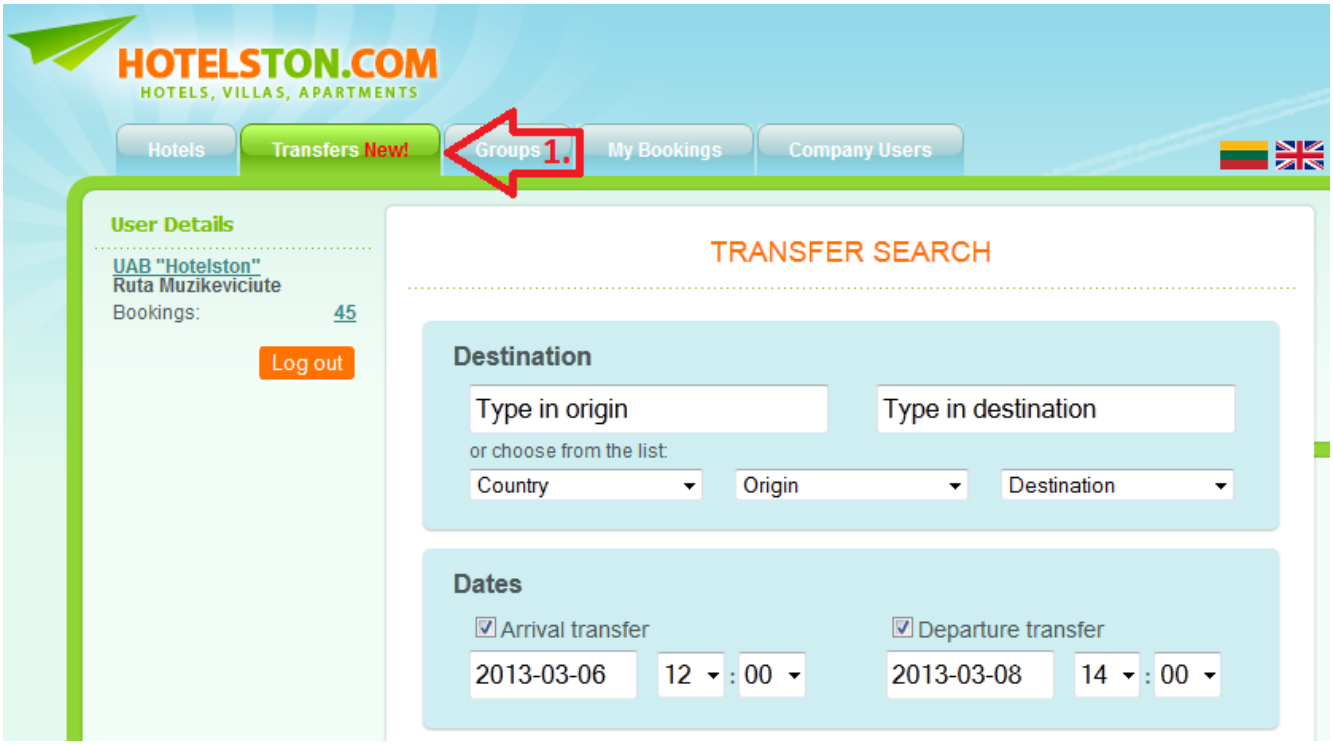
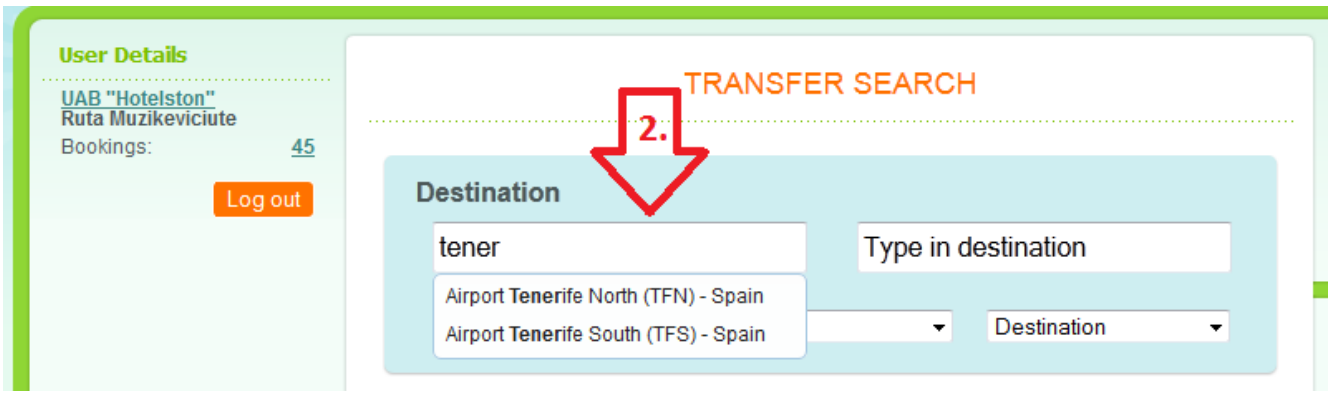
Transfer Booking Guide

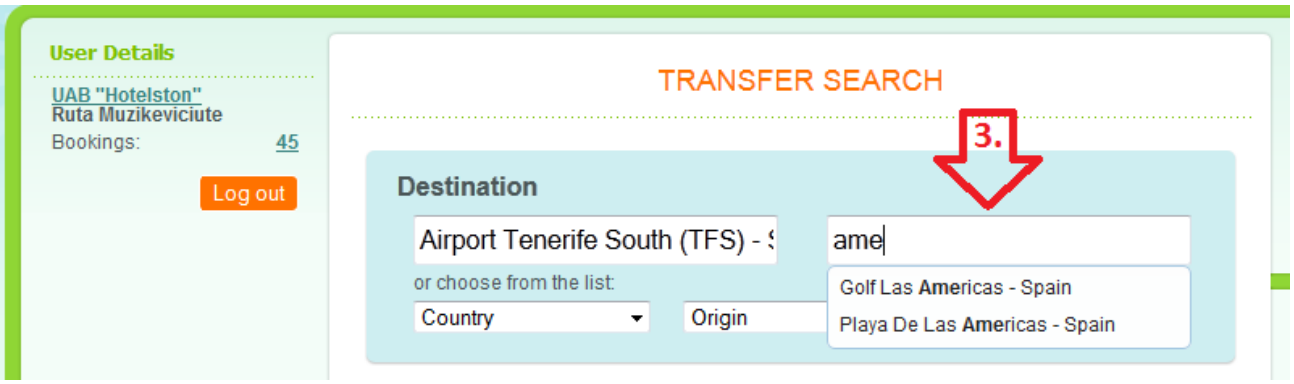
1. To start with transfers, navigate to transfer search page via “Transfers” item in Hotelston.com top menu:



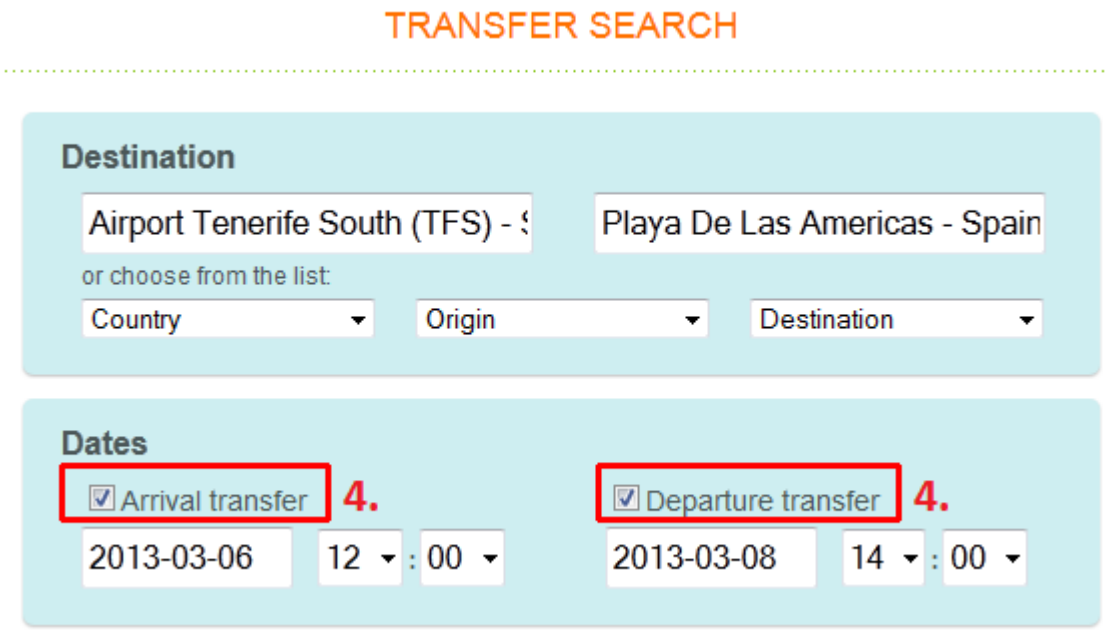
2. Enter transfer origin which is basically a location (usually an airport) for a driver to pick up passengers. It can be a city name, airport name or IATA code:



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



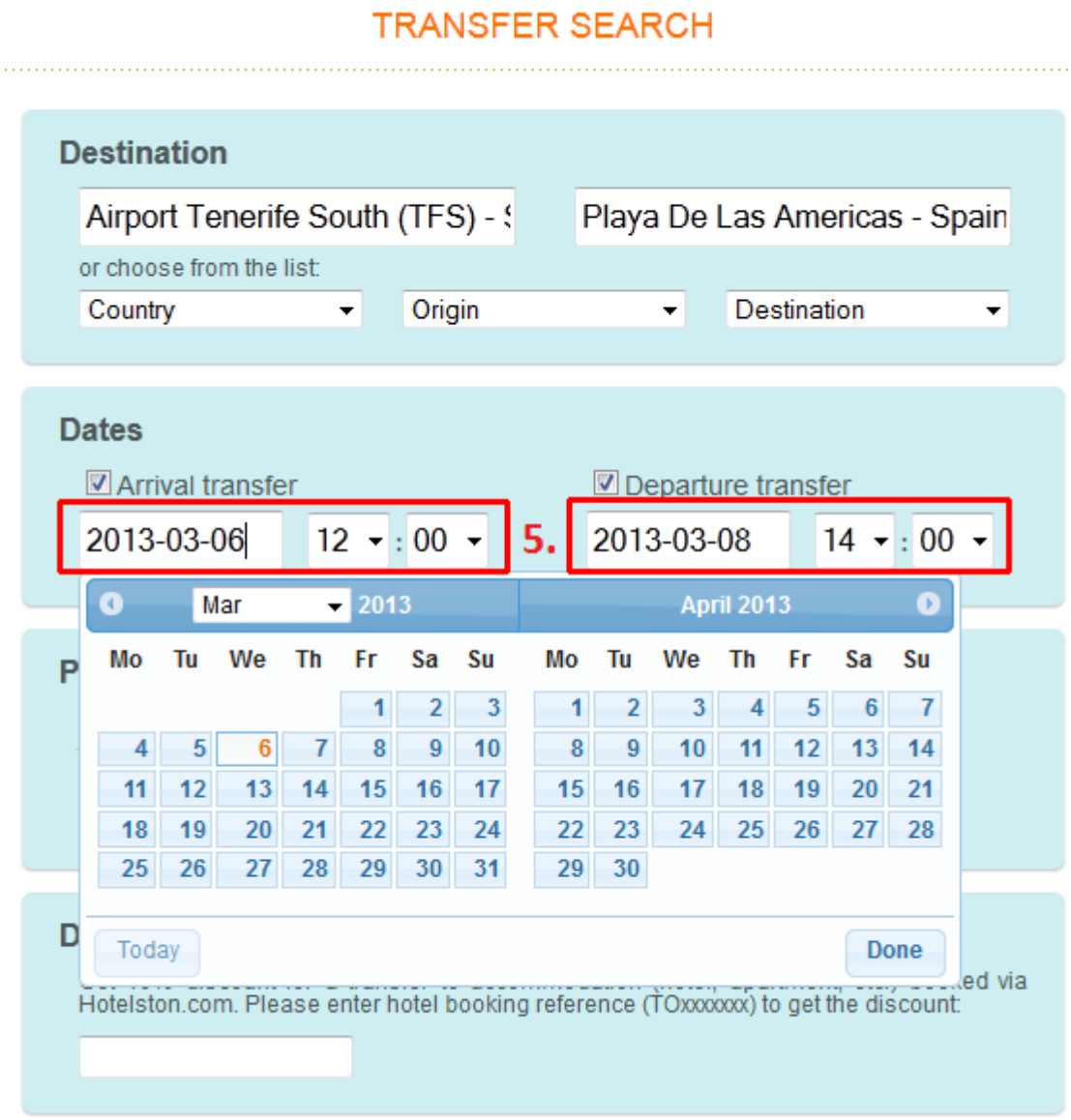
4. Select checkboxes for the transfers you wish to book arrival, departure or round trip:



- 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.

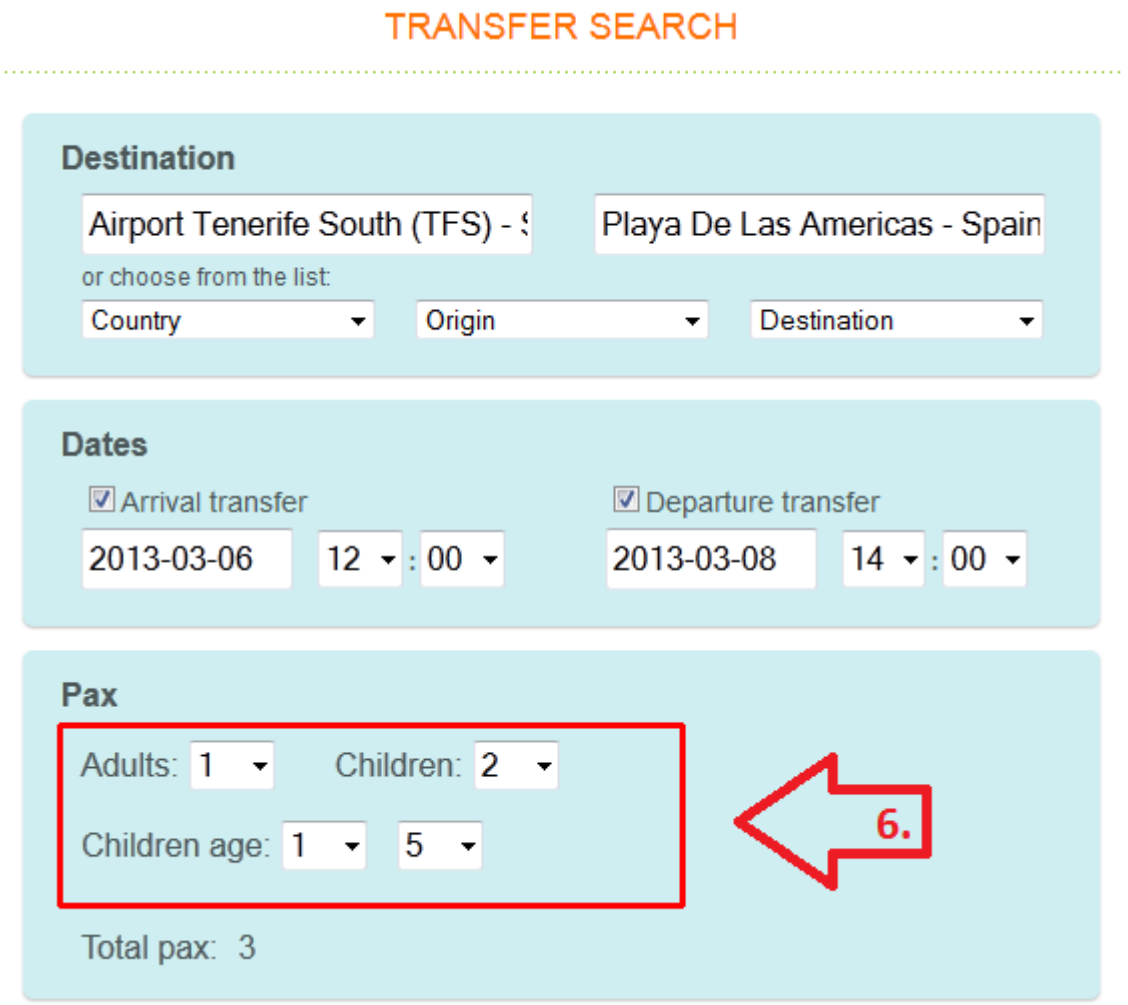
5. Enter your flight date and time information:



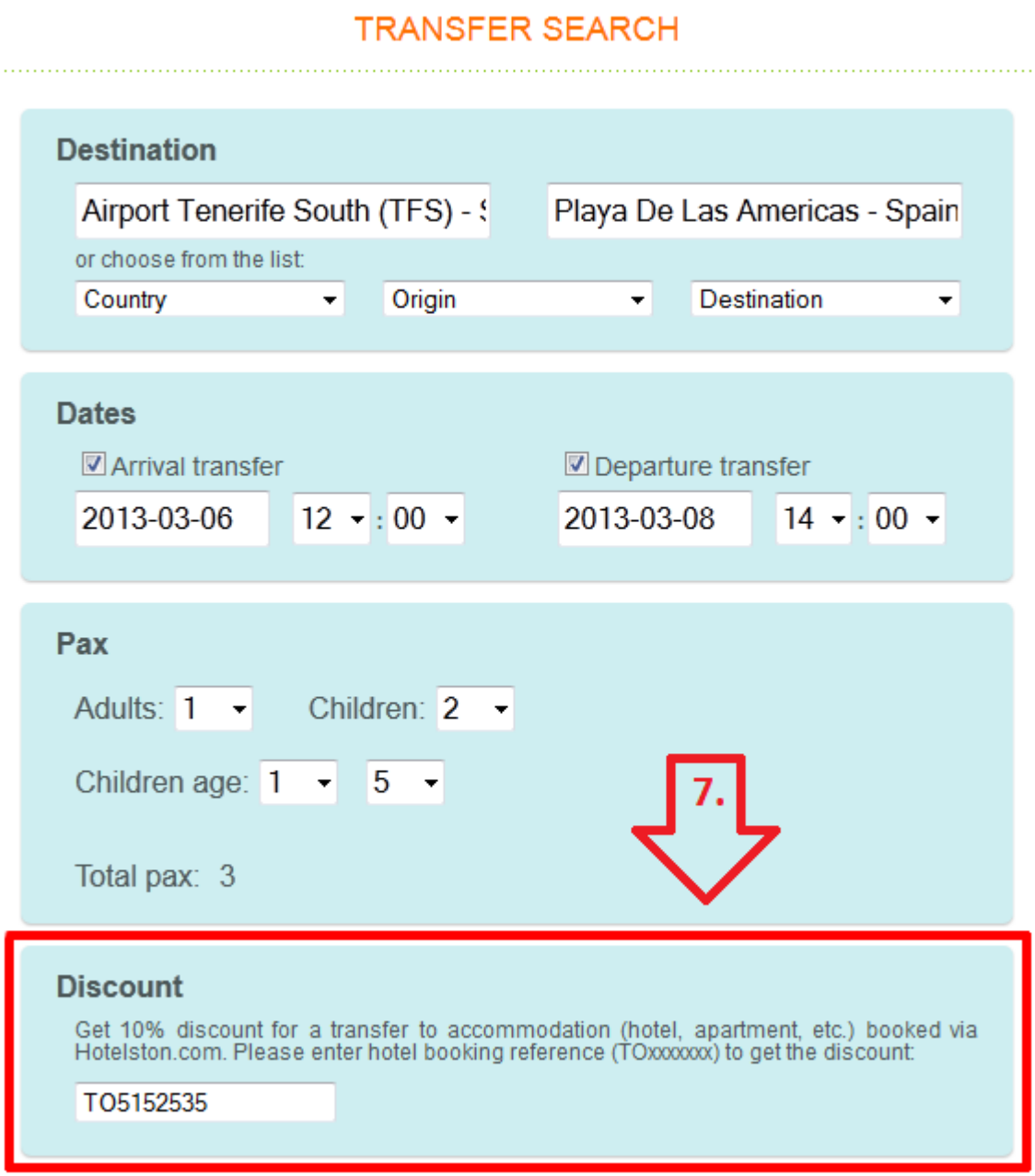
Please note: please provide flight time and date as in flight ticket. Do not add any extra time as handling agent waits for passenger after arrival and delivers earlier before departure.

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:

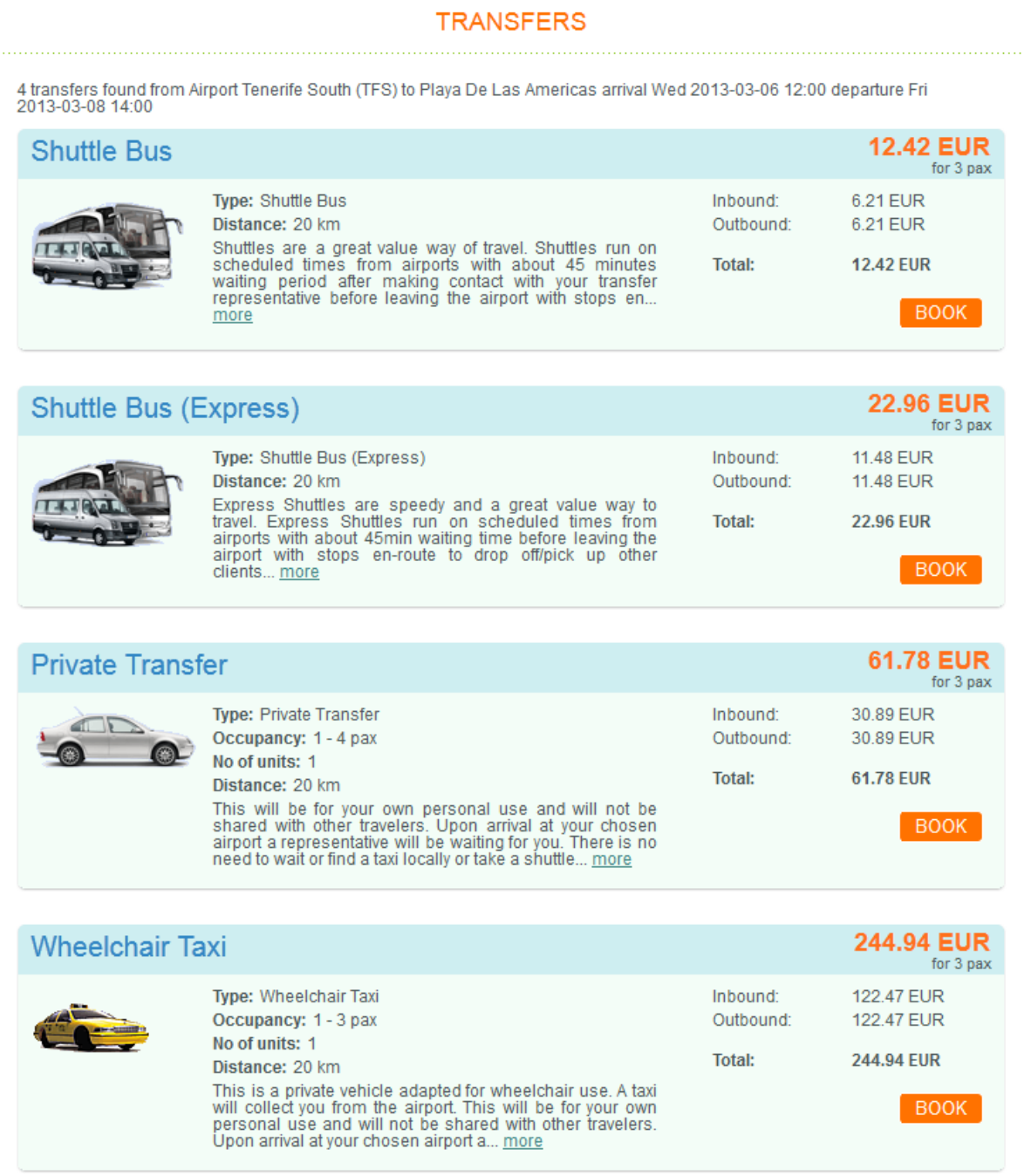


7. Hotelston.com offers a 10% package discount for transfers to accommodation booked via Hotelston.com. Enter your accommodation booking reference number to get the discount:



