

CTL-CONNECT USER GUIDE

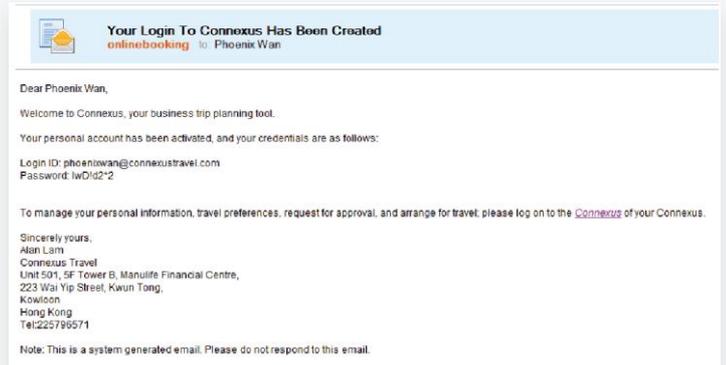
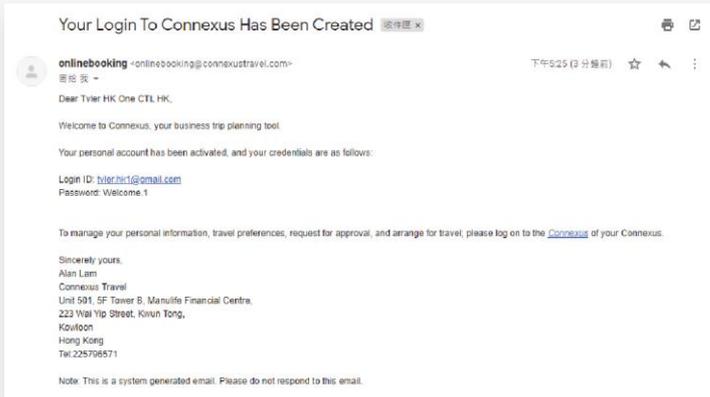


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1. Login Process

1.1 First time login

An email will be sent to user's email address containing an activation link. Click on the [Connect](#) link to activate your account.



Enter your email address as login ID and password, then click

LOGIN

CTL-CONNEXUS
全旅達

Login ID

Password

LOGIN

[FORGOT PASSWORD?](#)

Note:

Traveller who forgot the password please retrieve a new password set up link by clicking [FORGOT PASSWORD](#).
If you cannot set up a new password, let's say you forgot the security question or the account has been locked, please contact Connexus team to onlinebooking@connexustravel.com for assistance



After account activation, you will be prompted to change password immediately. Follow the instruction to create the new password. A valid password contains a minimum of 8 characters. It must be a combination of upper case letter(s), lower case letter(s), number(s), and special character(s).

CHANGE PASSWORD

Old Password*

.....

New Password* [?]

.....

Password should consist of minimum 8 characters with combination of random upper and lower case letters, number and special character

Confirm Password*

.....

SAVE

Click **SAVE** after completion.

Next, enter the answers for security questions. The security questions will be used to verify user's identify and reset password if user ever forgets it. Then, click **SAVE**

MY PROFILE

SAVE

Password successfully updated. Please use the new password during next login.

SECURITY QUESTION

Question*

What is your mum maiden name?

Answer*

Please choose one of the security questions and input the answer in English (max 50 characters)

MY PROFILE

SAVE

SECURITY QUESTION

Question*

What is your mother's maiden name?

Answer*

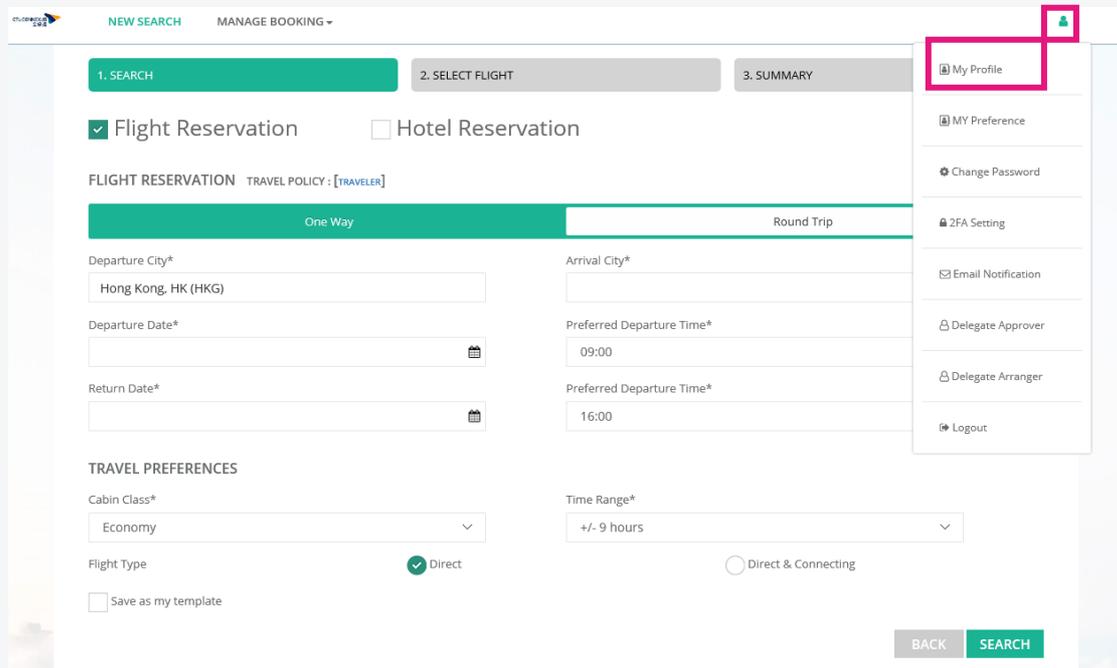
Please choose one of the security questions and input the answer in English (max 50 characters)

✔

Congratulations, you are almost done. Please click [here](#) to complete your profile.

OK

After setting up the security questions, you will be directed to Traveller's Navigation Panel. Click  at the top right to update profile.



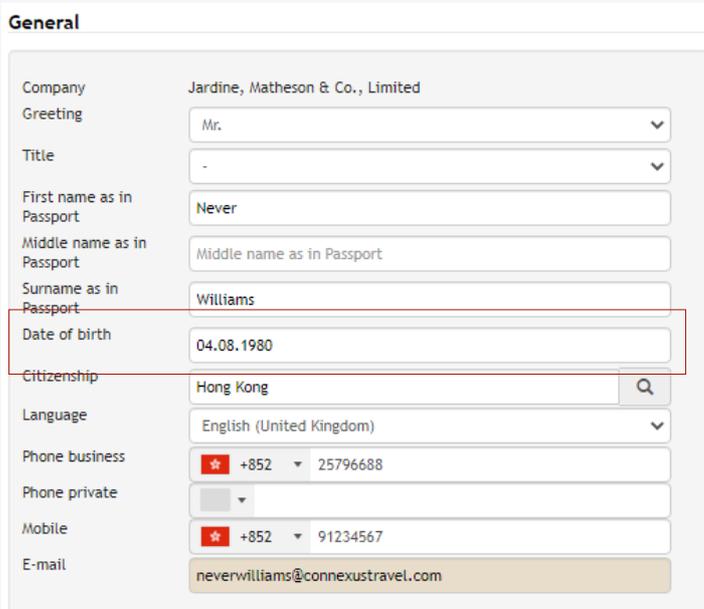
The screenshot shows the flight reservation process. At the top right, a user icon is highlighted with a red box, and a dropdown menu is open, with 'My Profile' also highlighted. The main form includes sections for '1. SEARCH', '2. SELECT FLIGHT', and '3. SUMMARY'. Under '2. SELECT FLIGHT', there are options for 'Flight Reservation' (checked) and 'Hotel Reservation'. Below this, there are fields for 'Departure City*' (Hong Kong, HK (HKG)), 'Departure Date*', 'Return Date*', 'Arrival City*', 'Preferred Departure Time*' (09:00), and another 'Preferred Departure Time*' (16:00). There are also 'TRAVEL PREFERENCES' for 'Cabin Class*' (Economy), 'Flight Type' (Direct, checked), and 'Time Range*' (+/- 9 hours). At the bottom right, there are 'BACK' and 'SEARCH' buttons.

