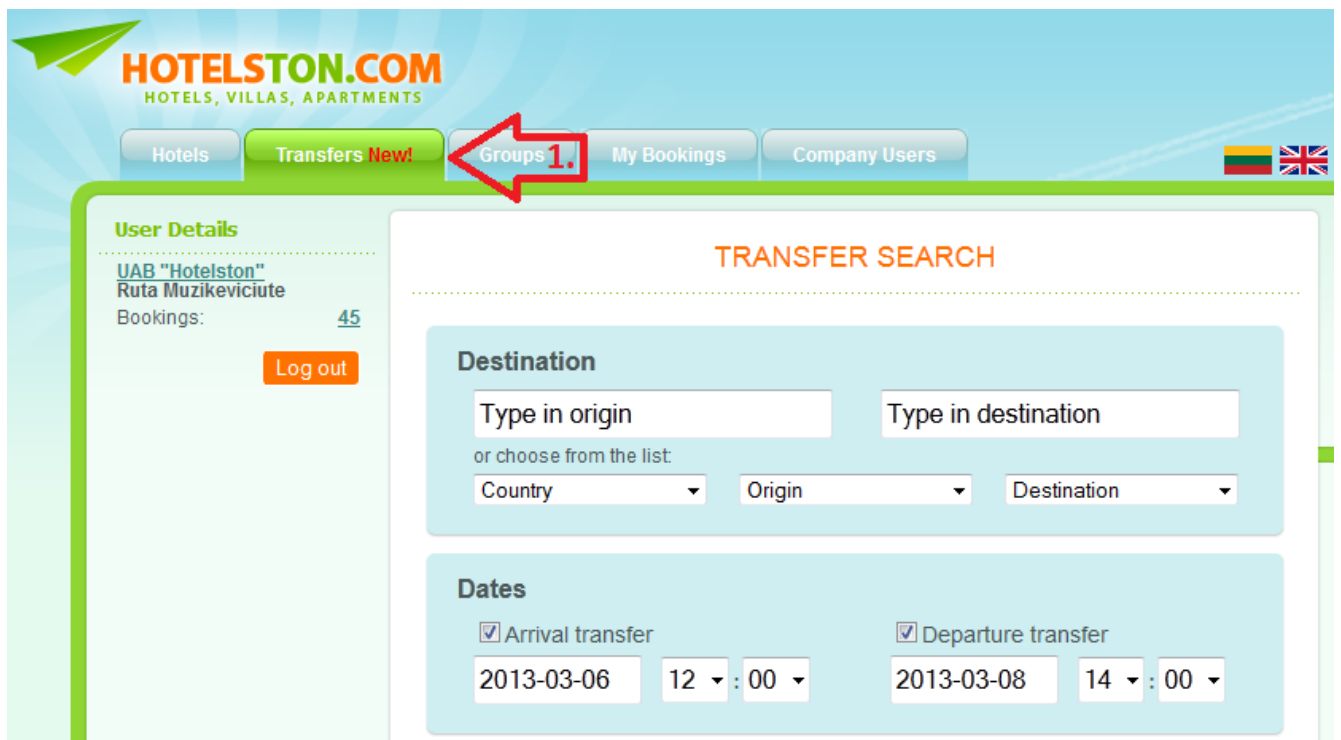


## Transfer Booking Guide

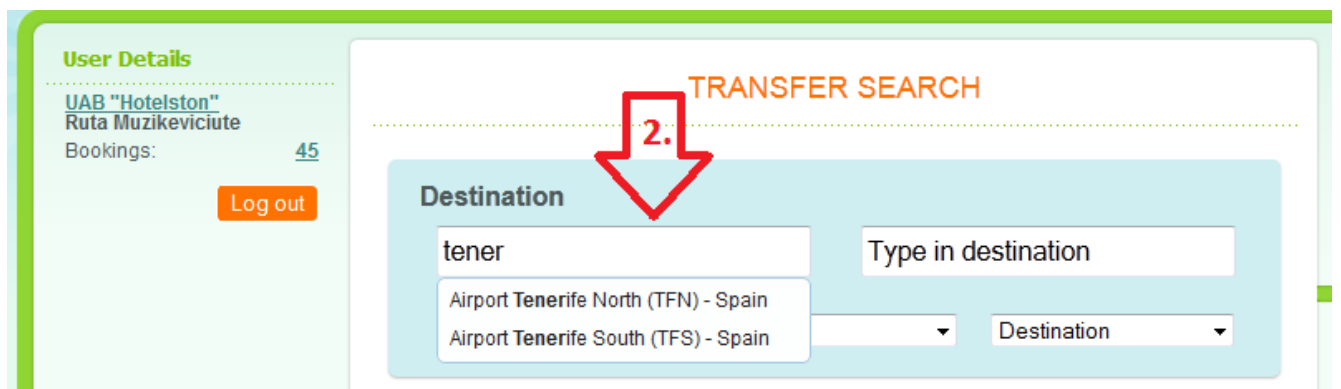
1. To start with transfers, navigate to transfer search page via “Transfers” item in Hotelston.com top menu:



The screenshot shows the Hotelston.com website interface. The top navigation bar includes 'Hotels', 'Transfers New!', 'Groups 1.', 'My Bookings', and 'Company Users'. A red arrow points to the 'Transfers New!' menu item. The main content area is titled 'TRANSFER SEARCH'. On the left, there is a 'User Details' sidebar for 'UAB "Hotelston" Ruta Muzikeviciute' with 45 bookings and a 'Log out' button. The search form contains the following fields:

- Destination:** Two input fields for 'Type in origin' and 'Type in destination'. Below them, a dropdown menu for 'Country' and two dropdown menus for 'Origin' and 'Destination'.
- Dates:** Two checked checkboxes for 'Arrival transfer' and 'Departure transfer'. The arrival date is '2013-03-06' at '12 : 00'. The departure date is '2013-03-08' at '14 : 00'.

2. Enter transfer origin which is basically a location (usually an airport) for a driver to pick up passengers. It can be a city name, airport name or IATA code:



The screenshot shows the 'TRANSFER SEARCH' form with the 'Origin' field populated with 'tener'. A red arrow labeled '2.' points to this field. The dropdown menu below the field shows two options: 'Airport Tenerife North (TFN) - Spain' and 'Airport Tenerife South (TFS) - Spain'. The 'Destination' field remains empty.

3. Enter transfer destination which is drop off location, usually a name of city/resort/area where hotel, apartment or other property is located:

**User Details**  
 UAB "Hotelston"  
 Ruta Muzikeviciute  
 Bookings: [45](#)  
 Log out

**TRANSFER SEARCH**

**Destination**  
 Airport Tenerife South (TFS) - S | ame|  
 or choose from the list  
 Country  Origin   
 Golf Las Americas - Spain  
 Playa De Las Americas - Spain

4. Select checkboxes for the transfers you wish to book arrival, departure or round trip:

**TRANSFER SEARCH**

**Destination**  
 Airport Tenerife South (TFS) - S | Playa De Las Americas - Spain  
 or choose from the list  
 Country  Origin  Destination

**Dates**  
 Arrival transfer **4.**  Departure transfer **4.**  
 2013-03-06 12 : 00 2013-03-08 14 : 00

- If you need return transfer (both ways), please keep arrival and departure boxes checked.
- If you need only arrival transfer, please choose "arrival transfer" checkbox.
- If you need only departure transfer, please choose "departure transfer" checkbox.

**Please note:** when searching for a departure only (ex. from a hotel to an airport) transfer, you still have to enter origin and destination as in roundtrip or arrival transfer. For example: if you want to book a transfer from a hotel in *Playa de las Americas* to the *Tenerife South Airport (TFS)*, you have to select *Airport Tenerife South (TFS)* as origin and *Playa de las Americas* as destination.

5. Enter your flight date and time information:

## TRANSFER SEARCH

**Destination**

Airport Tenerife South (TFS) - S      Playa De Las Americas - Spain

or choose from the list

Country      Origin      Destination

**Dates**

Arrival transfer       Departure transfer

2013-03-06 | 12 : 00 | 5. | 2013-03-08 | 14 : 00

Mar 2013      April 2013

Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3	1	2	3	4	5	6	7
4	5	6	7	8	9	10	8	9	10	11	12	13	14
11	12	13	14	15	16	17	15	16	17	18	19	20	21
18	19	20	21	22	23	24	22	23	24	25	26	27	28
25	26	27	28	29	30	31	29	30					

Today      Done

Hotelston.com. Please enter hotel booking reference (TOxxxxxx) to get the discount:

**Please note:** please provide flight time and date as in flight ticket. Do not add any extra time as handling agent waits for passenger after arrival and delivers earlier before departure.

