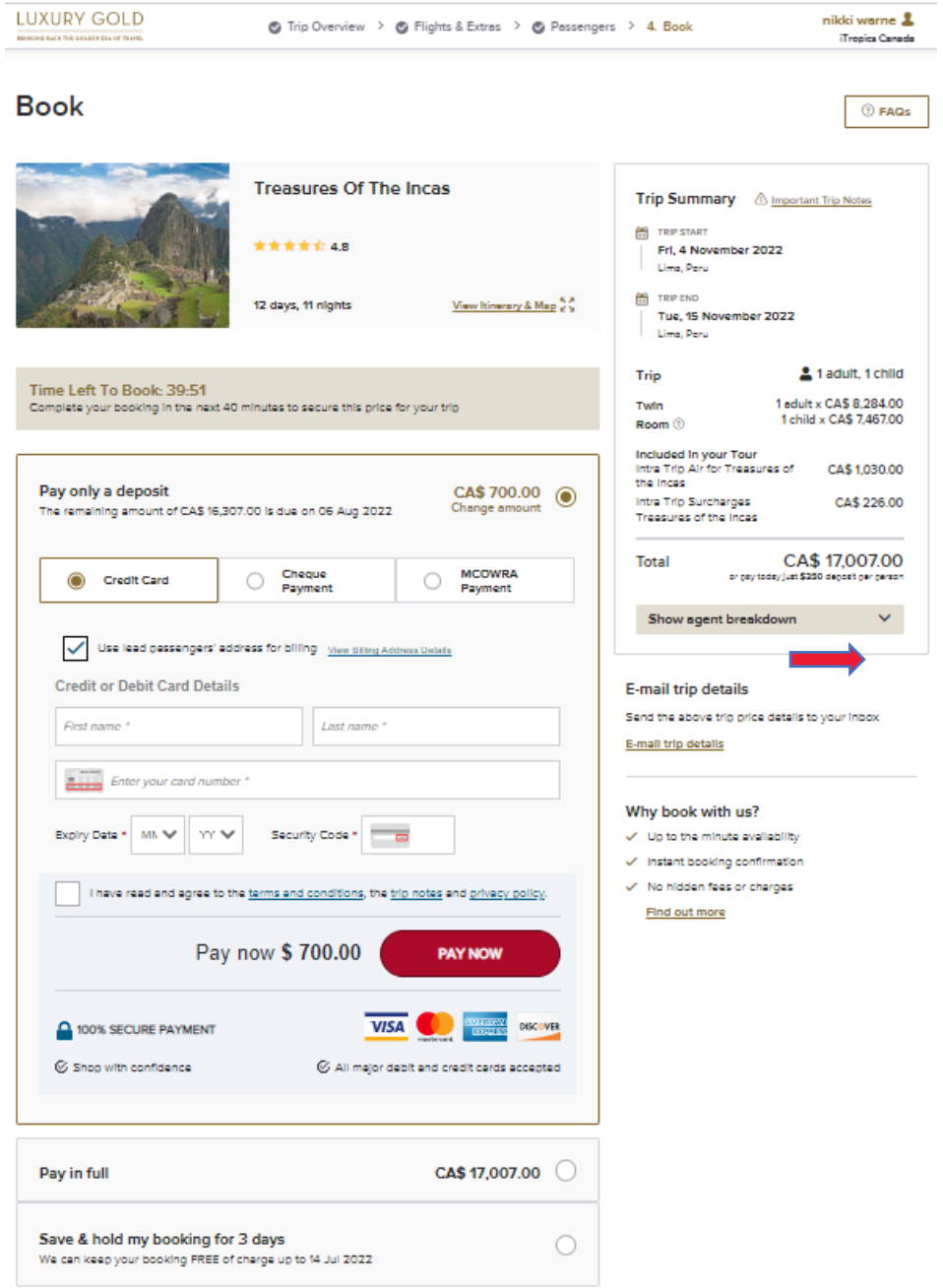
BOOKING A TRIP

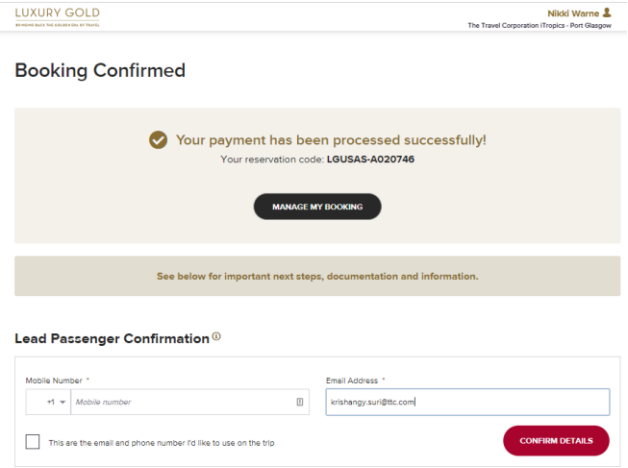
Book & Pay

On the Book step, you can

1. Pay a deposit
2. Pay in full
3. Save and hold the booking

After confirming your booking, you'll see a confirmation message with your booking reference number. This information will also be sent to you via email.

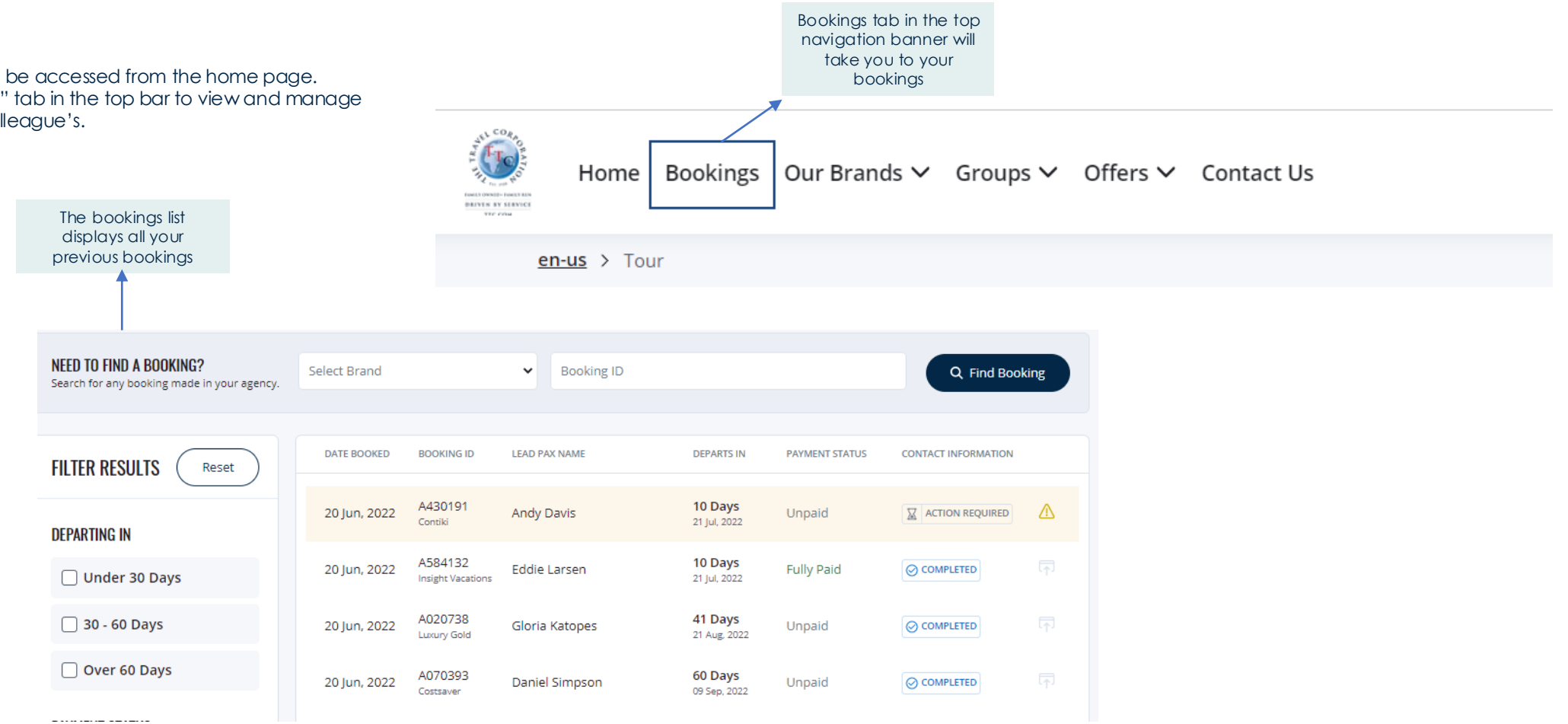




BOOKINGS

Bookings List

Previous bookings can be accessed from the home page. Click on the "Bookings" tab in the top bar to view and manage your bookings, or a colleague's.

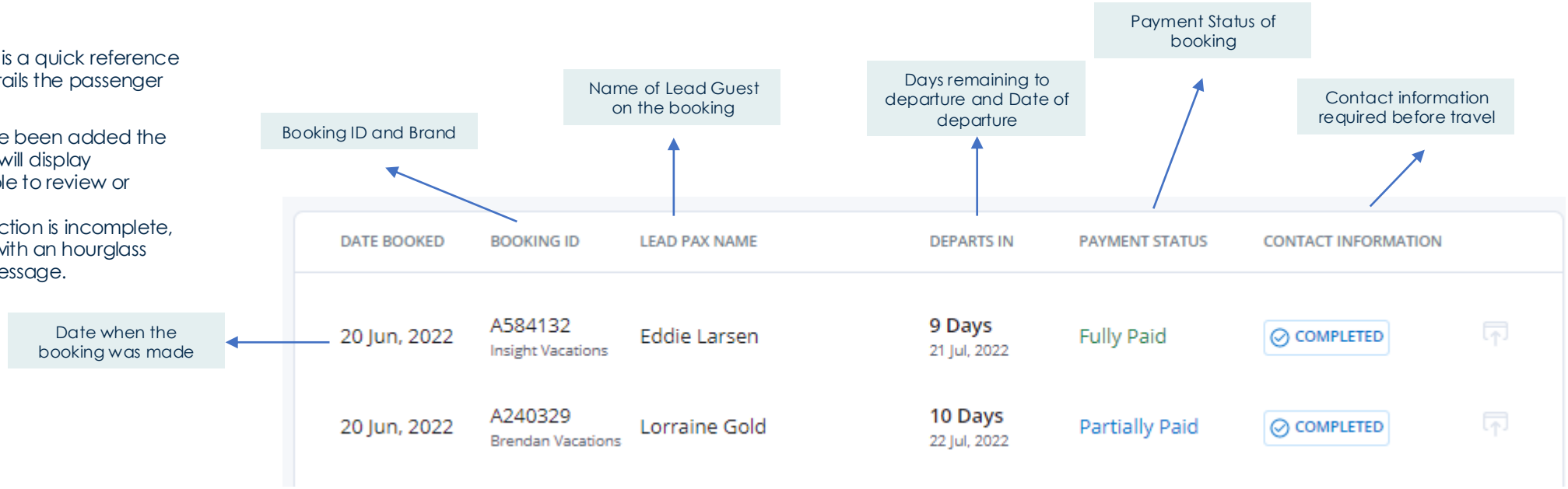


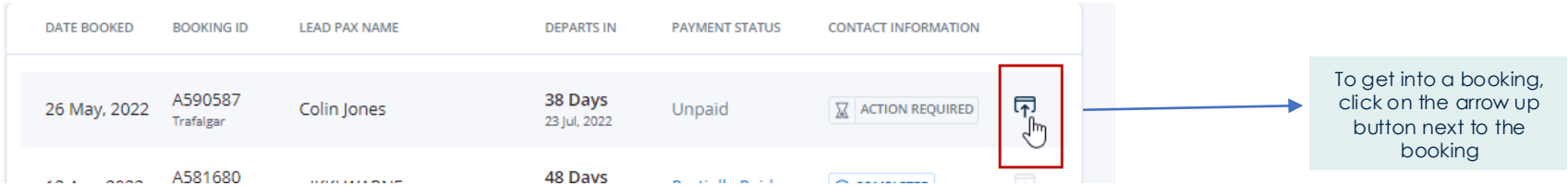
BOOKINGS

Bookings List

On the summary page there is a quick reference summary regarding what details the passenger has filled in.

When the required fields have been added the Contact Information section will display "Completed". You are still able to review or update these details.
If the Contact Information section is incomplete, you will see a warning label with an hourglass and an "Action Required" message.

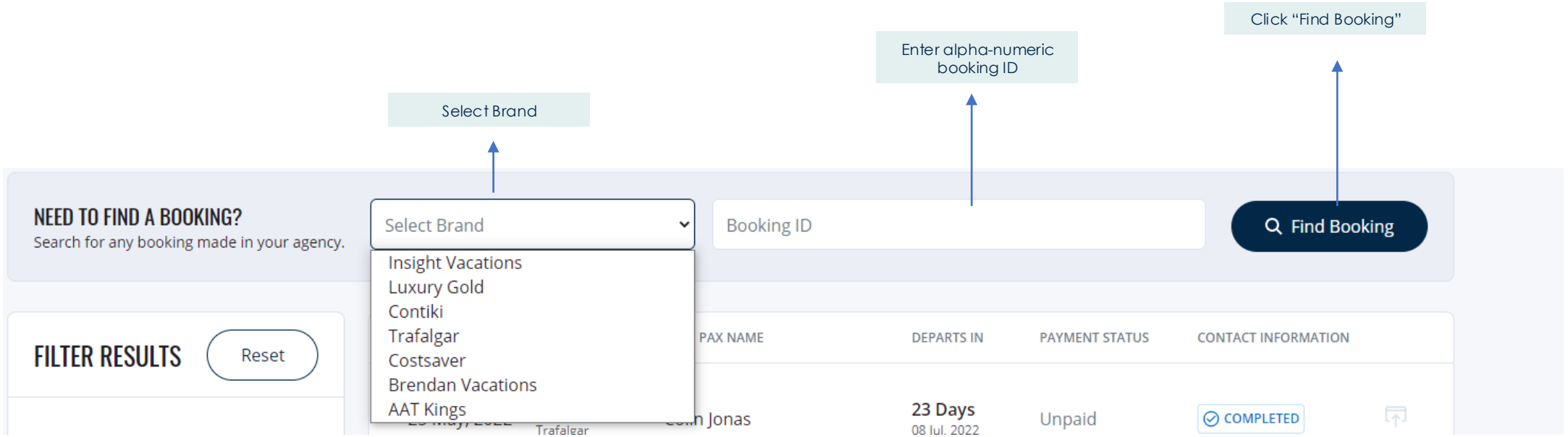




BOOKINGS

Add a new booking

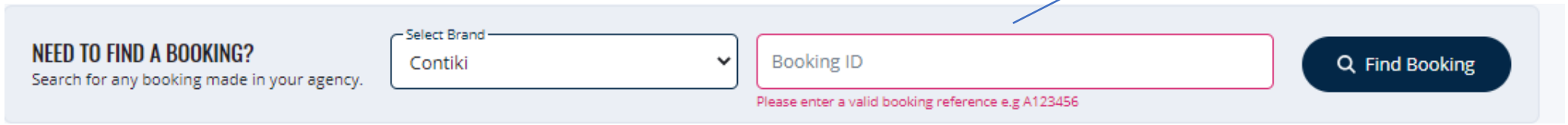
You can search for any booking made within your agency using the booking reference number.



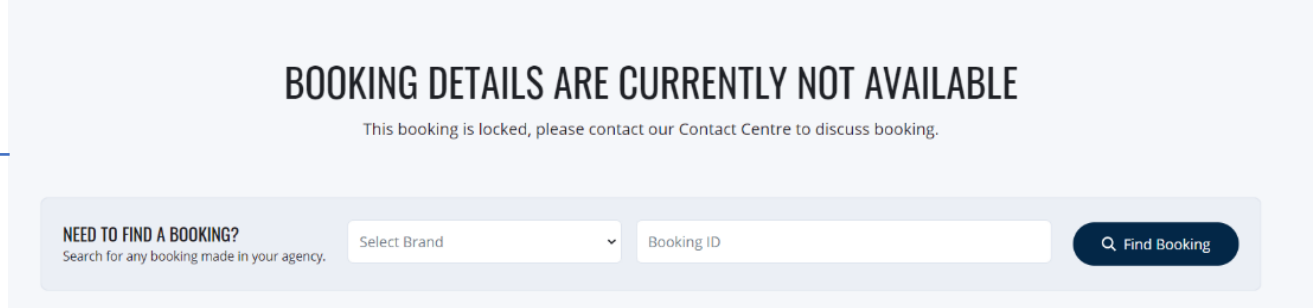
BOOKINGS

Booking Validations

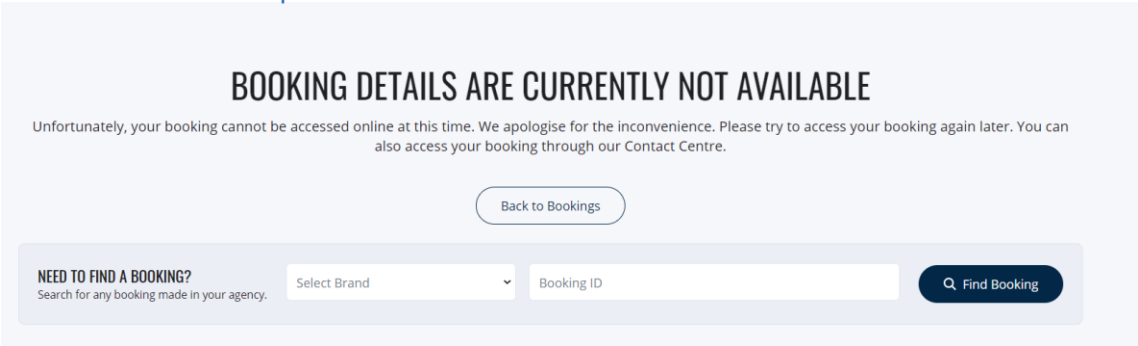
When a booking ID does not meet the alphanumeric requirements, you will see an error on the booking ID field



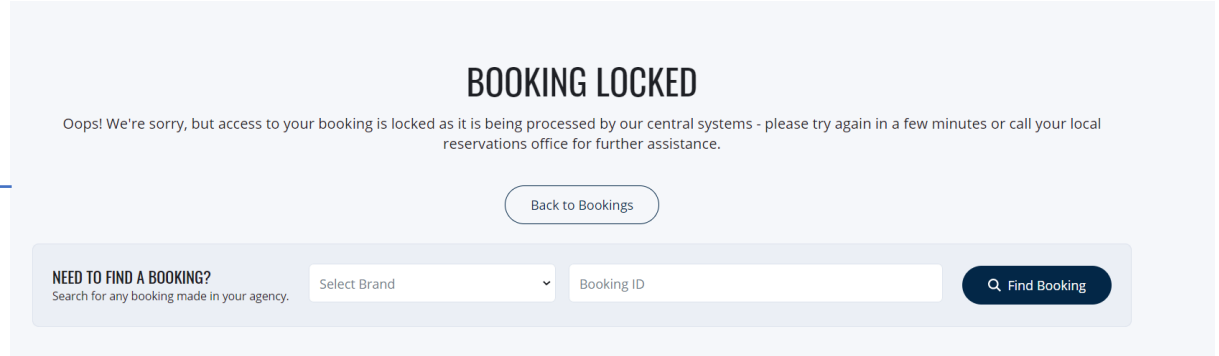
When we need you to contact the Centre to discuss the booking.



When we are unable to match the booking in our internal backend reservations system, you will be redirected to a new page with an error that says "Booking Details Are Currently Not Available"



When a booking is in use by a TTC Agent, you will be redirected to a new page with an error that says "Booking Locked" You can try again in a few minutes



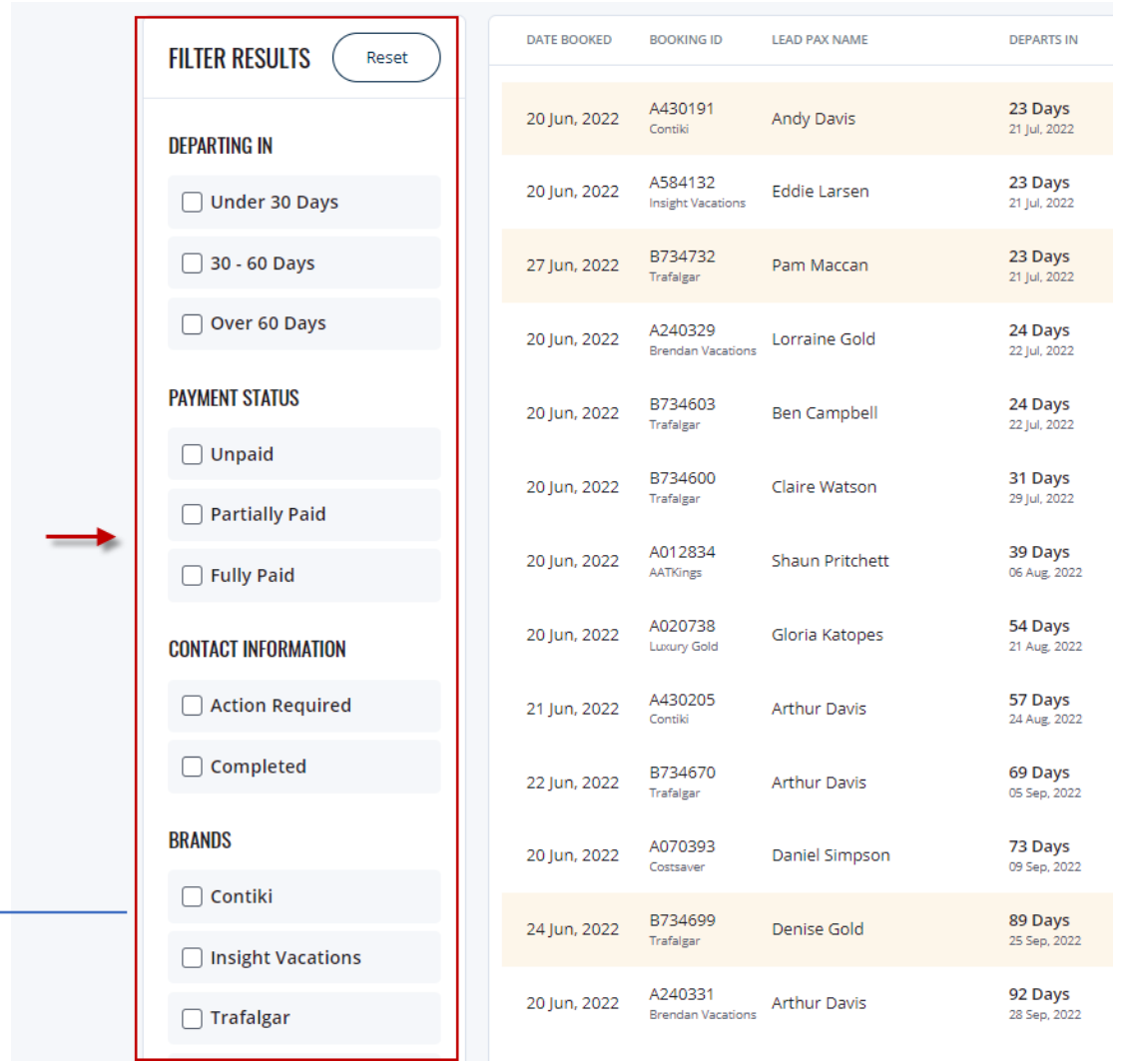
BOOKINGS

Booking Filters

You can refine the search with additional filters in the left-hand panel of the "Bookings" results page:

- **Departing In**: Under 30 days, 30-60 days, over 60 days
- **Payment Status**: Unpaid, Partially Paid, Fully Paid
- **Contact Information**: Action Required, Completed
- **Brands**: Trafalgar, Trafalgar River, Costsaver, Insight Vacations, Luxury Gold, Contiki, AAT Kings and Brendan Vacations

The filters will display based on the bookings returned.
Example: if you have bookings for Trafalgar and Insight Vacations only, you will only see Trafalgar and Insight Vacations in the filter



BOOKINGS

Client Information

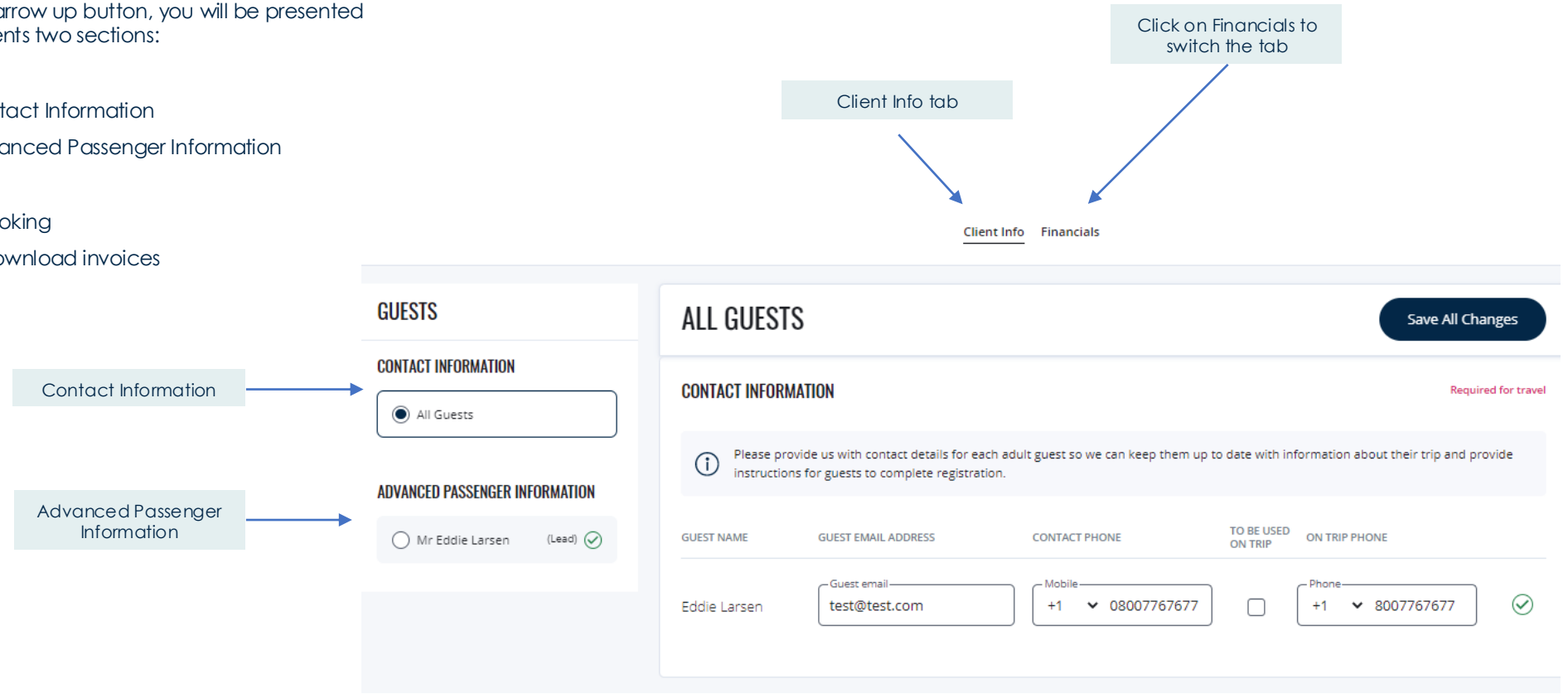
When you click on the arrow up button, you will be presented with a screen that presents two sections:

Client Information

- Guests' Contact Information
- Guests' Advanced Passenger Information

Financials

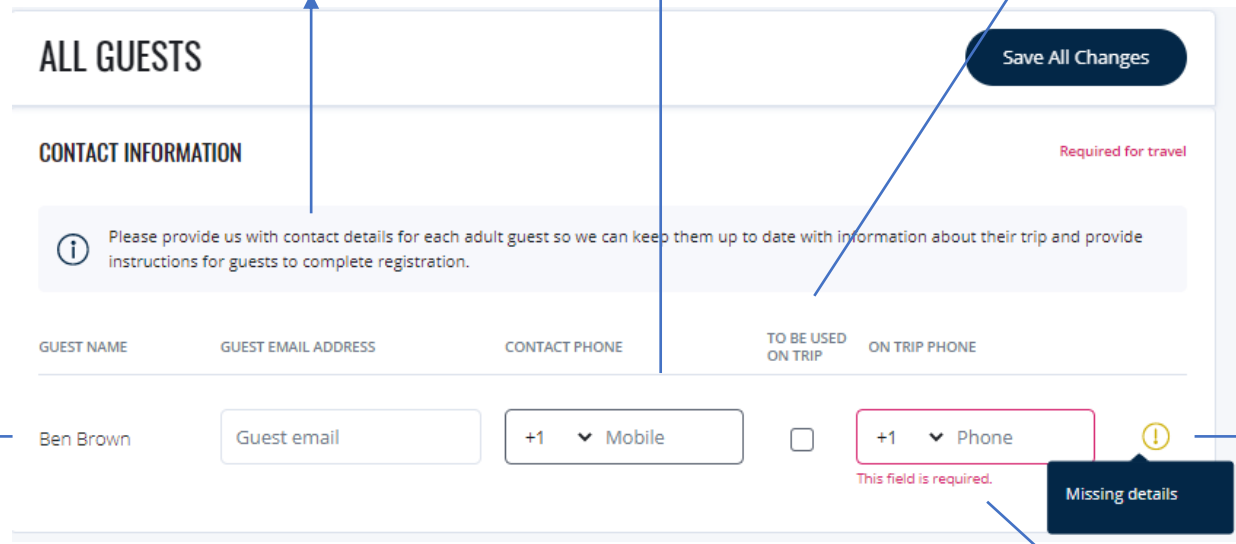
- Pay for a booking
- View and download invoices



BOOKINGS

Client Information

This information is required for travel and will need to be completed before departure.



Enter Guest Email Address

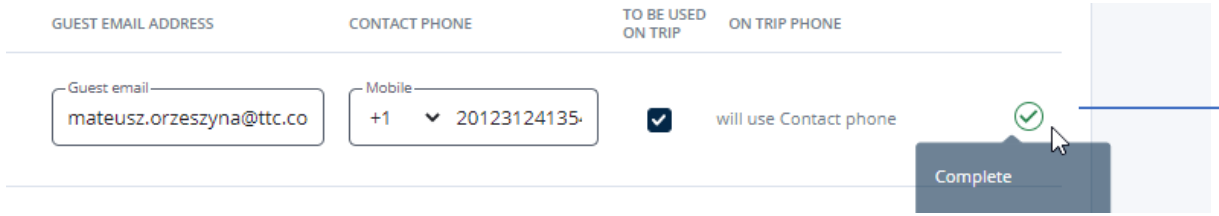
Enter Guest Contact Number by using a valid international mobile number

Use this Flag if it's the same number while they will be using while on Tour.

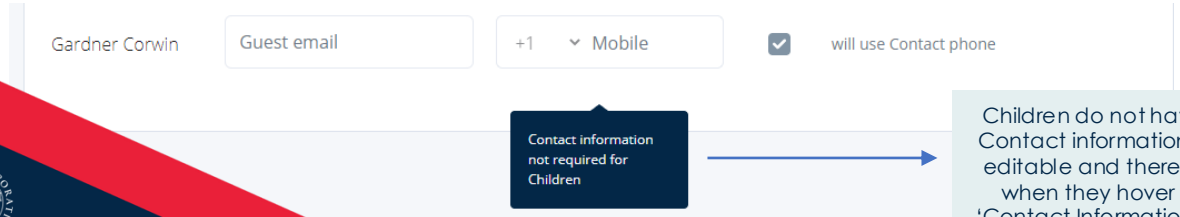
Guest Name is non-amendable. Please contact our Contact Centre to update/amend Guest Name.

When contact information is incomplete, you will see an error message

When the "To Be Used On Trip" flag is ticked, this field will be greyed out. If unticked, you will have to enter details for "On Trip Phone" for the guest separate from the Contact Phone number.