< My Profile >

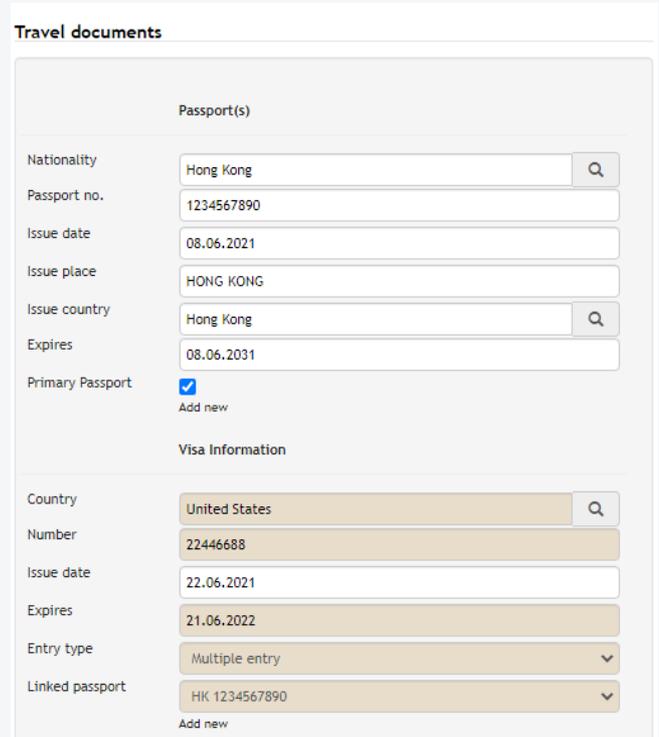
Enter the profile name as shown on your passport.

< Travel Documents >

Enter your passport and visa information.



The 'General' form contains the following fields: Company (Jardine, Matheson & Co., Limited), Greeting (Mr.), Title (-), First name as in Passport (Never), Middle name as in Passport (Middle name as in Passport), Surname as in Passport (Williams), Date of birth (04.08.1980), Citizenship (Hong Kong), Language (English (United Kingdom)), Phone business (+852 25796688), Phone private, Mobile (+852 91234567), and E-mail (neverwilliams@connexustravel.com). The 'Date of birth' field is highlighted with a red box.



The 'Travel documents' form is divided into two sections: 'Passport(s)' and 'Visa Information'. The 'Passport(s)' section includes fields for Nationality (Hong Kong), Passport no. (1234567890), Issue date (08.06.2021), Issue place (HONG KONG), Issue country (Hong Kong), and Expires (08.06.2031). There is a checkbox for 'Primary Passport' which is checked, and an 'Add new' link. The 'Visa Information' section includes fields for Country (United States), Number (22446688), Issue date (22.06.2021), Expires (21.06.2022), Entry type (Multiple entry), and Linked passport (HK 1234567890). There is also an 'Add new' link at the bottom.

Note:

Please update your **Day of Birth** which is a **mandatory** item to make online bookings.



< Home Return Permit for Hong Kong & Macau or Taiwanese Residents >

If you use Home Return Permit (回鄉證) to enter Mainland China, please share us Home Return Permit information.

Friendly remind to input your name as shown on the Home Return Permit under below format:
Last Name / First Name (e.g. CHAN / TAI MAN).

Home Return Permit for Hong Kong & Macau or Taiwanese Residents

Type	Home Return Permit for HK or Macau residents
Document Number	H0123456789
Issue mm/dd/yyyy	01/01/2021
Expiry mm/dd/yyyy	01/01/2031
Name in document Last name/First name	Chan/Tai Man

Note:
It is important to share us your Home Return Permit and provide us the name shown on the permit. Otherwise, your name as shown in the passport will be used for travel bookings. You will be rejected to check in / on board the flight to China since the name input in the booking does not match your Home Return Permit .



< Preference >

Preferences

Seat Request: Aisle

We do our best to accommodate requests but cannot guarantee them.

Meal Request: Low salt (LSML)

Smoker:

< Frequent Flyer, Hotel and Car Program >

Frequent flyer

Airline: Cathay Pacific

Number: 1551946123

PIN:

Airline: Hong Kong Airlines

Number: 3516124123

PIN:

[Add new](#)

Hotel guarantee: Hotel Program

Hotel chain: HILTON (ALL BRANDS)

Customer number: 1234567890

Customer request:

[Add new](#)

< Credit Card >

Note:
Your company Amex BTA corporate card is attached with your company profile. Please do not edit/remove the card info otherwise we cannot bill your transactions to that credit card.

Provide credit card information if you may use "Pay at Check Out" rate for hotel booking

Credit cards

Card type: Mastercard / Eurocard

Creditcard no.: 5599115fh55N7996

Expiration: 10 / 22

Remark:

By entering credit card information, I hereby agree the use of these credit card for all transactions in Connexus Travel

Check the box "By entering Credit Card Information..." to authorize Connexus to use the credit card for all transactions in Connexus

By entering credit card information, I hereby agree the use of these credit card for all transactions in Connexus Travel

Select the credit card you would use for hotel guarantee

Hotel Program

Hotel guarantee: CA / 5599115fh55N7996

After profile update is completed, please click . You will be redirected to Traveler's Navigation Panel again.



1.2 Forgot Password

If you forget the password, click [FORGOT PASSWORD](#) for password reset.

Login ID

Password

Please enter your Password

LOGIN

[FORGOT PASSWORD ?](#)

To reset your password, enter your account info and the answer for security question below

Login ID

BACK **SUBMIT**

Enter the Login ID and answer the security questions, then click **SUBMIT**. A password reset link will be sent to you for password reset.

Password has been reset. Please check your email for login details

To reset your password, enter your account info and the answer for security question below

Login ID

BACK **SUBMIT**



1.3 Reset Password

User's account might be locked after 6 attempts of wrong password, or no activation for 3 months.

Your account has been locked, please click [here](#) to request administrator to unlock your account.

