



Lightning Release Notes

Dear Valued Client

Welcome to the November Lightning release. As part of our commitment to continuous improvement, we are constantly developing and enhancing our technology and services along with listening to feedback from you, our important customers.

We are delighted to share some new functionality and enhancements which are now live and available in Lightning.

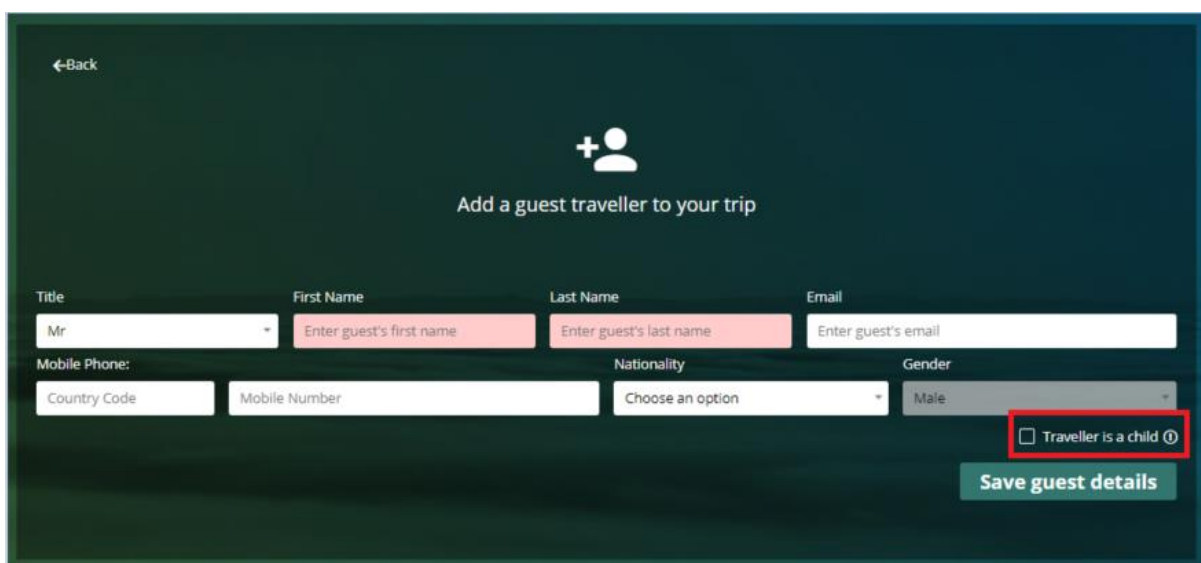
We would be grateful if you could share with this update with your bookers and travellers and if you have any feedback or suggestions, please do get in touch with your CTM Client Manager, or our Business Support team at North.BSU@travelctm.com




New Features/Enhancements

Facility to book for children in Lightning

The facility to book child fares has now been introduced into Lightning. Child fares may have a cost reduction for the following products; Flight, Rail, Coaches, Lounges and Eurostar. To book for a child, simply select the 'Traveller is a child' tick box. This will only appear once an adult traveller has already been selected. Once the tick box has been selected a date of birth field will appear, this is only a mandatory requirement for Flight bookings, all other products can proceed without completing this field.



←Back

+ 

Add a guest traveller to your trip

Title: Mr | First Name: Enter guest's first name | Last Name: Enter guest's last name | Email: Enter guest's email

Mobile Phone: Country Code | Mobile Number | Nationality: Choose an option | Gender: Male

Traveller is a child ⓘ

Save guest details

Hotel bookings – Room rate selection

Enhancements have been made to the room rate section within Lightning. The enhancement now delivers a seamless process for the end user by reducing the amount of clicks when selecting a room rate.

To view the available room rates, the wording has been updated from 'click for rates' to 'view rate options'. The display of the rates remains the same however when a Booker selects 'info and add to basket' the terms and conditions are then displayed with the 'add to basket' button below. When 'add to basket' is selected this will add the chosen rate to the basket on the right-hand side.