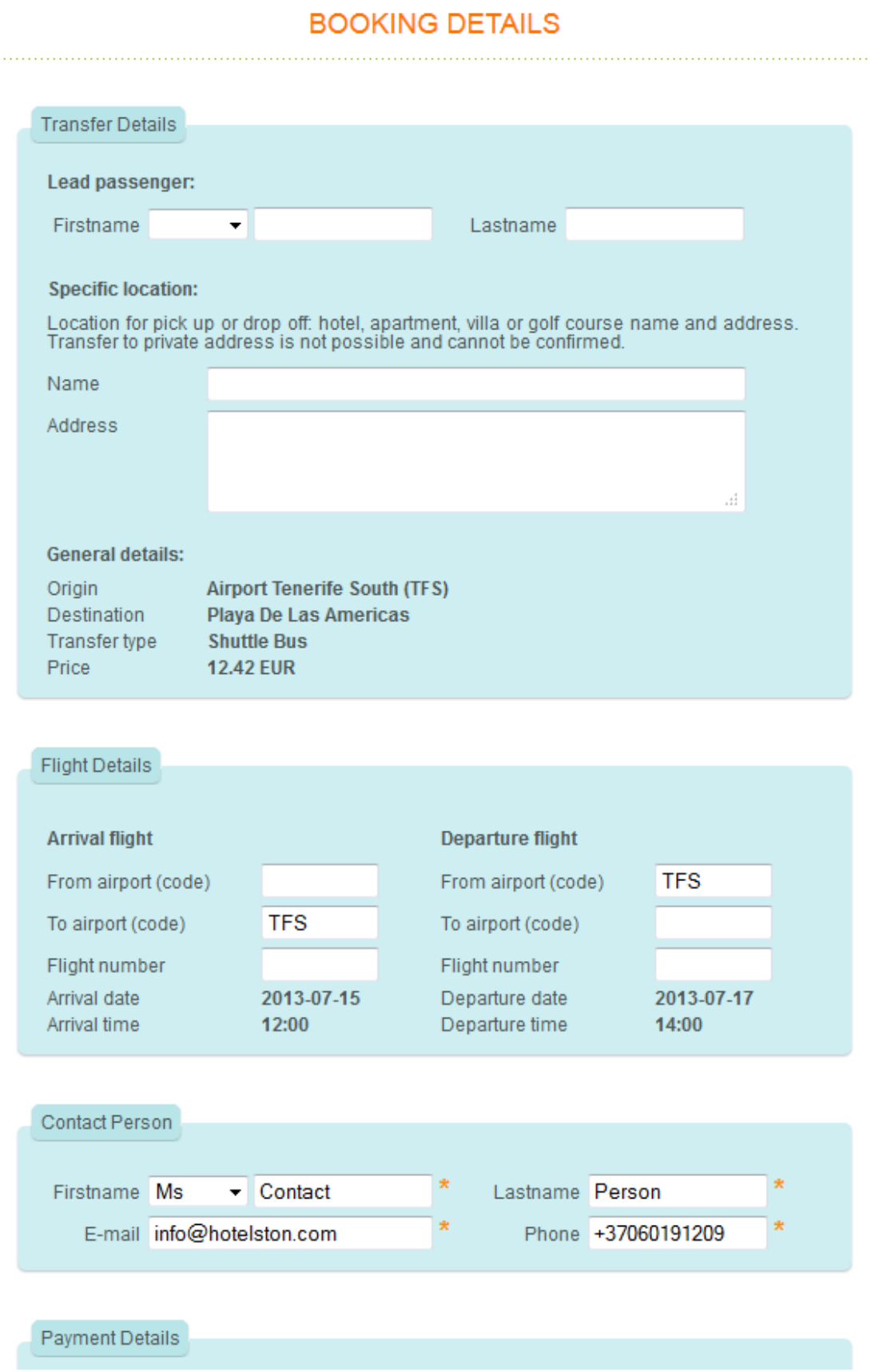
Please note: any hotel booking reference number can only be used once!

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



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:

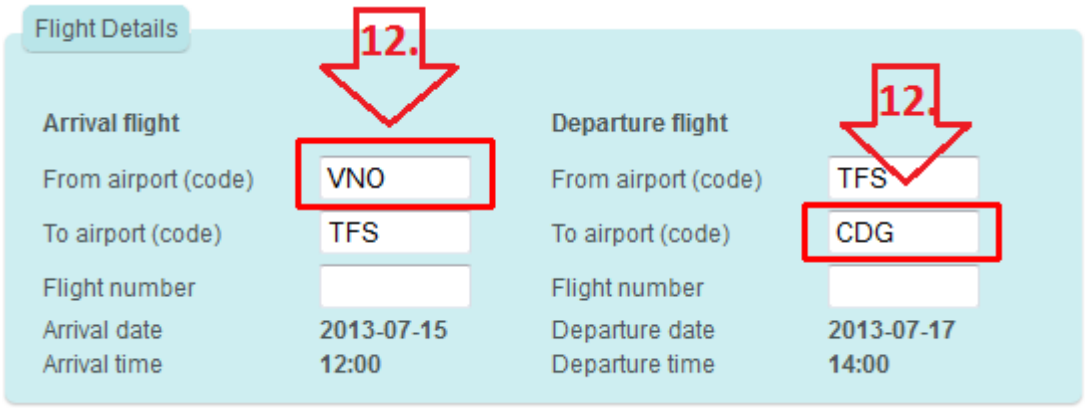


10. Start the reservation process by entering lead passenger name:

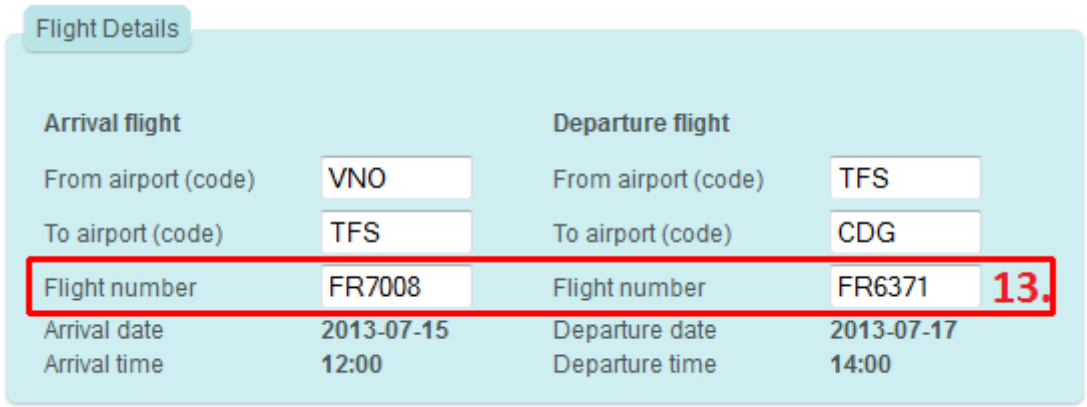
11. and specific location – exact destination of the transfer:

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:

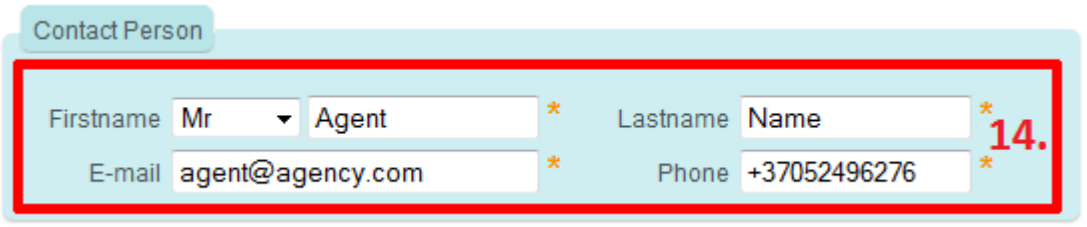


13. and arrival and departure flight numbers:

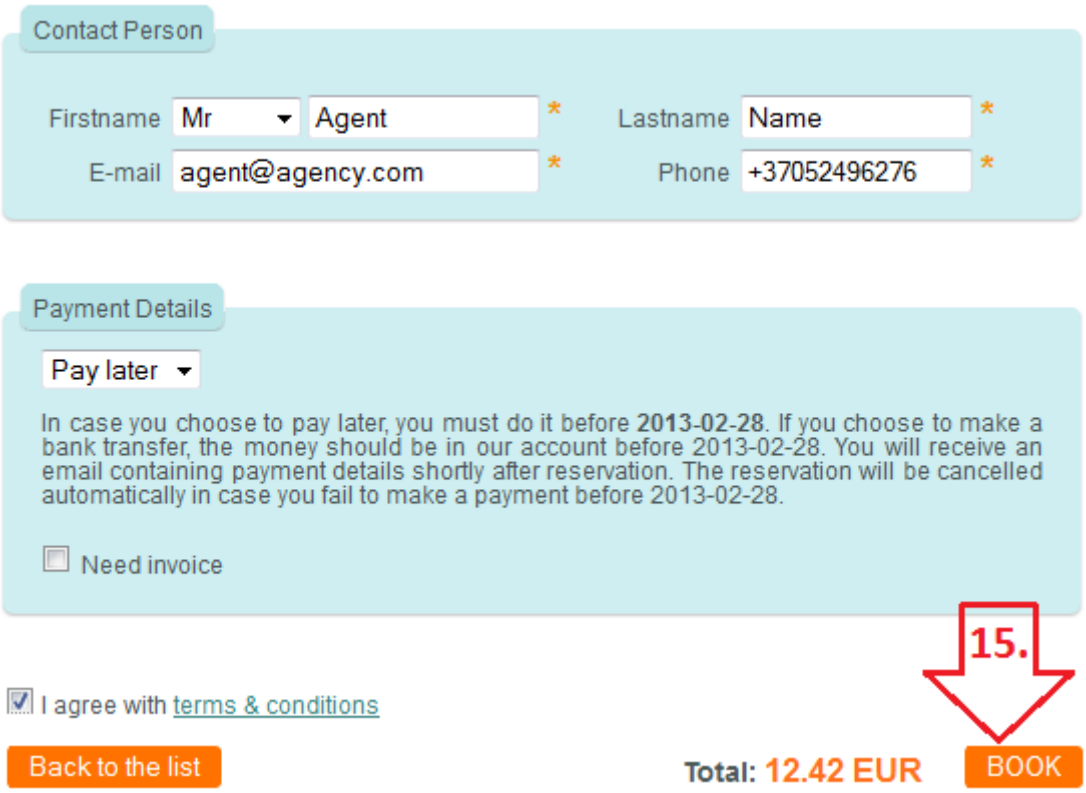


Please note: in case arrival and/or departure flight is connecting flight, please provide information of the segment that has direct flight with transfer airport. In case of arrival flight, it must be the last segment and in case of departure flight it must be the first segment. For example, if the arrival 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.