**Please note:** in case of airport transfer, please make sure you enter arrival (landing) time of an arrival flight and departing (taking off) time of a departure time. Also be careful selecting the date, when the flight arrives after midnight – the date must be of the new day.

## 6. Enter passenger details:

### TRANSFER SEARCH

**Destination**

Airport Tenerife South (TFS) - S  Playa De Las Americas - Spain

or choose from the list:

Country  Origin  Destination

**Dates**

Arrival transfer  Departure transfer


2013-03-06  12  : 00  2013-03-08  14  : 00

**Pax**

Adults: 1  Children: 2

Children age: 1  5

Total pax: 3



7. Hotelston.com offers a 10% package discount for transfers to accommodation booked via Hotelston.com. Enter your accommodation booking reference number to get the discount:

## TRANSFER SEARCH

**Destination**

Airport Tenerife South (TFS) - S... Playa De Las Americas - Spain

or choose from the list:

Country  Origin  Destination

**Dates**

Arrival transfer  Departure transfer

2013-03-06 12 : 00 2013-03-08 14 : 00

**Pax**

Adults: 1 Children: 2


Children age: 1 5

Total pax: 3

**Discount**

Get 10% discount for a transfer to accommodation (hotel, apartment, etc.) booked via Hotelston.com. Please enter hotel booking reference (TOxxxxxx) to get the discount:

T05152535







**Please note:** any hotel booking reference number can only be used once!

8. When all criteria fields are completed, click “Find best offers”. Search results sorted by price should come up within a couple of seconds:

## TRANSFERS

4 transfers found from Airport Tenerife South (TFS) to Playa De Las Americas arrival Wed 2013-03-06 12:00 departure Fri 2013-03-08 14:00

<b>Shuttle Bus</b>		<b>12.42 EUR</b> for 3 pax
	<b>Type:</b> Shuttle Bus	Inbound: 6.21 EUR
	<b>Distance:</b> 20 km	Outbound: 6.21 EUR
Shuttles are a great value way of travel. Shuttles run on scheduled times from airports with about 45 minutes waiting period after making contact with your transfer representative before leaving the airport with stops en... <a href="#">more</a>		<b>Total:</b> 12.42 EUR
		<a href="#">BOOK</a>
<b>Shuttle Bus (Express)</b>		<b>22.96 EUR</b> for 3 pax
	<b>Type:</b> Shuttle Bus (Express)	Inbound: 11.48 EUR
	<b>Distance:</b> 20 km	Outbound: 11.48 EUR
Express Shuttles are speedy and a great value way to travel. Express Shuttles run on scheduled times from airports with about 45min waiting time before leaving the airport with stops en-route to drop off/pick up other clients... <a href="#">more</a>		<b>Total:</b> 22.96 EUR
		<a href="#">BOOK</a>
<b>Private Transfer</b>		<b>61.78 EUR</b> for 3 pax
	<b>Type:</b> Private Transfer	Inbound: 30.89 EUR
	<b>Occupancy:</b> 1 - 4 pax	Outbound: 30.89 EUR
	<b>No of units:</b> 1	
	<b>Distance:</b> 20 km	<b>Total:</b> 61.78 EUR
This will be for your own personal use and will not be shared with other travelers. Upon arrival at your chosen airport a representative will be waiting for you. There is no need to wait or find a taxi locally or take a shuttle... <a href="#">more</a>		<a href="#">BOOK</a>
<b>Wheelchair Taxi</b>		<b>244.94 EUR</b> for 3 pax
	<b>Type:</b> Wheelchair Taxi	Inbound: 122.47 EUR
	<b>Occupancy:</b> 1 - 3 pax	Outbound: 122.47 EUR
	<b>No of units:</b> 1	
	<b>Distance:</b> 20 km	<b>Total:</b> 244.94 EUR
This is a private vehicle adapted for wheelchair use. A taxi will collect you from the airport. This will be for your own personal use and will not be shared with other travelers. Upon arrival at your chosen airport a... <a href="#">more</a>		<a href="#">BOOK</a>

**Please note:** transfer prices are final for all passengers. Depending on a transfer type, it may not be available for private addresses (ex: going from airport CDG to my friend Cesar or private villa). Please read transfer description carefully!

