

holiday  
extras



Welcome to hassle-free  
**CAR HIRE**

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Training Document

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# Welcome to hassle-free car hire

**Providing your customers with one of your most-important services just got a lot easier!**

Unless they're going on a resort holiday, **your customer is going to need transport while they're away**. This used to mean logging onto a different search engine and looking up the available rentals while your customer waited.

Well, all that's changed as **Holiday Extras is now offering a car hire service**. From now on, you can look up all your car hire bookings through the same portal you already use.

We'll match your customer up with a rental that will make their holiday perfect, then give you a confirmation of the booking instantly and you can earn yourself a tidy commission as well. **It's a win-win situation!**

# What this means for you

**Speed up your sales, save yourself hassle and earn extra commission too!**

**One, single search** will bring back live results from all the major car rental companies using the UK's leading car-hire broker. All of that car-rental company's T&Cs will be right there on screen for you and we'll be on the phone if you need help.

**Promotions and special offers** will be popping up regularly and we'll let you know in advance so you can prepare your pitch.

And of course, you'll be earning **commission** on each car hire booking you make.

# The perfect product

**One car rental broker to rule them all!**

**Flexible Autos is the UK's leading trade-only car-rental broker**, working in 17,000 locations across 80 countries. **Holiday Extras** can now offer their services to your customers through our web portal, meaning you can offer Flexible's fantastic products and low rates as part of your sale.

**They have a huge range of suppliers**, including big names like **Enterprise, Europcar, Budget** and **Hertz**. Each one has their own fleet of rental cars of all shapes and sizes, so you're sure to find one to match your customer's needs.

**You can add car hire onto any booking** as a stand-alone product and your customer can cancel free of charge any time up until 24 hours before they fly.

**That's all you need to know** as all the details will be on the web portal for each individual booking. Make sure you read this information out to the customer for every booking so they know where they stand.

# What your customer needs

**Here's a handy list to remind you of what your customer needs to take on holiday!**

When you make a booking through Flexible, you'll need to tell your customer to take a few things with them when they pick up their car:

- Their **booking confirmation**
- Their full **driving licence**
- A **credit card** in the name of the main driver

**The customer will need to have their driving licence**, including the code for the DVLA's new 'Share Your Licence scheme' (see <https://www.gov.uk/view-driving-licence> for more details).

If your customer has a licence not printed in the Roman alphabet, they'll need to take an international licence in the Roman alphabet with them as well.

When the rental company takes your customer outside to see the car, **suggest that they walk around it and check for any damage**. They may even want to take photos of the car on their phone so they can prove they have returned it in the same condition. They shouldn't feel bad about letting the rental company know they're doing this.

They should also make sure the rental company has shown them how to:

- **Adjust the seat and mirrors**
- Use the **horn** and **windscreen wipers**
- Turn on the **lights**, including fog and hazard lights
- How to top-up the **fuel**
- How to **start the engine**

# What your customer needs

**The rental company will need to swipe your customer's credit card** - just like when you check into a hotel. This means the company can take payment for:

- Any **upgrades**
- **Fuel** the customer uses
- Any minor **damage**
- An **excess payment** on any insurance claim

When the customer picks up the car, **the rental company will be able to provide them with add-ons** to the rental at an extra cost. This will include things like child car seats or additional drivers. If you need to confirm these are available, you can give us a call.

**Rental companies will give the rental to the customer with a full tank of fuel.** Some will ask the customer to return the car with the same amount in the tank - this is called "full-to-full" - and others will take the car back with any amount of fuel, but charge for the difference - "full-to-empty". Be wary of full-to-empty, as these generally work out more expensive than refuelling at a nearby station on the way to returning the car.