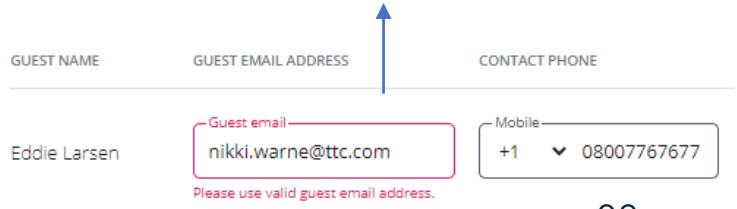


When all details have been successfully completed, you will see a green tick next to the client information



Children do not have to fill in the Contact information, it will be not editable and there is a message when they hover over to say; 'Contact Information not required for children'

You are not able to use the agent email address for clients



BOOKINGS

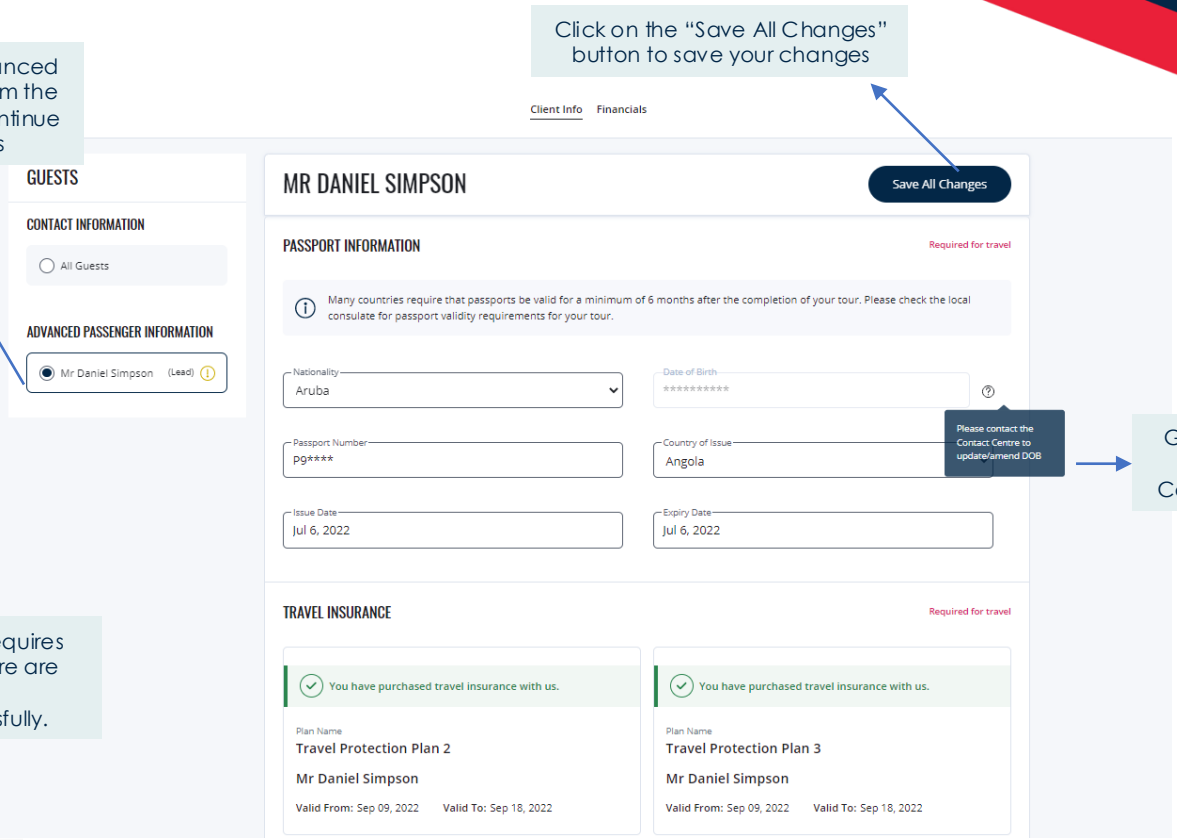
Advanced Passenger Information

For the green tick to appear on the Advanced Passenger Info list, you will need to complete the following sections (required for travel):

1. Passport Information
2. Travel Insurance
3. Emergency Contact

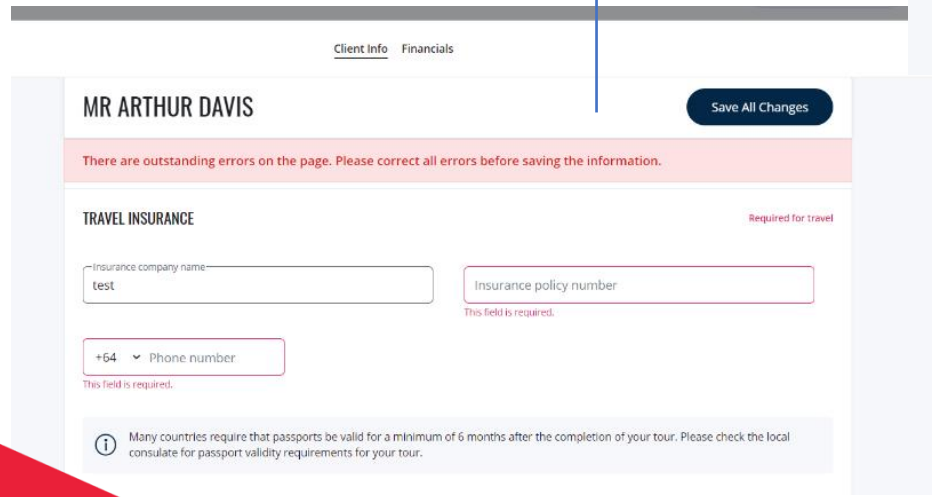
You can access the Advanced Passenger information from the lefthand pane. or can continue and lose all changes

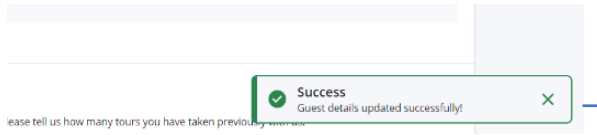
Click on the "Save All Changes" button to save your changes



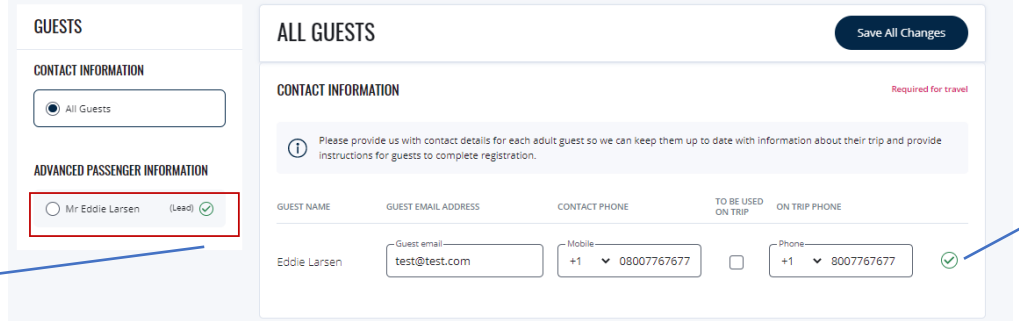
Guest DOB is non-amendable. Please contact our Contact Centre to update/amend DOB.

If you have information that doesn't meet the validations or requires other information to be entered, you will see a message: "There are outstanding errors on the page"
You will need to update the errors to be able to save successfully.





After you have saved changes, you will see a success pop up on the bottom right of the screen.



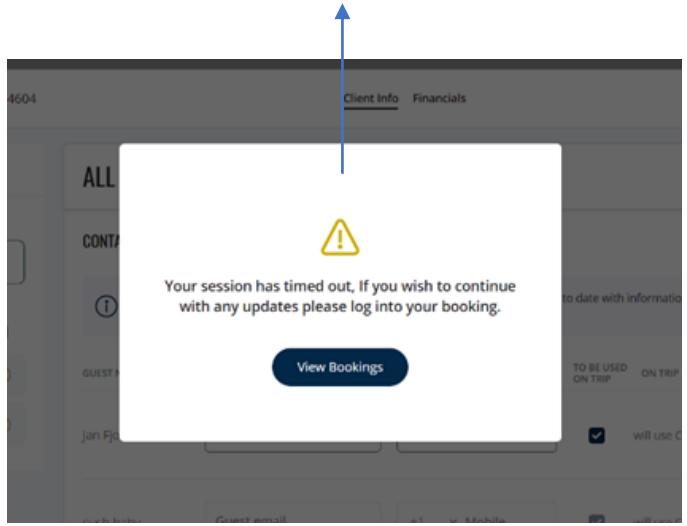
Once your advanced passenger information is complete, the left pane will reflect this will a green tick

On completion of client information, the Guests screen will also showcase a green tick

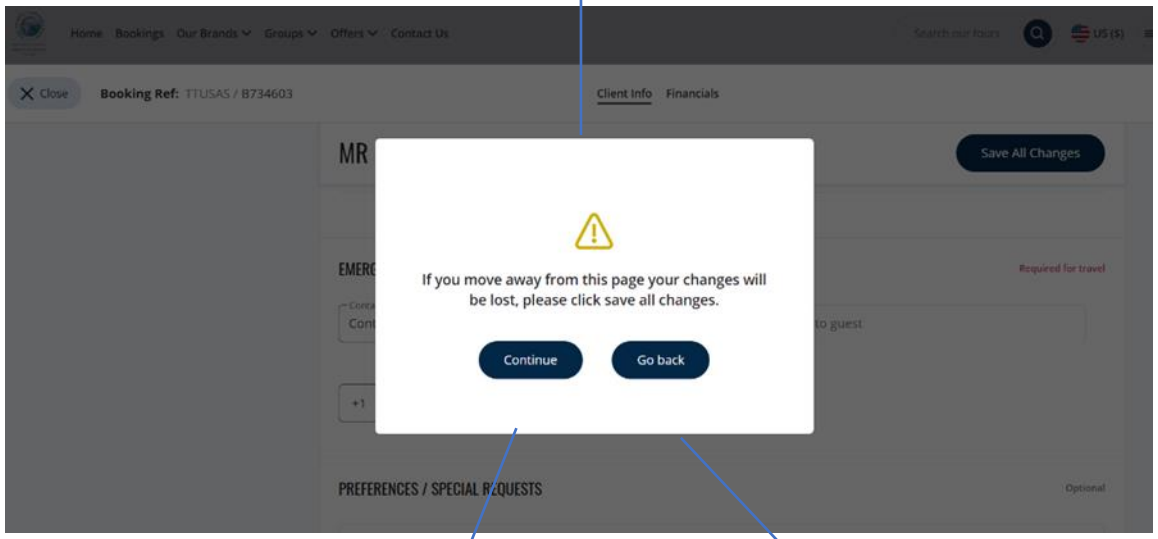
BOOKINGS

Saving Information

If you have been inactive on a screen for more than 30 minutes, you will see a modal to take you back to the bookings page. This is so we can refresh the data and make sure nothing has changed.



If you have updated information and then navigate off the section to close this screen/move to the Financials tab/attempt to update another guest, you will get a modal advising you to save your changes.



You can use the "Go Back" button to save your changes

You can use the "Continue" button to go to the new page and lose your changes

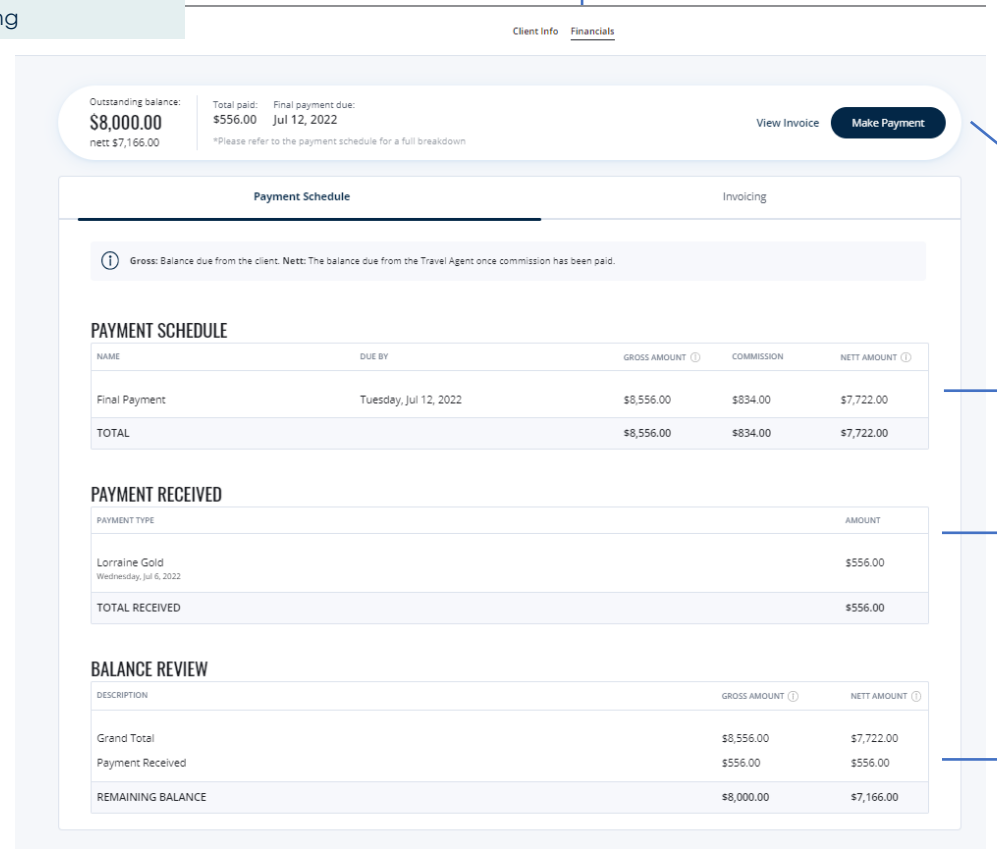
BOOKINGS

Financials

You can use the Financials tab to:

1. View Payment Schedule
    - Payment Received
    - Balance Review
2. View and Generate Invoices
3. Make a Payment

You can access Financials by Clicking on the Financials tab at the top of the screen when viewing a booking



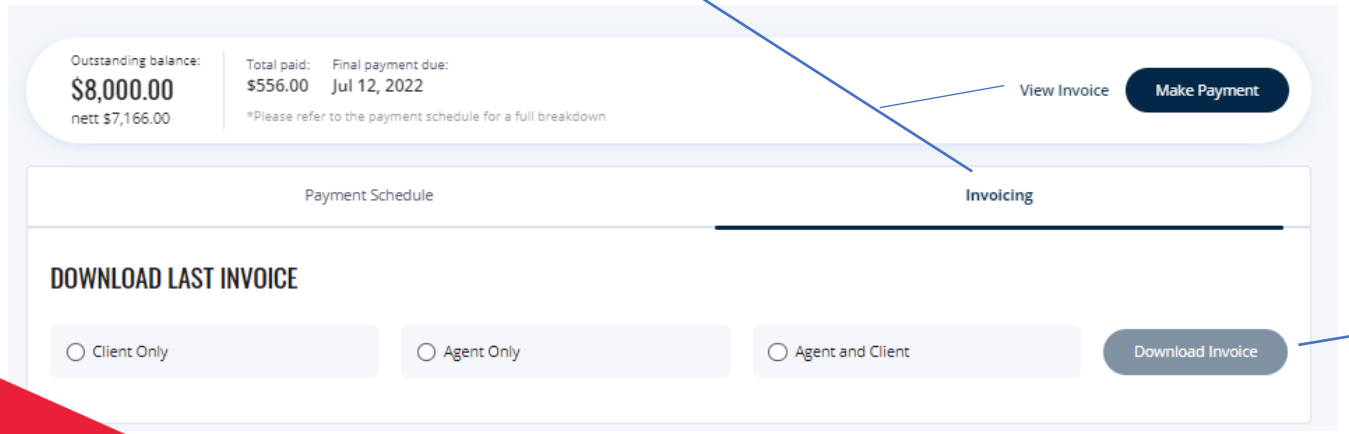
Click on the "Make Payment" button to make a payment

View Payment Schedule for the Trip

View Date and Amount of Payment Already Received

View Remaining Balance

You can click on "View Invoice" button or "Invoicing" tab next to Payment schedule to view invoices



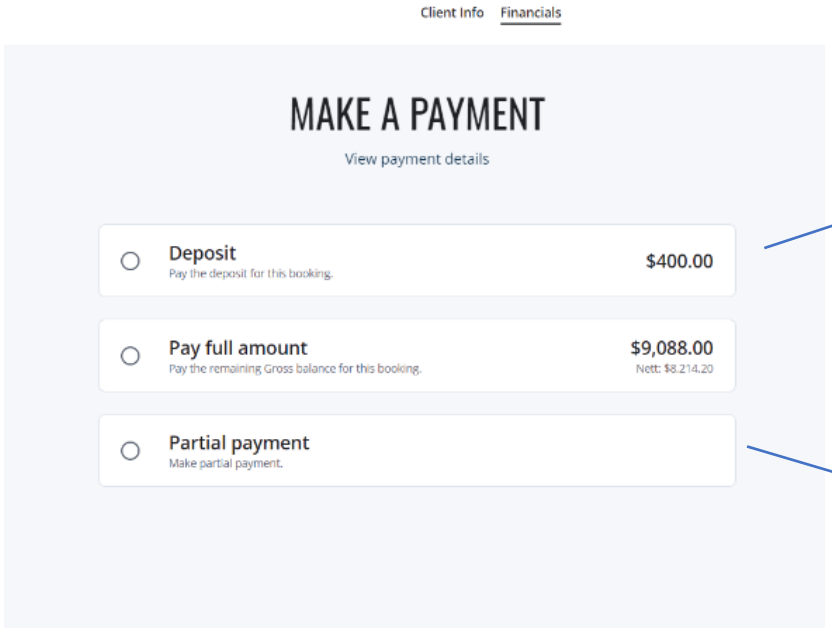
You can select to download the Agent and/or Client invoice and click "Download Invoice" to download the invoice

BOOKINGS

Financials: Make a Payment

You can either pay the full amount in your local currency or make partial payments using different cards.
The payment options may include:

1. Credit Card
2. Credit Agreement
3. Other payment methods: Cheque, EFT, MCOWRA



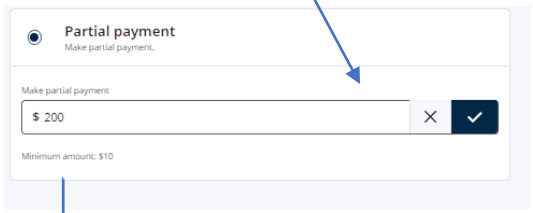
Pay the deposit to secure your booking

Please use partial payment if you want to choose the amount to pay or if your clients want to pay using multiple cards

BOOKINGS

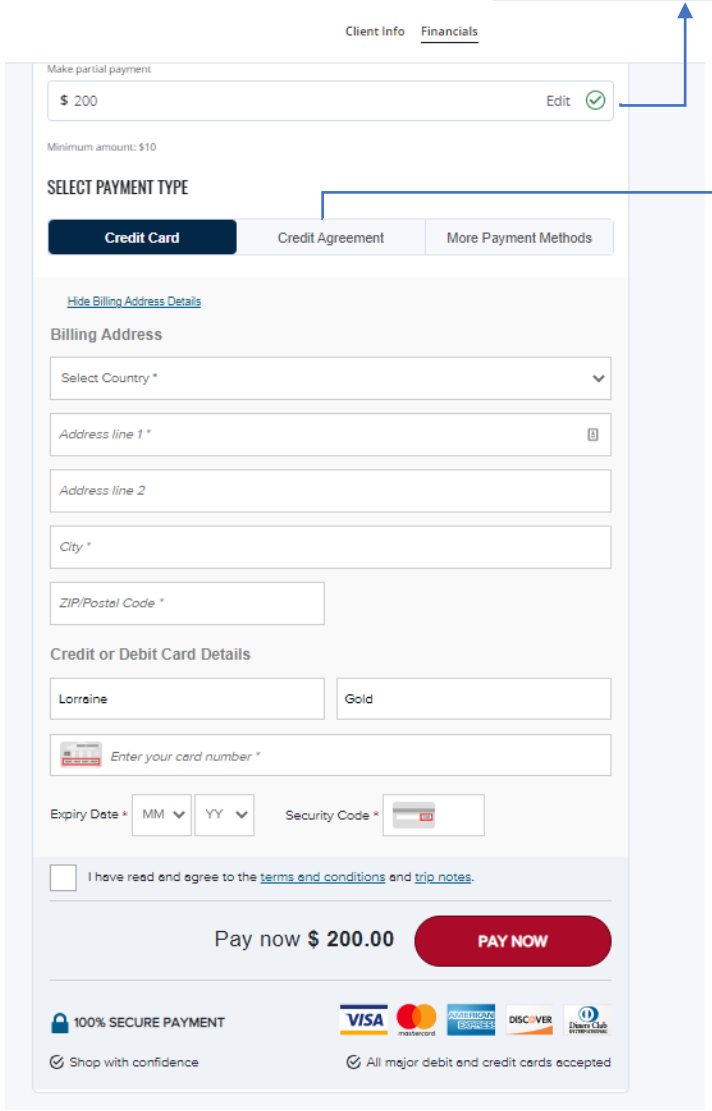
1 Partial Payments

Enter the amount of payment and use the "Tick" box to confirm or the "Cross" to discard your changes



The minimum amount for partial payment is $10.

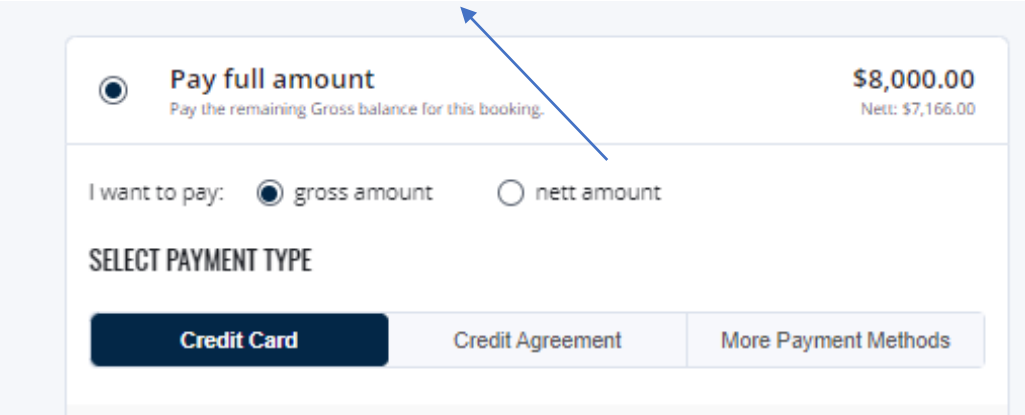
Click "Edit" to change the amount of Partial Payment



Click on the tab to choose a Payment type. Please note payment types will differ based on your agency contract with us

2 Full Payments

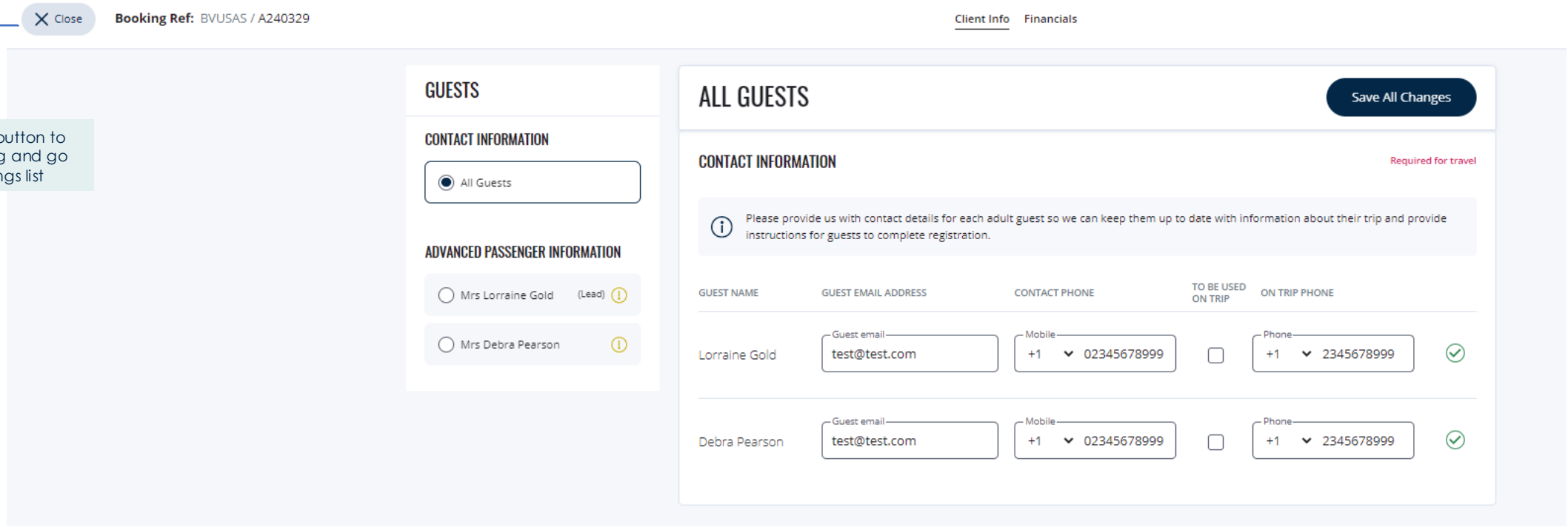
You can choose to pay the gross amount or net amount of the booking



BOOKINGS

Closing a Booking

Click on the "Close" button to get out of the booking and go back to the bookings list

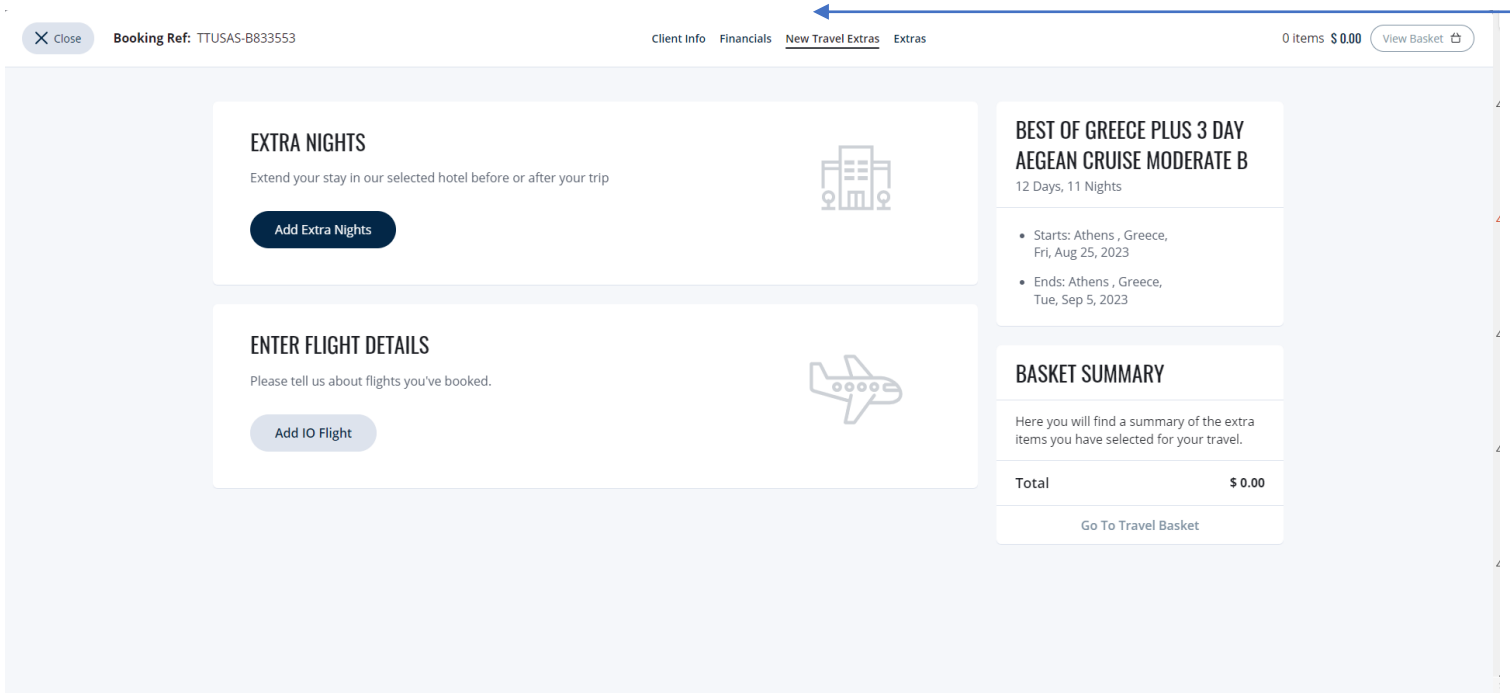


TRAVEL EXTRAS

New Travel Extras

Travel Agents will be able to add Extra nights, tell us about their guest flight information and add any applicable transfers to their booking.

We have added a new section called New Travel Extras which will replace the current Extras tab when viewing a booking.



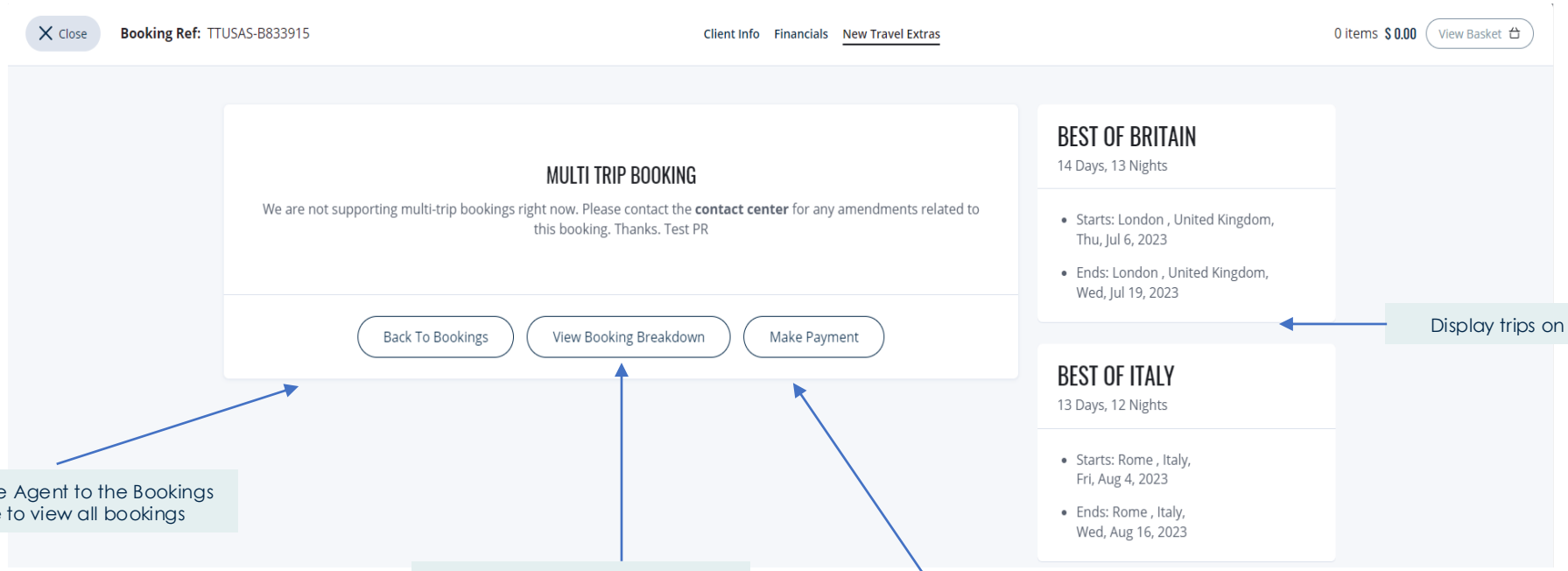
New Travel Extras is the new section. The Extras which takes you to MMB will be removed

TRAVEL EXTRAS

Bookings with Multiple trips

Travel Extras can't be added online when a booking includes more than one trip.

The agent will see this message:



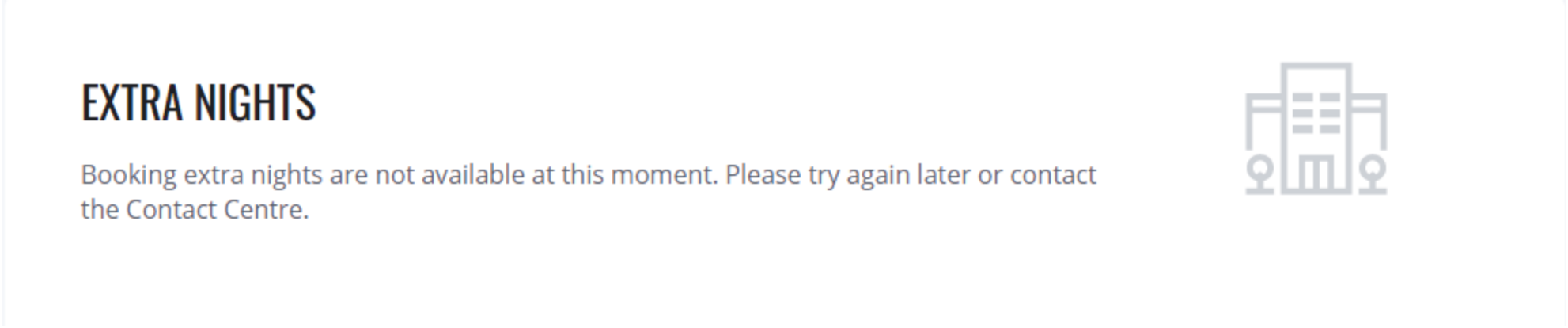
EXTRA NIGHTS

Extras nights not available

When no extra nights are available to be booked via TAP will display the below message

This will occur when;

- When accommodation is all on request - no nights are displayed.
- When the hotel night immediately before the trip is on request – TAP will not display any accommodation.
- When the hotel night on the night the trip finishes is on request – TAP will not display any accommodation.