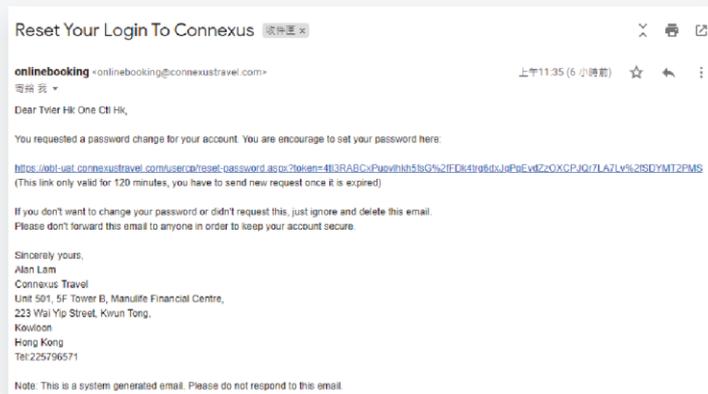
Login ID
tvler.hk1@gmail.com

Password

LOGIN

[FORGOT PASSWORD ?](#)

If your account is locked, contact us at onlinebooking@connexustravel.com for assistance. Then, an email containing a password reset link will be sent to you.



*Note the link is only valid for 120 minutes. If the link has expired, contact admin for password reset again.

Click on the password reset link and follow the onscreen steps to create your new password. You may login again after the system shows message of successful password reset.

Email (User Name)
tvlerhk1@gmail.com

New Password

Password length must be at least 8 characters and must contain an upper case letter, lower case letter, number and special character. The usage of four (4) previous passwords is not allowed.

Confirm Password

LOGIN

1.4 Missing Mandatory Profile Data

If you do not provide any mandatory profile data (e.g. **Usually Mobile** no. and **Date of Birth**), you will be directed to below page:

NEW SEARCH MANAGE BOOKING ▾

System detected that your user profile information is incomplete, kindly complete your profile information. ✕

USER INFORMATION

PROFILE TRAVEL DOCUMENTS

**Kindly click "*" after add information and "SAVE" to update your record*

Employee ID -	Department
Designation -	Title Mr ▾
First Name* Never <small>(Name according to Passport)</small>	Last Name (Surname)* Williams <small>(Name according to Passport)</small>
Email* neverwilliam@connexustravel.com	Date of Birth *****
	Gender Male ▾

Please click  at the top right to update profile.

2. General Navigation

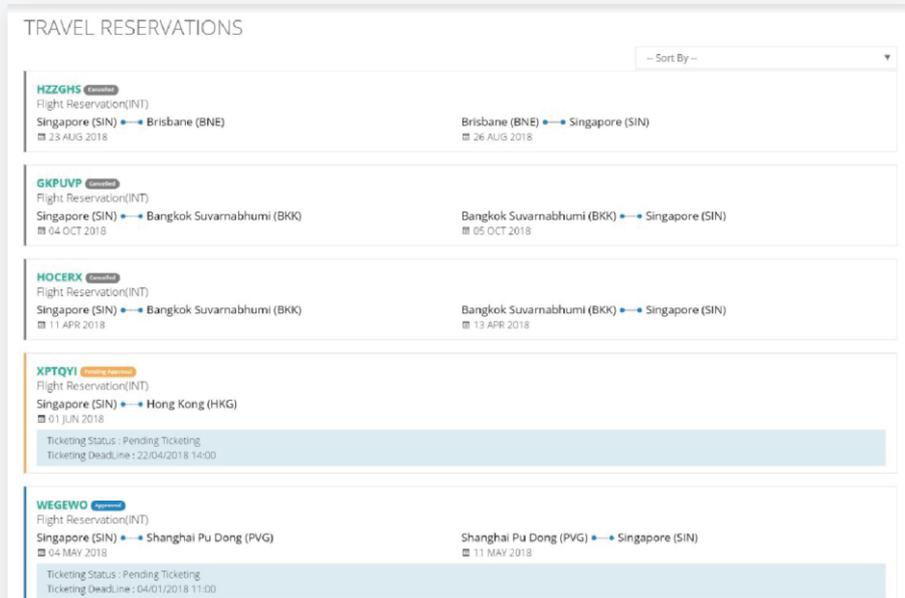
2.1 Traveler's Navigation Panel

At the top, there are two buttons: “New Search” & “Manage Booking”

New Search	Manage Booking	
Book flights and hotels	My Trips	• View all reservations status
	Ticketing Request	• View all approved trip and ticketing status
	My Approval Request	• View all approval request (only for approvers)

2.2 Manage Booking

By clicking “My Trip” you can view updated status of all air and hotel bookings



Pending Approval

– Booking is pending for approval

Rejected

– Booking has been rejected

Approved

– Booking has been approved

Cancelled

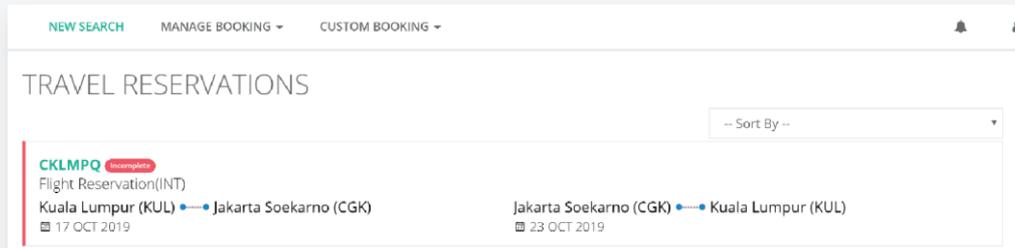
– Booking has been cancelled

Incomplete

– Flight booking is completed while hotel has not yet been booked.

Note:

Traveller who selects “flight and hotel booking” must complete the whole booking process for approval. The booking will not go through the approval workflow if the status is incomplete.



2.3 Manage Incomplete Booking

Click on the PNR or booking number. Scroll down to the bottom and click

COMPLETE

ADD HOTEL

or

CANCEL BOOKING

for next step.

BACK

COMPLETE

ADD HOTEL

CANCEL BOOKING

COMPLETE

– Continue with flight booking only for approval.

ADD HOTEL

– Add hotel to the current booking and submit for approval

CANCEL BOOKING

– The whole booking will be cancelled

If traveller / travel arranger would like to cancel trip with booking status of

Rejected

,

Incomplete

,

Pending Approval

, they must cancel the booking on their own.