# Insurance

**The perfect opportunity to upsell insurance is built into the package!**

**The customer will be liable for any damage the rental car sustains while they're driving it.** For minor damage, the rental company won't go to the trouble of claiming through their insurance and will just charge your customer for the repair up to the value of the excess on the insurance policy. For major damage, they will claim on their insurance and pass the excess charge on to the customer. To cover this, they'll need to have their credit card swiped, but when you tell them this, you'll have the perfect opportunity to sell them Flexible's excess refund policy.

**Flexible's policy will refund their excess to them if they need to pay it out.** It can be added to the booking when it's made and is an easy sale for wary customers. This will then give you the chance to talk your customer through the other add-ons that are available through us.

In some cases, your customer will need to **buy the add-ons they need from the rental company** when they pick up the car, but we're looking to expand the number that can be booked through Flexible.

The screenshot displays a web browser window with the URL `agent.holidayextras.co.uk/8081/car/hire/payment?from=2015-04-10+12%3A00&to=2015-04-17+16%3A00&date_of_birth=Fri+Mar+18+1977+00%3A00%3A00+CMT%2B0000+%28UTC%29&pickup_location=FL1297&dropoff_location=FL129...`. The page features the 'holiday extras' logo and navigation links for 'Live Chat' and 'FREE 0800 phone support'. A 'development' banner is visible in the top right corner.

**Excess Refund Policy**

When hiring a car most suppliers include standard Collision Damage Waiver but there can often be a very high excess of up to £3000 with many exclusions! We offer a refund to cover your excess and all eventualities up to £3000.

Add for £38.00

**What's Covered:**

- Tyres
- Windscreen
- Roof
- Undercarriage
- Towing (up to £2000)
- Excess (up to £3000)
- Key Replacement (up to £500)

**Additional Details**

Email confirmation to:

Name:

Date of Birth:

Mobile:

Outbound Flight:

**Car Details:** VW Golf, Doors x 4, x 3, x 5, £228.31

**Pick up:** Malaga Airport on Fri 10th April 2015 at 12:00  
**Drop off:** Malaga Airport on Fri 17th April 2015 at 18:00

**Total: £228.31**

By clicking Confirm Booking, you agree to our [terms and conditions](#)

Manage Account | Privacy policy | Terms and conditions | Free If... | © 2015 Holiday Extras Ltd

# Recap

**Let's go over what you've learned.**

- All car hire bookings will now go through the HX agent portal
- This will search **Flexible Autos**
- There are **Unique T&Cs** on every booking, so read them out to the customer
- **Earn commission** on every booking
- Car hire can be **added up to 24 hours before travel**
- Car hire can be **cancelled up to 24 hours before travel**
- Customer needs to take **confirmation, full driving licence and credit card** in main driver's name to pick up the car
- **Credit card will be swiped** for charges
- **Upsell insurance** to protect from excess charges



# How to book car hire

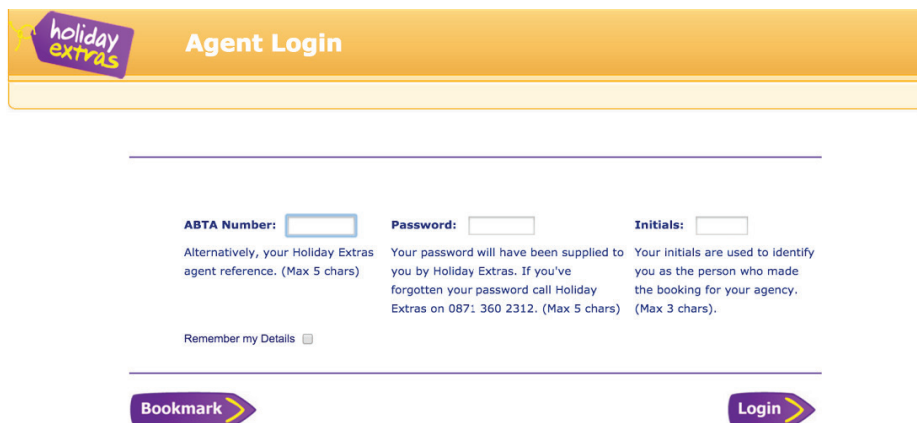
Our handy web portal makes it easy!