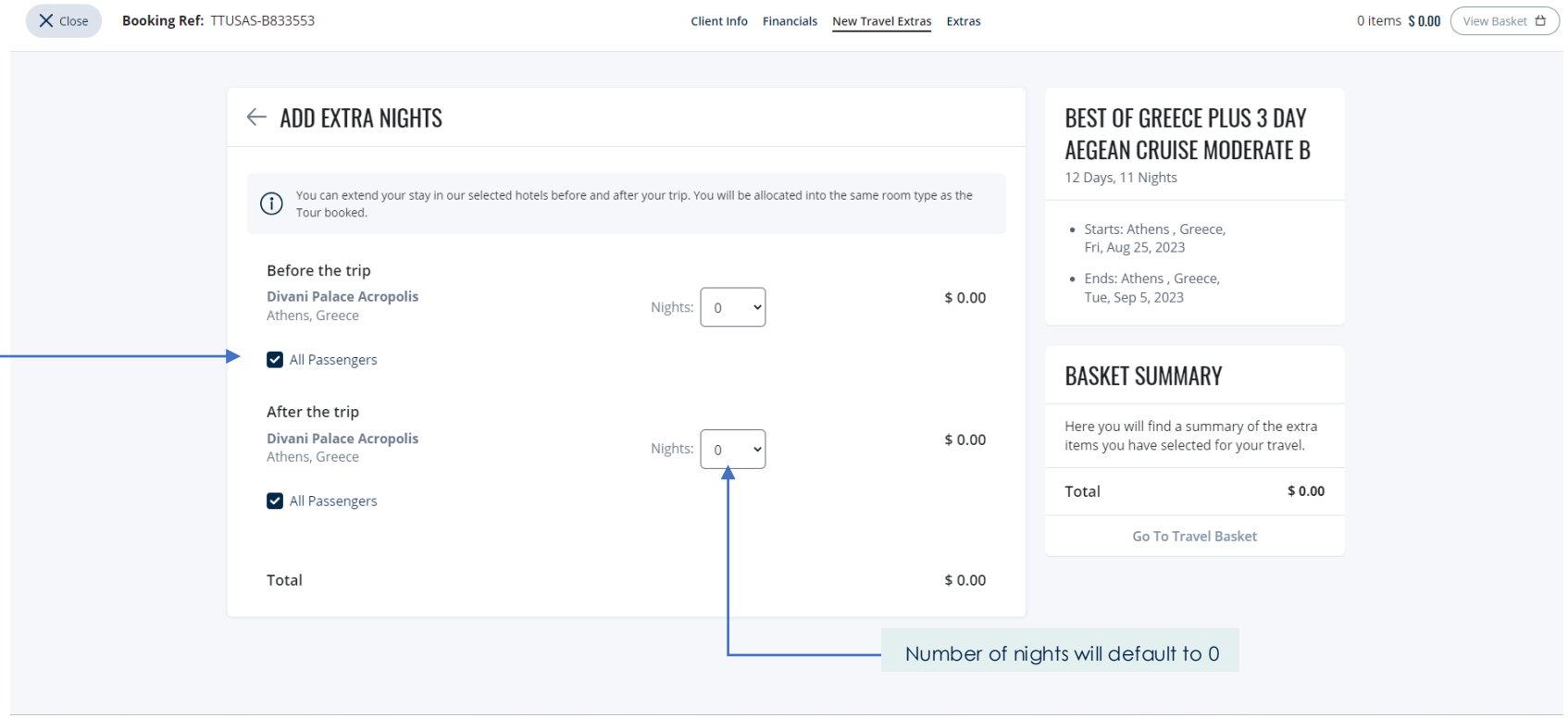


EXTRA NIGHTS

If extra nights are available, we will display the add extra nights section where the Travel agent can add extra nights pre or post of the trip.

- When accommodation is all available in Tropics – TAP will display a max of three nights to be booked.
- TAP will display the preferred hotel. Only when there is no preferred hotel will TAP display multiple hotels. The team should QC the booking to check the correct hotel has been booked.
- When pre is not available and post is available – TAP will display post nights to book.
- Extra nights can be booked at individual guest level

By default, All Passengers will be checked

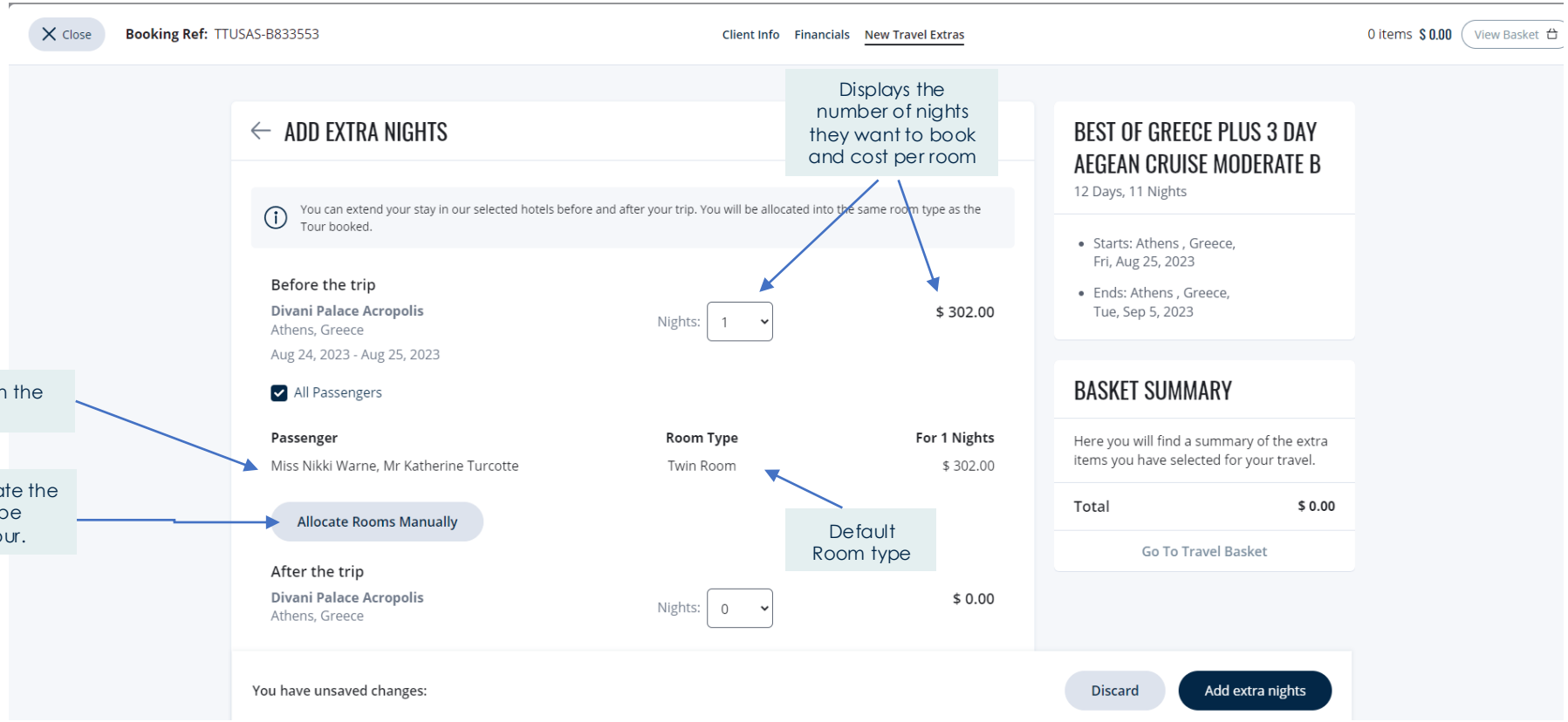


Number of nights will default to 0

EXTRA NIGHTS

Before the Trip

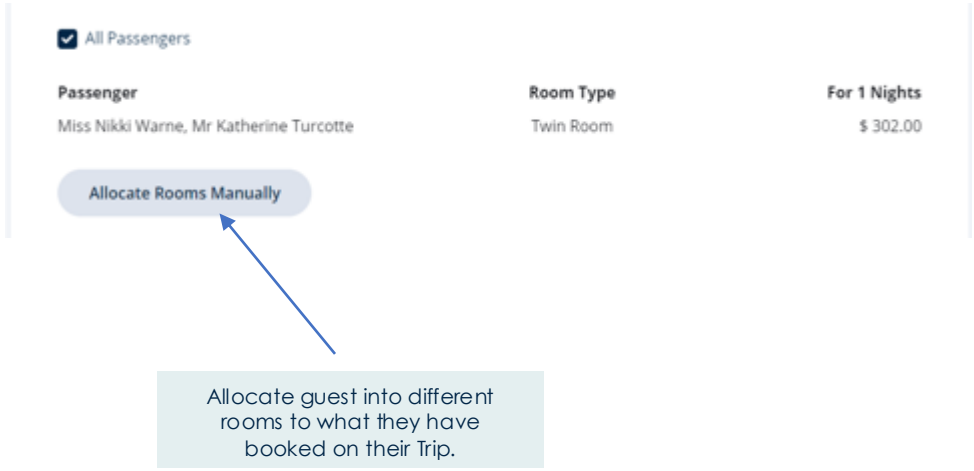
- Once the Agent chooses the number of nights, we will populate the date before the trip based on number of nights.
- By default, passengers are allocated into the same room type as the trip booked.



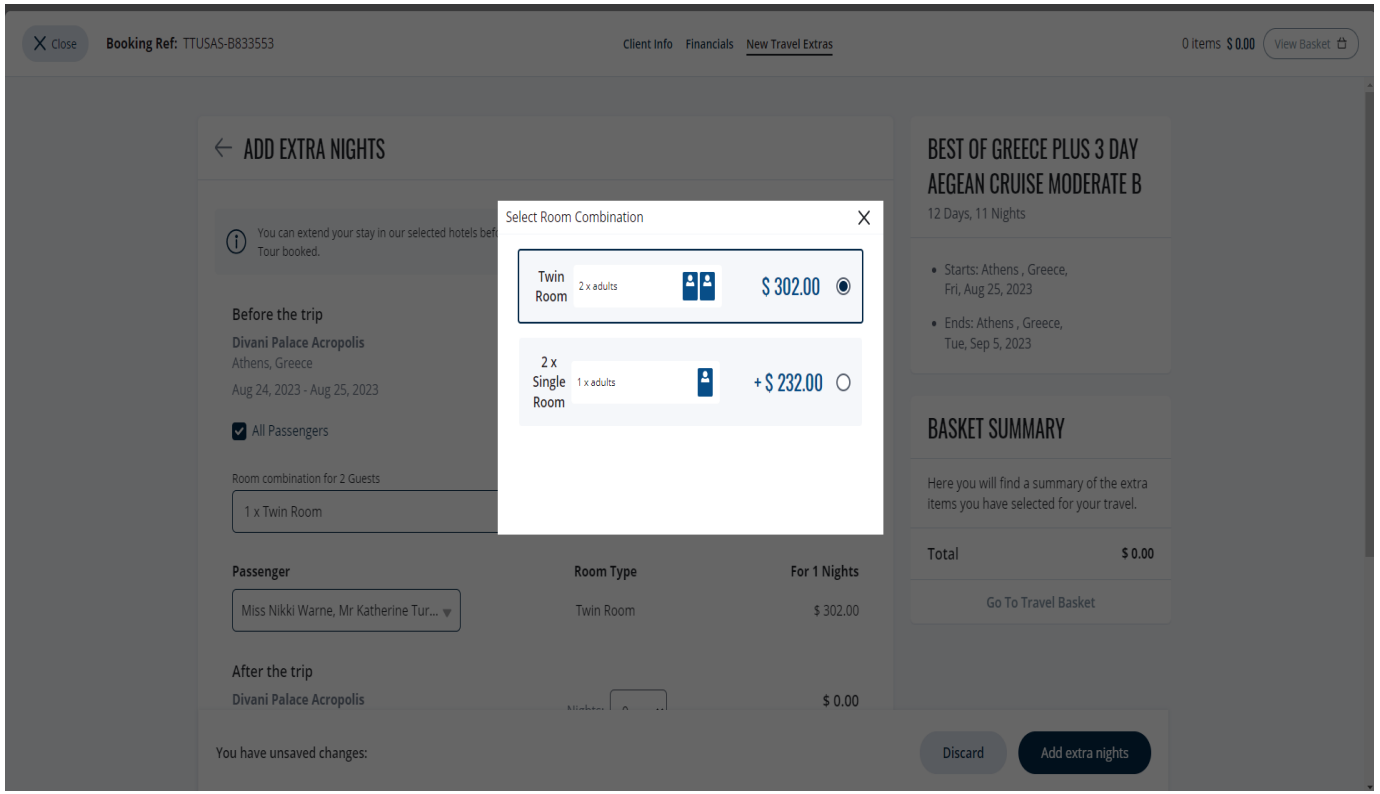
EXTRA NIGHTS

Manual room selection

Allocate room manually will display the modal pop up to display the room combinations that are available based on the number of guests that we are booking



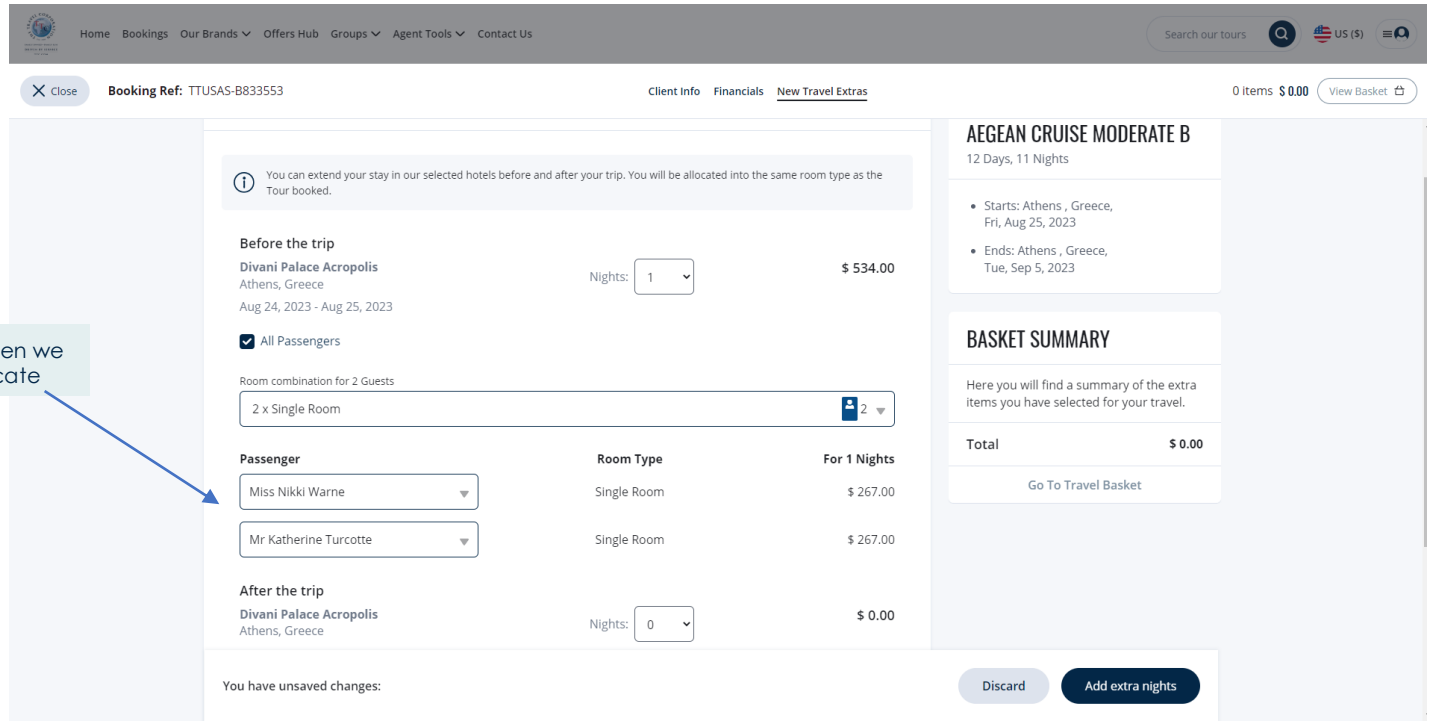
Allocate guest into different rooms to what they have booked on their Trip.



EXTRA NIGHTS

Manual room selection

TAP will auto allocation if the room type only allows one guest i.e. Single room, otherwise the agent will need to assign guests

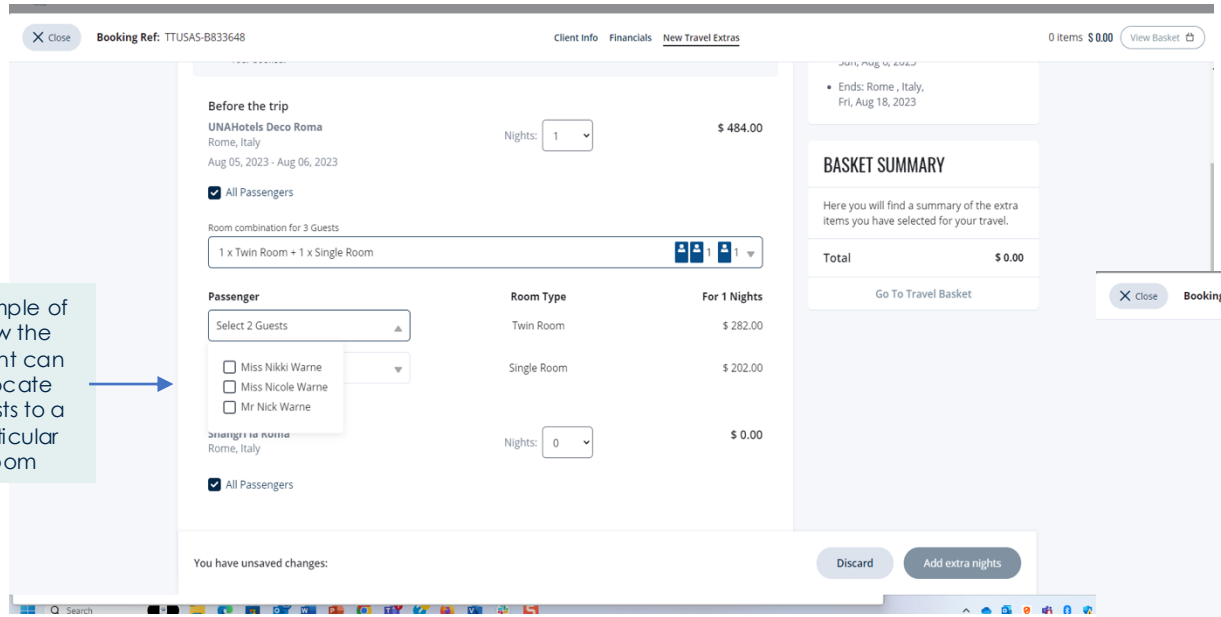


EXTRA NIGHTS

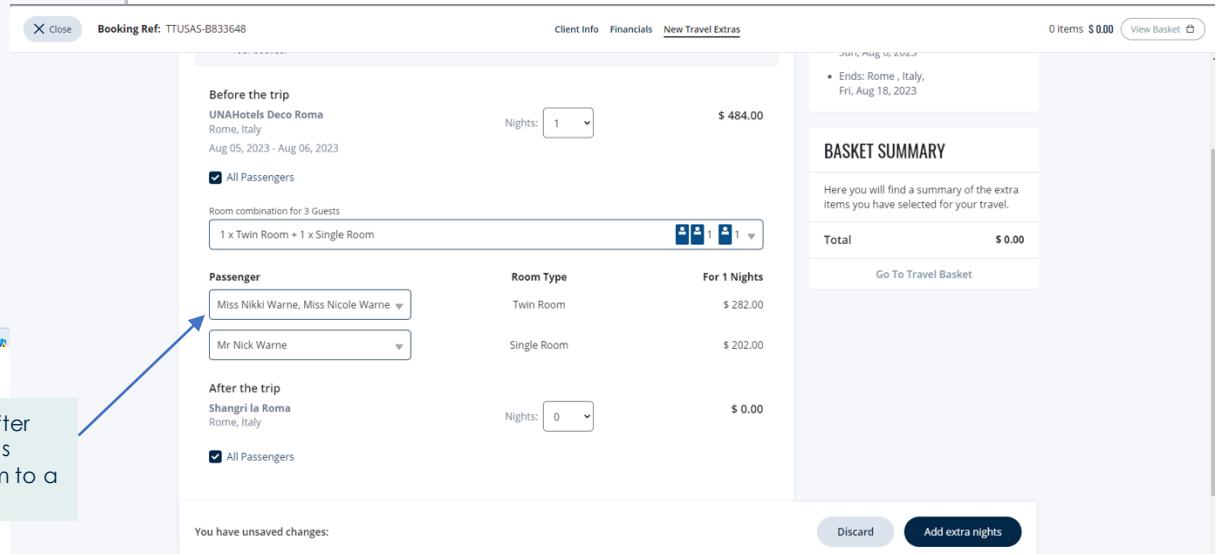
Manual room selection

The Travel Agent will need to manually add guests to the rooms as we can not pre allocate

Example of how the agent can allocate guests to a particular room



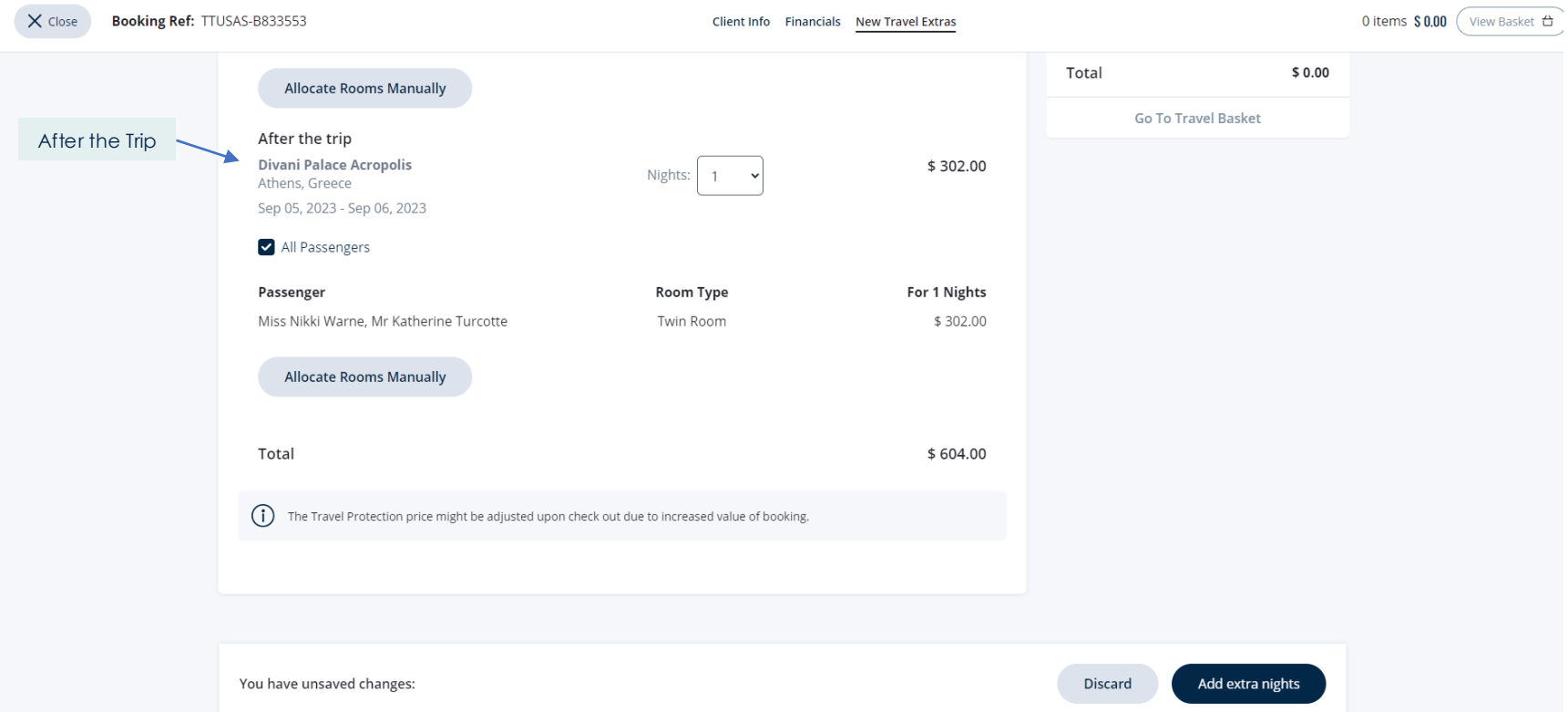
Example after Agent has assigned them to a room



EXTRA NIGHTS

After the Trip

The Travel Agent will need to repeat the same steps to add Post Tour Accommodation, example below

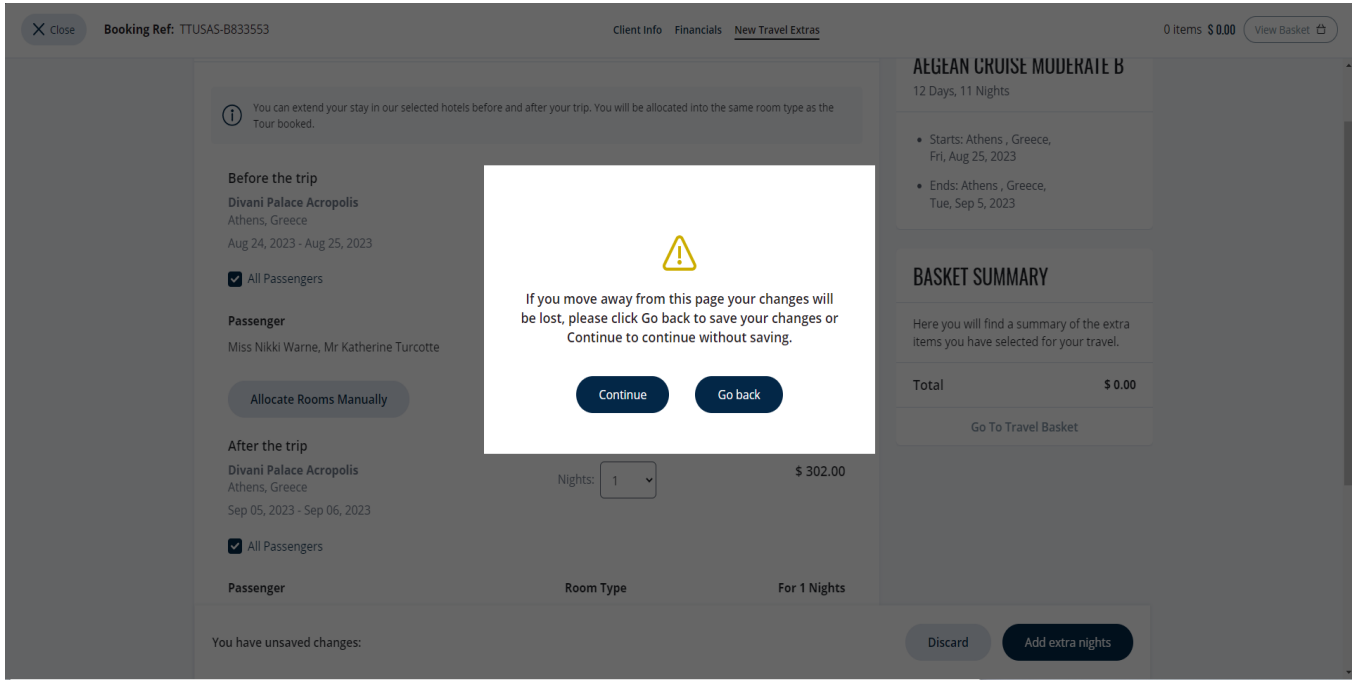


EXTRA NIGHTS

Moving away from the screen

If an Agent has added extra nights and then attempts to navigate to another screen or section in TAP without adding extra nights to the basket, then they get a modal pop up advising them to save their changes.

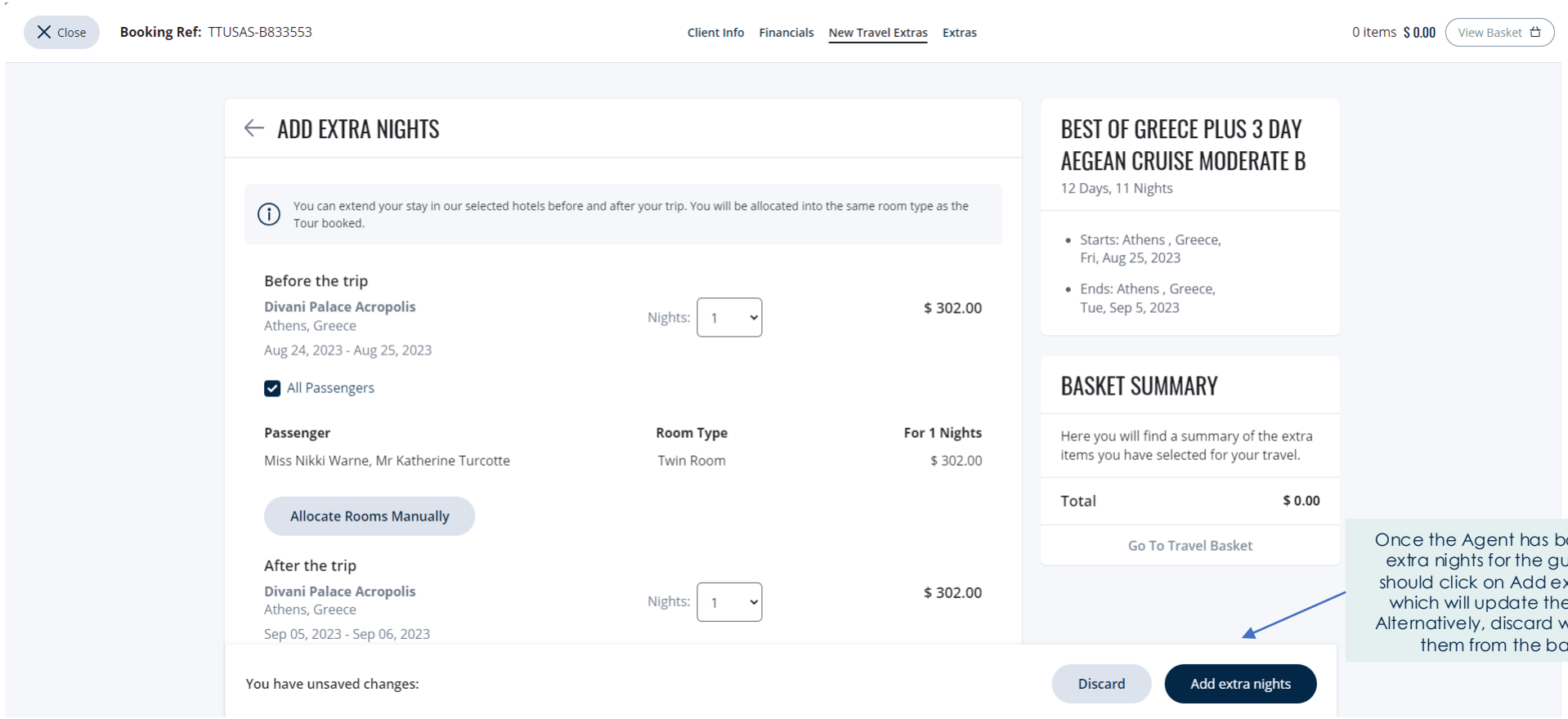
Continue: will allow the guest to go to the new page and lose their changes.
Go back: will allow the guest to go back to the current screen and save their changes i.e., add them to the basket.



EXTRA NIGHTS

Adding to the Basket

Continue the process of adding pre and post nights, the Travel agent should ‘ADD Extra nights’ to add them into the Travel Basket to review.

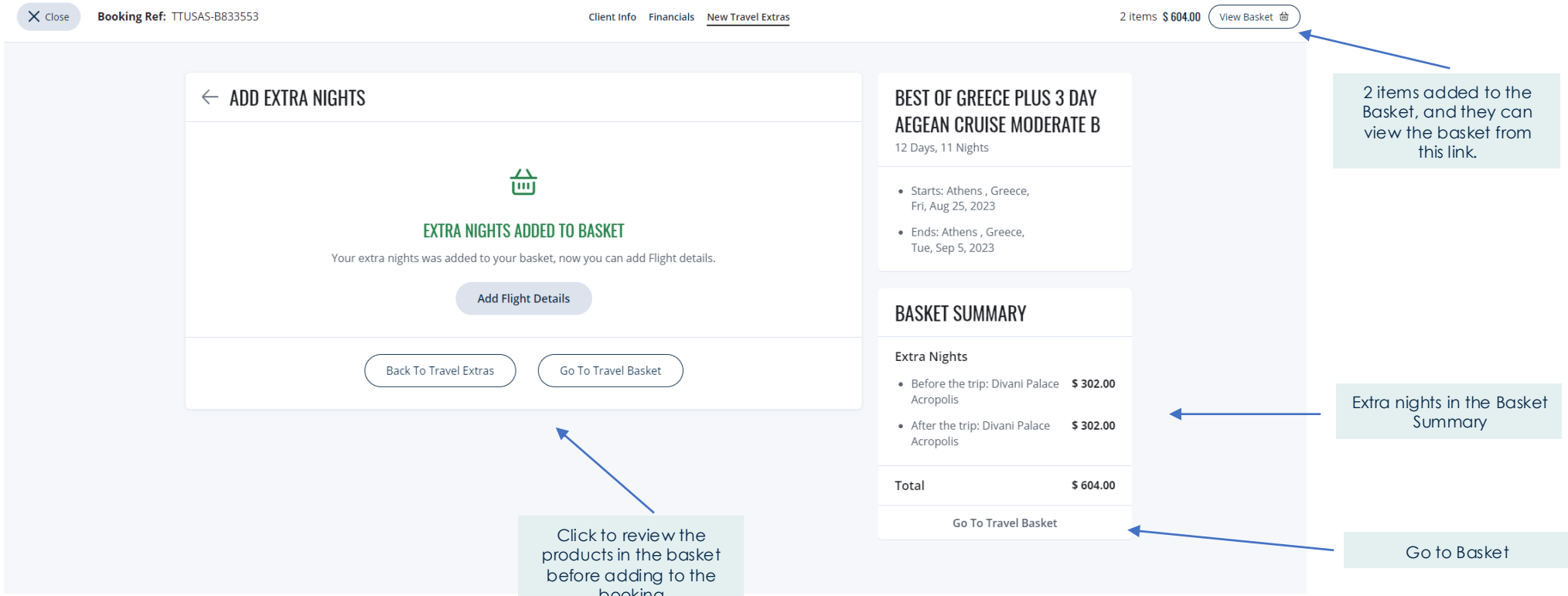


Once the Agent has booked the extra nights for the guest, they should click on Add extra nights which will update the basket. Alternatively, discard will remove them from the basket.