2.4 Manage Profiles and Preferences

At the top right corner, there are 2 icons,



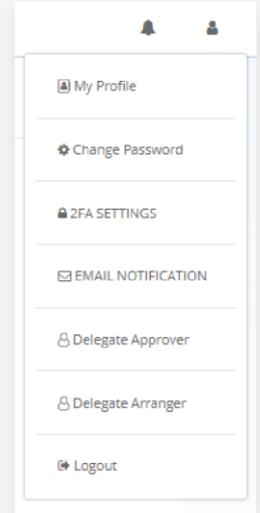
Notification

- Notify traveller / travel arranger for updates, e.g. reminders or travel alerts



Profile and Settings

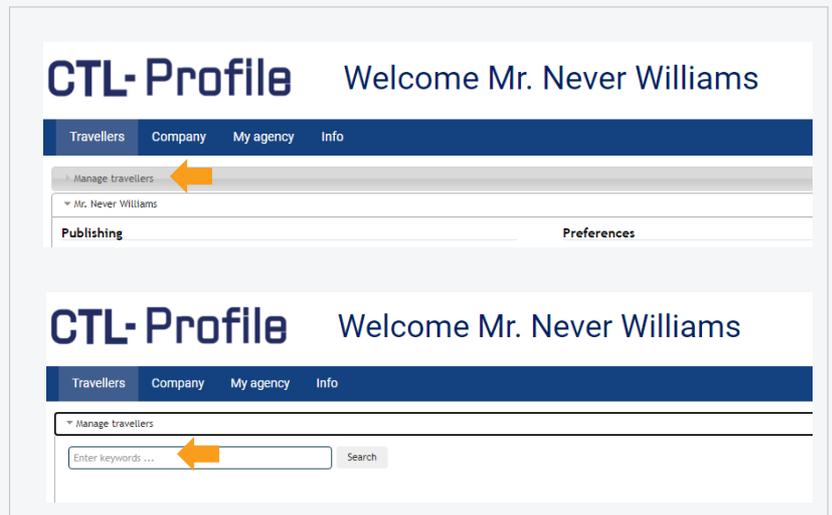
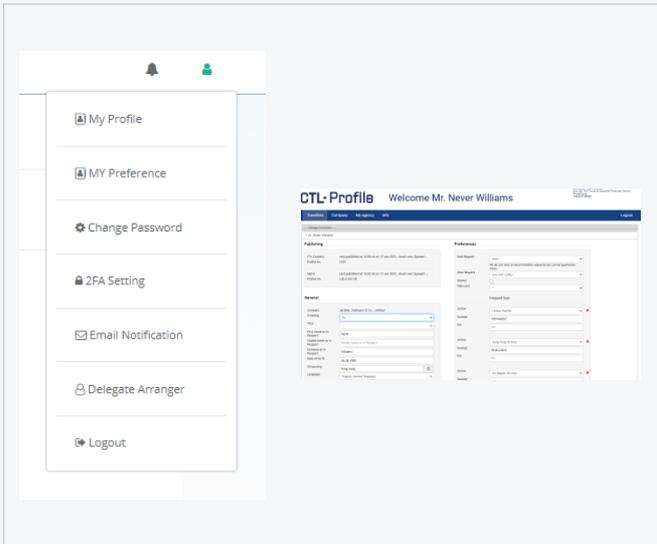
- Update personal profile (Refer to 2.5 for details)
- Change password
- Update search preference and security question (Refer to 2.6 for details)
- Set up two-factor authentication
- Set up email notification
- Delegate approver (optional)
- Delegate arranger (optional)
- Logout



2.5 Managing Traveler Profile

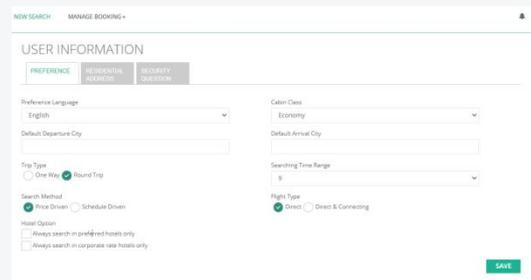
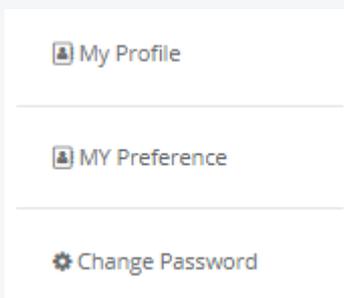
Click at the top right to update profile.

If you are nominated as travel arranger, you can click Manage Travelers Tab and search traveler profile by traveler name



2.6 Update Search Preference and Security Question

Click My Preference, you can edit your search preference and security question.



3. Flight Booking

Click **NEW SEARCH** to begin booking. For travel arranger, select a traveller's profile before proceeding the booking process

The screenshot shows the 'TRAVELER DIRECTOR' interface. At the top, there are navigation links: 'NEW SEARCH', 'MANAGE BOOKING', and 'MANAGE USER'. Below this is a search bar with the text 'TRAVELER DIRECTOR,' and a 'SEARCH' button. Underneath the search bar, there is a 'Group By' dropdown menu with options 'First Name' and 'Last Name (Surname)'. Below the dropdown, there are two traveler profiles listed: 'C CHEUK YAU CHING EDDY' and 'W WAN PHOENIX'.

Next, enter departure city, arrival city, and travel dates for flight availability search. The default departure time for outbound flight and inbound flight is 09:00 and 16:00. Please amend the departure time if necessary.

Note:

Travellers who travel to America, Europe, Australia and Middle East please be reminded that flights to these regions may operate in the evening or midnight. Kindly amend air departure time to evening or even amend air departure date to the next calendar date otherwise you may not get any result

Travellers who travel within Mainland China please book your China domestic flights with Connexus Travel Service Team. Due to carriers' distribution strategies, discounted airfares for China domestic flights will be only available at China market and our team is pleased to get these discounted airfares for you.

Under Travel Preference

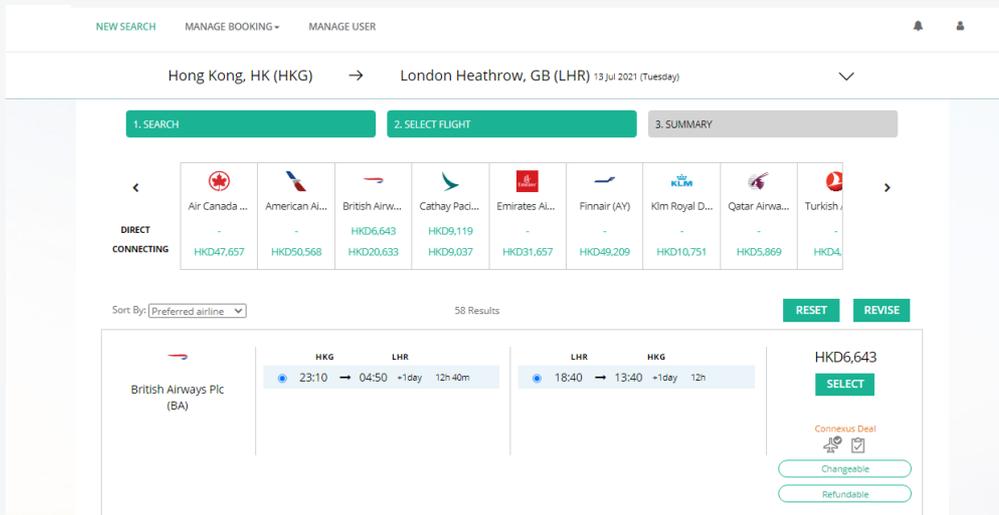
Select Flight Type: Direct Only or Direct & Connecting Flights

Next, click **SEARCH** to continue.

The screenshot shows the flight reservation form. At the top, there are three steps: '1. SEARCH', '2. SELECT FLIGHT', and '3. SUMMARY'. Below this, there are two radio buttons: 'Flight Reservation' (checked) and 'Hotel Reservation'. Underneath, there is a section for 'FLIGHT RESERVATION' with a 'TRAVEL POLICY: [TRAVELER]' dropdown. Below this, there are two tabs: 'One Way' and 'Round Trip'. The form is divided into two columns. The left column contains 'Departure City*' (Hong Kong, HK (HKG)), 'Departure Date*', and 'Return Date*'. The right column contains 'Arrival City*', 'Preferred Departure Time*' (09:00), and another 'Preferred Departure Time*' (16:00). Below this, there is a 'TRAVEL PREFERENCES' section with 'Cabin Class*' (Economy), 'Time Range*' (+/- 9 hours), and 'Flight Type' (Direct, checked). At the bottom, there is a 'Save as my template' checkbox and 'BACK' and 'SEARCH' buttons.