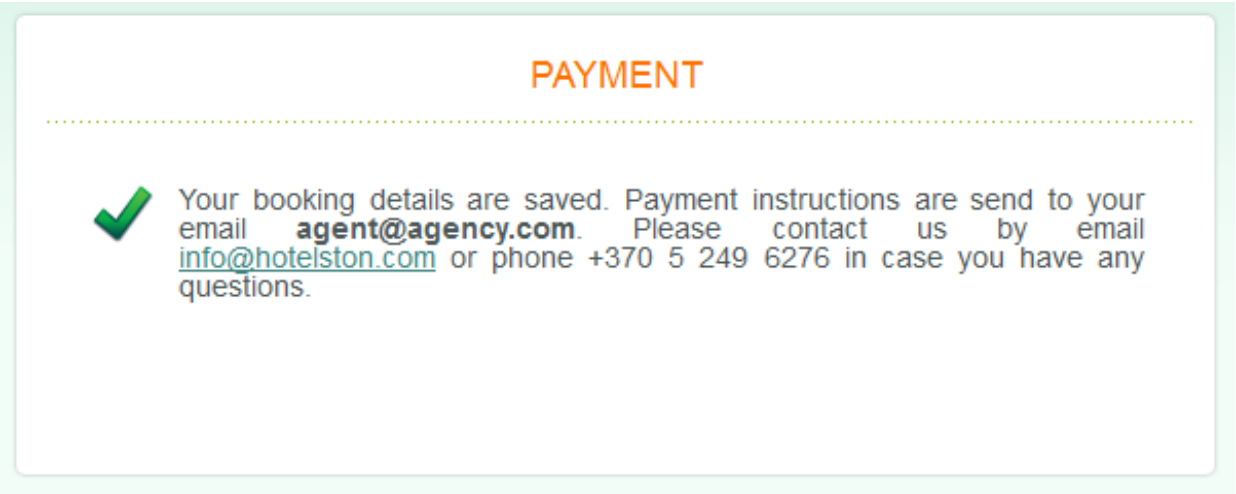
14. Provide your (agent) contact details:



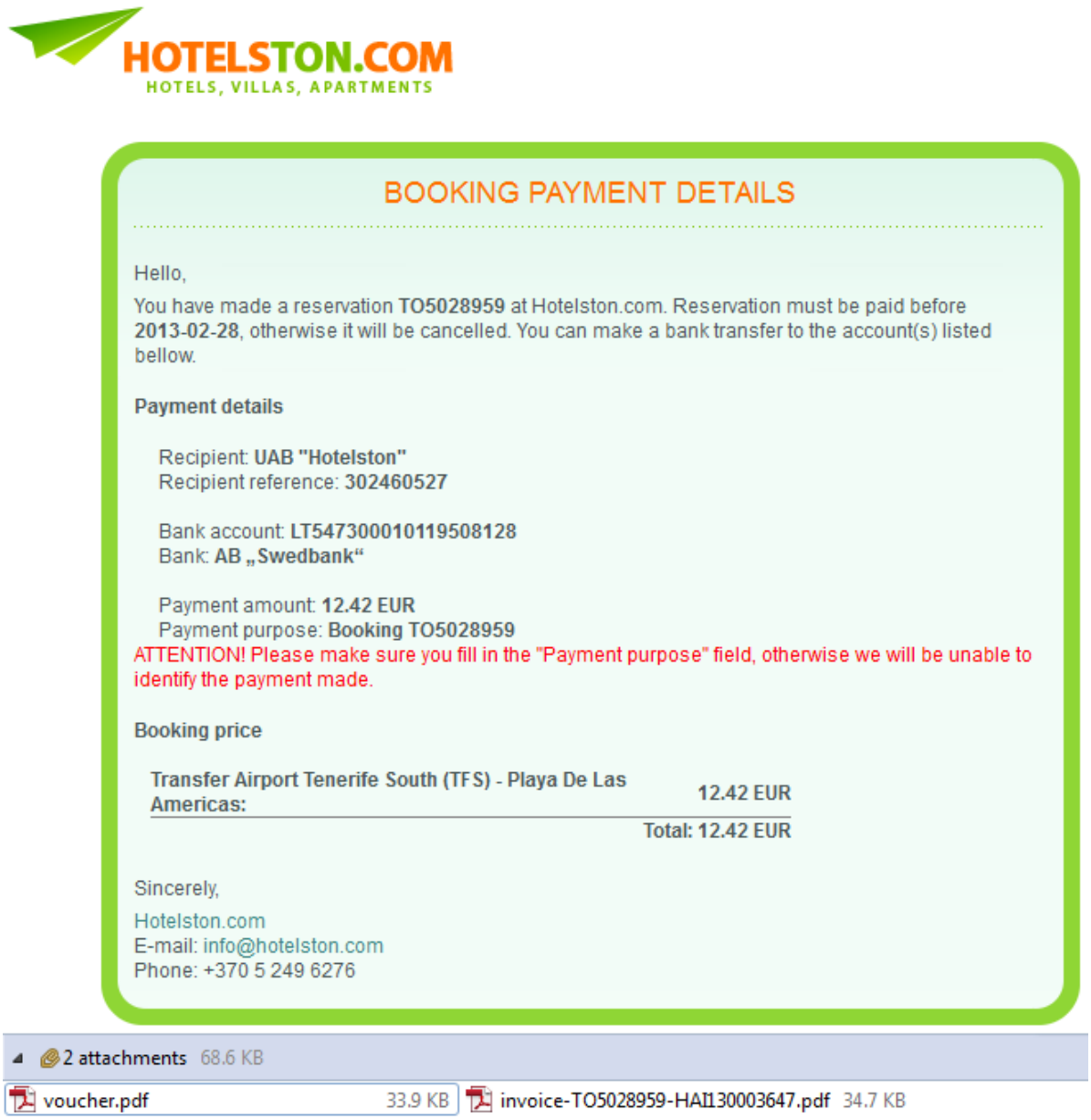
15. and proceed just like with any hotel booking:



Complete with success!



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:



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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 bellow.