EXTRA NIGHTS

Adding to the Basket

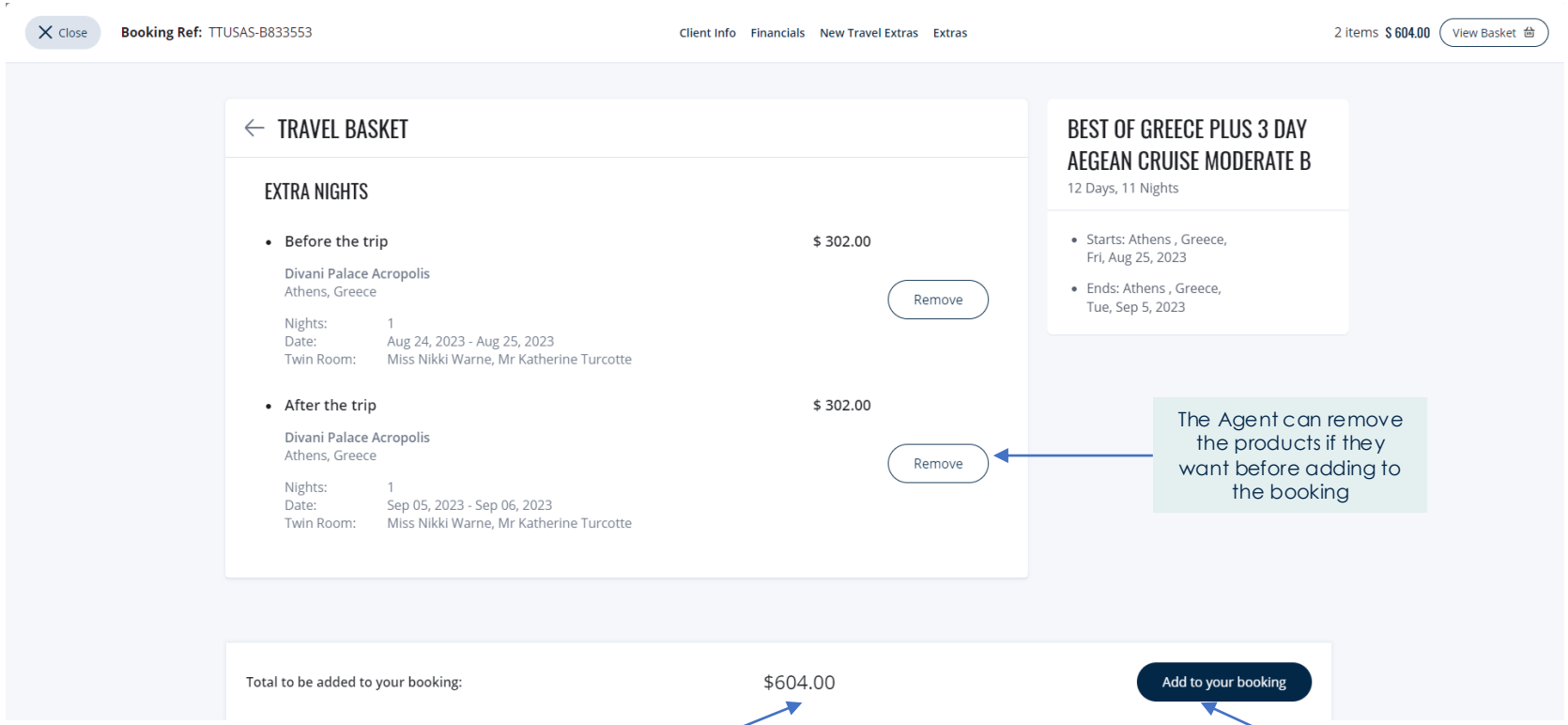
To complete the process, they must go to the basket from either:
'Go to Travel Basket' button on the success screen,
The top navigation bar with the 'View Basket' button OR
The 'Go to Travel Basket' button in the Basket Summary on the right-hand side pane of TAP.



EXTRA NIGHTS

Travel Basket

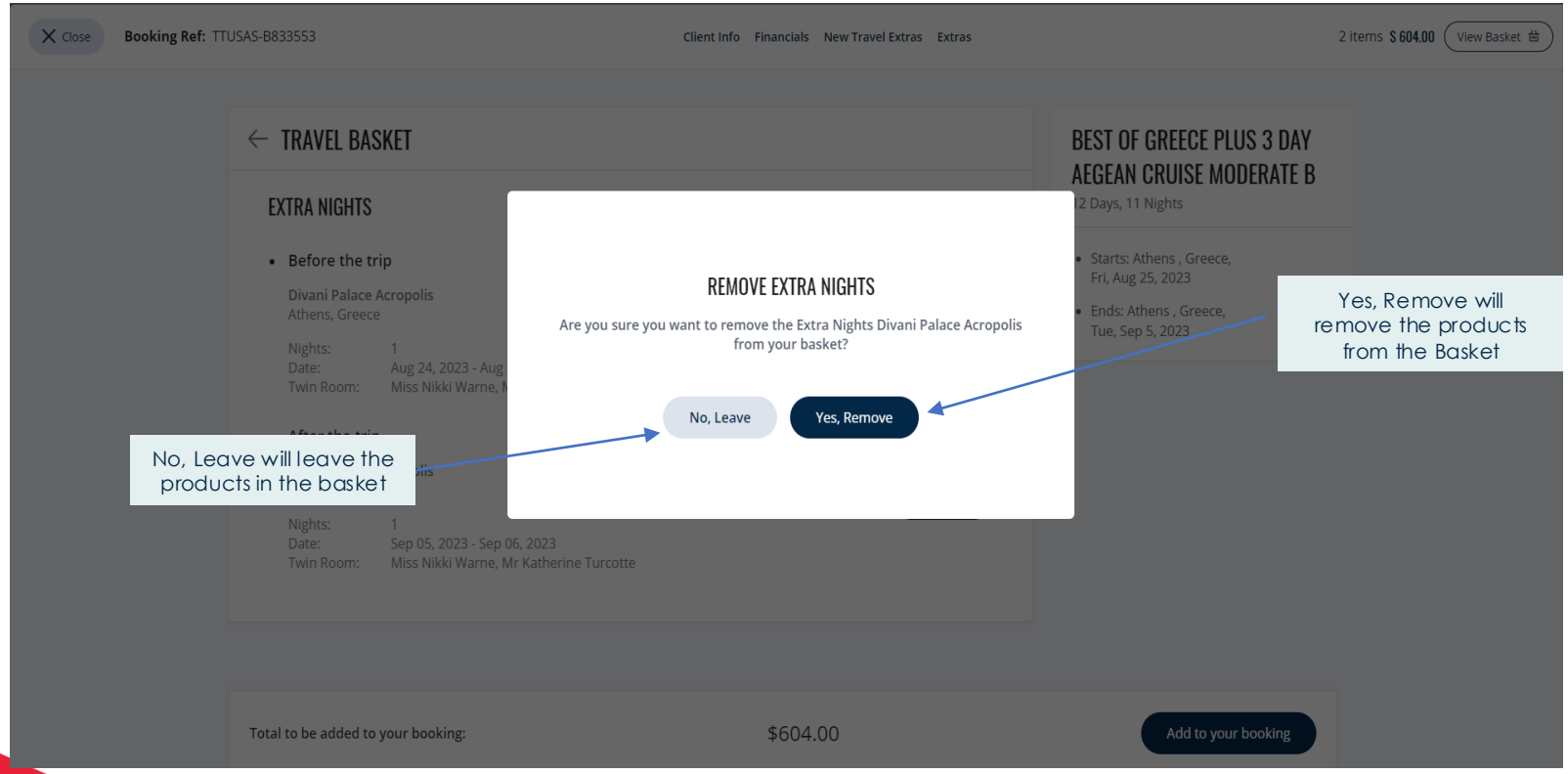
The Agent can now review the products in the Basket before adding them to the booking.

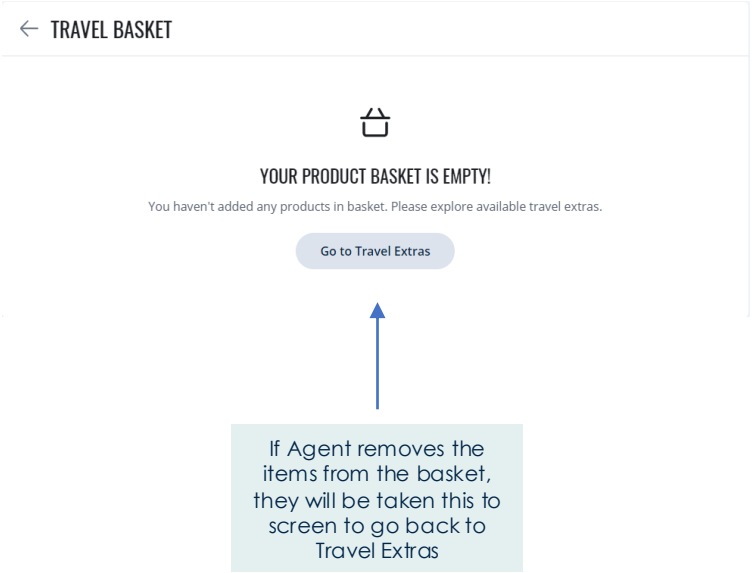


EXTRA NIGHTS

Travel Basket – Removing products

If the Agent removes a product from the Basket, they will get a modal to ask them to confirm they want to remove the product.

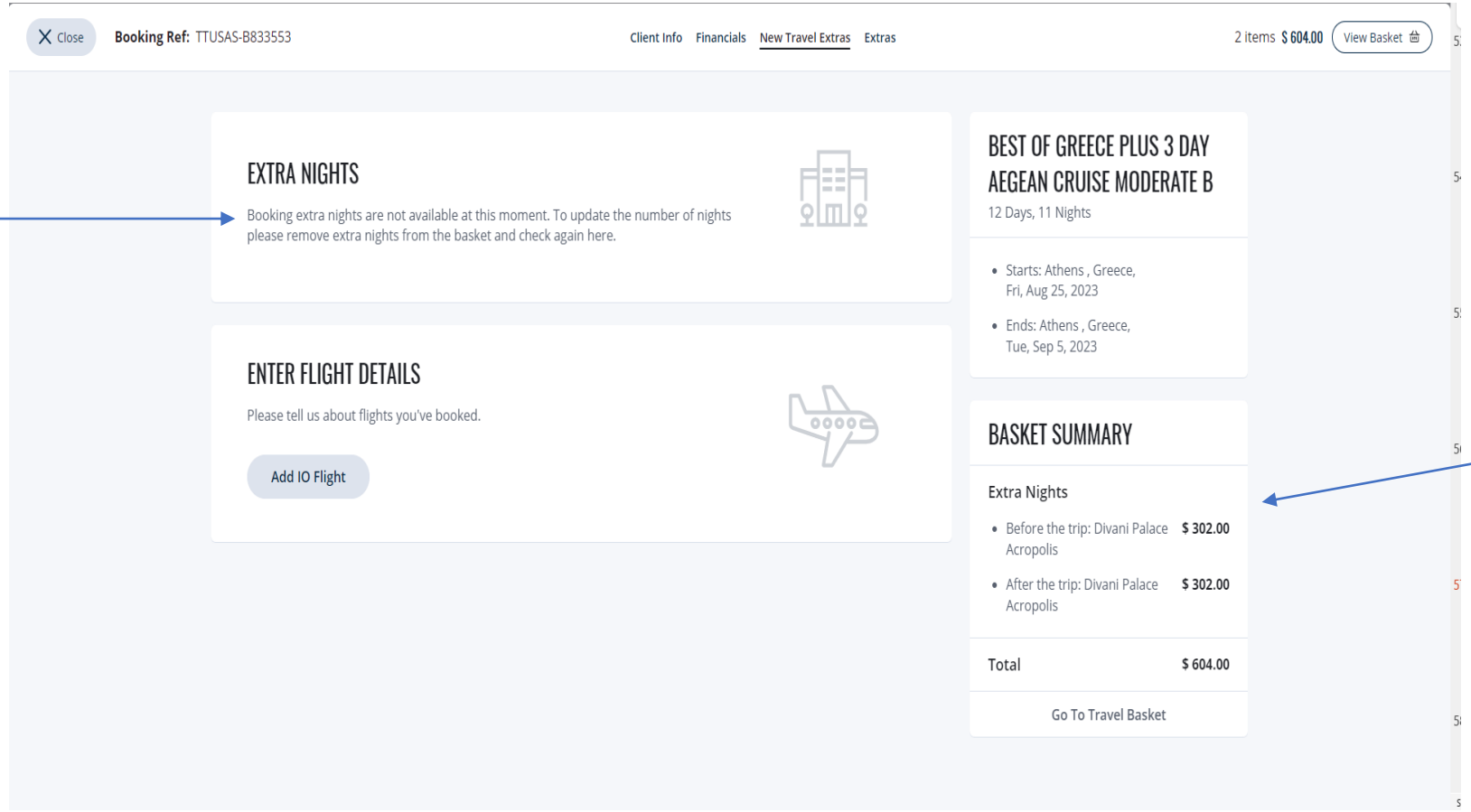




EXTRA NIGHTS

Travel Basket – Holding the state of the basket

If the Agent is in the basket and moves to a different area of the booking (i.e Client info) we will hold the state of the basket.
When they come back to New Travel Extras we will display a message they need to view the basket to update the accommodation.



As we have accommodation for all guests in the basket they can not add again from this section

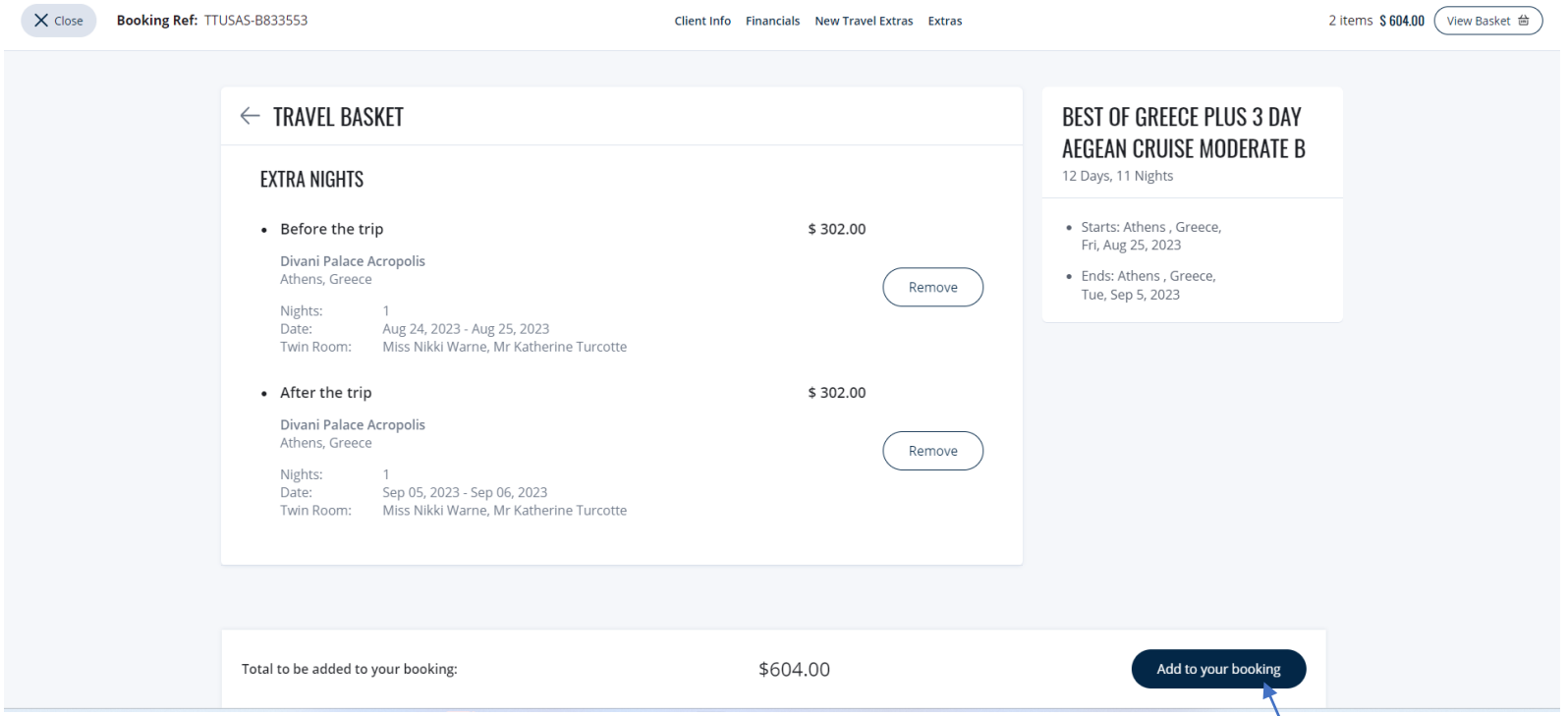
Total of items in the Basket

Nights are still in the basket

EXTRA NIGHTS

Travel Basket – Add to Booking

The user should click on Add to your Booking button to add to the booking once they have reviewed

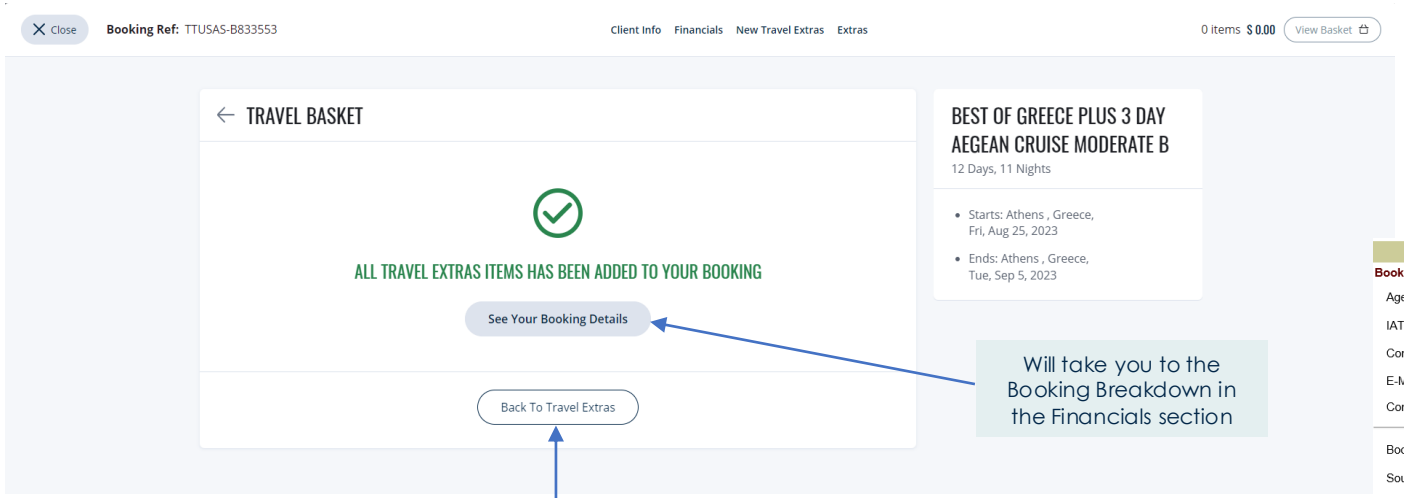


Add to your Booking

EXTRA NIGHTS

Travel Basket – Success! Extra nights add to the booking

Extra nights have been successfully been added to the Tropics booking.



Extra nights have been booked in Tropics

Booking Itinerary

Booking ID : B833553 — **Currency : USD**

Agency Name	Mels Test Agency - Bondi Junction		Consortium					
IATA Code			Phone	0061	290	907331851	Fax	44 20
Consultant Title	Miss	First Name: nikki	Middle Name				Last Name	warne
E-Mail	tropicsuat@travcorp.ca		State	New South Wales			Country	Australia
Consultant E-Mail	tropicsuat@travcorp.ca		Agency Address	Change Consultant / Create Agency / Search				

Booking Date 03-Apr-2023 — Booking Channel iTropics — Booking Type Client Booking TA

Source Code — Search — External Agent Ref — Print Client Documents — Registration Complete

No. of Clients

* Adults 2 — Teens / Children — Client Profile Nikki Warne (Go) — Lead Client Nikki Warne (Client Details)

Itinerary Details

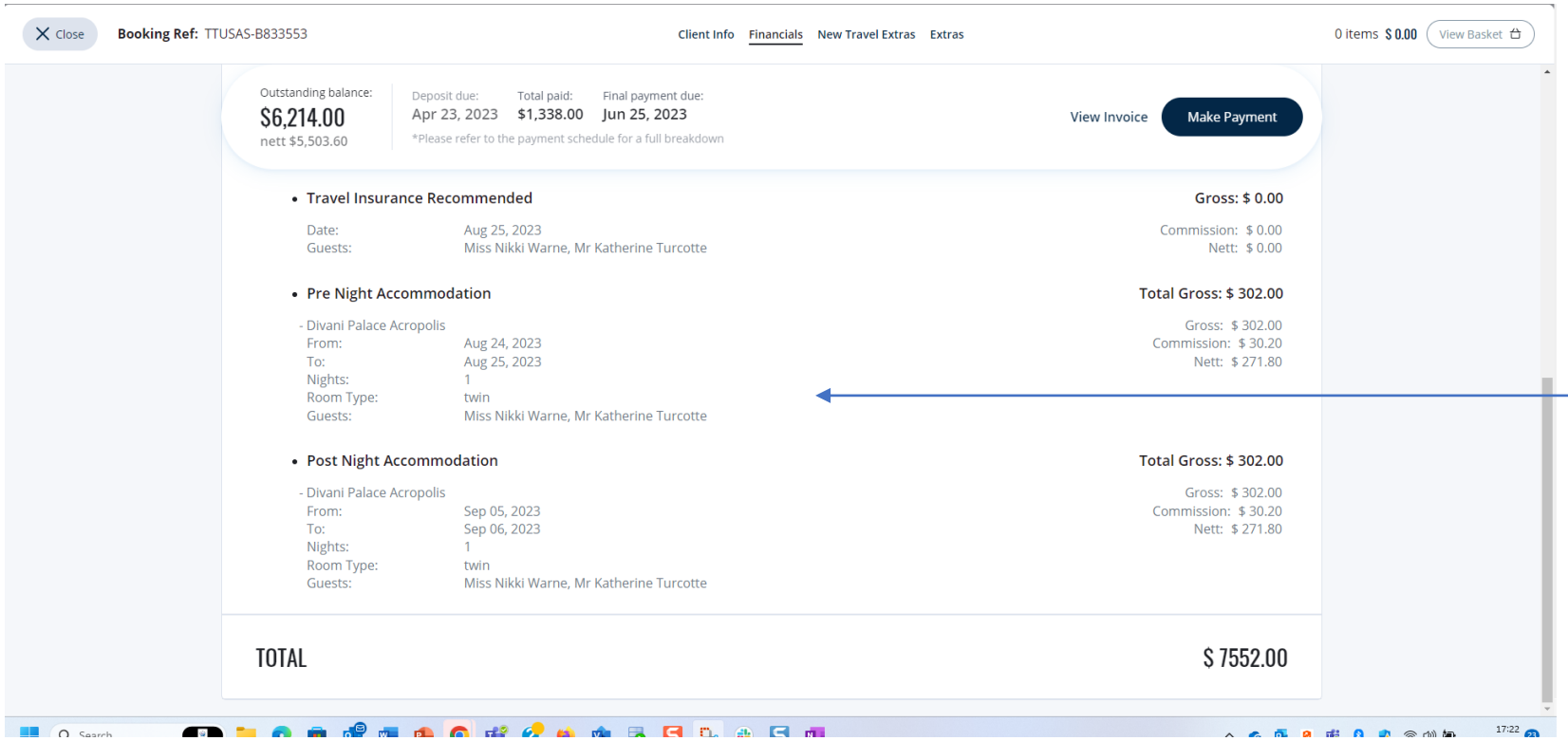
Start Date	End Date	Dur	Product Type	Product Code	Product Name	No. of Clients	From	To	Depart/ Arrival	Status	Gross Price [Including Discount]	Comm	GST/HST/ VAT	Disc
24-Aug-2023	25-Aug-2023	1	HTL	TAT8SDA	Divani Palace Acropolis	2	ATH			CF	302.00	30.20		
25-Aug-2023	25-Aug-2023		MISC	TMIR06	Travel Insurance Recommended	2	VCTY	VCTY		CF	0.00	0.00		
25-Aug-2023	25-Aug-2023		MISC	TS8DK3D	Drinks Package 3 day Cruise	2	ATH	ATH		CF	150.00	0.00		
25-Aug-2023	05-Sep-2023	11	MCT	AGAM1MZN18	Best of Greece Plus 3 Day Aegean Cruise Moderate B	2	ATH	ATH	1800 / 0800	CF	6,500.00	650.00		
			Tax		Cruise Port Tax						298.00	0.00		
05-Sep-2023	06-Sep-2023	1	HTL	TAT8SDA	Divani Palace Acropolis	2	ATH			CF	302.00	30.20		
										Fees	0.00			
										Total Gross Booking Price	7,552.00	710.40	0.00	
										Nett Booking Price	**6,841.60**			

Documents Issue Date -- — Amount Paid 1,338.00 — Balance Due 5,503.60

EXTRA NIGHTS

Financials tab - Updated under the Trips section

Extra nights have been updated in the breakdown on the financials tab.



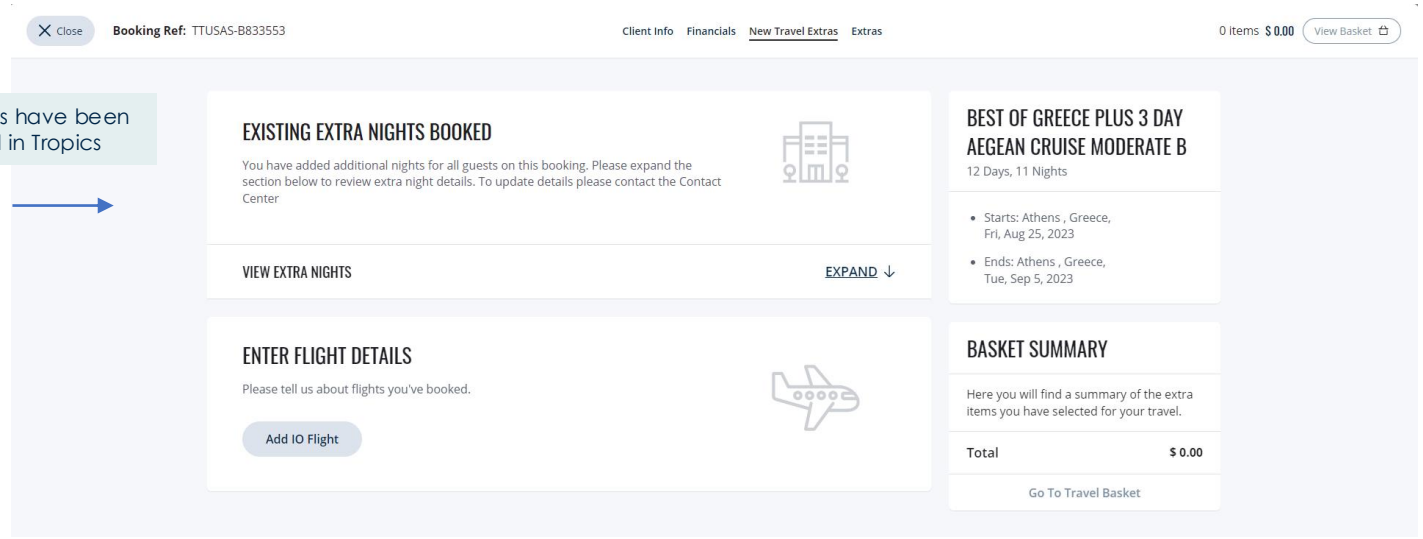
Extra nights have been booked in Tropics and are showing on the Booking Summary of Products

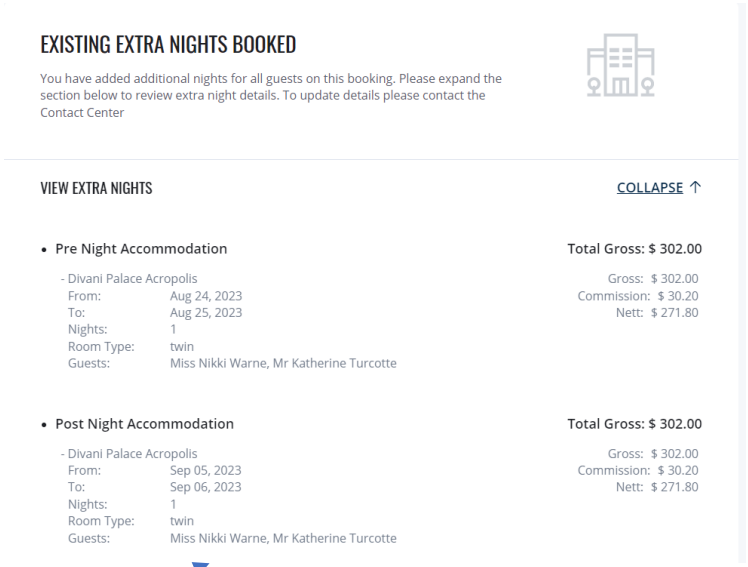
EXTRA NIGHTS

Travel Extras Home Page - Updated to show existing extra nights

When extra nights have been added for all guests then we will update the home page to advise all guest have extra nights. They can expand the section to look at the details.

