

Frequently Asked Questions





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In this document you will find a variety of questions which our Air, Hotel and Rail teams are asked on a regular basis, along with the relevant answers and where to go for more information.

This document is designed to help you to find the answers to your questions without having to contact the team at Corporate Travel Management. This could save you time and also provide you with information you may find helpful that you don't already know, helping to make the process of booking travel as easy as possible.

Please do contact the CTM Teams directly if you need further assistance by email on:

North.air@travelctm.com

North.hotels@travelctm.com

North.rail@travelctm.com

Or by telephone on: 01274 726424 and select the relevant option from the switch board.

Air/Eurostar/Ferry

Q. Can you add checked-in bags to my existing booking?

A. In the vast majority of cases yes. However it is generally far cheaper to ensure these are included at the time of booking. Contact North.air@travelctm.com if your booking is already made.

Q. The airline are not recognising my reservation code for check-in...

A. The reservation code is only recognised by CTM. Please use the airline locator which can be found on the confirmation you received at the time of booking. You can also obtain this information by accessing the booking from your Lightning baskets manager.

Q. My Lightning profile is not in the same name as my passport

A. Lightning profiles can be amended under the User Admin section.

To do this, select the Avatar icon and 'user admin', in 'personal' make the changes required and remember to click "save" to retain the changes.

Whilst it may be possible to correct names in existing bookings there is often a charge involved, so it is much more beneficial to ensure your Lightning profile and bookings match the name on your passport, although there is no requirement for the use of middle names, just your title, full first name and surname. If you do need to amend your name on an existing booking, email North.air@travelctm.com with your request or call 01274 726424.

Q. Is my ticket changeable or refundable if I cancel the booking?

A. Each ticket will have its own "fare rules" which you can access by retrieving the item from your baskets manager. In the vast majority of cases the ticket will be non-refundable and there will be some cost involved for changing it.

If you are still unsure please contact the Air Team ideally by e-mail on North.air@travelctm.com, however if this is for the same day or next working day this is better done by phone on 01274 726424.

Q. I have not received my tickets in the post?

A. All airline confirmations and e-tickets are now electronic so you will never receive anything in the post. You should have received your ticket via email. If you haven't received this, please contact the Air Team on North.air@travelctm.com or call 01274 726424.

Q. How do I obtain my Eurostar boarding cards?

A. The best way is to visit www.eurostar.com and under the "Manage a Booking" tab. Your boarding card/s can be printed from there on a standard A4 printer. It is also possible to collect tickets from the station at either the fast ticket machines or ticket desk, although due to increased passenger numbers Eurostar do suggest to avoid this method where possible.

Q. How do I book a ferry with Redfern?

A. Ferry bookings are not made through our Lightning system, these are made by contacting the CTM team. As long as travel is not the same day then a booking form should be submitted by email to the Air Team at North.air@travelctm.com.

Where travel is for the same day, please contact the team by telephone on 01274 726424.

Hotels

Q. I need to book 5 rooms but it will only let me pick 4, how do I book 5 rooms or more?

A. You can book up to 4 rooms on any booking. To book more than 4 rooms you will need to make separate bookings. To book more than 9 rooms, please contact the CTM groups team by email on North.groups@travelctm.com or 01274 726424.

Q. I have booked 2 rooms and selected 2 occupants but it is asking me to put in 4 names, why is this?

A. The system is asking you how many occupants you want in each room. If you are booking more than one room the occupant will still remain as 1 if there is 1 person in each room, if you require 2 people per room it can be changed to 2 occupants.

Q. How can I extend my stay?

A. Before the date of stay, you can amend your reservation via the basket manager in Lightning.

If you/your guest is already in house, please contact us on North.hotels@travelctm.com or 01274 726424.

Please note, should you wish to add an additional night/nights to a non-amendable booking, we recommend that you make a separate reservation on the Lightning system, selecting the same room type and noting your existing reference in the special requirements box.

Q. How can I amend the date on my booking?

A. You can amend an existing booking via the baskets manager on your Lightning profile. Choose the particular booking you wish to amend and select 'Amend booking', input the dates now needed and select 'Send Amendment Request'. A summary of your amendment will appear then select 'Confirm Amendment(s)'.

Q. What does advanced purchase mean?

A. Advanced purchase means the payment is taken by the hotel at the time of booking and if cancelled this will not be refunded. Non-refundable, non-amendable and non-cancellable also means the same.

Q. I am unable to cancel my booking on Lightning as I'm getting an error message...

A. An error message appears mostly when the booking is an advance purchase rate, therefore if cancelled the full amount will still be charged. If you are unable to progress online, please contact the team by email on North.hotels@travelctm.com or 01274 726424.

Q. What does BB mean?

A. BB (bed and breakfast) means that the rate includes breakfast.

Q. Is breakfast always included in bookings made by CTM?

A. No, breakfast isn't always included as we need to offer rates available to suit everybody. You will need to select a rate that states breakfast is included if this is required.

Rail

Q. I'm trying to collect tickets from the station machine but the reference is not recognised, what do I do?

A. The TOD reference you will need, to collect tickets at the station, can be found on your confirmation email.

Please note: This may be because the tickets were arranged for KIOSK collection which is a ticket machine within your organisation. Bookings cannot be transferred meaning the journey will need to be re-booked for ticket on departure. To collect tickets from the station machine always ensure you select TICKET ON DEPARTURE from the drop down options when making the reservation.

Q. My tickets have not/did not arrive in the post?

A. In the case of your tickets not arriving on time, please proceed to make a new reservation on the Lightning system or by contacting the team by email on North.rail@travelctm.com or 01274 726424.

If tickets are delayed in the first class post and arrive after the travel date, please post them back to us for a refund.

Please note: If tickets never arrive, they are classed as lost and we cannot refund the value as per train company rules. New tickets will have to be booked in order to travel.

Q. The system says a seat reservation error has occurred. Can you help?

A. This usually means there are no reservable seats left on that service. Choose the off peak or anytime ticket and select 'no seat' from the options for that particular service and look for a seat once on board.

Alternatively, book another train time where seats are available.

Q. I've arranged to collect tickets from a particular station but can I collect them elsewhere?

A. You can collect tickets on departure from any National Rail prepaid ticket machine.

Q. When are off peak tickets valid?

A. This varies from route to route as each train company has its own rules.

Please look at the fares on Lightning and where the dot appears against the offpeak price, under a certain time, then that is when it is valid.

Q. I need to amend my ticket as plans have changed. How do I do this?

A. Bookings themselves cannot be amended once confirmed however you can book a new journey and depending on the original ticket type booked, you may be able to have your original journey refunded. Contact the rail team if more advice is needed on North.rail@travelctm.com or 01274 726424.