On the result page, select the flights with preferred carrier, time, and booking class according to travel policy. Price will be calculated based on the flight option.

 means preferred carrier /  means the option is in compliance to travel policy



The screenshot shows the flight selection interface with the following details:

- Route: Hong Kong, HK (HKG) → London Heathrow, GB (LHR) 13 Jul 2021 (Tuesday)
- Steps: 1. SEARCH, 2. SELECT FLIGHT, 3. SUMMARY
- Carrier selection bar: Air Canada, American AI..., British Airw..., Cathay Paci..., Emirates AI..., Finnair (AY), KLM Royal D..., Qatar Airwa..., Turkish...
- Sort By: Preferred airline (58 Results)
- Selected flight: British Airways Plc (BA)
 - Outbound: HKG 23:10 → LHR 04:50 (+1day 12h 40m)
 - Return: LHR 18:40 → HKG 13:40 (+1day 12h)
 - Price: HKD6,643
 - Options: Connexus Deal, Changeable, Refundable

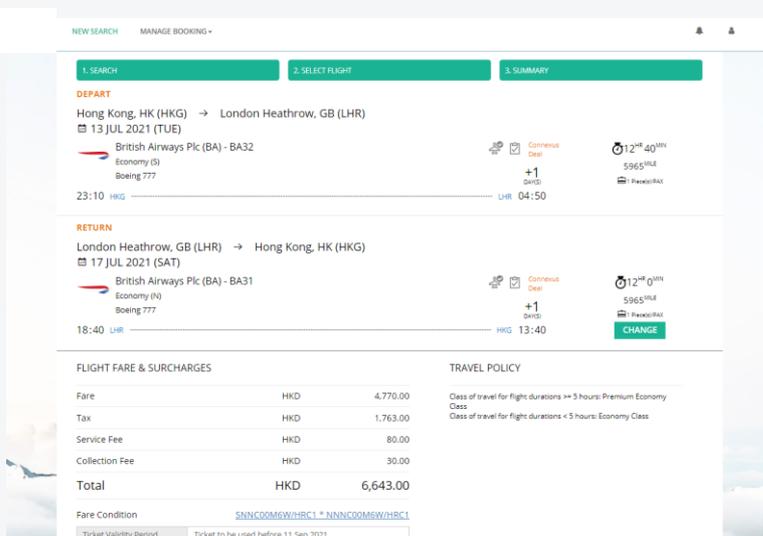
After selecting the flight, traveller / travel arranger will be directed to a summary page which contains details of selected flights, traveller's profile, and trip information.

If you select an out of policy option, you are required to provide the justification reason for a record.

It is required to advise Trip ID and Project ID for billing purpose.

You may select frequent flyer program for your trip

Upon completion of booking form, a CTL-CONNECT booking number (online reference) and a PNR record location (Sabre reference) will be generated.

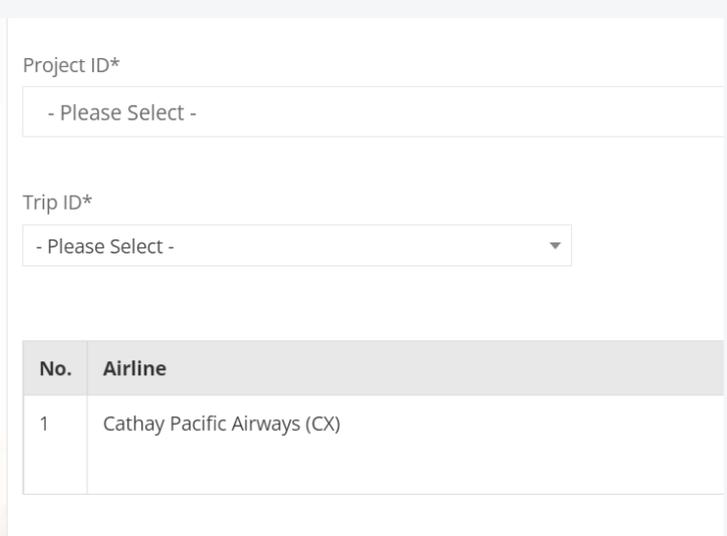


The screenshot shows the flight summary page with the following details:

- Route: Hong Kong, HK (HKG) → London Heathrow, GB (LHR) 13 JUL 2021 (TUE)
- Carrier: British Airways Plc (BA) - BA32
- Class: Economy (S)
- Boeing 777
- Time: 23:10 HKG → LHR 04:50
- Price: HKD 5,965^{HKD} +1^{HKD} = HKD 6,643
- Return: London Heathrow, GB (LHR) → Hong Kong, HK (HKG) 17 JUL 2021 (SAT)
- Carrier: British Airways Plc (BA) - BA31
- Class: Economy (N)
- Boeing 777
- Time: 18:40 LHR → HKG 13:40
- Price: HKD 5,965^{HKD} +1^{HKD} = HKD 6,643

FLIGHT FARE & SURCHARGES	
Fare	HKD 4,770.00
Tax	HKD 1,763.00
Service Fee	HKD 80.00
Collection Fee	HKD 30.00
Total	HKD 6,643.00

Fare Condition: SNNC00M6W/HBC1 * NNNC00M6W/HBC1
Ticket Validity Period: Ticket to be used before 11 Sep 2021



The screenshot shows the booking form with the following details:

- Project ID*: - Please Select -
- Trip ID*: - Please Select -
- Table:

No.	Airline
1	Cathay Pacific Airways (CX)

If you have visa information in your profile, the system will show you the visa information and the validity. You may also click [I NEED VISA ASSISTANCE](#) to check whether you need a visa for travel and contact our service team for visa service.

VISA INFORMATION ✕

Below is your visa information

Type	Country	Expiry Date
Business	United States (US)	03/03/2031

Please check do you need VISA for the destination you traveling to

[I NEED VISA ASSISTANCE](#) [CONTINUE](#)

You may also add a hotel reservation before finalizing the air booking.

Do you want to book hotel as well? ✕

[NO](#) [YES](#)



4. Hotel Booking

1. SEARCH
2. SELECT HOTEL
3. SUMMARY

Flight Reservation
 Hotel Reservation

HOTEL RESERVATION

I'm Staying
 At specific city Specific Location

Location*

Radius

Check In Date*

Hotel Name

Nights

- Select Hotel Reservation for hotel booking only
- Select “I’m Staying at Specific City” or “I’m Staying at Specific Location”

HOTEL RESERVATION

I'm Staying
 At specific city Specific Location

Method 1: Search Hotels by Specific City

- Enter city name and select a city code (preferred) or airport code
- Enter check-in date and select number of night(s)
- Enter hotel name if you would narrow down your search result

Note:

The system will provide hotel result based on the airport code / city code selected. i.e. if you select **TYO** (Tokyo) the system will offer all hotels which is within 50km of Tokyo city centre.