## Login

The first step is to log in to the HX agent site, as you normally would:

1. Go to [www.holidayextras.co.uk](http://www.holidayextras.co.uk)
2. Click on “**agent login**” in the top-right corner
3. Enter your **ABTA number** in the marked box
4. Enter your company **password** for HX
5. Enter your **initials** up to three characters

If you’ve **forgotten your password**, you can call the number below the boxes, select option 2 and we’ll help.



The screenshot shows the 'Agent Login' section of the Holiday Extras website. At the top, there is a yellow header with the 'holiday extras' logo and the text 'Agent Login'. Below this, there are three input fields: 'ABTA Number', 'Password', and 'Initials'. Each field has a small text box below it providing instructions and character limits. The 'ABTA Number' field has a note: 'Alternatively, your Holiday Extras agent reference. (Max 5 chars)'. The 'Password' field has a note: 'Your password will have been supplied to you by Holiday Extras. If you've forgotten your password call Holiday Extras on 087: 360 2312. (Max 5 chars)'. The 'Initials' field has a note: 'Your initials are used to identify you as the person who made the booking for your agency. (Max 3 chars)'. Below the input fields, there is a 'Remember my Details' checkbox. At the bottom of the form, there are two buttons: 'Bookmark' and 'Login', both with a right-pointing arrow.

**ABTA Number:**   
Alternatively, your Holiday Extras agent reference. (Max 5 chars)

**Password:**   
Your password will have been supplied to you by Holiday Extras. If you've forgotten your password call Holiday Extras on 087: 360 2312. (Max 5 chars)

**Initials:**   
Your initials are used to identify you as the person who made the booking for your agency. (Max 3 chars).

Remember my Details

[Bookmark](#) [Login](#)

# Search

Once you've done that, you'll be taken to a search screen where you can look for available rentals:

1. Choose “**car hire**” from the list of options on the left
2. Enter the location your customer would like to **pick up** the car from (resort or airport)
3. The **drop-off** will set itself to the same airport, but you can change this if your customer is flying back to somewhere else
4. Enter the **date and time** of pick-up and drop-off
5. Enter the **main driver's date of birth**
6. Click the “**search**” button

The screenshot shows the Holiday Extras agent website interface. At the top, there is a navigation bar with the 'holiday extras' logo and various service categories: Airport parking, Airport hotels, Airport lounges, Airports by rail, Airport hotels with coach, Port parking, Port hotels, Travel insurance, Theatre breaks, Theme parks, and Staff discount. Below the navigation bar, the main heading reads 'Holiday Extras agent website' with the subtext 'Pre-book your customer's holiday add-ons at great prices'. A banner for 'Britannia Hotels are back on sale for a limited time only. Book now to guarantee availability!' is visible. On the left side, there is a sidebar with 'JLM's Tools' (logged in as JLM), 'Bookings help' (View/Amend and Cancel, Booking statistics), 'Product Info' (Directions), 'Agent support' (Agent training, Marketing support, Order stationery, Direct debit invoice, Help and support, Contact us), 'Downloads' (Direct debit form, Self bill form, Insurance DD form), and 'Incentives' (Staff concessions: Airport Hotels, Airport Parking, Airport Lounges, Travel Insurance). The main content area features a 'Questions about the new car hire system? Please call: 0871 360 2719' banner. Below this, there are two columns: '1. My customer is looking for...' with radio button options for Airport Hotels with Parking, Airport Hotels with Parking Before Stay, Airport Hotels - just the room, Airport Parking, Meet and Greet Airport Parking, Car Hire (selected), Airport Lounges, Port Parking, Port Hotels with Parking, Travel Insurance, Airports by Rail, Theatre Breaks, and Theme Parks; and '2. Search for the best prices' with input fields for Pick up Location (Malaga Airport, Spain), Drop off Location (Malaga Airport, Spain), Pick up date/time (10/04/15, 1200), Drop off date/time (17/04/15, 1600), and Driver Date of Birth (18/03/1977), followed by a 'Search' button.

