

## AGENT ADVICE: 1 MARCH 2017

### Web Check in for DAY TOURS on Southern Cross or Whitsunday Bullet

As we do not have an office at the marina, it will help greatly assist with the service to your guests if we can get this information completed as soon as possible after the booking is confirmed.

- 1) Customer goes to the website [www.explorewhitsundays.com](http://www.explorewhitsundays.com) (can be done on mobile devices)
- 2) Click Check in button
- 3) Enter Booking Reference from Explore Whitsundays or Ticket Number Provided by Agent to Explore Whitsundays at time of making the booking.
- 4) Enter the booking name. If booking was in name of Ben Smith, enter Smith

Booking Reference / Webres booking number / Agent booking reference  
206121

Booking Name  
Testbullet

SINGLE  COUPLE  GROUP  FAMILY

I have read and accept the Terms and Conditions of Travel - [Click to Read](#)

**Checkin as SINGLE**

- 5) If customer wants to read the T&Cs these are on line and they can click to read.

The system will take from 5 seconds to 30 seconds to download the booking.

- 6) The customer will be presented with the booking confirmation for the tour
- 7) Enter Pickup location from dropdown list. (if no pickup required select Make your Own Way)
- 8) Enter Travel Type, (this helps us understand customer travel patterns to Whitsundays)
- 9) Enter the personal fields (these help with diet, medical, swim risk assessment and service levels)
- 10) Enter next of kin (helps in unlikely case of emergency)
- 11) **If a balance payment is due, the system will automatically put up a payment button**, the customer can click this and go to the payment gate which is a secure site connected to NAB

**Checkin and Pay Online**

- 12) If NO Balance is due, click save and logout.
- 13) Customer will be emailed a confirmation of their pickup details and tour details.

## Explore Whitsundays Electronic Check In

**Booking Information**

**Booking ID** 206121

**Tour** Whitsunday Bullet

**Depart** Saturday 01/04/2017 @ 09:00 AM

**Return** Saturday 01/04/2017 @ 04:30 PM

**Booking Name** Testbullet

**Passengers** 1

**Passenger #1**

**First Name\***

**Last Name\***

**Email\***

**Phone\***

**Age\***

**Country\***

**Occupation**

**Diet\***

**Medical\***

**Swim Ability\***

**Emergency Contact - not travelling with you**

**Contact Name\***

**Contact Relationship**

**Contact Phone\***

**Select your Pickup Accommodation/Location**

- Make own way - Barcelona Cafe
- Abell Point Marina
- Adventure W/S Van Park
- Airlie Apartments
- Airlie Beach Hotel
- Airlie Beach Motor Lodge
- Airlie Court Holiday Units
- Airlie Cove Van Park
- Airlie Waterfront BB
- Airlie Waterfront BPs
- Azure Sea Resort
- Backpackers by the Bay
- Base Airlie
- Baybreeze Apartments
- Beach Court Holiday Villas
- Beaches BPs
- Beachside Holiday Units
- Blue Horizon Resort
- Boat Haven

**Select your Pickup Accommodation/Location**

Your pickup will be at Coconut Grove Bus Stop at 08:15 AM

**Travel to Whitsundays**

**Summary**

Product	Quantity	Passenger	Outstanding
Ticket	1		\$0.00
<b>Total Outstanding</b>			\$0.00

[Save & Logout](#)

If the customer CANNOT check in online, please ask them to attend our office in Airlie Beach, Explore Whitsundays **Shop 1, 4 Airlie Esplanade Airlie Beach**, before 6:30pm the day prior to departure.

Any questions please call us on 07 4946 4999