If you select **NRT** (Narita Airport) the system will use Narita Airport as central point, where is 60km away from Tokyo city centre and the hotels suggested are generally far away from city centre.

Please use **Airport Code** when you would stay in a hotel near to the Airport

At specific city Specific Location

Location*

✕

London Heathrow, England

United Kingdom

LHR

London Gatwick, England

United Kingdom

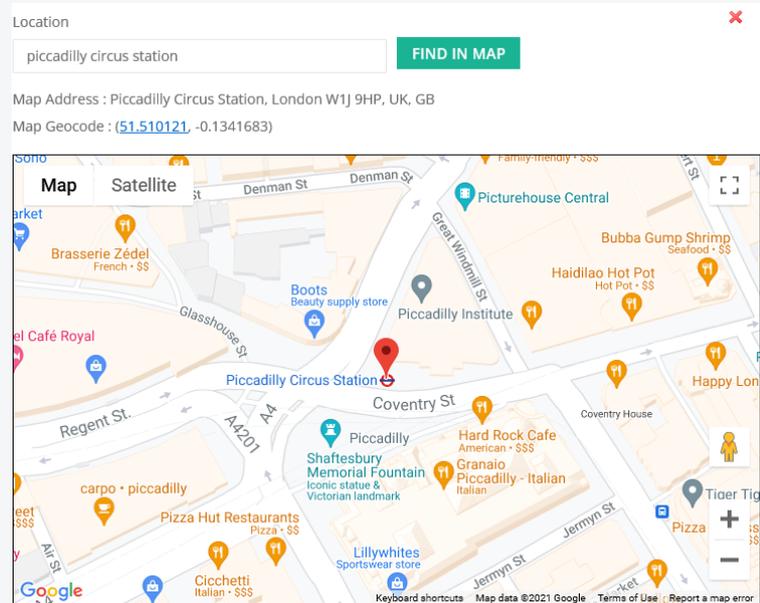
LGW

Hotel Name

Nights

Method 2: Search Hotels by Specific Location

- Once you click the Location Box you will be asked to provide a location
- You may either provide
 - A City Name (e.g. London, Tokyo, Hong Kong)
 - An Address (e.g. 1 Nathan Road)
 - A Landmark Name (e.g. Piccadilly Circus Station)
 - A Company Name (e.g. Connexus Travel Hong Kong)
 providing the information can be identified by Google Map
- Click **FIND IN MAP** to for a map and confirm it is the right location for hotel search
- Click **CONFIRM** for hotel search



No matter you use Specific City or Specific Location to search, on result page, hotel options are shown based on preference entered on previous step. Select the hotel based on the price, rating, and amenities according to travel policy.

LONDON UK, GB (LON)		14 Sep 2021 (2 DAYS, 1 NIGHTS)		45 Results					
1. SEARCH		2. SELECT HOTEL		3. SUMMARY					
	TRAVELODGE LONDON PARK ROYAL ★ A40 WESTERN AVENUE, ACTON W3 0TE UNITED KINGDOM Show Amenities	<input checked="" type="checkbox"/>	<table border="1"> <tr> <td>Pay At Checkout</td> <td>fr HKD 503</td> </tr> <tr> <td>Prepaid</td> <td>No Room Available</td> </tr> </table> room / night	Pay At Checkout	fr HKD 503	Prepaid	No Room Available	DETAILS	
Pay At Checkout	fr HKD 503								
Prepaid	No Room Available								
	TRAVELODGE LONDON WEMBLEY ★★ NORTH CIRCULAR ROAD, EALING NW10 7UG UNITED KINGDOM Show Amenities	<input checked="" type="checkbox"/>	<table border="1"> <tr> <td>Pay At Checkout</td> <td>fr HKD 525</td> </tr> <tr> <td>Prepaid</td> <td>fr HKD 540</td> </tr> </table> room / night	Pay At Checkout	fr HKD 525	Prepaid	fr HKD 540	DETAILS	
Pay At Checkout	fr HKD 525								
Prepaid	fr HKD 540								
	TRAVELODGE CROYDTON CENTRAL ★★★ NORFOLK HOUSE, WELLESLEY ROAD CR0 1LH UNITED KINGDOM Show Amenities	<input checked="" type="checkbox"/>	<table border="1"> <tr> <td>Pay At Checkout</td> <td>fr HKD 536</td> </tr> <tr> <td>Prepaid</td> <td>No Room Available</td> </tr> </table> room / night	Pay At Checkout	fr HKD 536	Prepaid	No Room Available	DETAILS	
Pay At Checkout	fr HKD 536								
Prepaid	No Room Available								

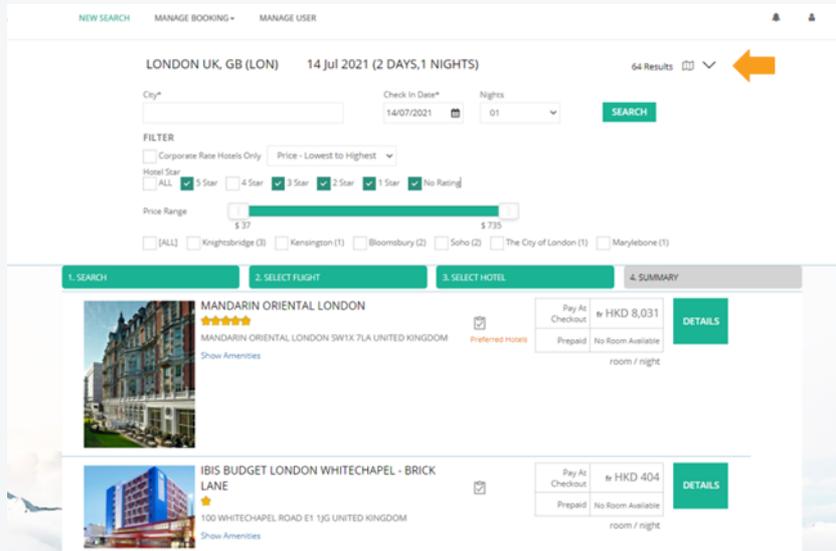
<input checked="" type="checkbox"/>	Pay At Checkout	fr HKD 5,993	DETAILS
	Prepaid	No Room Available	
room / night			

Corporate Rate Preferred Hotels

Corporate Rate
Preferred Hotels

means hotel(s) where your company has a corporate rate there
 means hotel(s) where are preferred by your company (convenient, safe & reasonable price etc.)
 indicates the option is in compliance to the travel policy

Click  to modify the search parameters, filter or sort the search result

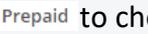


Click  to identify hotel location and select a hotel by map view

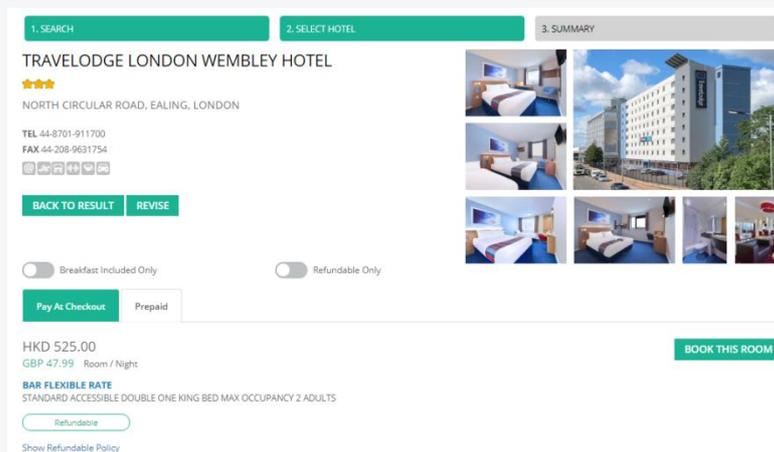


Click  to view price for each room type.