From 60.00 GBP (30.00GBP prpn)

Price for 1 room 2 nights

Jurys Inn Manchester

Manchester, M1 5LE

Location: 0.2 miles 0.2 miles

8.5 miles Manchester

Distance: 0.5 miles

View Rate Options

See All 53 Rates | See Photos | Map | Info

Live Rates for Jurys Inn Manchester

Double Room:Online Rate (Sabre) FLEXIBLE RATE ROOM ONLY. INCLUDES TAXES AND SURCHARGES

£80.00 / £40.00 prpn

Info and add to basket

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£80.00 / £40.00 prpn

[Info and add to basket](#)

Booking conditions:

Rate Information:

Flexible rate room only. Includes taxes and surcharges

Cancellation Policy: ⓘ

[Cxl 1400 htl time on 18nov20-fee 1 night-excl tax-fees cancel by 2pm local hotel time to avoid a cancellation penalty](#)

Guarantee Policy:

Approved agent lata or major credit cards are accepted forms of guarantee. Guar types -travel industry ID ax mc vi jc

General Policies:

Early check out policy early checkout available please contact hotel. Charges may apply. Late check out policy late checkout available please contact hotel. Charges may apply. Pet policy no pets allowed with the exception of guide dogs. Please contact hotel for further information. Family children policy children aged up to 12 stay free when sharing with an adult. Children 13 and older are charged full price. Group conditions 10 rooms on any 1 night or 42 room nights or more from the same client is to be treated as a group booking and therefore subject to a group contract. Please contact the hotel directly regarding all group bookings commission policy -commission percent - 8 commission may vary please see rate rules commissionable - 8.00 percent

Live Rates for Jurys Inn Manchester

General Policies:

Early check out policy early checkout available please contact hotel. Charges may apply. Late check out policy late checkout available please contact hotel. Charges may apply. Pet policy no pets allowed with the exception of guide dogs. Please contact hotel for further information. Family children policy children aged up to 12 stay free when sharing with an adult. Children 13 and older are charged full price. Group conditions 10 rooms on any 1 night or 42 room nights or more from the same client is to be treated as a group booking and therefore subject to a group contract. Please contact the hotel directly regarding all group bookings commission policy -commission percent - 8 commission may vary please see rate rules commissionable - 8.00 percent

Rate Code:

C1KP35-25

Rate Provider:

Sabre

Room Information:

Spacious double room. Spacious double room. Spacious double room. Commissionable. 2pm cancellation.. Commissionable. 2pm cancellation.

Deposit Policy:

Some rates require deposits please see rate rules.

[Add to Basket](#)

WCAG

A new icon has been introduced to indicate to the booker where the Accessibility Statement can be found. This has been added to the navigation panel.



Taxi Logo has changed to CMAC

The logo for our nationwide taxi provider, CMAC has now been updated following their re-brand from Cabfind.



Guest traveller mobile number passed directly to booking information

When 'adding a guest traveller' if the mobile phone number has been entered into the users profile, it will be automatically passed and pre-populated into management information modal.

A screenshot of a mobile application form titled 'Add a guest traveller to your trip'. The form is set against a dark teal background. At the top left is a '←Back' button. In the center, there is a white plus sign and a person icon. Below this, the title 'Add a guest traveller to your trip' is displayed. The form contains several input fields: 'Title' (dropdown menu with 'Mr' selected), 'First Name' (text input with 'Vermon'), 'Last Name' (text input with 'Bear'), and 'Email' (text input with placeholder 'Enter guest's email'). Below these are 'Mobile Phone:' (with sub-fields for 'Country Code' and 'Mobile Number'), 'Nationality' (dropdown menu with 'Choose an option'), and 'Gender' (dropdown menu with 'Male' selected). A green 'Save guest details' button is located at the bottom right. At the bottom center, there is a message: 'Please, select at least one option above.' A red rectangular box highlights the 'Mobile Phone:' section, including the 'Country Code' and 'Mobile Number' fields.

Booking Information: ✕

Email 2

Email 3

Home Phone:

cc	Area Code	Number	Extension
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Work Phone:

cc	Area Code	Number	Extension
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Mobile Phone:

44	789123456
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Rail seat availability error message

If a leg of a rail journey has no availability, an error message will appear to advise the booker how to overcome the issue they are facing, to allow them to change their search as can be seen below;

Seat Reservation ✕

Outbound Journey Seat Assignment:

Leeds - York ^

Seats not selected / No Allocation To allow you to proceed, please click 'Stop Booking' and then 'Back to previous page' and select an alternative option.

York - Kings Cross, London ^

Seats not selected / No Allocation To allow you to proceed, please click 'Stop Booking' and then 'Back to previous page' and select an alternative option.

My Bookings now display for all users

When a booker selects 'My Bookings' within their profile, the booker will be able view their most recent booked items. The date range will automatically default to a 3-month period

FCO Travel Advice announcement showing with Air results

When Flight results are returned the FCO Travel Advise announcement will also appear, with a hyperlink to allow the booker to review the most up to date travel advice and information.