## Search

- **Think about the date and times** before choosing. Since hire is charged by the day, adding an extra hour can be expensive. Do they need that extra time?
- **Some hire agencies will have limits to the ages they cater for.** If your customer is under 25 or over 70, they may have fewer options to choose from.
- **Your customer won't be charged for picking up the car late if their flight is delayed,** so long as you enter their flight details before they go.

# Results

You'll then be taken to a page listing all the available rentals for the dates you entered. Across the top will be two rows of selection boxes:

1. A series of categories you can pick to jump down straight to the results you want.
2. All the available packages for that location (selecting an alternative will refresh the page and only show those package types, e.g. Gold).

You can then look through a list of products that are right for your customer. When you find one that looks good, click "select" to see the full information. Make sure you read all of this to your customer before you book it for them.

The screenshot shows a web browser window displaying the Holiday Extras car hire website. The page title is "Car hire at Malaga Airport". Below the title, there is a search bar with the text "Form Fri 10th April 2015 12:00, returning car to Malaga Airport on Fri 17th April 2015 16:00" and a link to "Edit your search". Below the search bar, there are several tabs for car categories: Mini, Compact, Intermediate, Full Size, Standard, and Premium. The "Mini" tab is selected, and the results are displayed as a grid of car options. Each option includes a car image, the car model, the price, and a "Select" button. The cars listed are: Fiat 500 lounge (£47.14), Mercedes vito cdi (£275.25), Smart fortwo (£161.16), Ford ka manual (£96.16), Ford ka, fiat panda (£29.02), and Volkswagen transporter (£370.33). Each car listing also includes details such as the number of doors, seats, and various insurance and service options.

On request bookings:

You may find some cars are showing as 'on request'. This is usually (but not exclusively) because they are small, local suppliers who do not have integrated IT systems. In these situations, you can still book the car through the Holiday Extras agent site, but confirmation will be pending until the supplier has accepted the booking. Whenever you make an on request booking you can expect to have confirmation that the booking is live within 48 hours, and you will be kept informed of how it's progressing through all stages. If in doubt, you can always give our call centre a ring.

# Product Information

This page will give you all the information you need to answer your customer's queries:

**What's included** will list out everything that comes as standard when you hire this car. It will also show you how much the Excess Refund Policy is going to cost at the next stage.

It's important the customer knows what they are agreeing to when they hire a car, so we've included the **Terms and Conditions** here. These must be read out to the customer before the booking is made as it forms part of their contract with the rental company.

The **opening and closing times** are shown for information - but don't worry, these are also stated on the confirmation voucher received after making the booking! Some companies will offer 'out of hours' pick ups and drop offs - best to have a look through the T&Cs to find out if the rental company can offer this, and if there's any extras charges for doing so.

The **rental company's address** is shown so if your customer prefers to pick up the car directly from the airport you can advise them which car rental companies have on-site offices (and which are just a short transfer away!)

agent.holidayextras.co.uk:8081/carhire/product-info?from=2015-04-10%2012%3A00&to=2015-04-17%2016%3A00&date\_of\_birth=1977-03-18&pickup\_location=FL1297&dropoff\_location=FL1297&code=FLSXCLM&agent=TESTX

holiday extras

Live Chat FREE 0800 phone support

### What's included for €228.31

- ✓ Unlimited Mileage
- ✓ Collision Damage Waiver (with Excess)
- ✓ Third Party Liability Insurance
- ✓ Theft Waiver (with Excess)
- ✓ Local Tax
- ✓ Airport Fee
- ✓ Online Check-in

Excess Refund Policy [available for €38.00 at the next stage]

### Fuel Policy

All cars are provided full of fuel and should be returned the same to avoid refuelling costs.