Click  to choose a hotel rate which allow you to pay at hotel (if rate is available)

Click  to choose a hotel rate which is billed by invoice (if rate is available)

Click  to select preferred room type



After selecting a room type, traveller / travel arranger will be directed to a summary page which contains hotel room details, price breakdown, traveller's profile, and trip information such as cost and purpose of trip.

1. SEARCH
2. SELECT HOTEL
3. SUMMARY

LONDON UK, GB (LON) 2 DAYS, 1 NIGHTS
 ☑ Check In Date : 14 Sep 2021

TRAVELODGE LONDON WEMBLEY ☑
 ★★ HKD 525.00
Room / Night
 NORTH CIRCULAR ROAD, EALING NW10 7UG UNITED KINGDOM GBP 47.99

TEL 0871 984 6466 **BAR FLEXIBLE RATE**
 FAX 0208 963 1754 STANDARD ACCESSIBLE DOUBLE ONE KING BED MAX
OCCUPANCY 2 ADULTS
CHANGE

HOTEL RATE & SURCHARGES

Price / Room	HKD	525.00
Total Taxes	HKD	0.00
Total Price / 1 Nights	HKD	525.00

Upon completion of booking form, a CTL-CONNECT booking number (online reference) and a PNR record location (Sabre reference) will be generated.

If Pay at Check Out Rate is selected

Enter credit card for guarantee purpose. Final payment will be processed at the hotel.

CONTACT INFORMATION

Title:

First Name: Last Name (Surname):

Date of Birth: Mobile Number:

Email:

Hotel Membership:

CREDIT CARD DETAILS

Guarantee By Credit Card Card Type: Name:

Card Number:

Card Expiration Date:

CANCELLATION POLICIES

Refundable: Deadline: 2/14/2021 12:00:00 PM

I have read and accept the Cancellation Policy

TERMS & CONDITIONS

General Terms and Conditions:

I have read and accept the Terms and Conditions

BACK REVISE CONFIRM

Note:

Some of the hotel rates are **Non-Refundable**.

Non-Refundable hotel rates will be clearly indicated:



Once a non-refundable hotel booking is confirmed, cancellation penalty will be applied for any subsequent booking modification/cancellation, no matter the booking has been approved by your approver or not, or by whatever reasons.

Thus please make sure that you will not make any change to the non-refundable hotel booking and your booking request will be approved by your approver.

If you have any doubts, please consult your approver before making the non-refundable hotel booking or use refundable hotel rates instead.



5. Air + Hotel Booking

Method 1: Make air and hotel booking together

Click both Flight Reservation Hotel Reservation

Note:

By doing this, the system will automatically use Air Arrival City to search hotels for you and set Air Departure and Return Date as Hotel Check-in and Check-out Date.

Please be reminded to:

- amend the hotel city code manually (e.g. use LHR to search Air the system will offer you hotels nearby Heathrow Airport. It is recommended to amend hotel city code to LON for hotels around city centre)
- amend the hotel check in date, if you are going to take a flight which will arrive the destination on the next calendar day
- amend the room night, if you are going to take a flight which will depart the destination after the midnight (i.e. Air Return Date will be the on the next calendar day of Hotel Check Out Date)

1. SEARCH
2. SELECT FLIGHT
3. SELECT HOTEL
4. SUMMARY

Flight Reservation
 Hotel Reservation

FLIGHT RESERVATION
TRAVEL POLICY : [TRAVELER]

One Way
Round Trip

Departure City*

Departure Date*

Return Date*

TRAVEL PREFERENCES

Cabin Class*

Flight Type
 Direct
 Direct & Connecting

Arrival City*

Preferred Departure Time*

Preferred Departure Time*

Time Range*

HOTEL RESERVATION

Location*

Radius

Check In Date*

Hotel Name

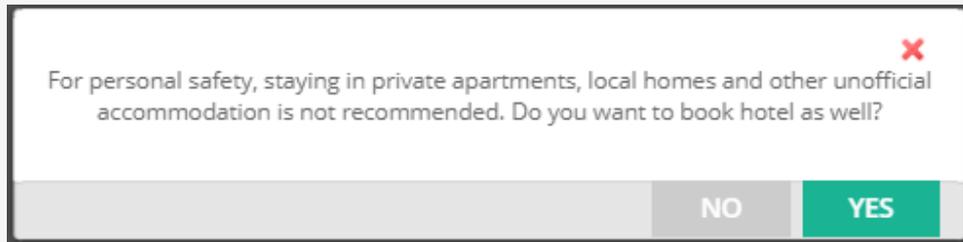
Nights

21



Method 2: Add hotel booking before air booking is finalized

You may also add a hotel reservation before finalizing the air booking. The system will ask you if you would make a hotel reservation as well.



If you choose to do so, you will proceed to hotel booking and the system will automatically use Air Arrival City to search hotels for you. Since you have selected a flight so the system will know your actual Air Arrival Date and use it as Hotel Check-in.

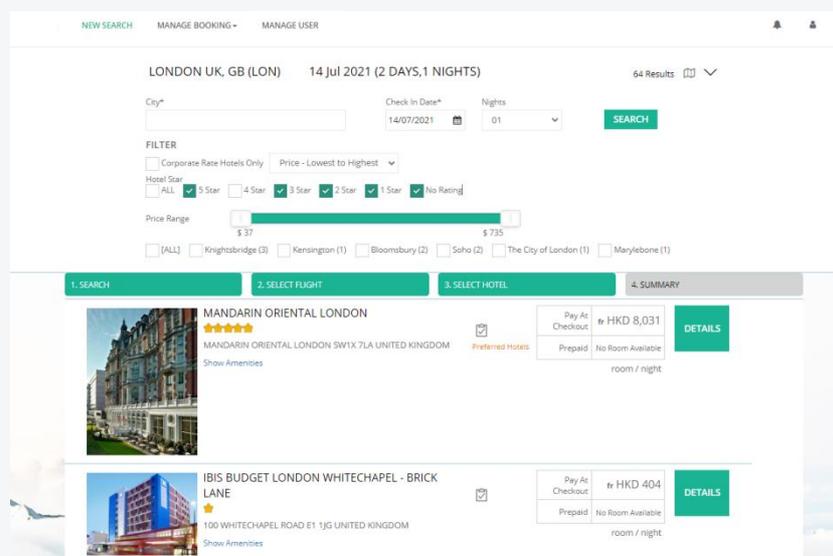
You will be forwarded to hotel result once **YES** is clicked.