9. To proceed with a booking, choose transfer and click button "BOOK". It will lead you to the reservation page:

## BOOKING DETAILS

### Transfer Details

#### Lead passenger:

Firstname  Lastname

#### Specific location:

Location for pick up or drop off: hotel, apartment, villa or golf course name and address. Transfer to private address is not possible and cannot be confirmed.

Name

Address

#### General details:

Origin	Airport Tenerife South (TFS)
Destination	Playa De Las Americas
Transfer type	Shuttle Bus
Price	12.42 EUR

### Flight Details

#### Arrival flight

From airport (code)

To airport (code)

Flight number

Arrival date

Arrival time

#### Departure flight

From airport (code)

To airport (code)

Flight number

Departure date

Departure time

### Contact Person

Firstname   \* Lastname  \*

E-mail  \* Phone  \*

### Payment Details

10. Start the reservation process by entering lead passenger name:

Transfer Details

Lead passenger:

Firstname   Lastname  **10.**

Specific location:

Location for pick up or drop off: hotel, apartment, villa or golf course name and address. Transfer to private address is not possible and cannot be confirmed.

Name

Address

11. and specific location – exact destination of the transfer:

Transfer Details

Lead passenger:

Firstname   Lastname

Specific location: **11.**

Location for pick up or drop off: hotel, apartment, villa or golf course name and address. Transfer to private address is not possible and cannot be confirmed.

Name

Address

General details:

Origin	Airport Tenerife South (TFS)
Destination	Playa De Las Americas
Transfer type	Shuttle Bus
Price	12.42 EUR

**Please note:** some transfers will only be to and from destinations which Tourist Board registered properties unless specifically agreed in advance! Transfers to private addresses may not be confirmed and even if confirmed, not carried out.



12. Enter IATA codes of the airports passenger is arriving from and departing to:

Flight Details			
Arrival flight		Departure flight	
From airport (code)	VNO	From airport (code)	TFS
To airport (code)	TFS	To airport (code)	CDG
Flight number		Flight number	
Arrival date	2013-07-15	Departure date	2013-07-17
Arrival time	12:00	Departure time	14:00

13. and arrival and departure flight numbers:

Flight Details			
Arrival flight		Departure flight	
From airport (code)	VNO	From airport (code)	TFS
To airport (code)	TFS	To airport (code)	CDG
Flight number	FR7008	Flight number	FR6371
Arrival date	2013-07-15	Departure date	2013-07-17
Arrival time	12:00	Departure time	14:00

**Please note:** in case arrival and/or departure flight is connecting flight, please provide information of the segment that has direct flight with transfer airport. In case of arrival flight, it must be the last segment and in case of departure flight it must be the first segment. For example, if the arrival flight is VNO-LGW-TFS, flight numbers FR551 and GW551 and departure flight is TFS-CDG-VNO, flight numbers CD551 and FR651, use LGW as arrival from airport and CDG as departure to airport as well as GW551 as arrival flight number and CD551 as departure flight number.

14. Provide your (agent) contact details:

Contact Person			
Firstname	Mr Agent	Lastname	Name
E-mail	agent@agency.com	Phone	+37052496276

15. and proceed just like with any hotel booking:

Contact Person

Firstname	Mr	Agent	*	Lastname	Name	*
E-mail	agent@agency.com			Phone	+37052496276	

Payment Details


Pay later ▾

In case you choose to pay later, you must do it before **2013-02-28**. If you choose to make a bank transfer, the money should be in our account before 2013-02-28. You will receive an email containing payment details shortly after reservation. The reservation will be cancelled automatically in case you fail to make a payment before 2013-02-28.

Need invoice

I agree with [terms & conditions](#)


Total: **12.42 EUR**



Complete with success!

**PAYMENT**

---

 Your booking details are saved. Payment instructions are send to your email **agent@agency.com**. Please contact us by email [info@hotelston.com](mailto:info@hotelston.com) or phone +370 5 249 6276 in case you have any questions.

16. By now the booking has reached our system and you should have received a booking confirmation email with pro-forma invoice and voucher attached:



**BOOKING PAYMENT DETAILS**

---

Hello,  
You have made a reservation **TO5028959** at Hotelston.com. Reservation must be paid before **2013-02-28**, otherwise it will be cancelled. You can make a bank transfer to the account(s) listed below.