Extra nights have been booked in Tropics



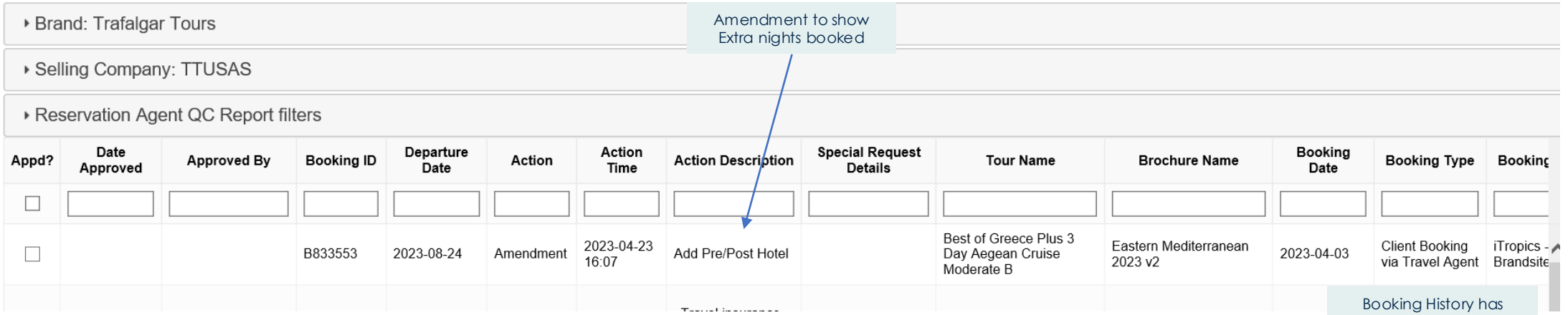


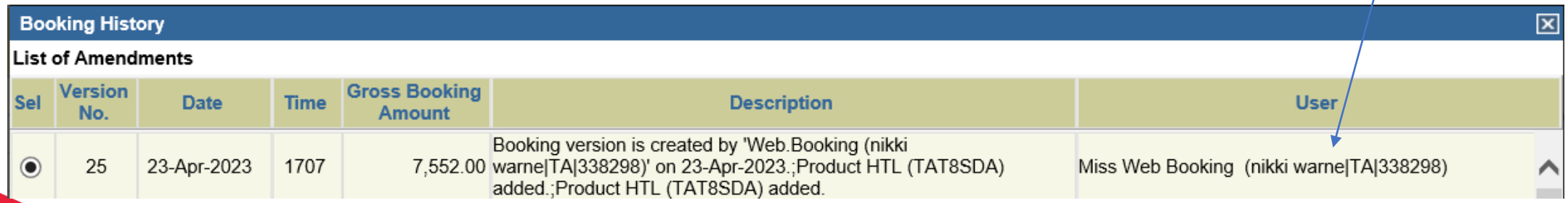
View extra nights Summary of all extra nights booked

EXTRA Nights

QC Report/Tropics

The QC report will be updated to show the Extra nights have been booked and the booking history will show it was done online

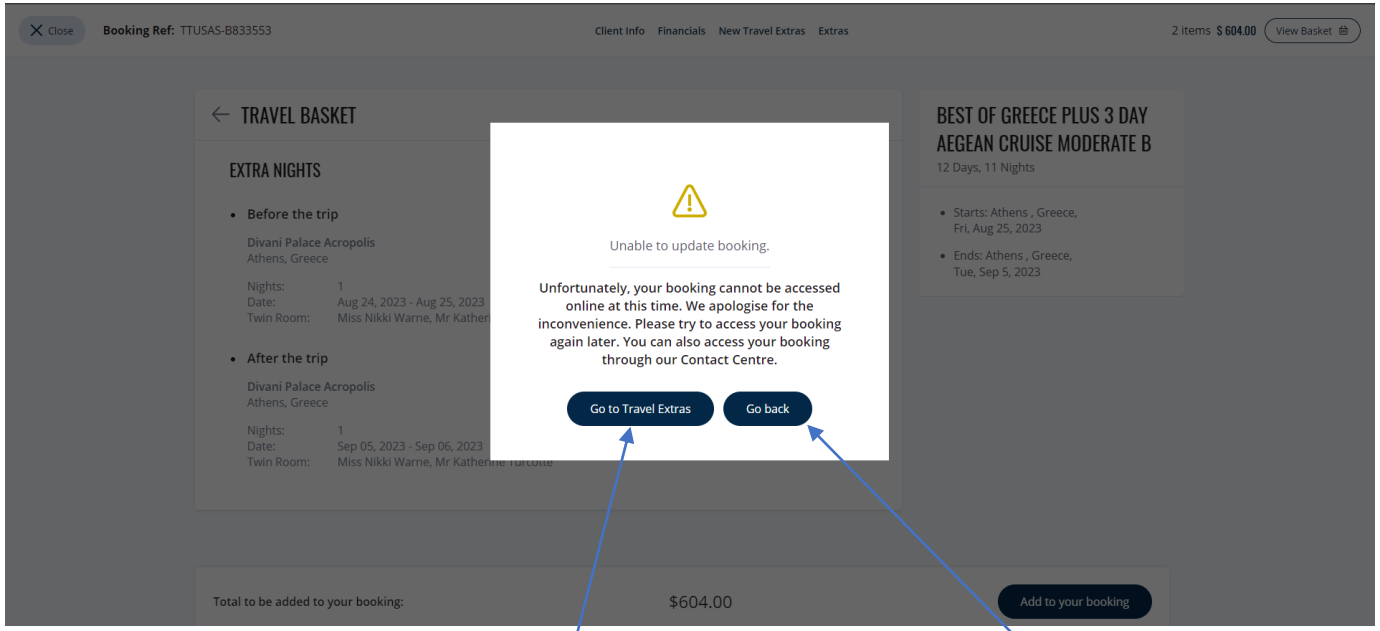




EXTRA NIGHTS

Travel Basket – Failure! Extra nights have not been added to the booking

If we are unable to add the Extra Nights to the booking the Agent will receive this modal to advise we were unable to book. This could be due to a Res Agent in the booking, Tropics down or v4 Services are down



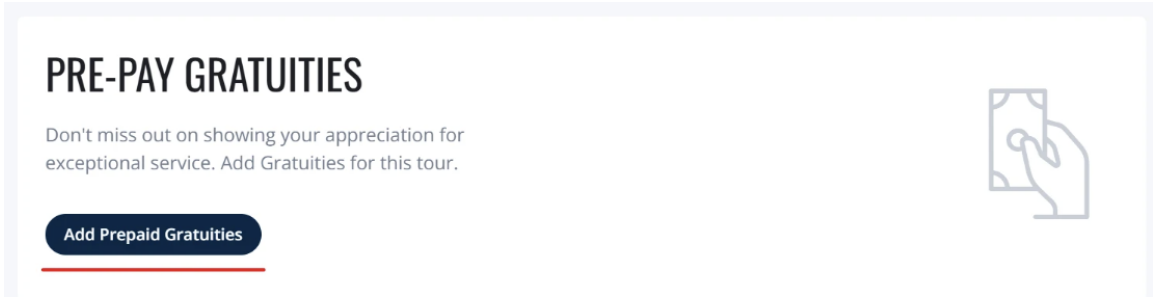
Will take you back to the Travel Extra's home page

Will take you back to the page to try and add the accommodation again to the booking

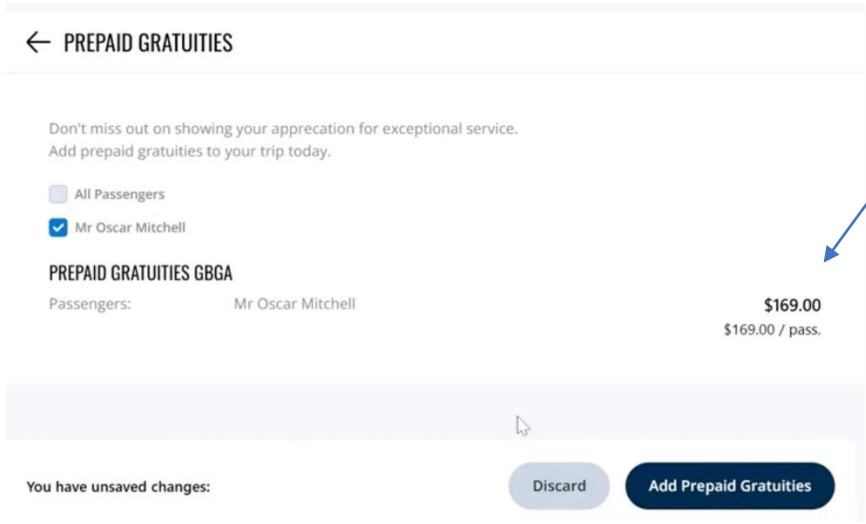
PREPAID GRATUITIES

Add prepaid gratuities to a booking
(not applicable to AAT Kings bookings)

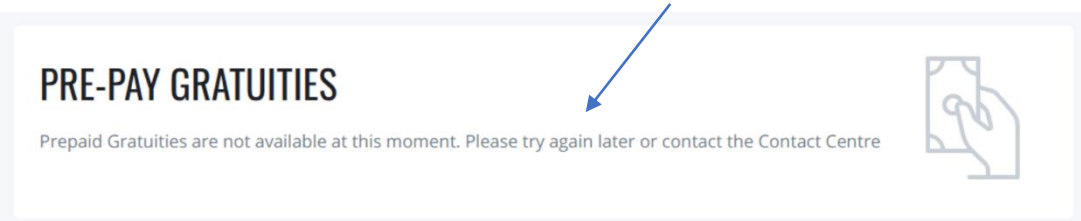
Prepaid gratuities let your clients pay their trip gratuities before they travel. In Travel Extras, select the Prepaid Gratuities tile, choose the passengers (all passengers are selected by default) and add them to the Travel Basket.
Then go to the Travel Basket and click "Add to your booking", in the same way as extra nights.



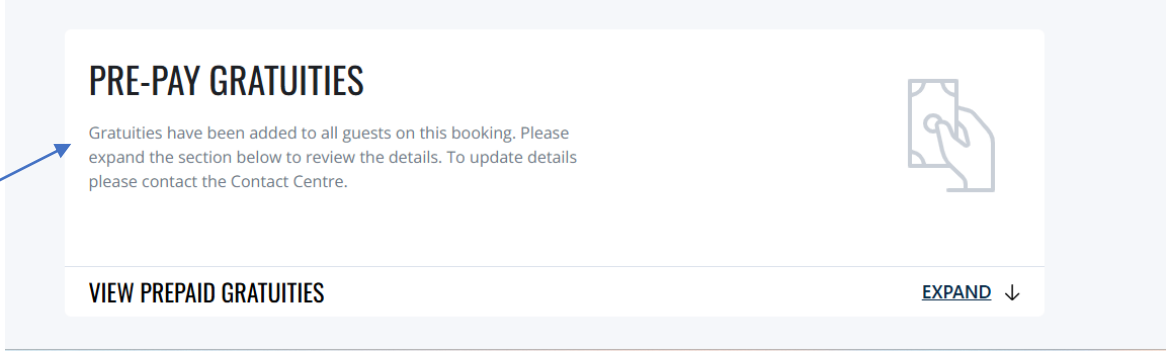
The price shows per passenger and as a total for all selected passengers



If prepaid gratuities aren't available for a booking, for example close to departure, the tile tells you



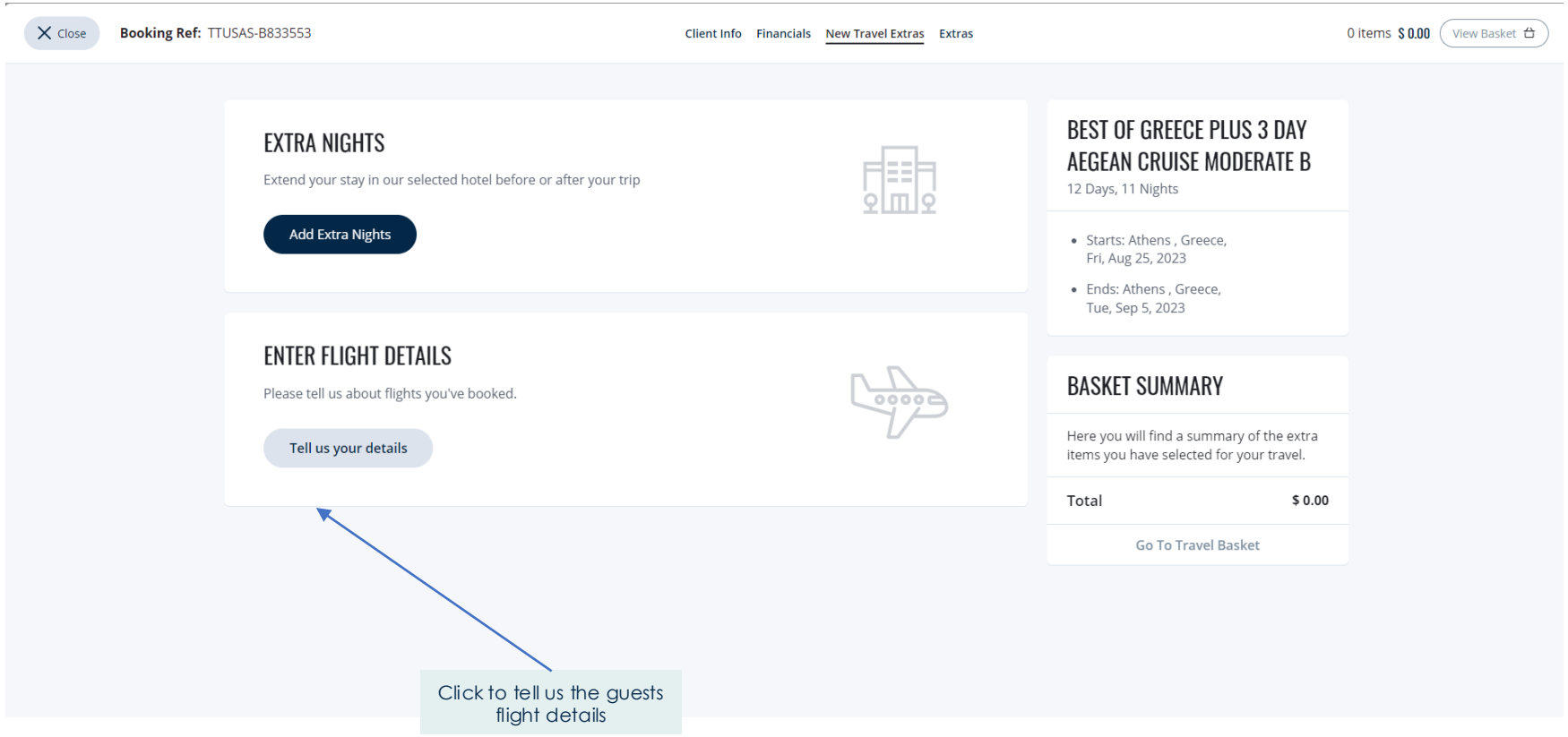
When gratuities are added to the booking



TELL US ABOUT YOUR FLIGHTS

Enter flight details – Tell us about flights you have booked

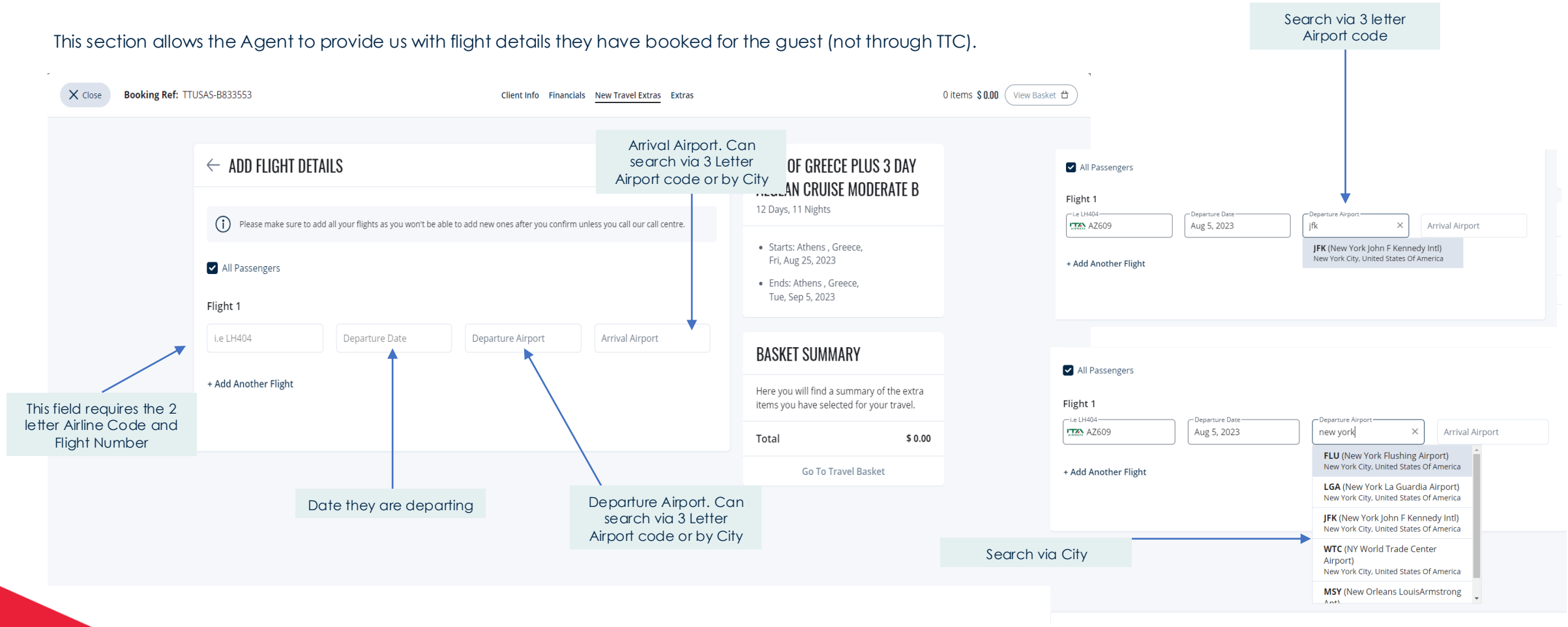
This section allows the Agent to provide us with flight details they have booked for the guest (not through TTC).



TELL US ABOUT YOUR FLIGHTS

Enter flight details – Tell us about flights you have booked

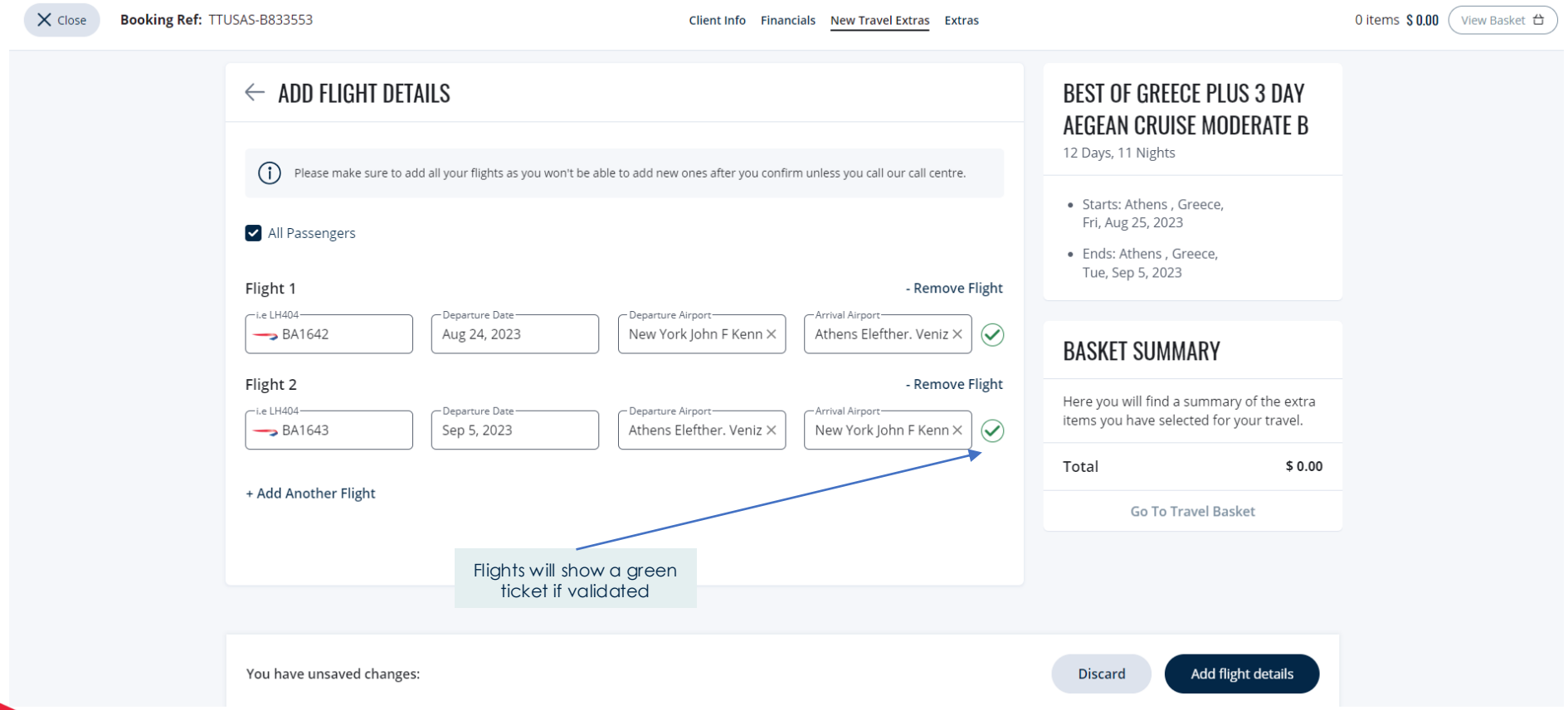
This section allows the Agent to provide us with flight details they have booked for the guest (not through TTC).



TELL US ABOUT YOUR FLIGHTS

Validating flights

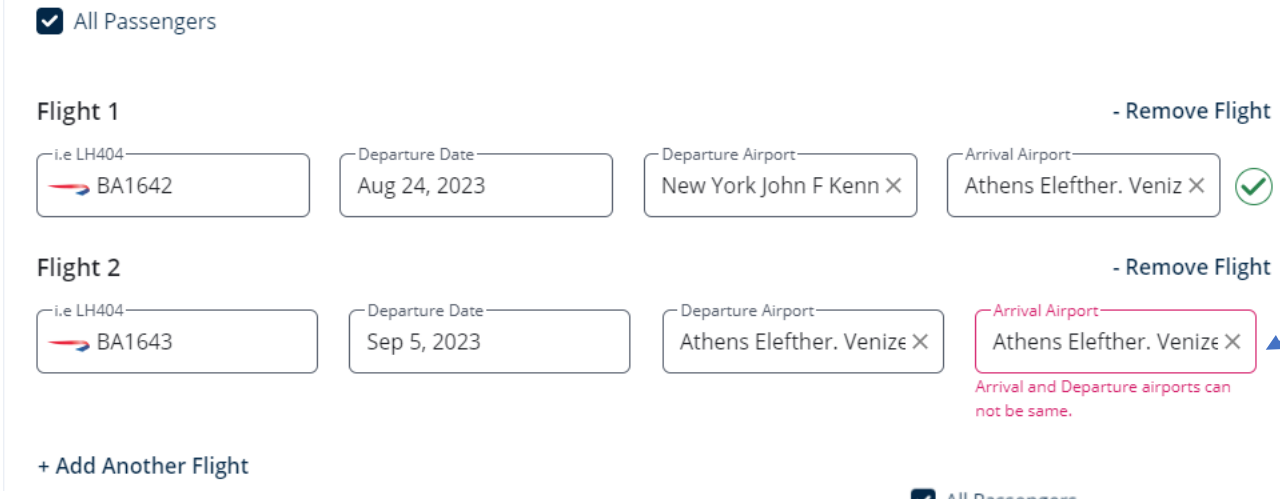
We will validate the flight details provide with Amadeus.
If the flights are valid, they will get a green tick and then the user can add another flight or Add flight details to the booking.



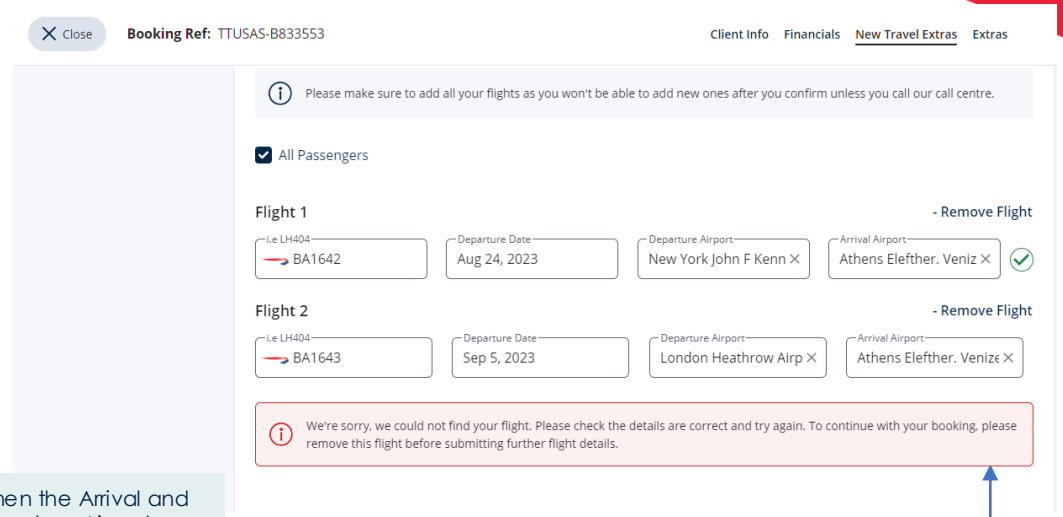
TELL US ABOUT YOUR FLIGHTS

Validating Errors

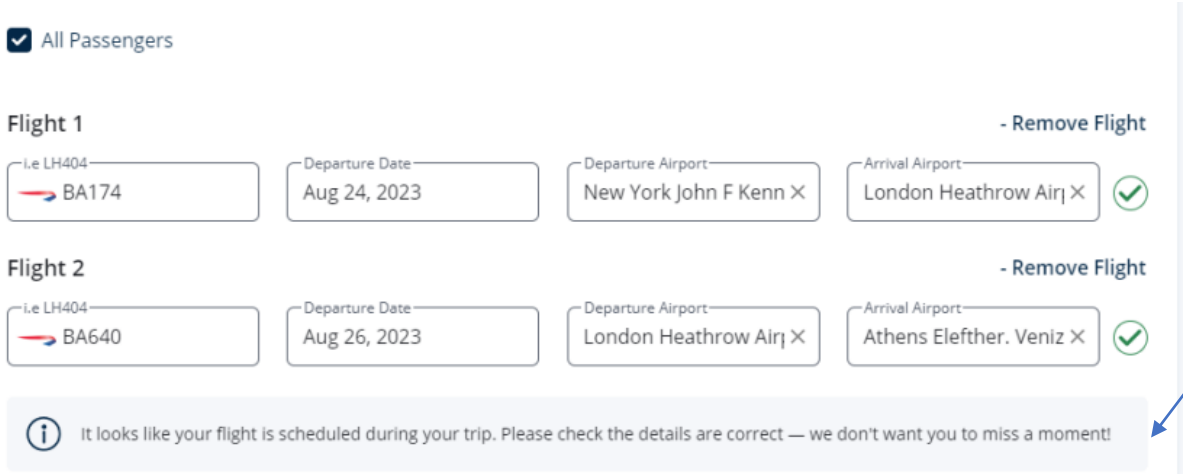
We will validate the flight details provide with Amadeus.
If the flights are not valid you will see the following messages.



When the Arrival and departure Airport are the same



When a flight can not be validated

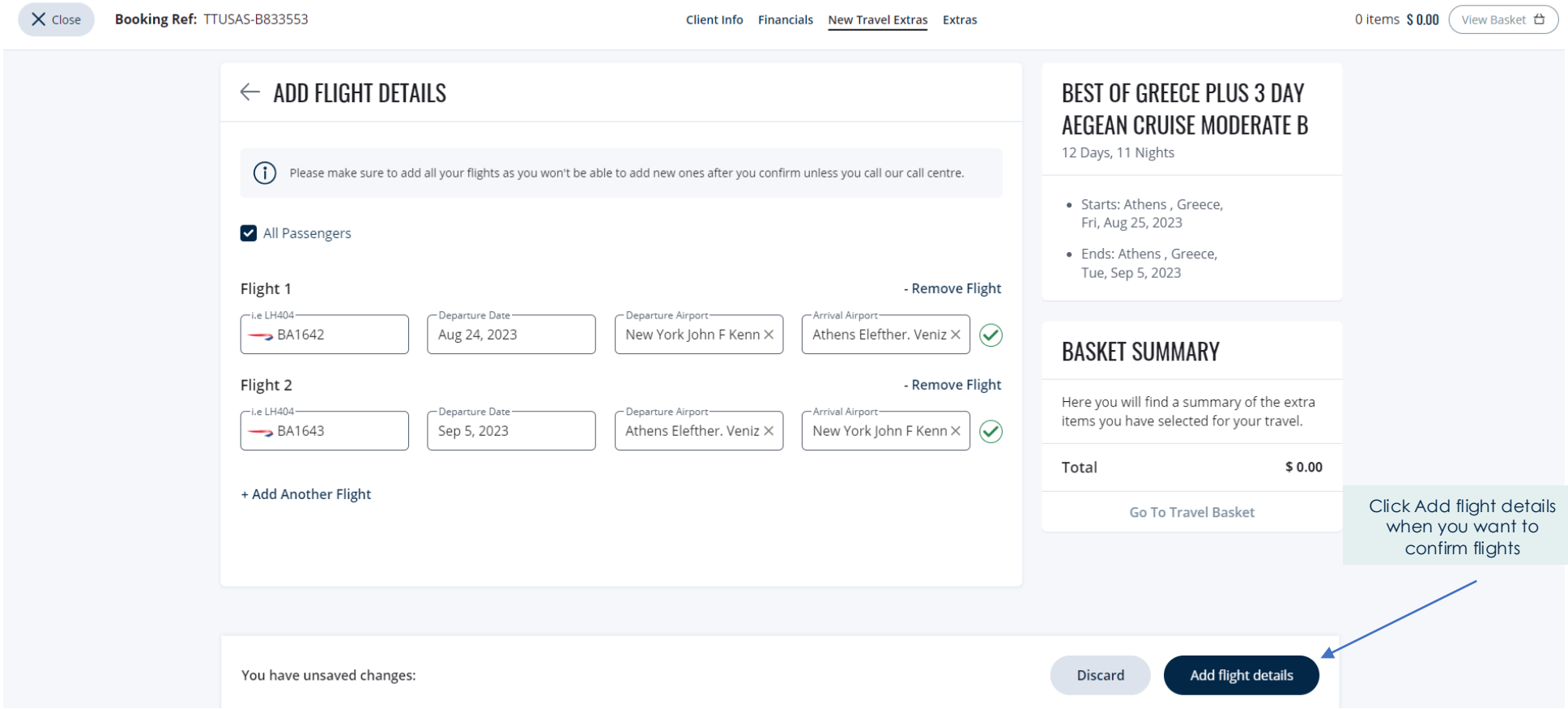


When the flight is scheduled during the trip

TELL US ABOUT YOUR FLIGHTS

Add Flight details

We will validate the flight details provide with Amadeus.
If the flights are valid, they will get a green tick and then the user can add another flight or Add flight details to the booking.

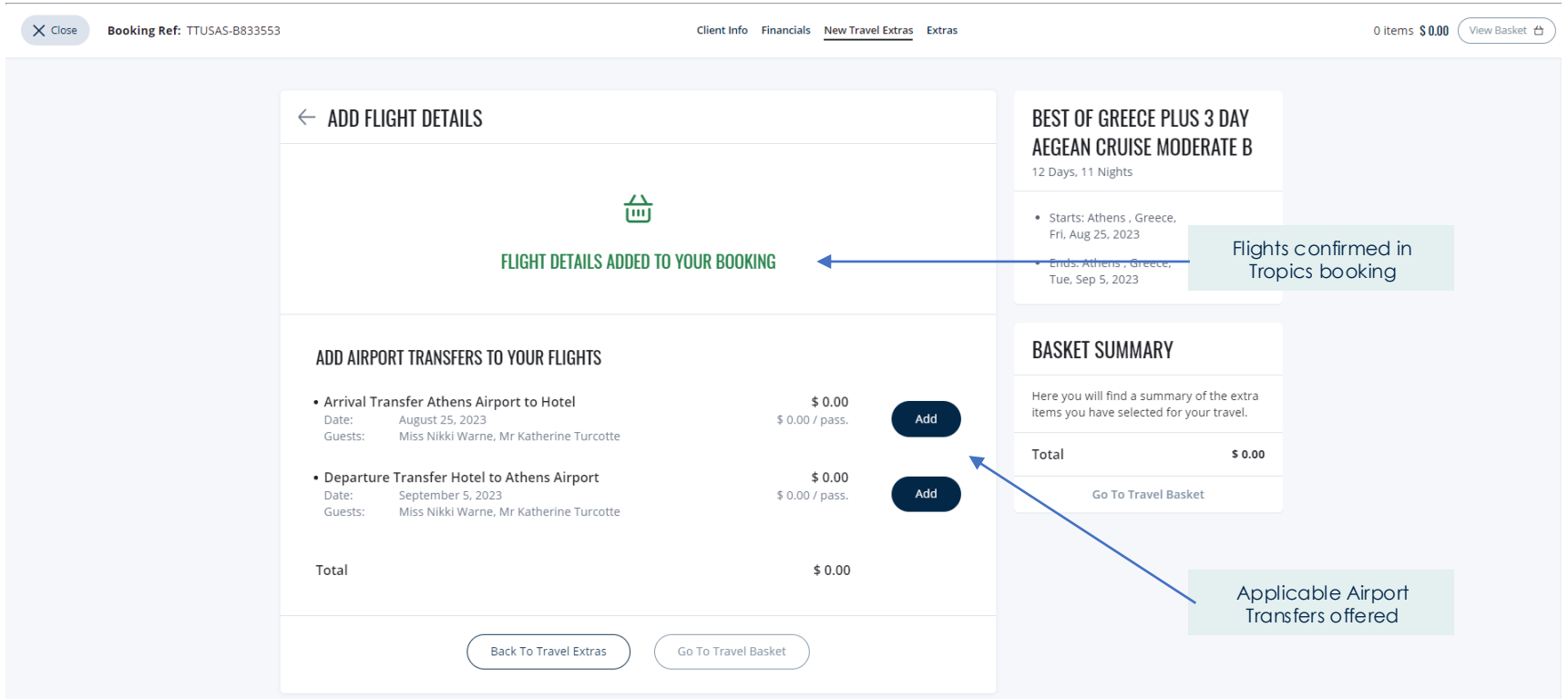


TELL US ABOUT YOUR FLIGHTS

Flight details added to your booking

We will automatically add the information only flights to the Tropics booking.

