



Product Training with Holiday Extras

**Be product aware and sales
savvy to clinch the sale!**



Know The Product Range



Airport Parking

Airport Hotels

Airports by Rail

Airport Lounges

Airport Stopovers

Port Hotels

Port Parking

London Theatre Breaks

London Short Breaks

London Hotels

London City Parking

Theme Park Breaks



Airport Hotels



CUSTOMERS Reasons to buy

Choose from a range of 2* - 5* hotels

Great hotel & parking packages available

Fantastic 3* and 4* 'Undercover Deals'

Cancellation Protection - £2.49 (Cancel up to 24 hours before stay date and only lose £2.49p!)

7-day Best Price Guarantee

Start your holiday a day early!

Stress-free: Arrive relaxed, decent nights sleep, close to airport etc

YOUR Reasons to sell

Great commission - Increase your earnings when you sell 'extras'

Upsell from a parking only enquiry - Check out our 'Undercover Deals'

Keep the business in-house by selling the benefits

Excellent customer service

Use the 7-day BEST PRICE GUARANTEE to clinch the sale!



Airport Parking



CUSTOMERS Reasons to buy

Choose from on airport, off airport and meet & greet

Save money book an 'Advance Purchase' (Booking conditions apply)

7-day Best Price Guarantee

Cancellation Protection - 99p* (Cancel up to 24 hours before stay date and only lose 99p!)

Peace of mind with a guaranteed parking space

* Not applicable to Advance Purchase parking

YOUR Reasons to sell

Great commissions - Boost your bottom line

Offer Meet & Greet as it can sometimes be cheaper than on airport parking!

Keep the business in-house by selling the benefits

Great customer service

Use the 7-day BEST PRICE GUARANTEE to clinch the sale!



Airparks®
Owned by Holiday Extras

CUSTOMERS Reasons to buy

Secure off-airport parking at 8 locations from just £2.99 per day

LGW, LTN, BHX, CWL, EMA, MAN, NCL, GLA

Excellent if you are on a budget

Why not get your car delivered to the airport upon your return from just £20 extra!

Cancellation Protection - 99p* (Cancel up to 24 hours before stay date and only lose 99p!)

7-day Best Price Guarantee

Guaranteed parking space in a secure compound

* Not applicable to Advance Purchase parking

YOUR Reasons to sell

Great commission - Increase your bottom line when you sell Airparks

Great prices with a good coverage of key airports

Upgrade to an Airparks Express and earn even more!

Keep the business in-house by selling the benefits

Excellent customer service

Use the 7-day BEST PRICE GUARANTEE to clinch the sale!



Port Parking

DOVER Relyon Cruise Parking - 10 mins from the terminal *From £35.28 for 8 days**

SOUTHAMPTON Cruise Parking LTD - 15 mins from the terminal *From £52.80 for 8 days**

CUSTOMERS Reasons to buy

Pre-book great value parking

Cancellation Protection - 99p** (Cancel up to 24 hours before stay date and only lose 99p!)

7-day Best Price Guarantee

Stress-free: Guaranteed parking space

** Not applicable to Advance Purchase parking

YOUR Reasons to sell

Great commission - Increase your bottom line when you sell this product

A great 'extra' to add to every cruise enquiry sailing from these two ports

Keep the business in-house by selling the benefits

Excellent customer service

Use the 7-day BEST PRICE GUARANTEE to clinch the sale!

* Website prices correct as of 22/5/09. Prices calculated for stay dates 6-13 Feb 10



Airport Lounges



CUSTOMERS Reasons to buy

How much do you spend on food & drink whilst at the airport?

Buying lounge entry could actually **SAVE** you money!

Excellent prices from just £14.50pp!

Complimentary drinks and snacks included!

Perfect for that 'extra special' touch and a great start to a holiday

Ideal if you are a nervous flier

Enjoy up to 3 hours of comfort - no queuing, no crowds Bliss!

Many lounges are now family friendly

YOUR Reasons to sell

Great commissions on a product that will sell itself!

Excellent prices!

Offer to **EVERY** customer but target high spend, fly-cruises, honeymoons etc

Include in **EVERY** costing where possible, or use to clinch that sale!

Why not promote a **BOGOF** on lounges to raise awareness?

Always check child ages and opening/closing times



Airports by Rail



CUSTOMERS Reasons to buy

Unbelievable prices for return travel to a choice of 7 UK airports

LGW, STN, LTN, BHX, MAN, NCL, GLA

Excellent for families - up to 2 children (5-15yrs) travel FREE with 2 adults!

Sit back, relax, enjoy the ride and help reduce your carbon footprint!

Travel at ANY time of the day

Minimum stay 48 hours - GREAT for city-breaks

Maximum stay - 31 days - GREAT for long stay trips

YOUR Reasons to sell

Great commission - Increase your bottom line by selling these rail tickets

A GREAT product that your customers will recommend to friends and family

Keep the business in-house by selling the benefits

Additional product that your customers may not know you sell!

Tickets sent next working day, or download an E-ticket for all Transpennine

Express bookings.



London Theatre Breaks



CUSTOMERS Reasons to buy

TOP tickets

TOP shows

..... and a vast range of hotels to match your budget

Add a pre-theatre dinner - Prices start from just £12.00pp for a 2-course meal

Make it a complete package - Add return rail travel and a London Attraction

YOUR Reasons to sell

Great commission - Earn on ALL 'extras' added to the booking

Include the cost of a pre-theatre dinner package in EVERY costing

Incredible prices - make sure you check us out!

Keep the business in-house



Theme Park Breaks



CUSTOMERS Reasons to buy

The Merlin Group: Alton Towers, Thorpe Park, Legoland Windsor & Chessington World of Adventure

Excellent prices: Purchase park entry AND hotel accommodation

GREAT rates for a family of 4!

