



Adventure Tours Australia | Adventure Tours New Zealand | Outback Safaris | Oz Experience  
OzXposure | Pinnacle Tours | WesternXposure | Wilderness 4WD Adventures

## **FREQUENTLY ASKED QUESTIONS ABOUT ONLINE BOOKINGS**

### **\*Is the availability honestly the true availability on screen?**

Yes, what you see is the same as the availability that our reservations consultant views. It is “real time”, your online system is part of our reservations system – this is what makes it such a powerful tool to use.

### **Is Adventure Tours Australia online system easy to use?**

We think so! If you have used it before you may notice small differences in its appearance. This has been created so that there's less refresh screens, to make the booking process simpler and faster for you. We also have a [Training Website](#). Just enter user name: AGENT and password: TEST to trial the system. This is not part of the real time system, so feel free to make bookings through to obtaining a booking reference and there is no limit to how many!

### **\*What if the system says there is no availability?**

We recommend that you contact our [reservations team](#) to ascertain if additional seats can be made available.

### **\*Can everything be booked online?**

All safaris are available to book online, however if your client requests a motel upgrade you will need to contact our [reservations team](#) to check availability and make the booking.

### **\*I have 5 people wanting to travel but the computer says there are only 3 spots?**

We recommend that you contact our [reservations team](#) to ascertain if additional seats can be made available.

### **\*What if the customer has specific dietary requirements, needs a sleeping bag or has special requirements?**

There is a comments box on the booking screen and we encourage you to add information here.

### **\*What if I commit the booking and realise that some of the information is wrong?**

If you have committed the booking and the tour is within 30 days of the booking date then you will need to contact our [reservations team](#) for the system to be updated. If the tour is outside 30 days then you can go back into the booking and correct the mistake yourself and print up a new voucher. Should you make a mistake please contact us immediately.

### **\*Can I leave it open dated?**

Sure! Simply tick the Open Dated box and the booking will not be confirmed on a particular date. Your client can then contact us upon their arrival in Australia to confirm a date (1300 654 604) – we recommend 7 days notice to guarantee a seat.

### **\*Why should I use the internet when I can easily phone or email?**

It is an easy way to check real time availability and you can use it as a sales tool and create urgency for the passenger to book their tour immediately. By you checking the website you are always up to date with changes and new specials as these are always on the home page of the ATA website. It is quicker to use rather than being on hold on the telephone.

Head Office Adventure Tours Australia Group Pty Ltd

A 72 The Parade (PO Box 3130) Norwood South Australia 5067 Australia

P +61 (0)8 81328280 F +61 (0)8 81321785 E [marketing@adventuretours.com.au](mailto:marketing@adventuretours.com.au) W [adventuretours.com.au](http://adventuretours.com.au)

ABN 60 068 242 535

**\*If a customer only wants the seat held, can I do this online?**

No, you cannot because once the booking is confirmed online cancellation fees apply. Advise the customer how many seats remain available – if there aren't many, use the opportunity to promote an urgent (deposited) sale.

**\*Can you book accommodation on line?**

Hostel accommodation can be booked in Darwin, Alice Springs, Adelaide and Hobart at the properties listed below. For all other hostel and motel bookings please contact reservations.

Darwin:	Cavenagh Backpackers, Melaleuca on Mitchell and Youth Shack
Alice Springs:	Haven Backpackers Resort
Adelaide:	Cannon St Backpackers
Hobart:	Central City Backpackers

**\*Do I have to still create a Point of Sale voucher and print it off?**

At completion of the booking, **ALWAYS** print off the online booking voucher and double check the information, especially the date of travel and tour you have booked them on. This also outlines the terms and conditions of travel which is also found on the back of our brochure. The only way it will be wrong is by human error. This voucher can be stapled to your agency voucher and then given to the customer as a record of what they have purchased and if you wish to keep a copy it is possible to print a duplicate.