### Excess Policy

A security deposit of between 600 EUR - 3000 EUR will be taken upon arrival. Debit cards and cash will not be accepted Credit cards only. Sixt will offer clients an insurance to cover windows, tyres, undercarriage and loss of keys upon arrival.

### Terms

#### SIXT SPAIN

#### FUEL

All vehicles are supplied with a full tank of fuel and should be refilled prior to return to S Alternatively, you may purchase a tankful of fuel at the time of rental at a price that is our No refunds will be given for unused fuel

#### DEPOSIT

Sixt accept credit cards to pay the costs of fuel and other local extras. The main driver of the car rental contract must be the cardholder of one of the following valid credit cards: **MasterCard** and **VISA**. A security deposit of between **600 EUR - 3000 EU** **Debit cards and cash will not be accepted.**

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Malaga Airport  
Terminal 2 and 3 Arrival Hall  
Malaga  
Spain, Spain

**Sixt**

Monday	07:00 - 23:59
Tuesday	07:00 - 23:59
Wednesday	07:00 - 23:59
Thursday	07:00 - 23:59
Friday	07:00 - 23:59
Saturday	07:00 - 23:59
Sunday	07:00 - 23:59

**VW Golf**  
Doors x 4  
x 3  
x 5

Pick up  
Malaga Airport on Fri 10th April 2015 at 12:00  
Drop off  
Malaga Airport on Fri 17th April 2015 at 18:00

**Total** €228.31

Continue to payment

# Additional details

You will then be taken to an **additional details page**, where you can add Flexible's own Excess Refund Policy. This has been designed to give your customers peace of mind. If the car is damaged in any way during the rental period then the customer may lose their deposit - but taking out this policy will reimburse them for this loss. It's really simple to make a claim, and all the details are in the policy's terms and conditions. If you want to add this just tick the box!

Then you'll need to **enter the additional information** in the boxes on the bottom half of the page:

- The **email address** of agent at the shop who receives the confirmation
- The lead driver's **full name** and title
- The lead driver's **date of birth**
- A **mobile number** for the customer
- The customer's **flight details**

The customer's **flight information can be left out**, but this could leave the customer liable to charges if they pick up the car later than planned. Best to put it in if you can (or it can be added later).

The screenshot shows a web browser window with the URL: `agent.holidayextras.co.uk:8081/carHire/payment?from=2015-04-10+12K3A00&to=2015-04-17+16K3A00&date_of_birth=Fri+Mar+18+1977+00K3A00K3A00+GMTK280000+K28UTC29&pickup_location=FL1297&dropoff_location=FL129...`

The page features the **holiday extras** logo and navigation links for **Live Chat** and **FREE 0800 phone support**. A **development** badge is visible in the top right corner.

**Excess Refund Policy**

When hiring a car most suppliers include standard Collision Damage Waiver but there can often be a very high excess of up to £3000 with many exclusions!  
We offer a refund to cover your excess and all eventualities up to £3000.

Add for £38.00

**What's Covered:**

- Tyres
- Windscreen
- Roof
- Undercarriage
- Towing (up to £2000)
- Excess (up to £3000)
- Key Replacement (up to £500)

**Additional Details**

Email confirmation to:


Name:

Date of Birth:

Mobile:  ?  
May not be a valid mobile number

Outbound Flight:

**Car Details:**



VW Golf £228.31  
Doors x 4 | x 3 | x 5

**Pick up:** Malaga Airport on Fri 10th April 2015 at 12:00  
**Drop off:** Malaga Airport on Fri 17th April 2015 at 18:00

**Total** £228.31  
By clicking Confirm Booking, you agree to our [terms and conditions](#).

Page footer: [Manage Account](#) [Privacy policy](#) [Terms and conditions](#) [Free f...](#) © 2015 Holiday Extras Ltd

Lastly, **confirm the details** of the booking with the customer. This will all be listed on the right side of the screen along with the final price.