YOUR Reasons to sell

Great commissions can be earned when you sell this fun product!

Excellent value for money

Reap the benefits of the UK market and promote theme parks

Keep the business in-house - don't just be an information bureau!



London Short Breaks & Airport Stopovers



CUSTOMERS Reasons to buy

Great value short breaks to London with National Express

Excellent way to travel to the airport with an overnight hotel included

Sit back, relax and let someone else do the driving!

Over 1200 pick-up points across the UK

Travel by coach and help reduce your carbon footprint

Perfect if you're on a budget, students, senior citizens etc.....

YOUR Reasons to sell

Earn commissions on a product your customers may not know you sell!

Let Holiday Extras do the ticketing

Promote to customers on a budget and/or to those that don't drive

Keep the business in-house by selling the benefits

Start promoting the London Breaks early for Christmas shopping trips!



Ideas to maximise sales

Be **PROACTIVE!**

INCLUDE at least **ONE** Holiday Extras' product in every costing

Sell the **BENEFITS** of pre-booking to all customers

SELL the cancellation waiver protection where possible

Use the **7-DAY PRICE GUARANTEE** to clinch the sale

DON'T give **HUGE** discounts, use our products instead

ALWAYS remember to ask "How are you getting to the airport (or port)?"

REMEMBER - EVERY CUSTOMER THAT YOU SERVE IS A
POTENTIAL HOLIDAY EXTRAS CUSTOMER!

***DON'T LET ANY BUSINESS WALK OUT OF
YOUR DOOR - IF YOU DON'T SELL
'EXTRAS' SOMEONE ELSE WILL!***



Terms & Conditions

Make sure **YOU** and **YOUR CUSTOMERS** are fully aware of them! Details can be found at the bottom of each booking page

I agree to the [parking terms and conditions](#) and have read the [more info pop up for Airparks Gatwick Meet & Greet \(BCP\)](#)

If you do not know your terminal, you will need to call to confirm at least 24hrs before your arrival. Please follow the instructions on your confirmation.

Agree to terms to make payment

[close](#) | [print](#)

Terms and Conditions

As the market leader we aim to provide you with the best products and the best service. We aim to consistently exceed your expectations, and give you confidence when booking with us.

This section draws your attention to key points relating to your booking.

What to take with you when you travel

Please ensure you have your booking confirmation voucher/ and or booking reference with when you travel. This will identify the fact you are a Holiday Extras customer and enable the service provider to verify your booking. Where you have booked a car park that requires you to use credit card entry and exit procedures please ensure you have the credit card with which you booked. Problems when using the services if you have an issue whilst at your Holiday Extras location, please tell the service provider immediately and give them the opportunity to rectify the problem.

If you do not advise the provider at the time it may be difficult to pursue a complaint at a later stage. Our service providers will do their utmost to assist with any given request, however assistance cannot be guaranteed.

Please put any outstanding issues in writing (with receipts if appropriate) to: Holiday Extras Customer Relations, Newingreen, Ashford Road, Hythe, Kent, CT21 4JF or email us at customerrelations@holidayextras.com, within 6 weeks of your return to the UK.

Call Monitoring and Recording

As part of our continuing effort to ensure you receive the highest service standards, we may monitor and record your call for training purposes.

Prices

Price Guarantee: If you find the same Airport Hotel, Airport Parking, Airport Lounge, Port Hotel, London Hotel, Airport Car Hire, Show & Slay or Play & Slay product for less within 7 days of booking, tell us and we will match the price or refund the difference. This guarantee excludes offers conditional on buying other products. If you think you have found the same product for less, we need to know, so please call us but remember that the product you are comparing has to be the same in all respects!

The price guarantee does not apply to Hotels with Coach, Airport Chauffeur Drive or Airport Car Hire.

Price Changes

Prices can go up or down; Holiday Extras is committed to providing the highest standards and the best choice of product, at the best prices, so throughout the season we continually review our products and prices. There are likely to be some seasonal special offers and in some circumstances prices may go up before you make your actual booking.

Prices include VAT

All prices are for pre-booking and include VAT at the current rate of 17.5%. Hotel prices are

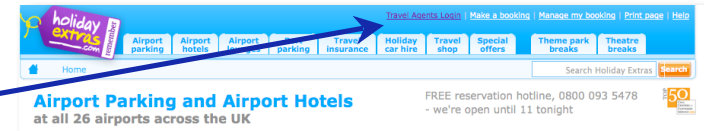
Suggestion: Print off a copy of the T's & C's and get your customers to sign to acknowledge that they understand the booking conditions.

By doing this it may help you reduce any shop losses.



Your Sales Tools & Training Site

To access the training site you must first log out of the agent website. From the general home-page click on 'Travel Agent Login' to get to the agent login page



Over-type both ABTA & Password with the word 'Train' then click 'Login'

You should now be at the on-line training site where you can make 'dummy' bookings. Please use Mr X Test as the booking name. Your booking reference will be TRAIN.

When you have finished training, log out, then log back in making sure both your ABTA number and Password are in the boxes. You are now ready to make live bookings.





It's all up to you.....

YOU have the **KNOWLEDGE**

YOU have the **TOOLS**

YOU are the **IDEAL PERSON** to offer all of the Holiday Extras products

YOU can assist in earning **PROFITS** for your company

YOU are the **PROFESSIONAL**

Become a 'One Stop Shop' and offer **EVERYTHING** you possibly can to **EVERY** customer.

So, what are you waiting for?

Make 'extras' an essential part of your booking process.....**TODAY!**

MAKE IT PART OF YOUR SERVICE!