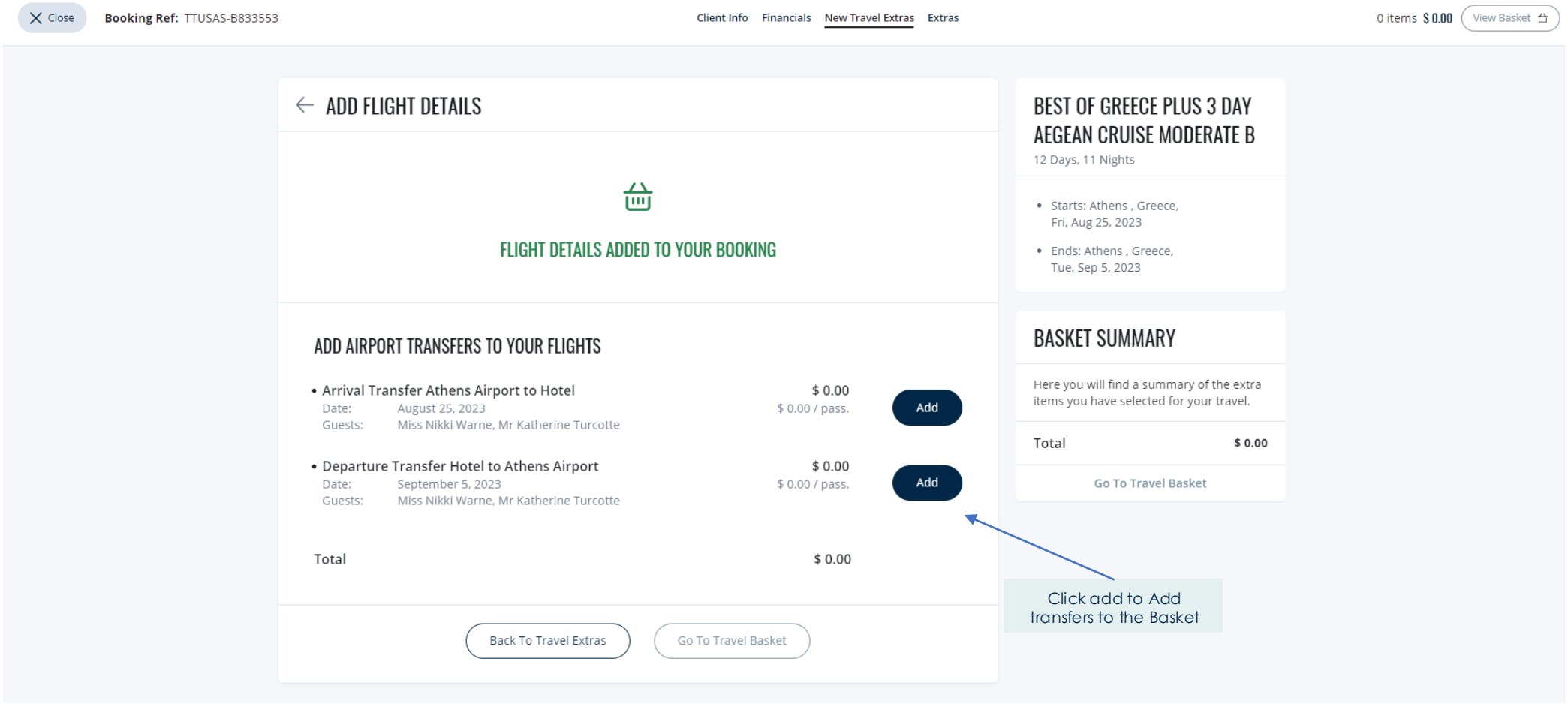
If there are any transfers that match the flights available, the add Airport Transfer section will appear



TELL US ABOUT YOUR FLIGHTS

Add Transfers

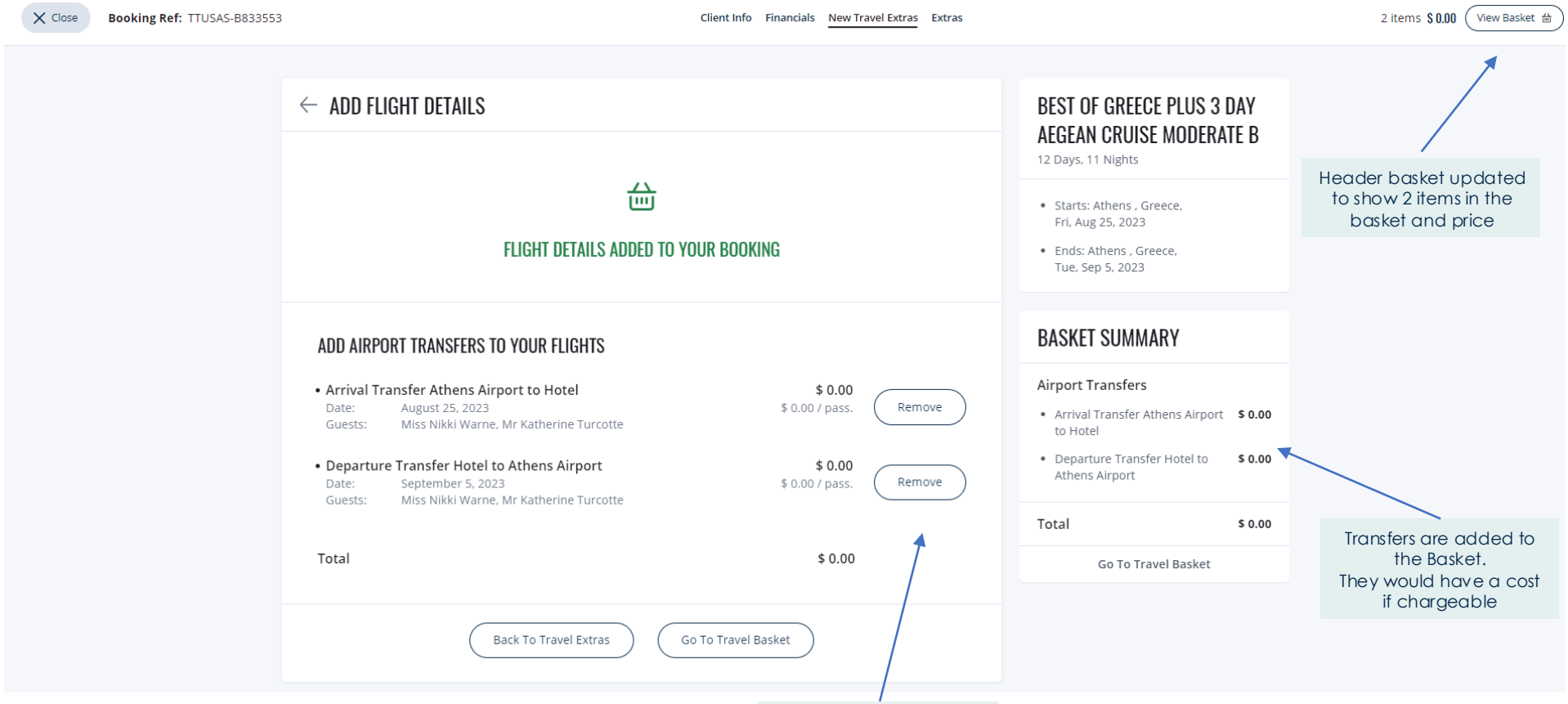
The Travel Agent can add applicable transfers to the booking .



TELL US ABOUT YOUR FLIGHTS

Add Transfers to the Basket

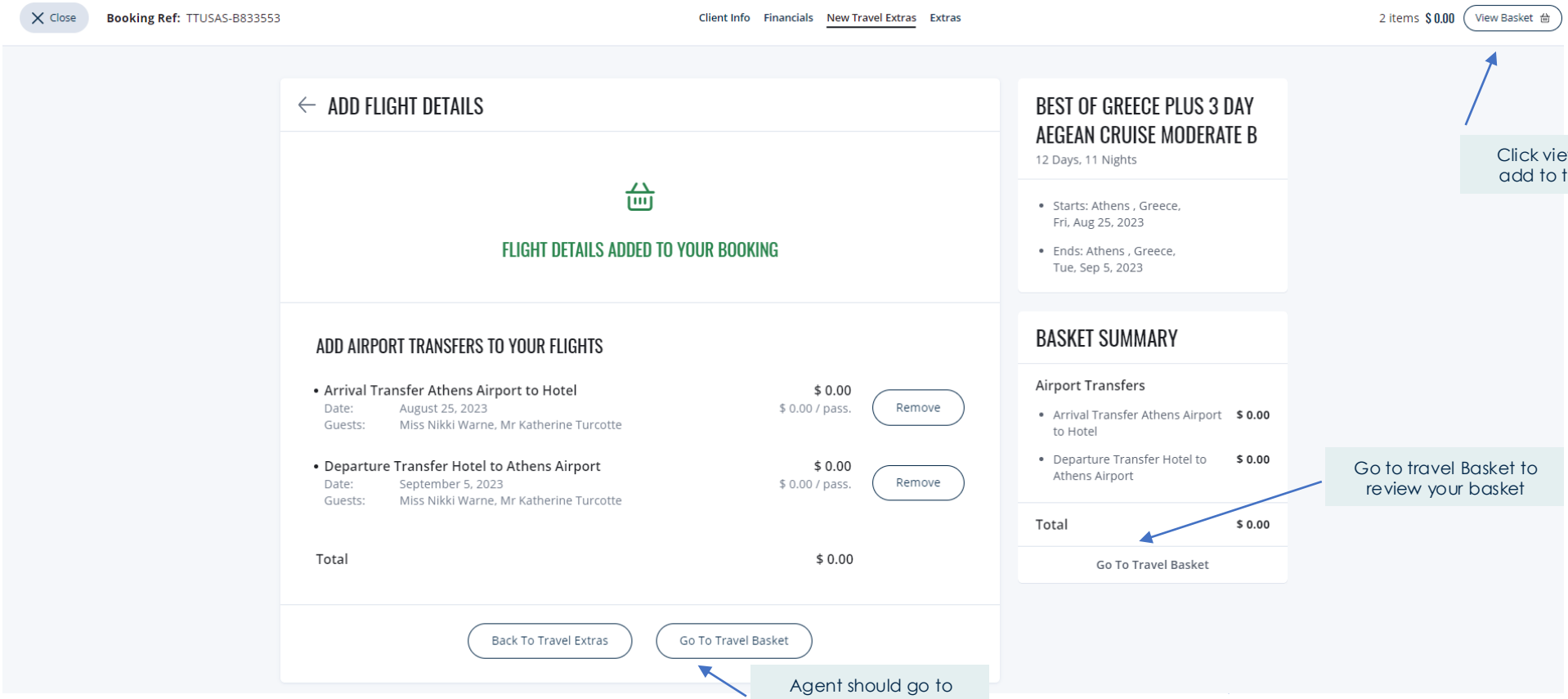
Once the transfers are in the basket, they will appear in the Basket Summary.
They will be able to remove the transfer from the basket if they no longer want to add



TELL US ABOUT YOUR FLIGHTS

Add Transfers to the Basket

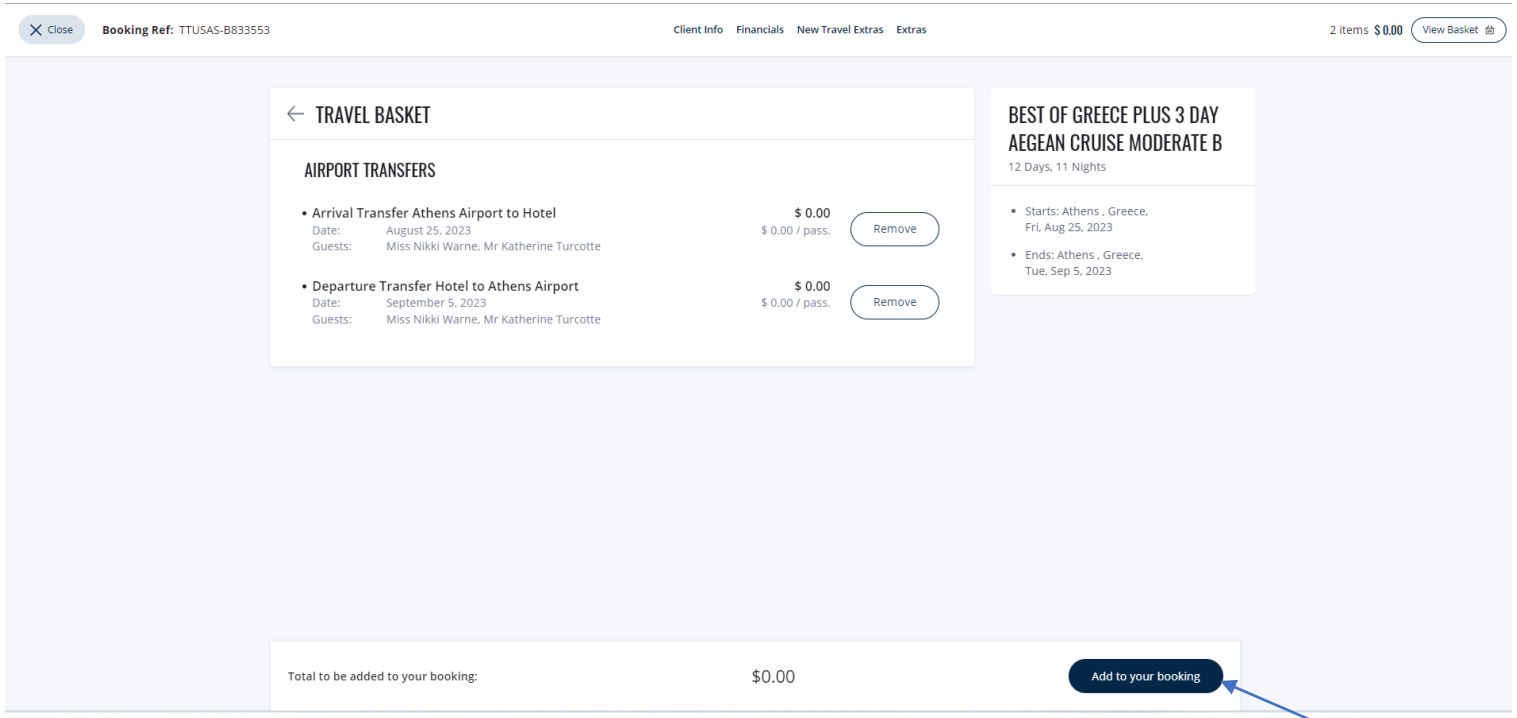
Once the transfers are in the basket, they will appear in the Basket Summary.
If the Agent is happy with the transfers, they should click on Travel Basket to then add them to the booking



TELL US ABOUT YOUR FLIGHTS

Add Transfers to the Booking

The Agent should review the Travel Basket to then add them to the booking

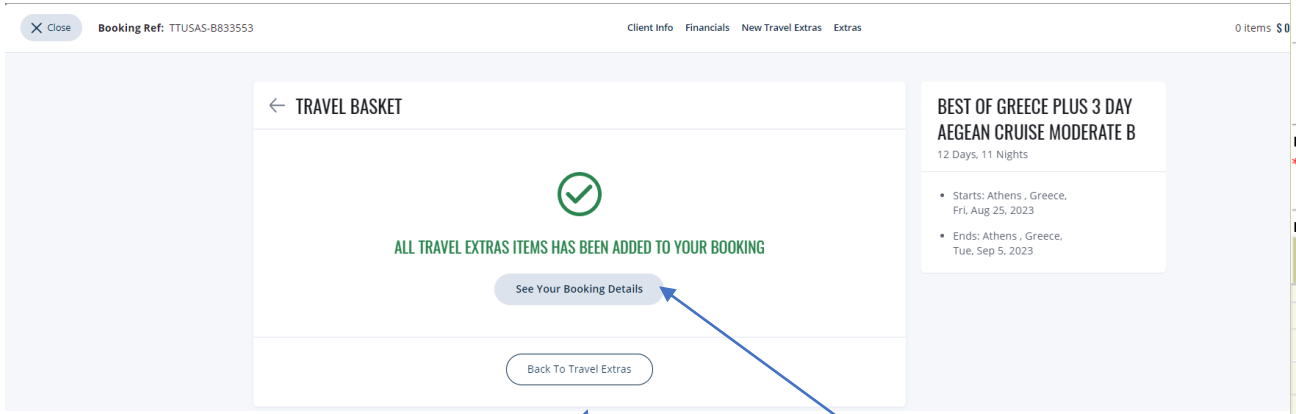


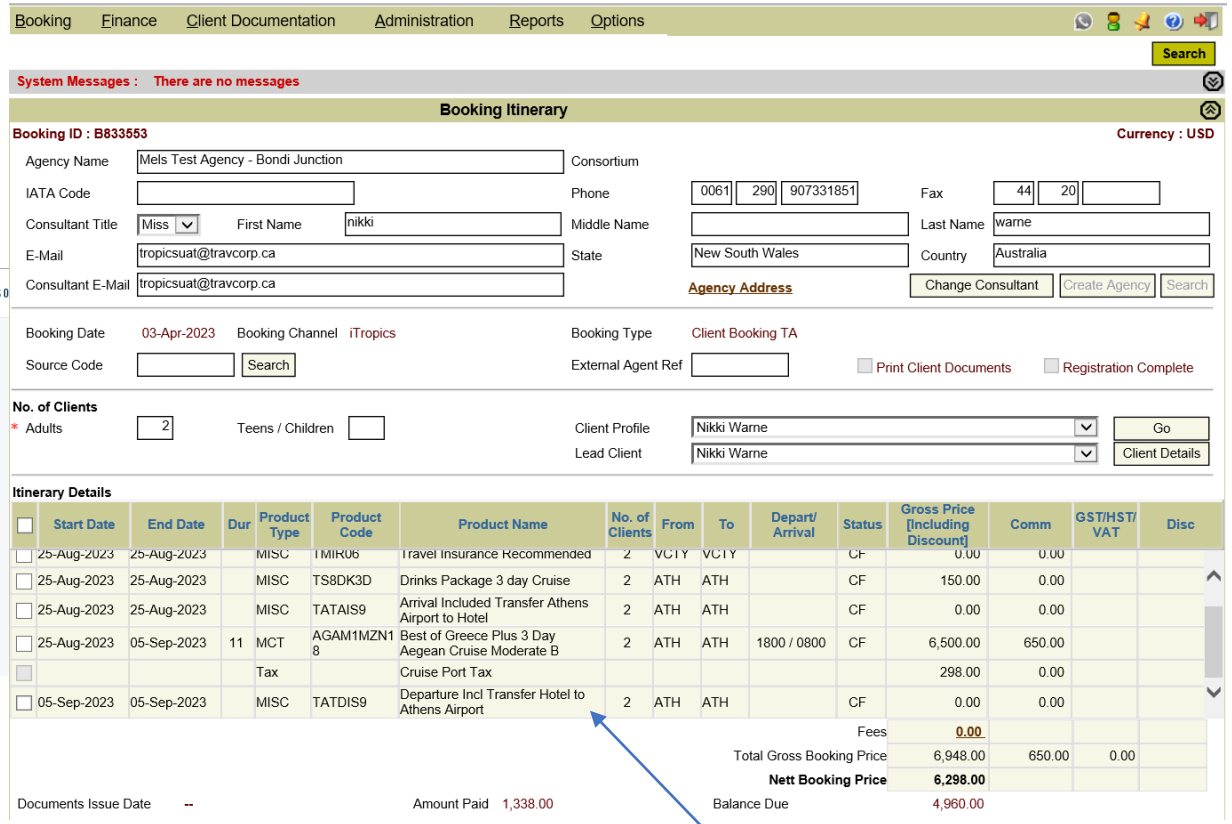
Click add to Add transfers to the Basket

TELL US ABOUT YOUR FLIGHTS

Add Transfers to the Booking

Success message that all transfers have been added to the Booking.
The Tropics booking has been updated to reflect the Transfers





Will take you back to the home screen of the Travel Extras

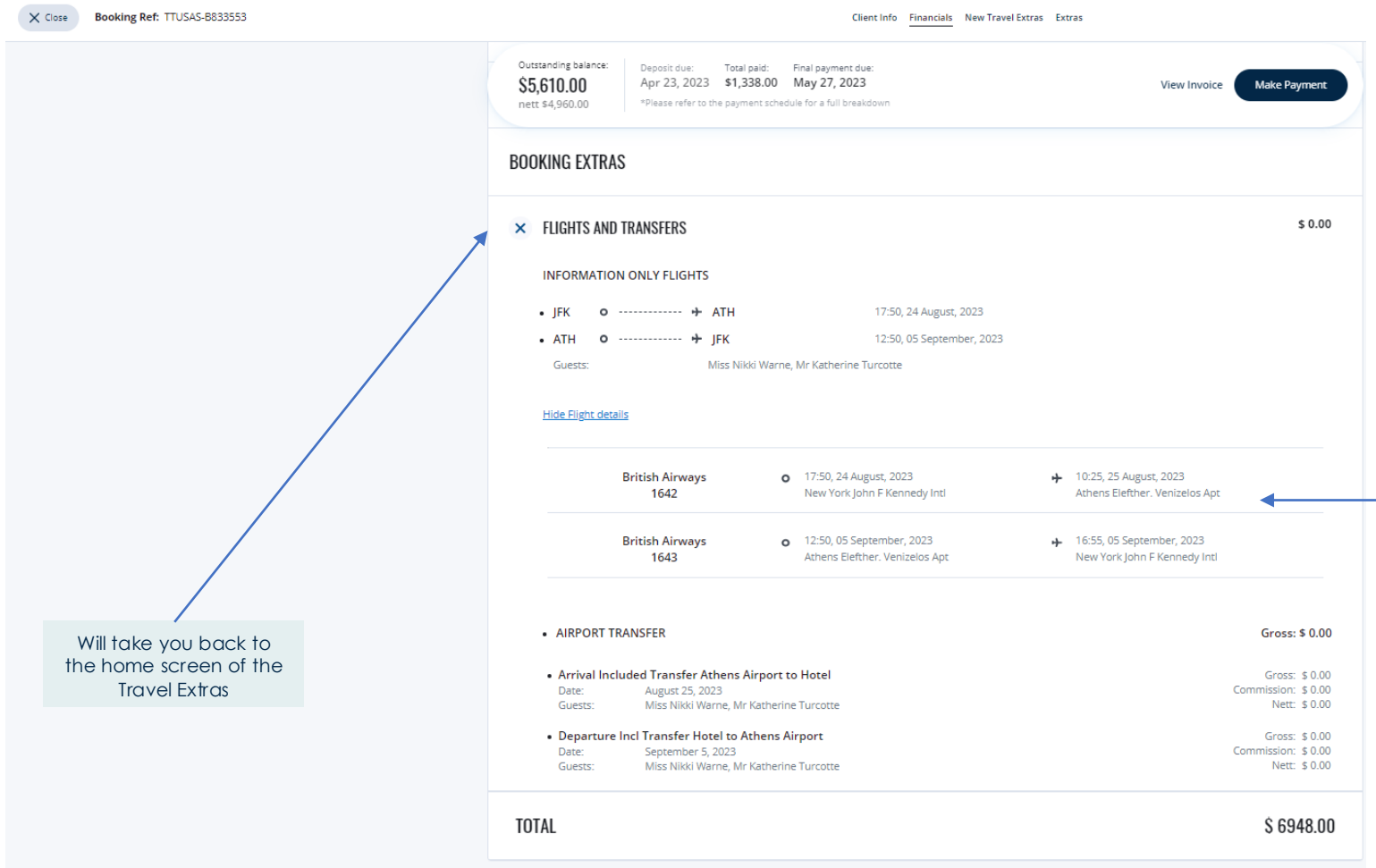
Will take you to the Financial section to view the Booking Details

Transfers added to the Tropics Booking

TELL US ABOUT YOUR FLIGHTS

Financials tab - Updated under Flights and Transfers

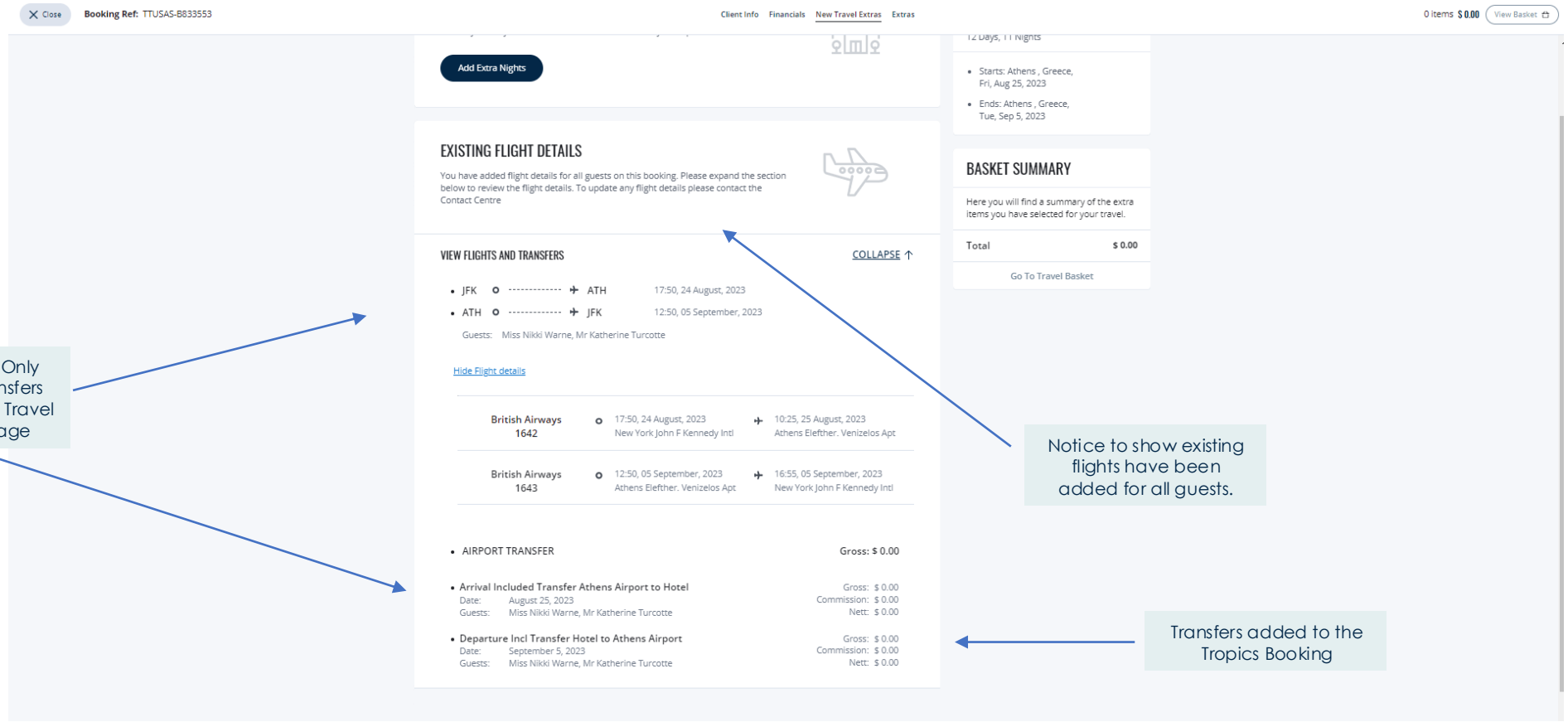
Information Only flights and Transfers have been updated in the breakdown on the financials tab.



TELL US ABOUT YOUR FLIGHTS

Travel Extras Home Page - Updated to show existing extra nights

When Information Only flights and Transfers have been booked for all guests then we will update the home page to advise all guest have extra nights. They can expand the section to look at the details.



Any Information Only Transfers and Transfers are display on the Travel Extra's home page

Notice to show existing flights have been added for all guests.

Transfers added to the Tropics Booking

TELL US ABOUT YOUR FLIGHTS

QC Report and Tropics History

The QC report will be updated to show the Flight Information and the Transfers that have been booked, this will show its been booked online.

Amendment to show IO flights added and Transfers

☐			B833553	2023-08-24	Amendment	2023-04-23 20:43	Add IO Flights		Best of Greece Plus 3 Day Aegean Cruise Moderate B	Eastern Mediterranean 2023 v2	2023-04-03	Client Booking via Travel Agent	iTropi Brand
☐			B833553	2023-08-24	Amendment	2023-04-23 20:52	Add Airport Transfer		Best of Greece Plus 3 Day Aegean Cruise Moderate B	Eastern Mediterranean 2023 v2	2023-04-03	Client Booking via Travel Agent	iTropi Brand

Booking History

List of Amendments

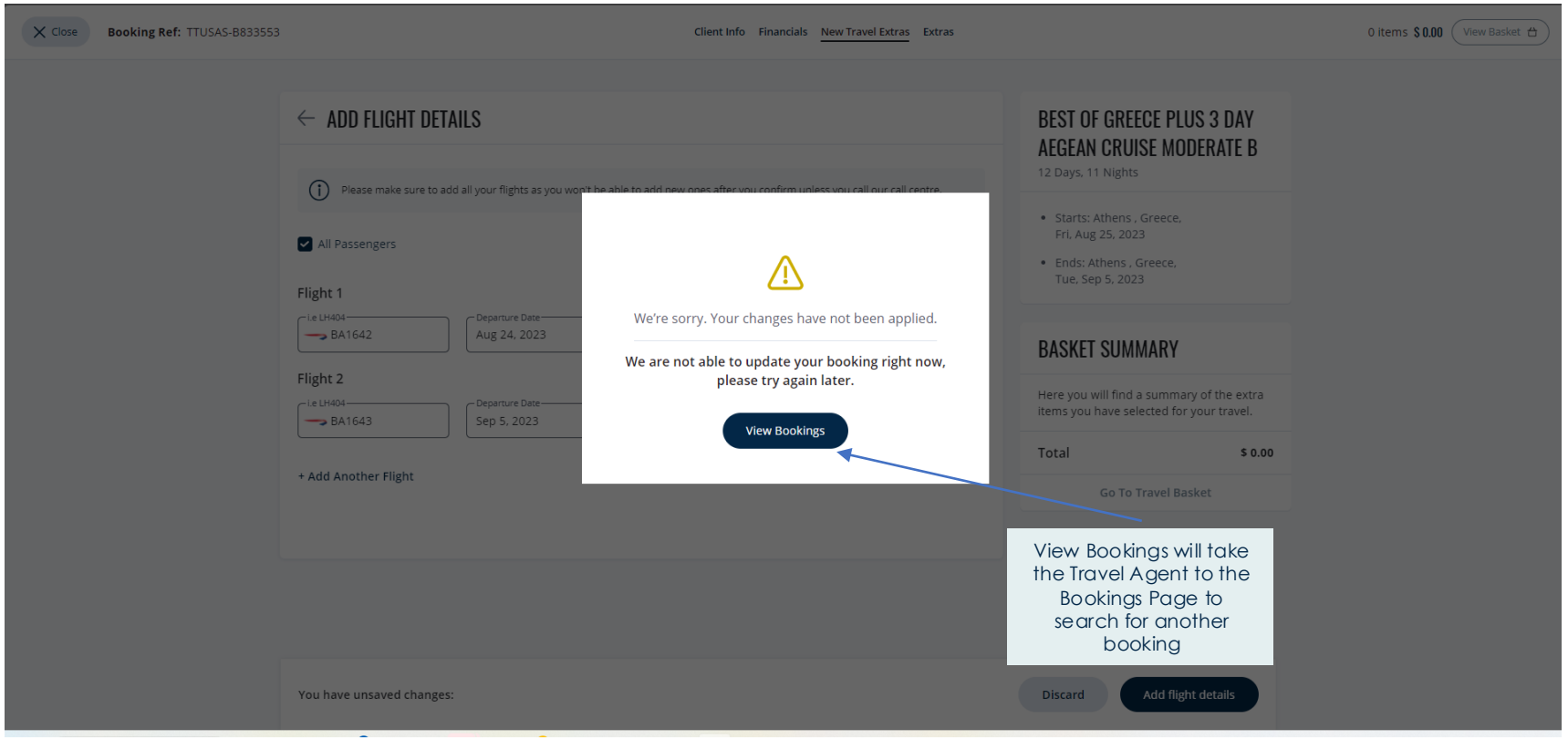
Sel	Version No.	Date	Time	Gross Booking Amount	Description	User
◉	34	23-Apr-2023	2152	6,948.00	Booking version is created by 'Web.Booking (nikki warne|TA|338298)' on 23-Apr-2023.;Product MISC (TATDIS9) added.;Product MISC (TATAIS9) added.	Miss Web Booking (nikki warne|TA|338298)
○	33	23-Apr-2023	2143	6,948.00	Booking version is created by 'Web.Booking (Web.Booking)' on 23-Apr-2023.;Product IOF added.	Miss Web Booking (Web.Booking)

History will show the updates were done online

TELL US ABOUT YOUR FLIGHTS

Flight details failed to be added to your booking

If we are unable to add the flight information to the booking the Agent will receive this modal to confirm we are not able to update.
This could be due to someone in the Tropics booking, v4 services are down, Tropics is down.



FLIGHTS

Flights can be booked only while making a new booking.

When making a booking

Add flights at the Extras step of the booking engine (see Booking a Trip).

After the booking is made

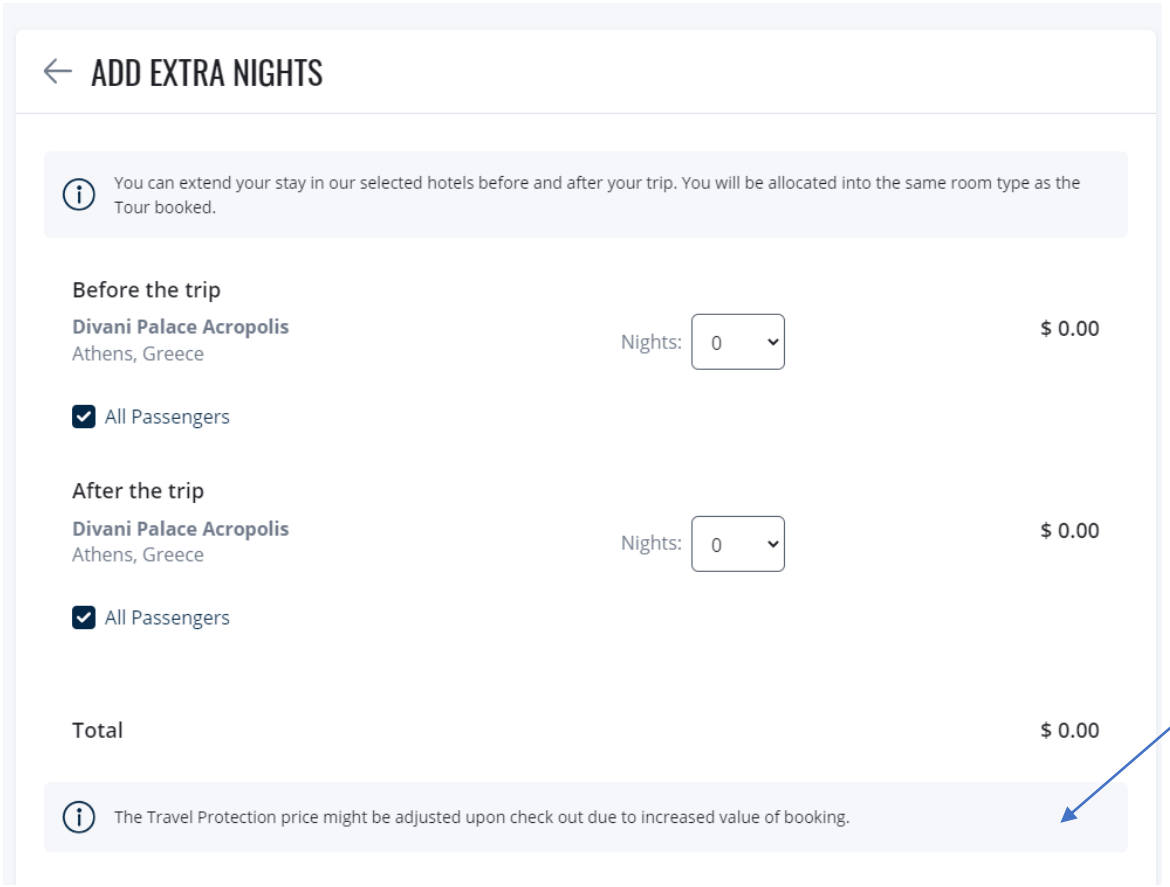
Flights can't be booked from Bookings or Travel Extras in TAP. If your clients have booked flights with another partner or platform, add them as information-only flights: go to Travel Extras and select Tell Us About Your Flights.