At hotel result page please amend the no of nights you would like to stay by clicking

Note:

Please be reminded to:

- amend the hotel city code manually (e.g. use LHR to search Air the system will offer you hotels nearby Heathrow Airport. It is recommended to amend hotel city code to LON for hotels around city centre)



6. Booking Cancellation

By clicking “My Trip” at Traveler’s Navigation Panel, you can view updated status of all air and hotel bookings

TRAVELLER GENERAL DETAILS (NEVER WILLIAMS)

Name	Never Williams
Date of Birth	04/08/1980
Gender	Male
Document Info	1234567890 / Hong Kong (HK) / 08/06/2030
Nationality	Hong Kong (HK)
Email Address	Leolieu@connexustravel.com
Country Code	852
Area Code	-
Mobile Number	95889560
Meal Preference	Low Salt Meal
Seat Preference	Aisle
Reason of Travel	Conference -
Cost Center	Adviser

[BACK](#)
[REQUEST APPROVAL](#)
[CANCEL BOOKING](#)

Click [CANCEL BOOKING](#) if you would cancel a booking and you will receive a booking cancellation email.

Note:

You are not allowed to cancel a booking if the booking has been modified by our travel consultant or ticket has been issued. For these cases, please contact our service team for booking cancellation.



Trip has been cancelled (Ref No : BR202106040053 / PNR : DONXYE)
[onlinebooking](#) to: Leo Lieu

04/06/2021 06:22 PM
[Show Details](#)

Hi Matthew Lieu,

Trip(Ref:BR202106040053) to Singapore, SG (SIN) on 16/11/2021 has been cancelled by Matthew Lieu.

Flight Information

Departure City	Arrival City	Departure Date	Departure Time	Arrival Date	Arrival Time	Airline	Cabin Sub Class	Flight Number
Hong Kong, HK (HKG)	Singapore, SG (SIN)	16/11/2021	14:10	16/11/2021	18:10	Singapore Airlines (SQ)	Business (D)	883
Singapore, SG (SIN)	Hong Kong, HK (HKG)	20/11/2021	08:25	20/11/2021	12:25	Singapore Airlines (SQ)	Business (D)	882

Total Selected Fares(Including Tax) : HKD 15,053.00
 Highest Fare Reference(Including Tax) : SQ 883 / CX 712 / HKD36,182.00
 Cheapest Fare Reference(Including Tax) : SQ 883 / SQ 882 / HKD15,053.00
 Policy Compliance : Out of Policy
 Out of Policy Reason : Business class is not permitted
 Justification Reason : DR - Preferred Routing, Flight & Connection
 Ticketing Deadline : 17 Jun 2021 23:00

7. Ticket Issuance

For those which have been Approved you can proceed to ticketing any time before the ticketing deadline

By clicking “Manage Booking” and “Ticketing Request” at Traveler’s Navigation Panel, you will find a list of approved bookings which are ready for ticketing

Check the TICKETING REQUEST box and then click REQUEST TICKETING to issue ticket

Note:

Please make the ticketing request must be made before ticketing deadline. Otherwise the booking will be cancelled by airline without prior notice. Ticketing deadline can be found at

Ticketing Deadline Reminder Email

Departure City	Arrival City	Departure Date	Departure Time	Arrival Date	Arrival Time	Airline	Cabin Sub Class	Flight Number
Hong Kong, HK (HKG)	London Heathrow, GB (LHR)	13/07/2021	23:10	14/07/2021	04:50	British Airways Plc (BA)	Economy (S)	32
London Heathrow, GB (LHR)	Hong Kong, HK (HKG)	17/07/2021	18:40	18/07/2021	13:40	British Airways Plc (BA)	Economy (N)	31

Total Selected Fares(Including Tax) : HKD 6,643.00

Note: This is a system generated email. Please do not respond to this email.

My Trips



8. Tips

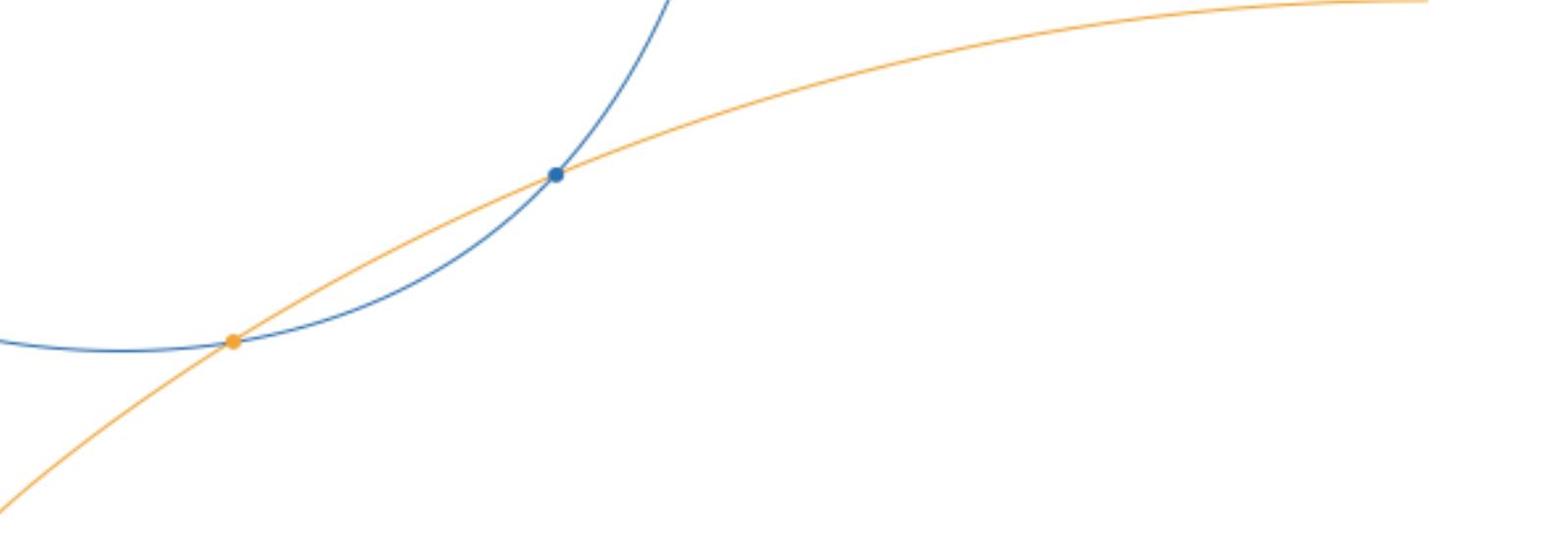
3 kind of trips can be booked with this tool..

- 1) Air + Hotel
- 2) Air only
- 3) Hotel only

CTL Connect is an excellent tool for simple international point-to-point booking. However, due to fare complexities of multiple destination trips and limitations of global distribution system, we recommend that you call/email to book your:

- Multiple Destination Reservation
 - China domestic flights
- with Connexus Travel Service Team

- A hover function exists for many tabs, objects and hyperlinks throughout the site. Hold cursor over item for description
- Mandatory fields to be completed are marked by a *
- When you are making a reservation, do not leave the site without complete a booking, otherwise the system may time out and you have to do all over again
- If you have any problems or queries please contact our CTL Connect Online Helpdesk at onlinebooking@connexustravel.com for assistance



Welcome to CTL-CONNECT