

Multi Traveller Hotel Booking Flow

Frequently Asked Questions


Q. I have selected the 9 travellers, but the hotel or air icon doesn't display.


A. If you have access to more than one community when selecting travellers from different communities, you will need to select a community in the **Assigned Location** box as all travellers will need to be booked in the one community.

Specify the following:

Assigned Location *
SYDQB28AH PROD

▼


Book flight


Book hotel

Q. Can I book multi travellers for hotel-only bookings?

A. Yes up to 9 travellers can be booked in the new Multi Traveller booking flow.

Q. Will the room availability display for the number of travellers I am booking?

A. Yes cytric will display the hotel availability for the total number of travellers, however, if a room is no longer available at the end of the booking process, cytric will create the hotel reservation for the available rooms and then display a message on the Confirmation page advising not all bookings were successful.

Note: This is the same behaviour when booking air content for multi traveller bookings today.

Q. Can I cancel only one traveller?

A. Yes this is possible by selecting the respective traveller for their booking to display. Select the Cancel booking link to the right of the hotel segment.

If the itinerary incorporates air/car hire each traveller will need to be selected individually to cancel the hotel element. Select the Cancel booking link to the right of the hotel segment.

Q. Can I cancel two travellers' hotel bookings at the same time?

A. As individual bookings are created you will need to select each traveller at a time and select the Cancel booking link to the right of the hotel segment. Repeat this step for each subsequent traveller.

Q. Can I amend dates to be different for one or more travellers?

A. Yes this is possible by selecting the respective traveller and amending their booking accordingly. When you click on the traveller's name the updated itinerary will display.

Q. Can I book for a Registered Traveller and combine Guest Travellers in the new Multi Traveller Workflow?

A. Yes this is possible by selecting the Add Travellers link and adding your travellers to your selection.

Q. For Hotel Only bookings can I book different hotels during the multi traveller workflow in one transaction?

A. For Hotel-only bookings, the same hotel can only be booked for all travellers in the multi traveller workflow.

Q. When Air is incorporated in the itinerary can I book different hotels during the multi traveller workflow?

A. Yes, once flights have been selected, on the Complete Booking screen select Add Hotel icon to book the hotel. On the next screen deselect the traveller/s that are not going to be booked at the same hotel and proceed with selecting the hotel and rate. Once the hotel has been selected, from the Complete Booking screen select Add Hotel, then select Complete Booking link to book a different property for the subsequent traveller/travellers. On the following screen deselect the travellers you have already booked a hotel for, so you are only left with the traveller/travellers requiring a different hotel. Click Continue to select the different hotel and rate for the subsequent traveller/s.

Q. Will the new Multi Traveller feature show the number of rooms available to the booker?

A. This is not available at present, however, only hotels that have availability for the number of travellers in the multi traveller booking will be displayed.

The ability to show the total number of rooms available to the booker is an enhancement that is being considered for future development.

Q. How do I know if not all travellers have been booked in the multi traveller booking?

A. The below notification will appear in each of the bookings created, highlighting that not all bookings were successful. The successful bookings will be displayed with the traveller's name as shown below.

The screenshot shows a multi-traveller booking confirmation interface. At the top, there is a header bar with three tabs: 'Support, One' (selected), 'Support, Three', and 'Support, Two'. Below the header, the section is titled 'Bookings'. A yellow warning box is displayed, containing a triangle icon and the following text: 'This booking was not confirmed for some travellers or segments because of missing information. Reason: The provider hasn't provided a reason. The confirmed booking details are shown below.' A green arrow points to the warning box.