Once the flight details are added, any matching airport transfers are offered. Add them to the Travel Basket, then to the booking.

US Only – Travel Protection Upgrade

Travel Protection - Upgrade

US guests only. When the guest has Travel Protection on the booking and they are adding Extra's with a value, the Insurance cost might change. We need to advise the Agent the insurance might update.

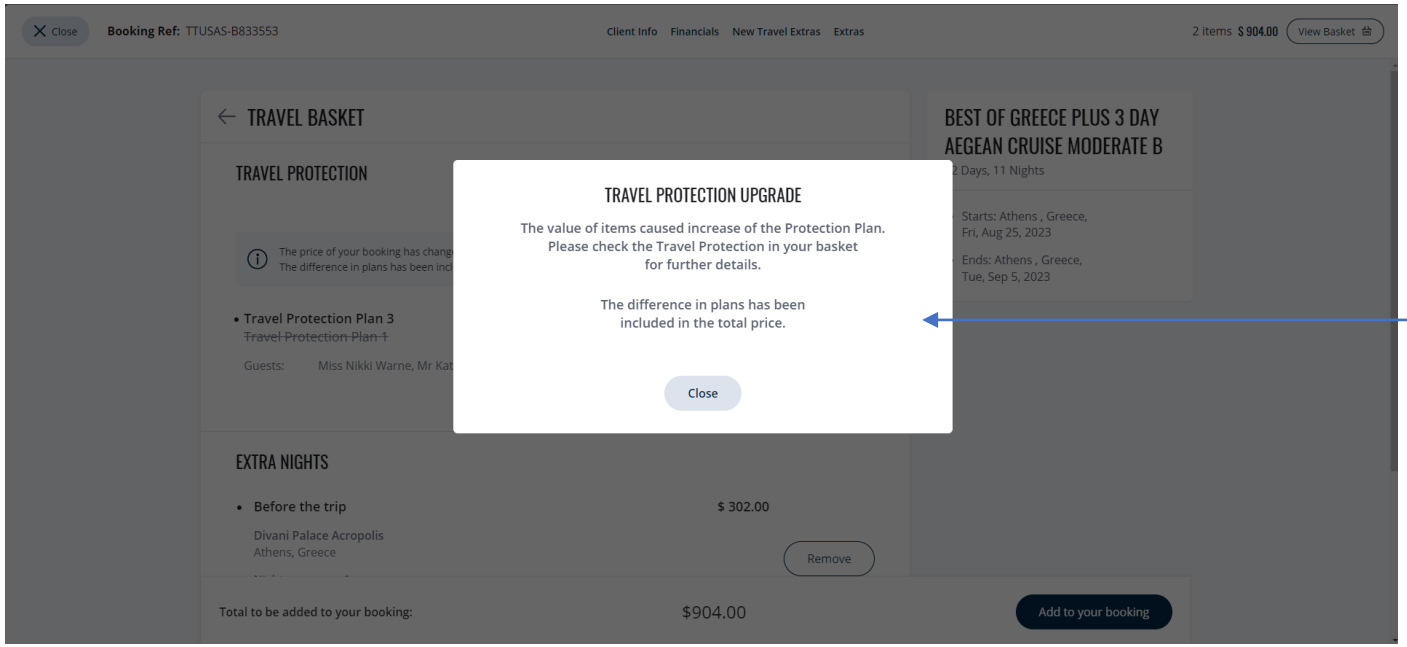


Message on the Travel Extra Pages when Travel Insurance is on the booking

US Only – Travel Protection Upgrade

Travel Protection - Upgrade

If the value of the products being added requires the guest to increase the Travel Protection we present this modal to the user to read and close.
The Travel Protection value will update on the booking.

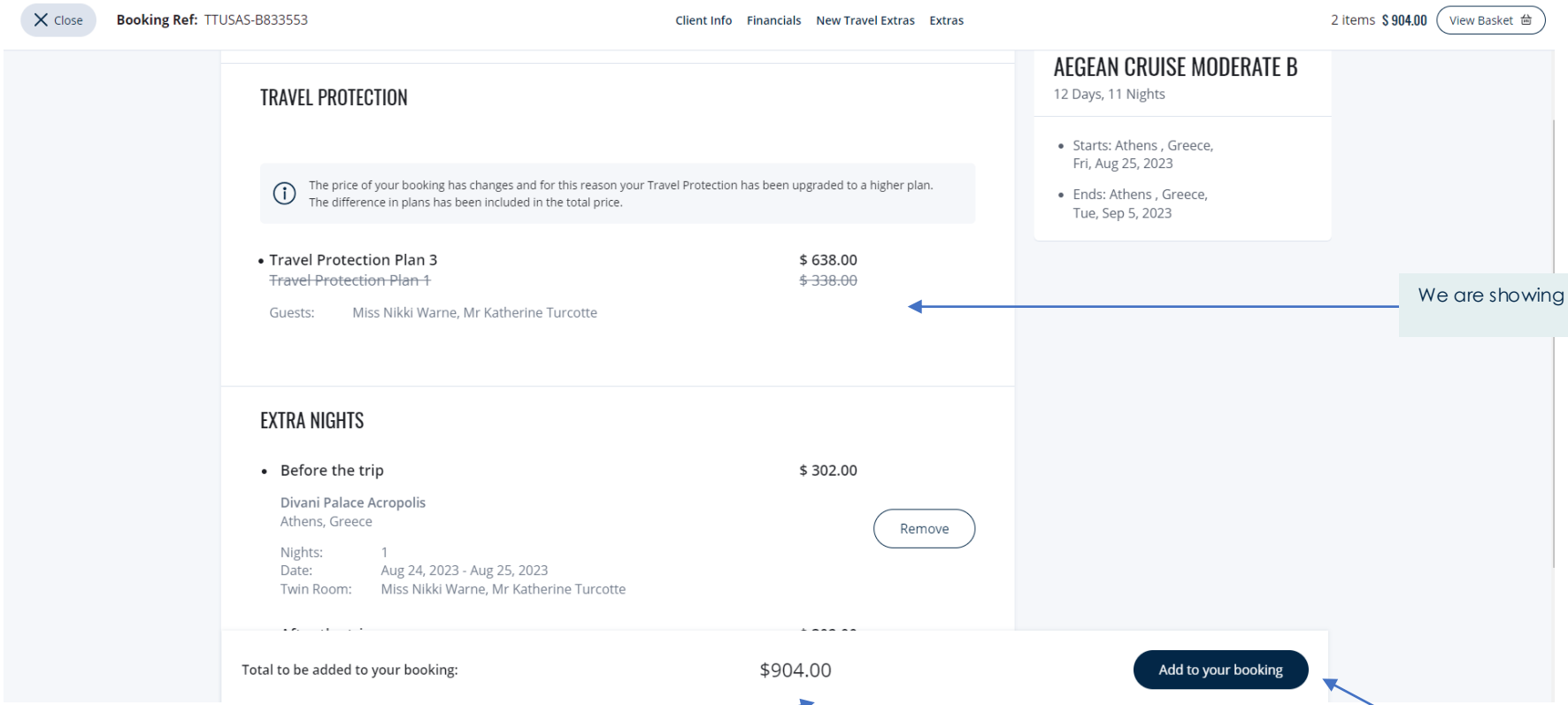


Adding products with Value could cause the Travel Protection price to increase the band of Insurance that is needed on the booking

US Only – Travel Protection Upgrade

Travel Protection - Basket Upgrade

We display in the basket the difference between the two insurance prices.
The total cost has the difference of the insurance bands and any additional products



We are showing the old plan and the new plan

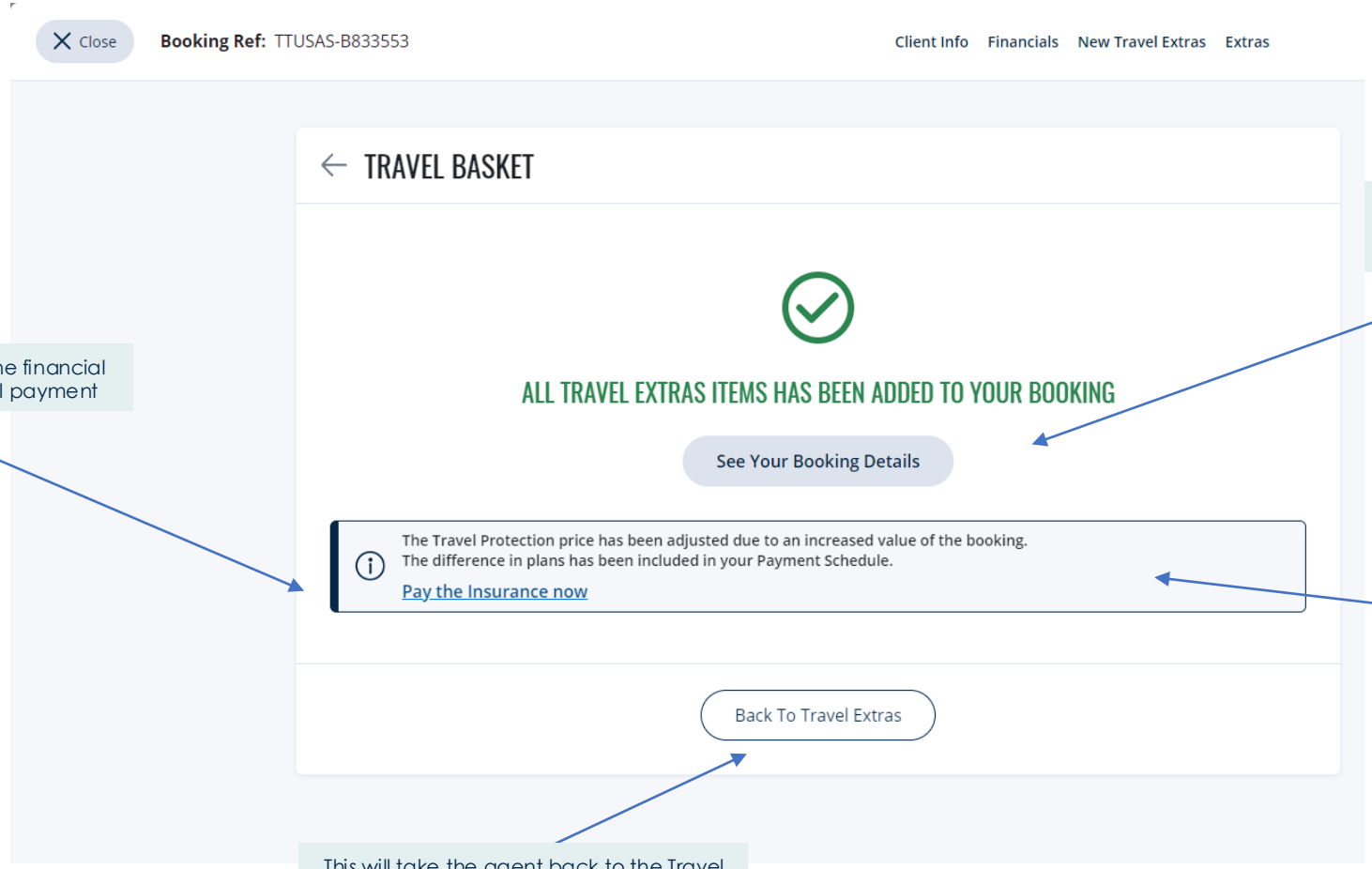
This total will include the difference of the Travel Protection Plans

Add to your booking

US Only – Travel Protection Upgrade

Travel Protection - Confirmed to booking

The Travel Agent should pay for the difference in insurance prices immediately for the Travel Insurance to be valid.



Hyperlink take the Agent to the financial page to make the additional payment

This will take the Agent to the Financial Booking Breakdown where they can see the updated insurance value

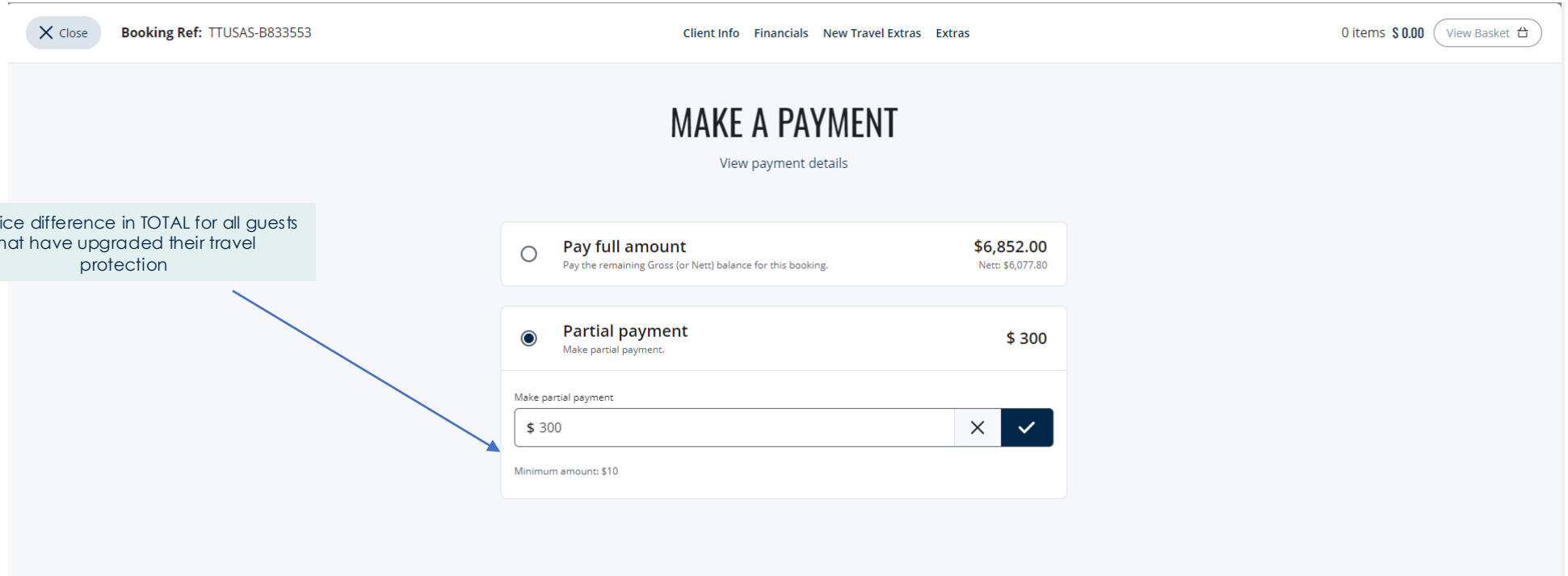
Message to the Agent that they must pay the adjusted travel insurance amount.

This will take the agent back to the Travel Extras Page

US Only – Travel Protection Upgrade

Travel Protection - Make A Payment

We display the Travel insurance difference to the Agent to make a payment
Once the Travel Agent leaves this booking, we don't hold the cache of the different amount and they will need to use the Partial payment to pay the additional.

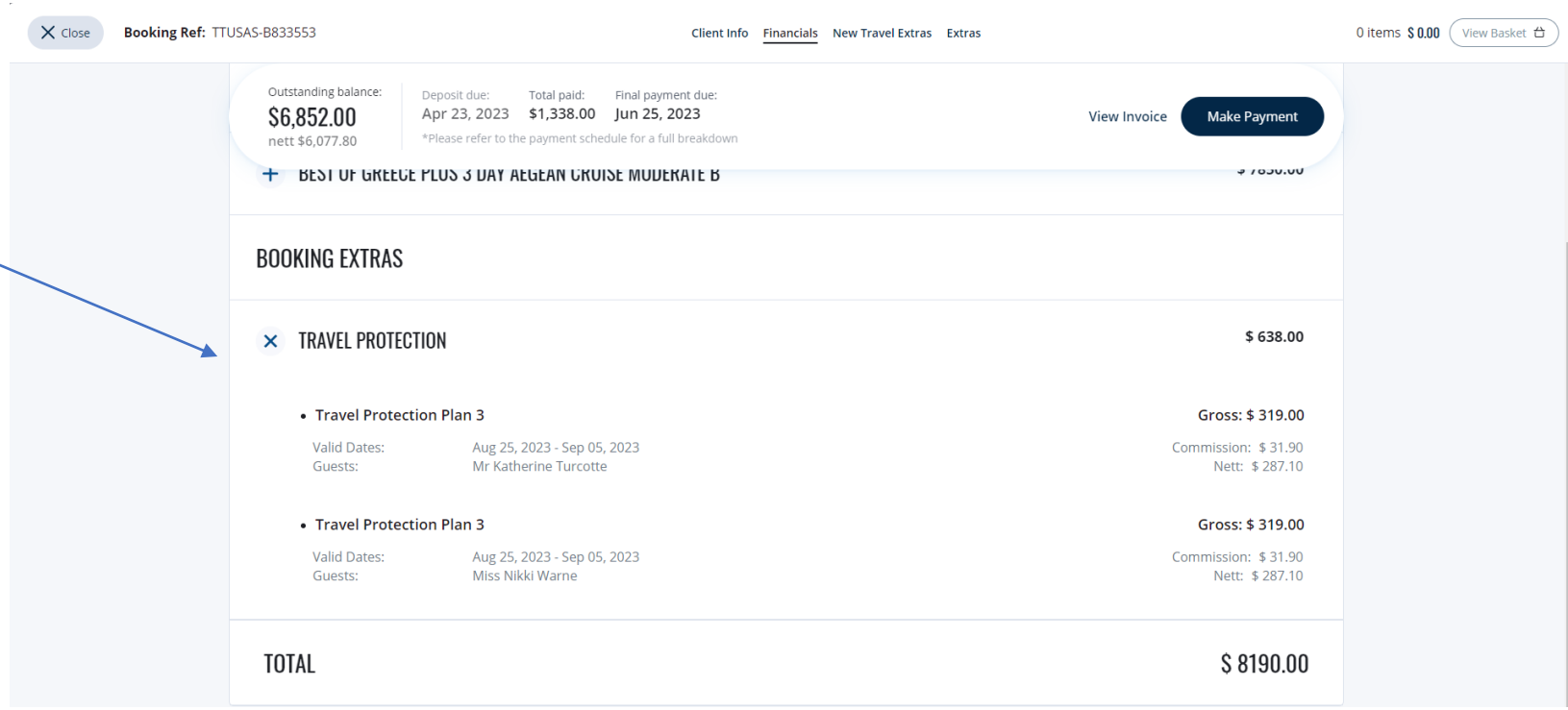


US Only – Travel Protection Upgrade

Travel Protection - Financials

The new Product has been updated in the Booking section in the Financials.

The Travel Protection Plan has been updated in the Booking Summary



US Only – Travel Protection Upgrade

Travel Protection - QC Report and Tropics History

We display the added product and the Travel Insurance was updated
Booking History shows the insurance was added and the old one amended (cancelled) by the Travel Agent on TAP

The QC report will show the product being added and the Travel Insurance Update for QC purposes

☐			B833553	2023-08-24	Amendment	2023-04-23 21:28	• Travel insurance update • Add Pre/Post Hotel		Best of Greece Plus 3 Day Aegean Cruise Moderate B	Eastern Mediterranean 2023 v2	2023-04-03	Client Booking via Travel Agent	iTropics - Brandsite

The Tropics booking History is updated

Booking History

List of Amendments

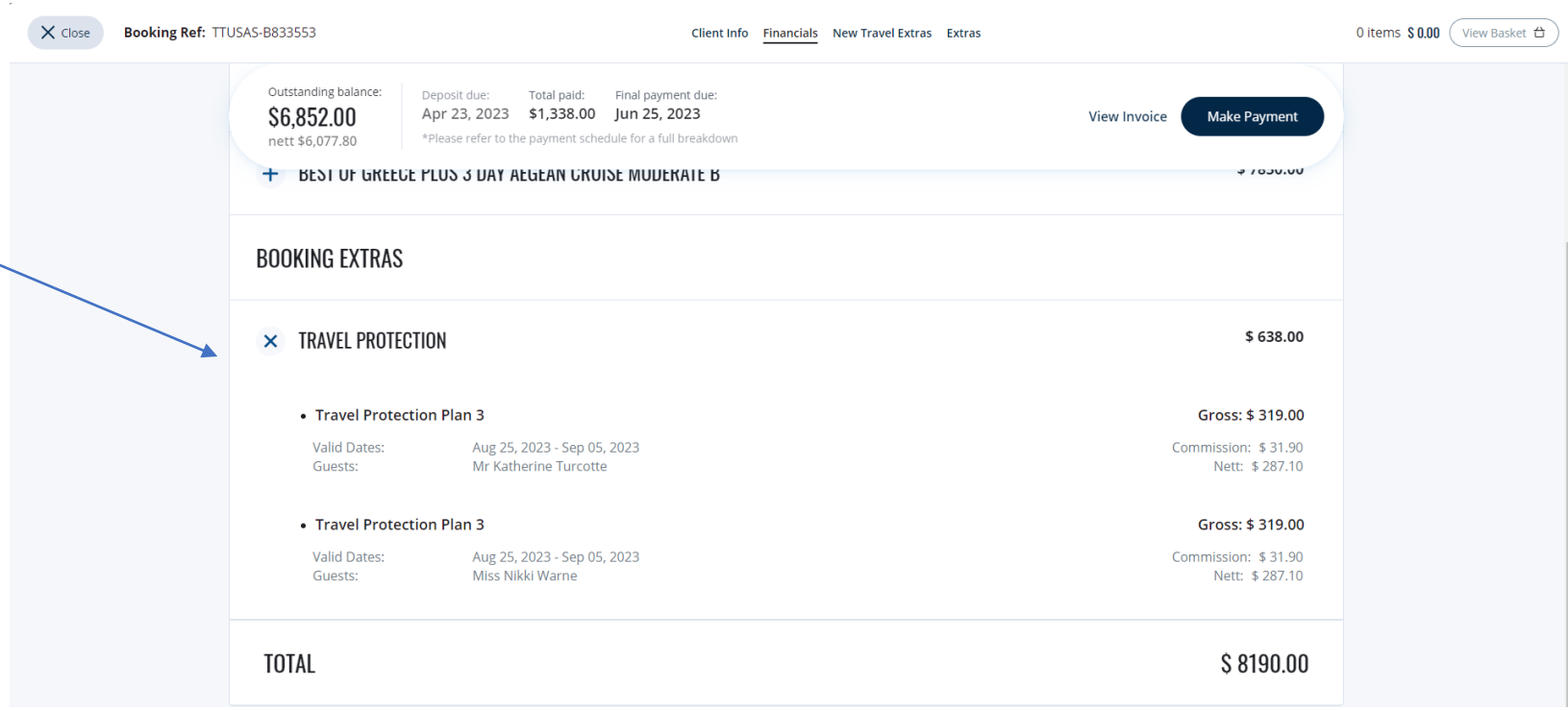
Sel	Version No.	Date	Time	Gross Booking Amount	Description	User
◉	36	23-Apr-2023	2228	8,190.00	Booking version is created by 'Web.Booking (nikki warne|TA|338298)' on 23-Apr-2023.;Product INS (TSTRD38) amended.;Product INS (TSTRD38) added.;Product INS (TSTRD18) cancelled.;Product HTL (TAT8SDA) added.;Product HTL (TAT8SDA) added.	Miss Web Booking (nikki warne|TA|338298)

US Only – Travel Protection Upgrade

Travel Protection - Extras not available

The new Product has been updated in the Booking section in the Financials.

The Travel Protection Plan has been updated in the Booking Summary



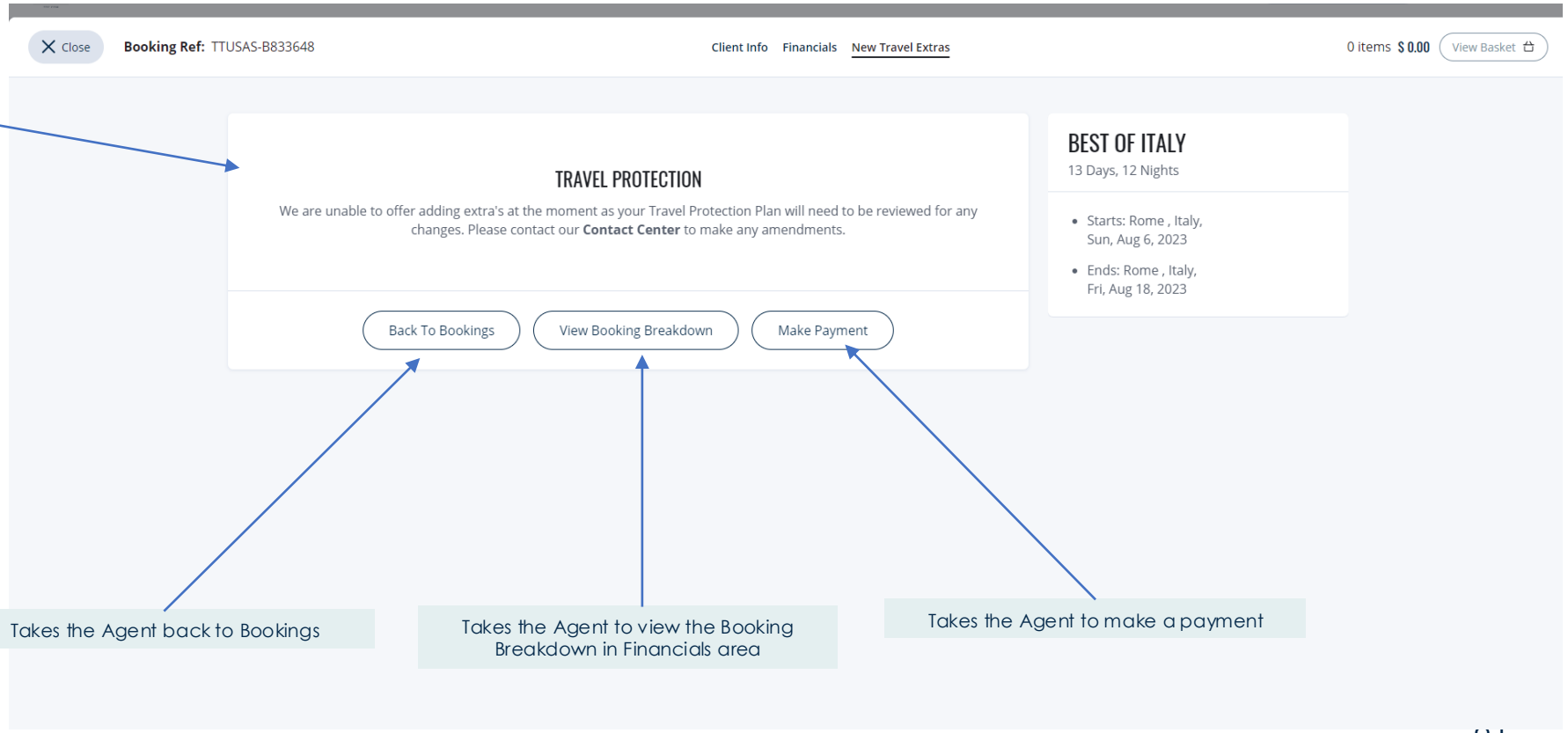
US Only – Travel Protection Upgrade

Travel Protection - Extras not available

We are not able to offer Travel Extras online for some bookings that include Travel Protection.

The agent will see this message if the booking includes Travel Protection that can't be updated online. Reservations will need to update it manually.

When we are not able to offer Extras as Res will need to update the Travel Protection as this can not be done online



Takes the Agent back to Bookings

Takes the Agent to view the Booking Breakdown in Financials area

Takes the Agent to make a payment

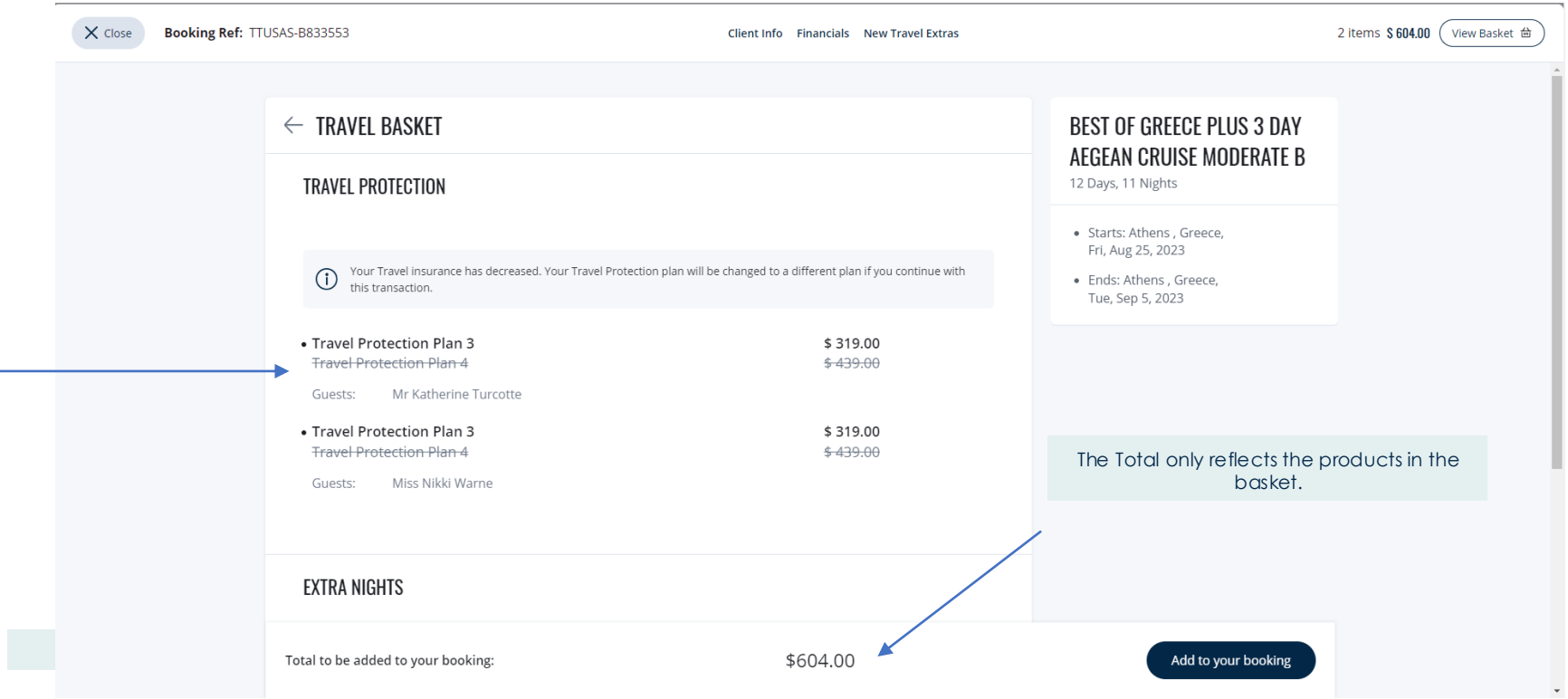
US Only – Travel Protection Decrease

Travel Protection - Decrease

This will only happen if the wrong insurance level was booked in the first place.