You will need to tick a box to confirm that you have read through the Terms and Conditions with the customer, and they are happy with this. It's really important to do this so your customer is fully aware of everything that's included in their rental and what they are liable to pay. Reading through the T&Cs with the customer and clicking this box protects us from claims where the customer was given incomplete or incorrect information.

## Confirmation

**Once you've booked, you'll be taken to a page containing the same information as the confirmation** that's been emailed to your chosen email address. Remind them to print the email out and take it with them when they pick up the car.

**You or the customer can see a copy of their confirmation on our website** at any time by entering their booking reference on the home page. From there, you can re-send another copy or cancel the booking any time up until 72 hours before they fly. After this, you'll need to call us to cancel for them up to 24 hours before their holiday. If your customer cancels less than 24 hours before their booking starts, then they will be charged the full amount of the rental.

The screenshot shows a web browser window displaying the Holiday Extras booking confirmation page. The page title is "Booking confirmed! Thank you for choosing HolidayExtras.com Ref: 46567907". Below the title, it states "We've sent full confirmation to jack.morison@holidayextras.com." The page is divided into several sections:

- Your booking details:**

Booking reference	46567907
Lead Driver	Mr Test Test
Date of Birth	18th March 1977
Total Paid	£228.31
- On the day, you need:**
  - Copy of this voucher
  - Driving licence (both parts)
  - Valid credit card
- Hire details:**

Please read the car hire provider's [terms and conditions](#)

Provider	Sixt
Sixt reference	9821578058
Model	VW Golf
Vehicle type	Car
Doors	4
Passengers	5
Air Con	Yes
Transmission	Manual
- What's included:**
  - ✓ Unlimited Mileage
  - ✓ Collision Damage Waiver (with Excess)
  - ✓ Third Party Liability Insurance
  - ✓ Theft Waiver (with Excess)
  - ✓ Local Tax
  - ✓ Airport Fee
  - ✓ Online Check-in
- Fuel Policy:** All cars are provided full of fuel and should be returned the same to avoid refuelling costs.
- Excess Policy:** A security deposit of between 600 EUR - 3000 EUR will be taken upon arrival. Debit cards and cash will not be accepted. Credit cards only. Sixt will offer clients an insurance to cover windows, tyres, undercarriage and loss of keys upon arrival.

## Commission

**When you're done, enter the details of the booking into your holiday booking system, as you normally would.** You'll need to provide the HX reference and the total cost of the booking. Your commission will then be added as with any other Holiday Extras product.





# Our tips for selling car hire

## Become a car hire sales expert!

- Point out that car hire **gives your customer freedom** to go where they like, when they like. They can make their holiday unique and perfect for them.
- Tell them they can **travel in a comfortable, air-conditioned, private car**, rather than a crowded bus full of tourists.
- Explain how they can take their time over what they're doing and **won't be forced to stick to a schedule**. They're on holiday after all.
- Remind them that the car can be **picked up and dropped off at their hotel** if they're staying in one of your top 20 resorts.
- Cheekily point out that there are lots of cars on offer and they can **use the opportunity to test drive** something fun.
- **Overcome objections** with the range of cars available to suit their needs
- If they're worried about the cost, tell them **it's cheaper than they think** and suggest they have a look at what's on offer.
- **Point out the excess refund policy** will stop them running up any extra charges.

# Complaints

## What to do when things go wrong!

We always do our best for our customers, but there may be times when a customer isn't happy with the service they or our partners have provided. **If your customer isn't happy, for any reason, we'll do our best to sort the problem out for them.**

All you need to do is send an email to [customerrelations@holidayextras.com](mailto:customerrelations@holidayextras.com), giving us as much information as you can about what happened, including booking references and receipts. You should then tell your customer that we will get back to them within two weeks.

If you have any questions, or you want to chase up an issue, **feel free to give us a call!**

# Getting hold of us

**Any questions, just call!**

If you need to get hold of us, give us a call on 0871 360 2667.