**Payment details**

Recipient: **UAB "Hotelston"**  
Recipient reference: **302460527**

Bank account: **LT547300010119508128**  
Bank: **AB „Swedbank“**

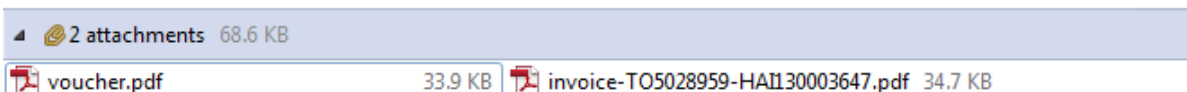
Payment amount: **12.42 EUR**  
Payment purpose: **Booking TO5028959**

**ATTENTION! Please make sure you fill in the "Payment purpose" field, otherwise we will be unable to identify the payment made.**

**Booking price**

Transfer Airport Tenerife South (TFS) - Playa De Las Americas:	12.42 EUR
<hr/>	
	<b>Total: 12.42 EUR</b>

Sincerely,  
Hotelston.com  
E-mail: [info@hotelston.com](mailto:info@hotelston.com)  
Phone: +370 5 249 6276



**Please note:** read your transfer voucher carefully and make sure your client does. Transfer booking voucher contains all important information, including pick-up information for the departure transfer and emergency contact details.

17. You can find your new transfer booking together with all bookings by navigating to “My Bookings” via Hotelston.com top menu or by clicking on booking count in login panel:

**MY BOOKINGS**

In order to find some particular booking, please enter booking reference (TOXXXXXX), invoice number, hotel name or passenger name into a search field below.

Bookings made by [Me](#) [Company](#) Found: 47 1 page of 1

Booking ref	Created	CXL	Name	Date	Lead passenger	Contact person	Price	Status
<a href="#">TO5028960</a>	2013-02-28	2013-07-09	Airport Tenerife South (TFS) > Playa De Las Americas	2013-07-15 2013-07-17	John Smith	Agent Name	8.26 EUR	Temporary reserved
<a href="#">TO5028959</a>	2013-02-28	2013-03-01	Airport Tenerife South (TFS) > Playa De Las Americas	2013-03-07 2013-03-09	John Smith	Agent Name	12.42 EUR	Cancelled
<a href="#">TO5028376</a>	2013-02-22	2013-06-08	Airport Tenerife South (TFS) > Playa De Las Americas	2013-06-14 2013-06-21	F. [redacted]	Ruta Muzikeviciute	9.18 EUR	Rejected
<a href="#">TO5027730</a>	2013-02-16	2013-02-14	Gertrude Riga City Centre	2013-02-23 2013-02-24	[redacted]	Ruta Muzikeviciute	80.00 EUR	Confirmed
<a href="#">TO5027583</a>	2013-02-14	2013-07-14	Paradise Bay Hotel	2013-07-18 2013-07-25	[redacted]	Ruta Muzikeviciute	547.00 EUR	Cancelled
<a href="#">TO5027557</a>	2013-02-14	2013-07-07	Coral Hotel	2013-07-11 2013-07-18	[redacted]	Ruta Muzikeviciute	289.00 EUR	Cancelled

18. **VERY IMPORTANT!** Pick-up time for a departure transfer will be available 24-48 hours before the departure time. Depending on the destination (please check the voucher) online pickup time option may be available. In this case, you can get departure transfer pick-up time by using “Pick-up details” box on the right side in the transfer search page:

The screenshot shows the 'TRANSFER SEARCH' interface. On the left, the 'User Details' section identifies the user as 'UAB "Hotelston" Ruta Muzikeviciute' with 47 bookings and a 'Log out' button. The main search area includes a 'Destination' section with input fields for 'Airport Tenerife South (TFS) - ES' and 'Playa De Las Americas - Spain', and a 'Dates' section with checkboxes for 'Arrival transfer' and 'Departure transfer'. On the right, a 'Pickup details' box (highlighted with a red border) prompts the user to 'Enter transfer reservation reference:' with the value 'TO5028960' and a 'Get Pickup Details' button. Below this is a 'Support' section featuring a profile picture of a woman.

**Please note:** if pick-up time is unavailable at the moment, please try later or call local phone numbers provided in voucher pick-up time details.

**In case of any trouble, please always refer to the voucher!**

We hope this guide will be helpful for you, but in case you have any questions, do not hesitate to contact **Hotelston.com Customer Support Department** by email [transfer@hotelston.com](mailto:transfer@hotelston.com)!