The new travel insurance will be booked. The Extra nights price will remain the same in the total

If the incorrect insurance has been added and we are adding something to the booking. It may decrease the price



OUR BRANDS

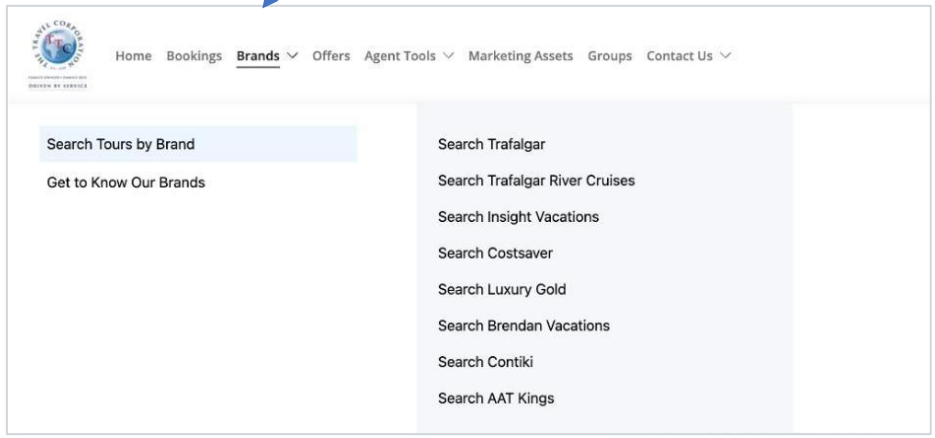
Get to Know Our Brands: brand pages with offers, training, value tiers and FAQs

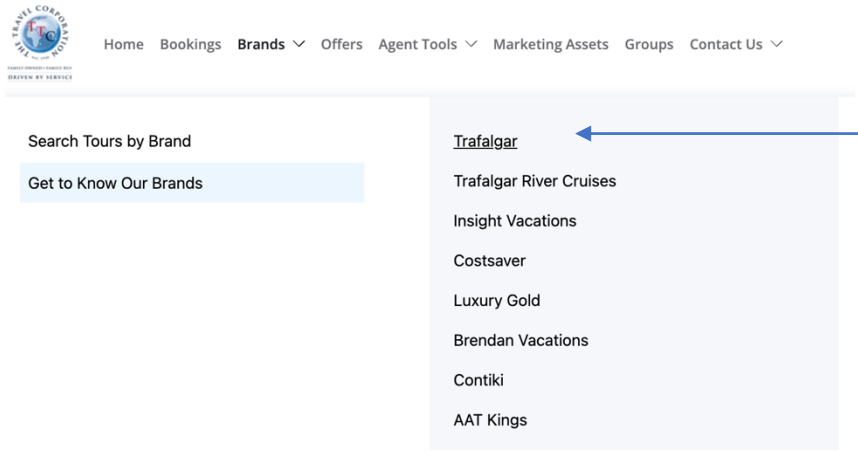
Brands

Our brands will allow agents to look at the brand home pages including information on:

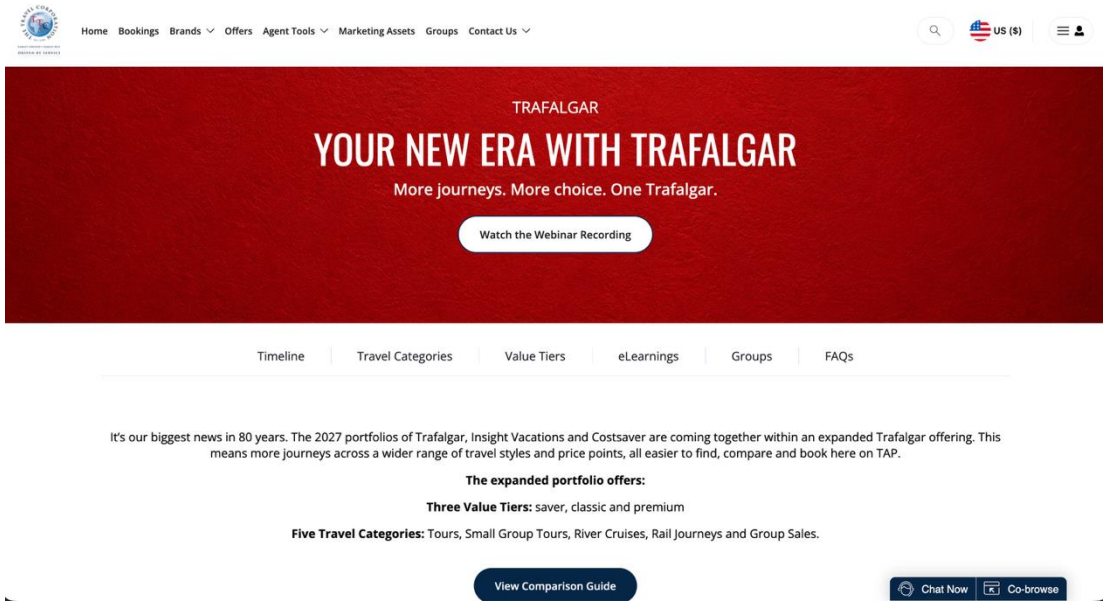
- Offers
- Agent Tools
  - Resources & Training
  - Incentives
- Marketing Assets

Click “Brands” in the navigation menu, then “Search Tours by Brand” or “Get to Know Our Brands”





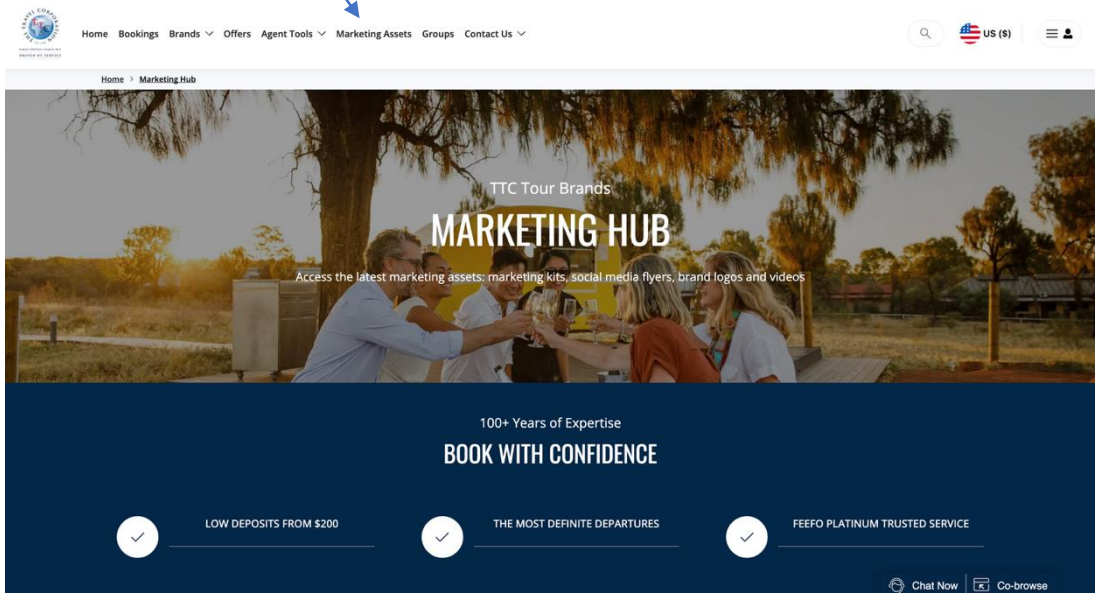
Each brand will have information about current offers, marketing assets, brochures for you to download or order, training information and FAQS



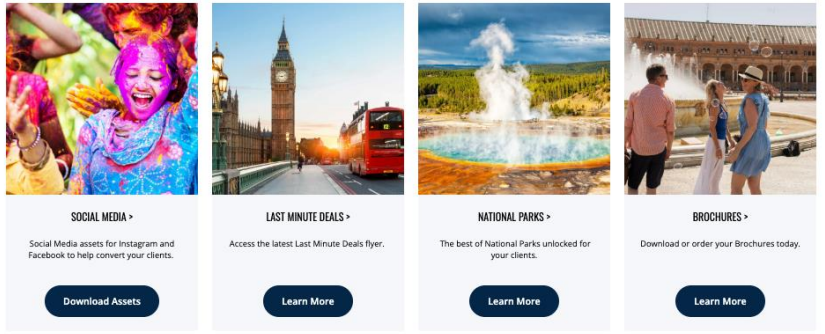
OUR BRANDS

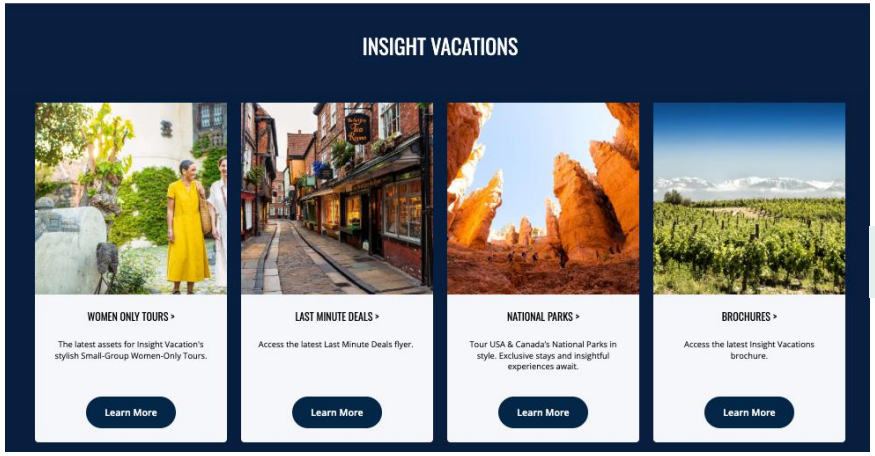
Marketing Assets

Click “Marketing Assets” in the navigation menu to access deals, brochures, tool kits and more

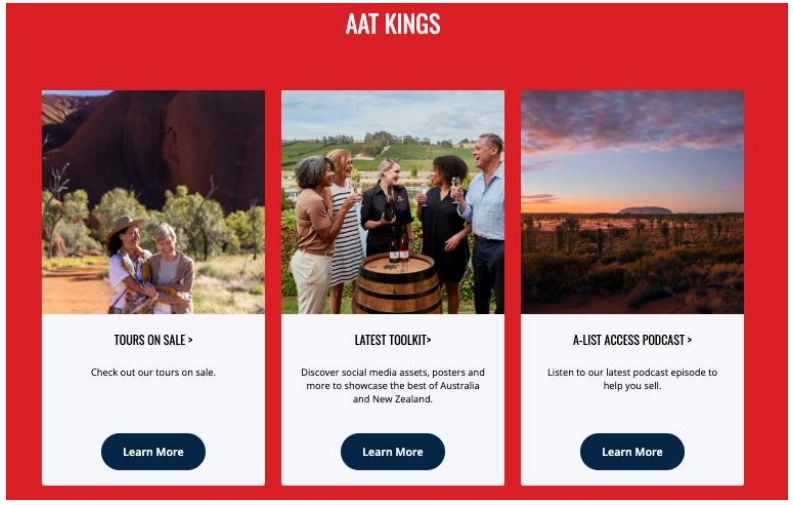


TRAFALGAR





Find information for all TTC Brands



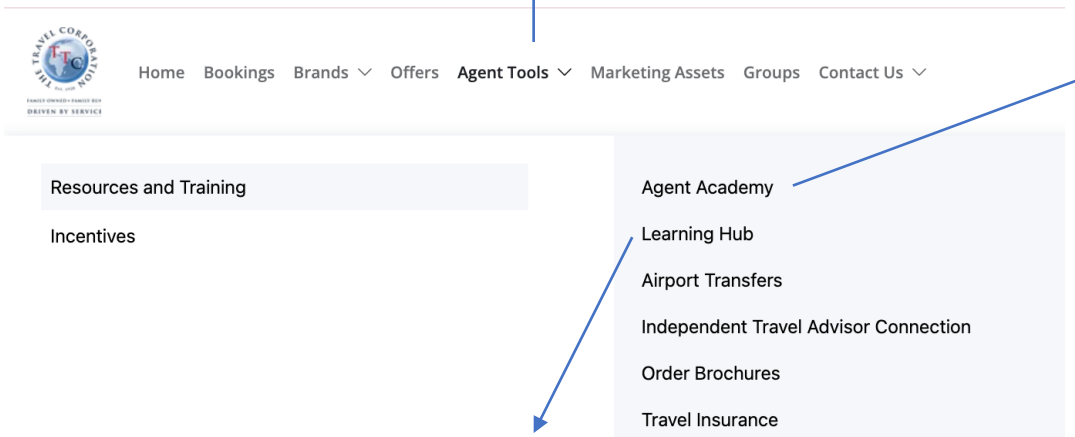
OUR BRANDS

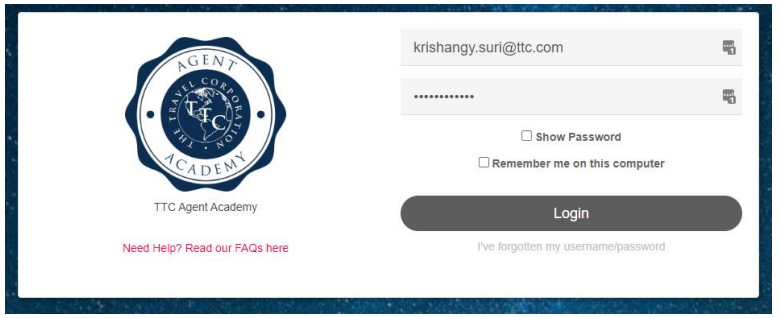
To access the training, you will need to sign up to our Agent Academy

You can also use our training resources to learn about our exclusive travel experiences and access our sales training

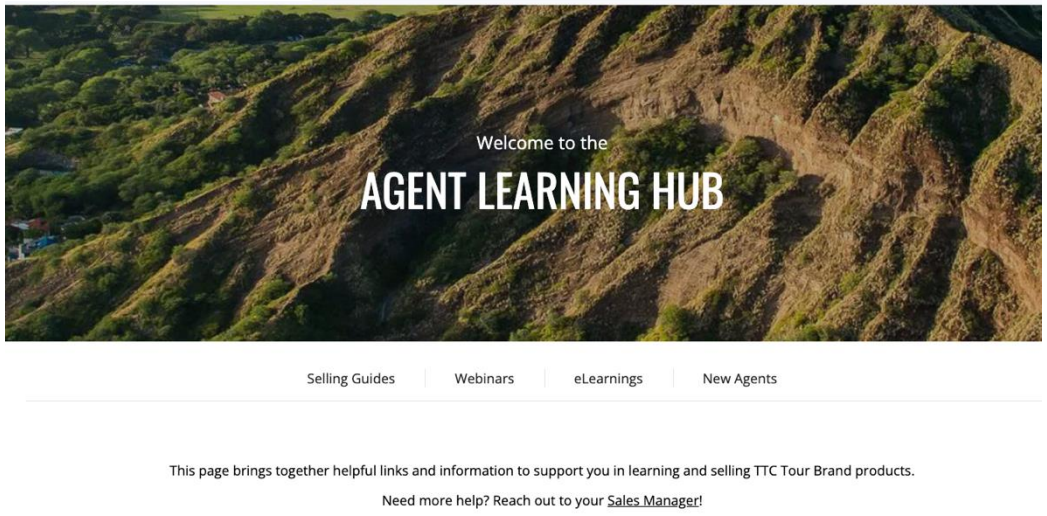
Agent Tools

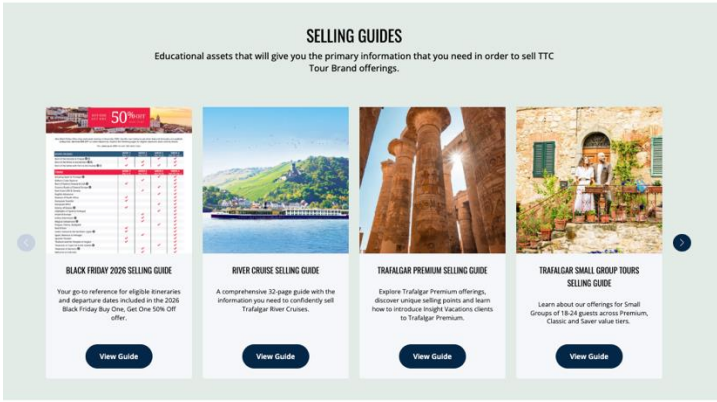
Agent Tools include learning information, brochures, insurance information and more

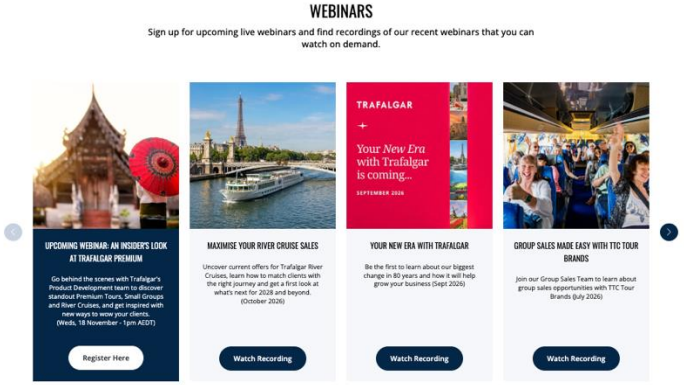




Learning Hub



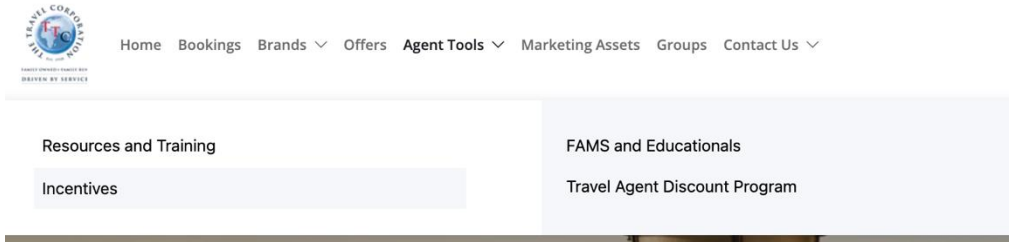


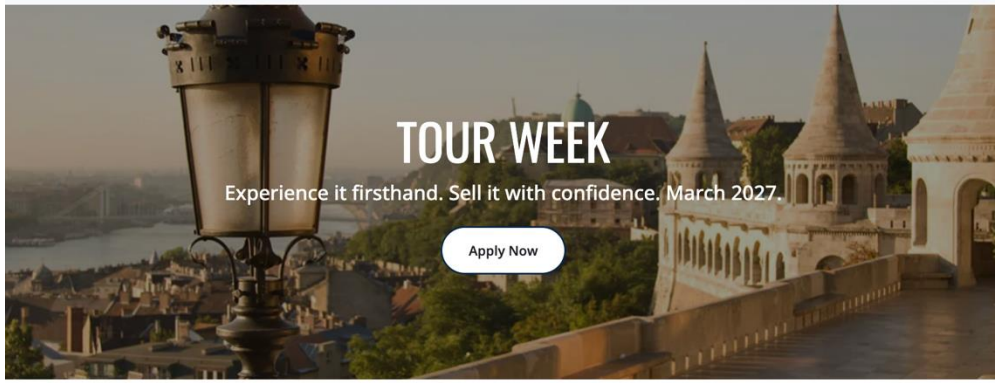


OUR BRANDS

Incentives

Find information about incentives and agent discount programs





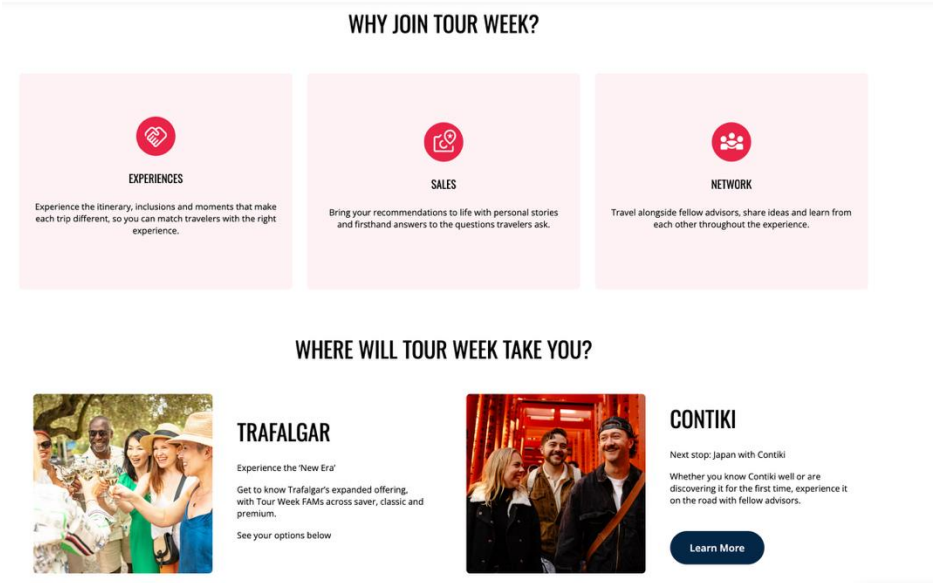
Classic | Premium | Saver

AN AWARD-WINNING FAM EXPERIENCE

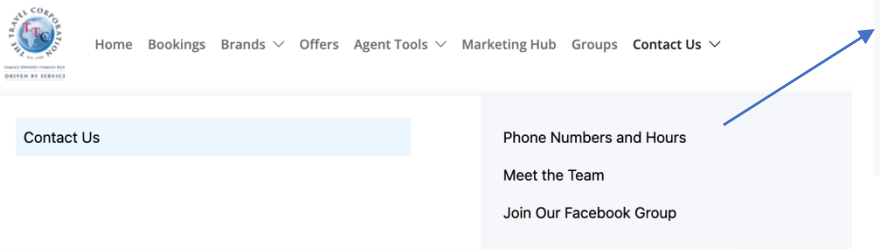
Tour Week is back for its 4th edition and this FAM experience brings travel advisors together to get to know the trips they sell and return with the firsthand knowledge to sell more confidently.

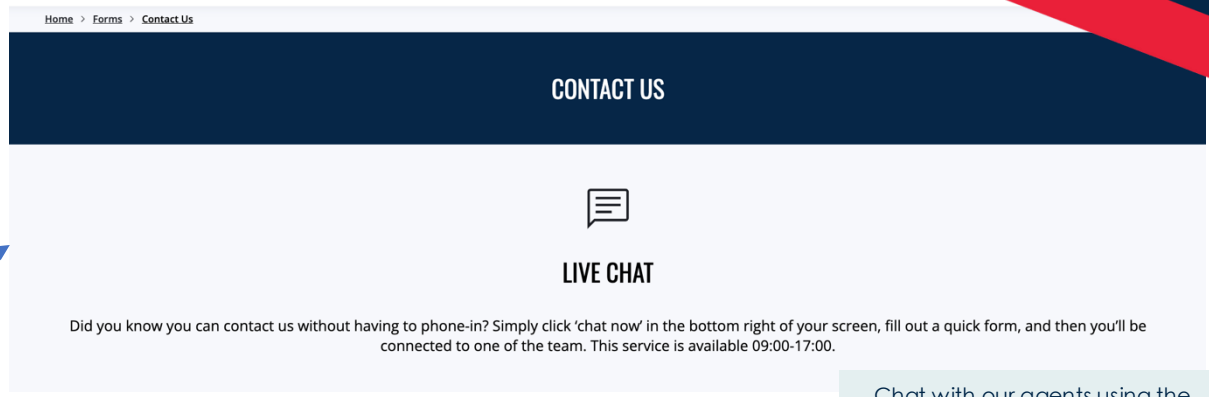
Building on the positive feedback of past participants, this edition is your chance to experience Trafalgar's New Era or discover the new Contiki on the road. Join fellow advisors in March 2027 and come home with personal stories and practical insights to help grow your sales.

Apply early as it is expected to sell out. Winning applicants will be notified beginning November 24.



CONTACT US





Chat with our agents using the "Chat Now" button on any page

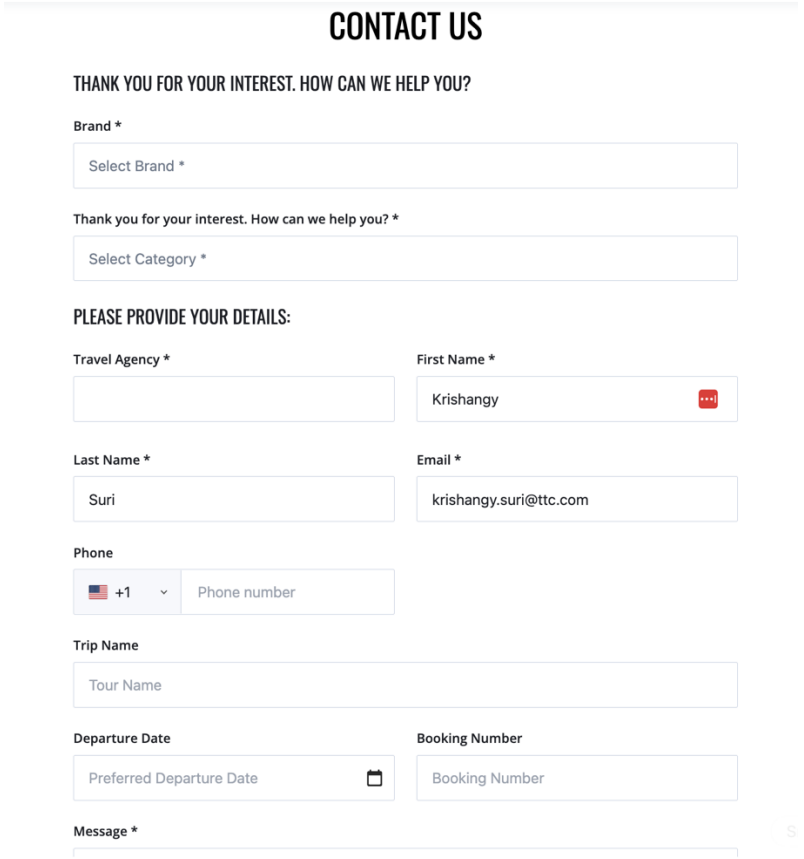
Submit a form

TALK TO ONE OF OUR EXPERTS

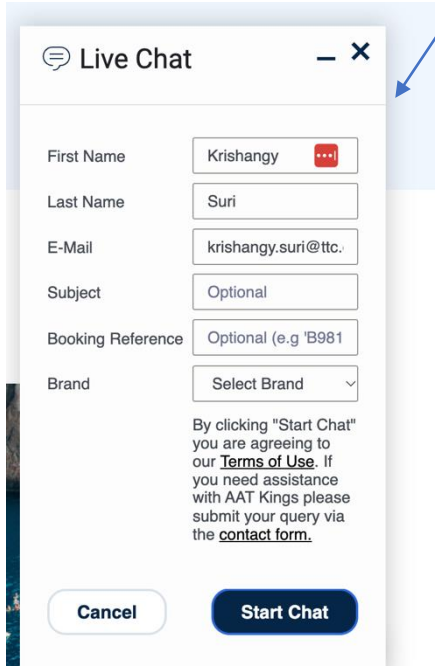
Brand	Contact Number	Office Hours
Trafalgar	Tours - (800) 854-0103	24-7 Support
	River Cruises - (800) 854-0103	Monday-Friday: 6:30am - 5:30pm PST
Insight Vacations	(800) 582-8380	24-7 Support
Luxury Gold	(888) 862-5952	24-7 Support
Brendan Vacations	(800) 687-1002	Guided: 24-7 Support Custom FIT Vacations: Monday - Friday, 6am - 5pm PST Saturday & Sunday, 6:30am - 3pm PST
Costsaver	(866) 530-6085	24-7 Support
Contiki	(800) 266-8454	24-7 Support
AAT Kings & Inspiring Journeys	(866) 240-1659	Monday - Friday, 8am - 4pm PST
African Travel	(800) 421-8907	Monday - Friday 6:00am – 4:00pm PST

Contact Your Sales Manager | Contact TTC Groups

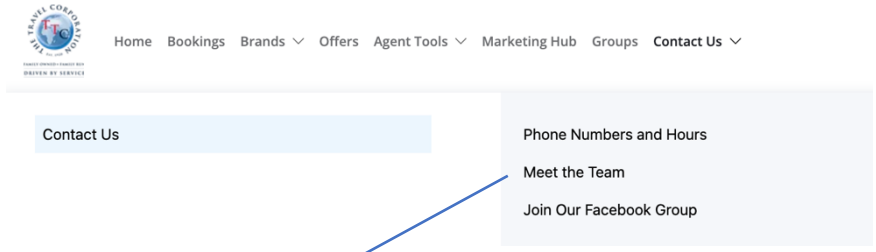
Get contact information for all brands







CONTACT US



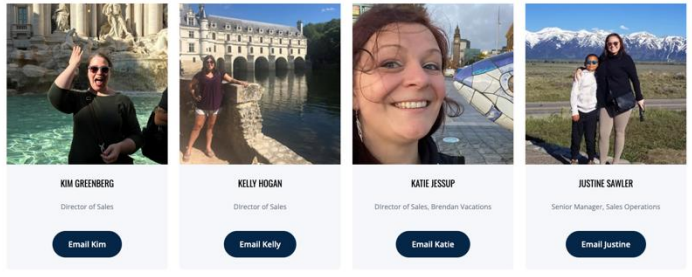
Meet The Team

Instrumental to our mutual success is our team of Sales Managers (SMs) in your region, who are your dedicated TTC point of contact. Our team can assist you with:

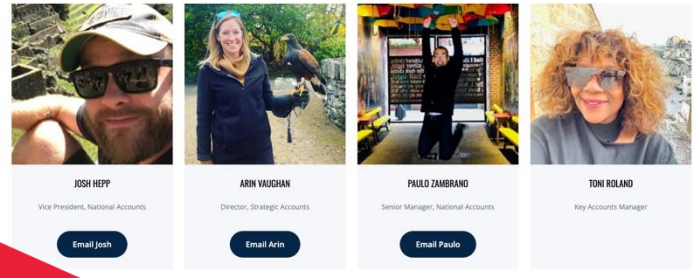
- Hosting a virtual travel event
- Training
- Cultivating a group

Get to know your regional & national sales managers

SALES SUPPORT



TTC TOUR BRANDS NORTH AMERICA, ACCOUNTS TEAM



MEET THE TEAM

TTC Tour Brands is the one-stop source for Travel Advisors selling tours for any and everyone - from luxury, premium and mid-market to youth and budget.

Instrumental to our mutual success is our team of Sales Managers (SMs) across the United States and Latin America who will be your dedicated TTC Tour Brands' point of contact.

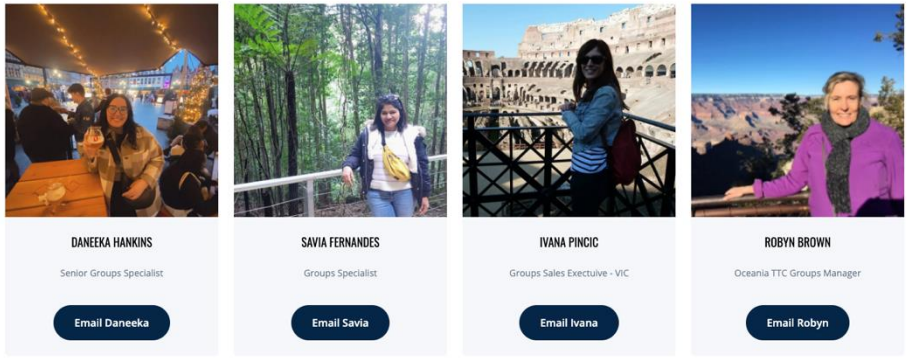
Our team can assist you with:

- Hosting a virtual travel event
- Training
- Cultivating a group
- And more!

UNITED STATES



GROUPS SALES TEAM

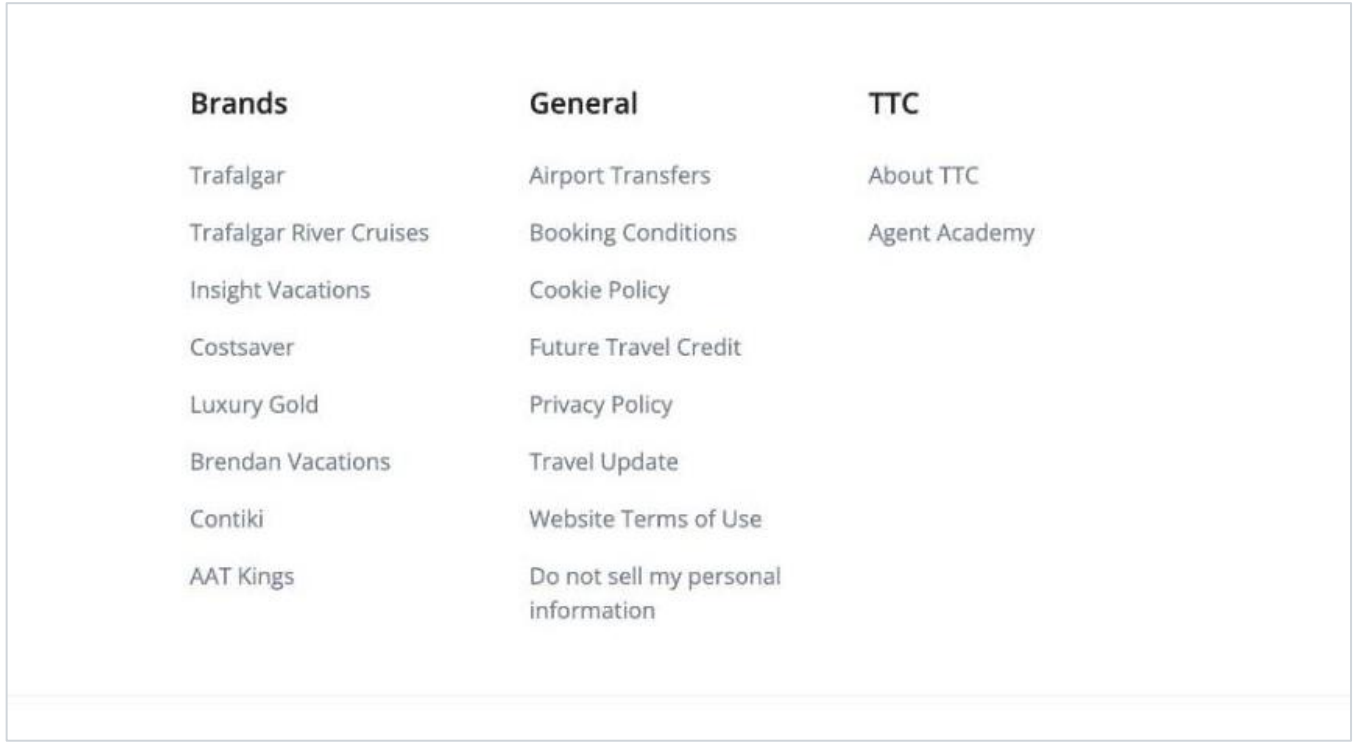


Please note: Meet the Team covers TTC Tour Brands and doesn't include the AAT Kings sales team.

FOOTER

The footer includes information on:

- **Brands**: links to each brand, including Trafalgar River Cruises and AAT Kings
- **General**: airport transfers, booking conditions, Future Travel Credit, Travel Update, privacy and cookie policies, and website terms of use
- **TTC**: learn more about TTC and sign up to the Agent Academy





QUESTIONS?

Need help with TAP?

Your local Sales Manager is your first point of contact for training, groups and agency support. You'll find yours under Meet the Team in the Contact Us section of TAP.

For booking queries, use Chat Now or Contact Us in the TAP navigation menu to reach the Contact Centre for your region.

#MAKETRAVELMATTER