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**
	Total: 12.42 EUR

Sincerely,

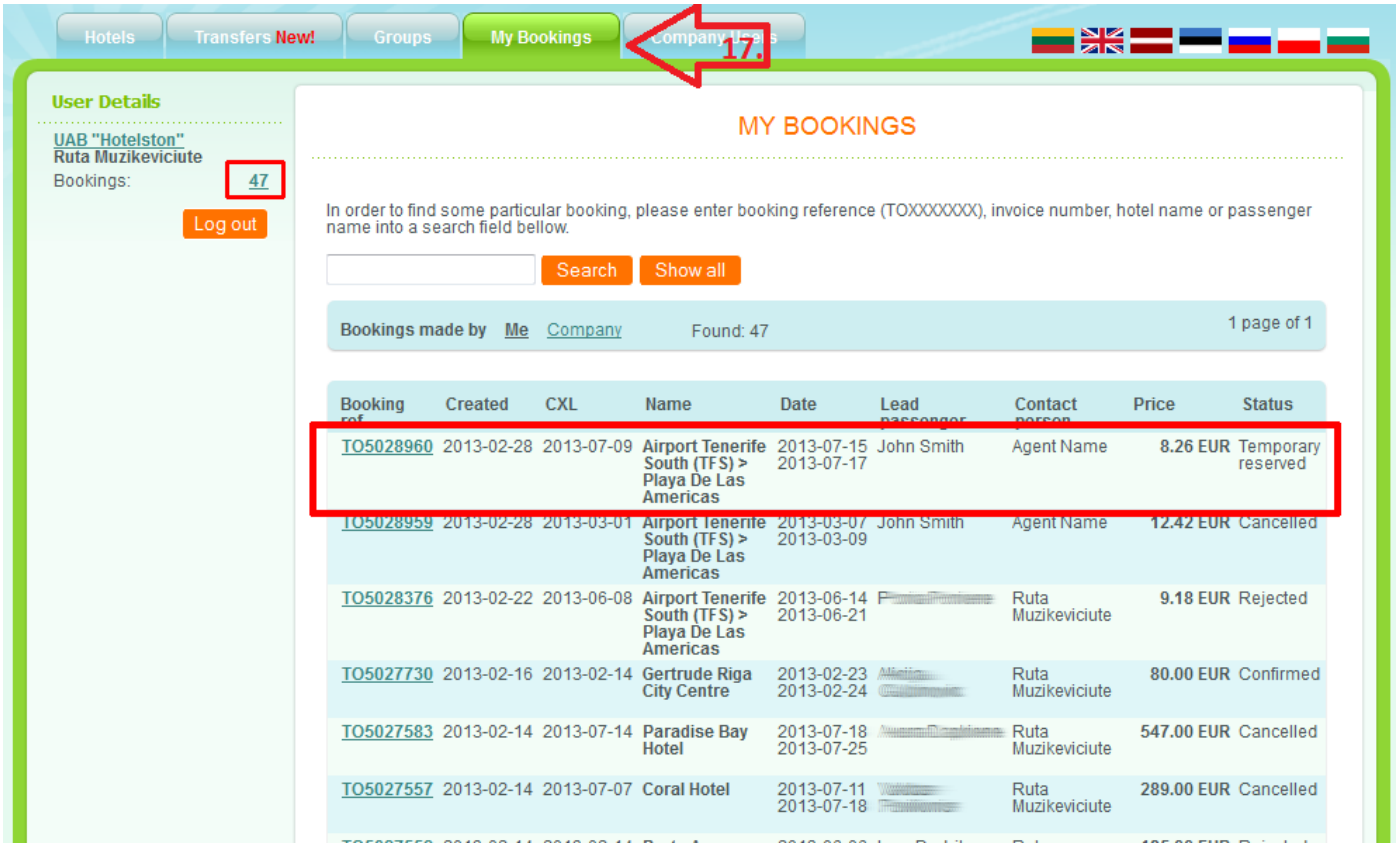
Hotelston.com
E-mail: info@hotelston.com
Phone: +370 5 249 6276

2 attachments 68.6 KB

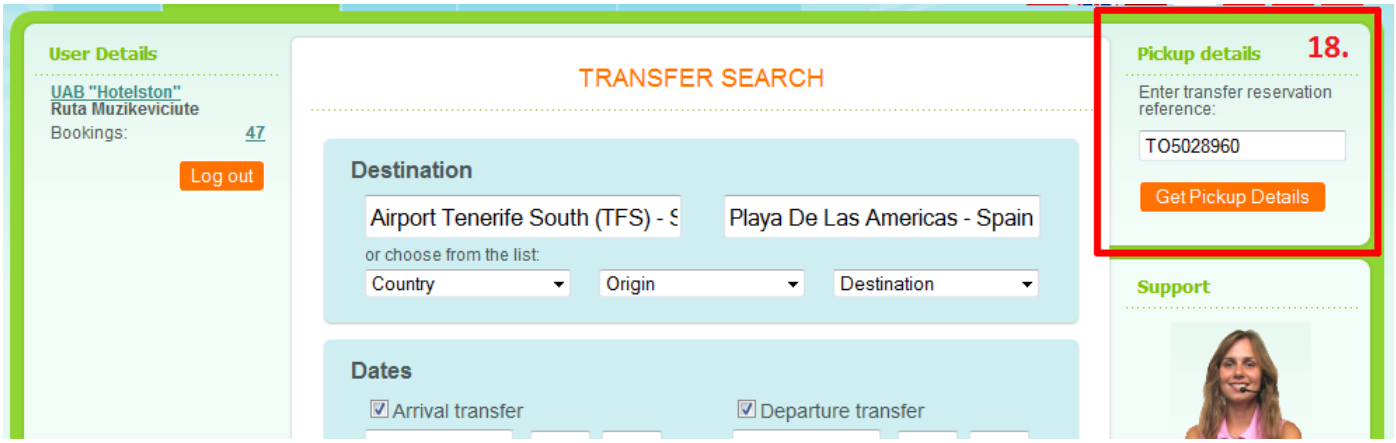
voucher.pdf 33.9 KB | invoice-TO5028959-HAI130003647.pdf 34.7 KB

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:



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:



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!