



Getting Started

Travel

The Internet is a fantastic resource when it comes to booking holidays. You can book flights, trains, buses, accommodation, car hire online and you can often find great deals available when you book via the Internet.

You can also research holiday destinations by reading reviews, checking out hotel websites, visiting tourism websites and looking at photographs before you travel!

What are the benefits?

- **Good deals** – you can often find lower prices online because companies cut their overheads significantly by taking a booking directly over the Internet rather than having you book through a travel agent in a shop or over the phone.
- **Choice** – when you browse for holidays on the Internet you literally have the world at your feet! You can search for accommodation, flights, and package holidays from any one of hundreds if not thousands of companies from all over the world.
- **Know before you go** – having access to the Internet means you can research your holiday destination before you go. You can read other traveller's reviews, see photos of where you are going and find out about interesting things to do when you are there!

A small word of caution!

When booking travel online we need to apply the same guidelines as we do to online shopping:

- Only book with a reputable company
- When using your credit card ensure that you are on a secure website (see the shopping handout for more information on using your credit card securely)
- Keep an eye on the terms and conditions

- Be aware that flight prices quoted often do not include taxes and charges so might work out more expensive than you first think when you come to pay!

Using GOOGLE to find travel information

Using Google is a great way to find information on your holiday destination, hotel, etc

For instance, if you were going on holidays in Tenerife and were interested in hill walking while you were there – a simple Google search for “Tenerife hill walking” returns lots of useful results.

If you were travelling to Prague and wanted to find some nice restaurants to eat in you could search for “Prague restaurants” and you will find lots of reviews, photos etc to help you find what you are looking for.

Try it yourself – enter in some keywords about the holiday destination you are planning (or dreaming!) of visiting and let Google do the searching for you!

Travel Websites for you to visit

There are hundreds of travel websites out there - here are a few suggestions to try out

Flights:

www.aerlingus.com

www.ryanair.com

www.skyscanner.ie

Accommodation in Ireland:

www.accommodation.ie

Package holidays:

www.holidaysonline.ie

www.budgettravel.ie

Many websites will search out the best deals for you, so you can just enter your travel dates and let them do the work -

www.kayak.ie

www.gohop.ie
www.ebookers.ie

Many of the well known travel guide book companies have excellent websites

www.fodors.com
www.lonelyplanet.com

You can also ask read reviews on hotels, destinations etc on travel review websites

www.tripadvisor.com

Travel forums are handy places to post up your questions, or read questions posted by other travellers

www.lonelyplanet.com/thorntree/index.jspa
www.travelblog.org/Forum/
www.fodors.com/community/

Activity 1

Visit the Louvre in Paris

You have decided to take a trip to Paris and would like to visit the Louvre gallery

You want to:

- Find out the opening times of the Louvre
- Find a hotel near the Louvre
- Find a restaurant near the Louvre

Find out the opening times of the Louvre

- 1 Go to the Google search page and search for **Louvre**
- 2 Scroll down the results page and find a link to a page where you might find information about Louvre opening times

What are the opening times of the Louvre?

Find a hotel near the Louvre

- 1 Go to the Google search page and search for 'hotels near Louvre'
- 2 Explore the links on the results page

What is the name of the hotel you have chosen?

Can you make a booking online?

Find a restaurant near the Louvre

- 1 Go to the Google search page and search for 'restaurants near Louvre'
- 2 Explore the links on the results page

What is the name of the restaurant you have chosen?

Can you make a booking online?

Now you have found out the opening times of the Louvre, a hotel to stay in and a restaurant to eat in, all you need to do is book your flight – see Activity 2

Activity 2

Booking a Flight with Ryanair

In this activity you will complete all the steps in booking a flight , but won't actually make the booking!

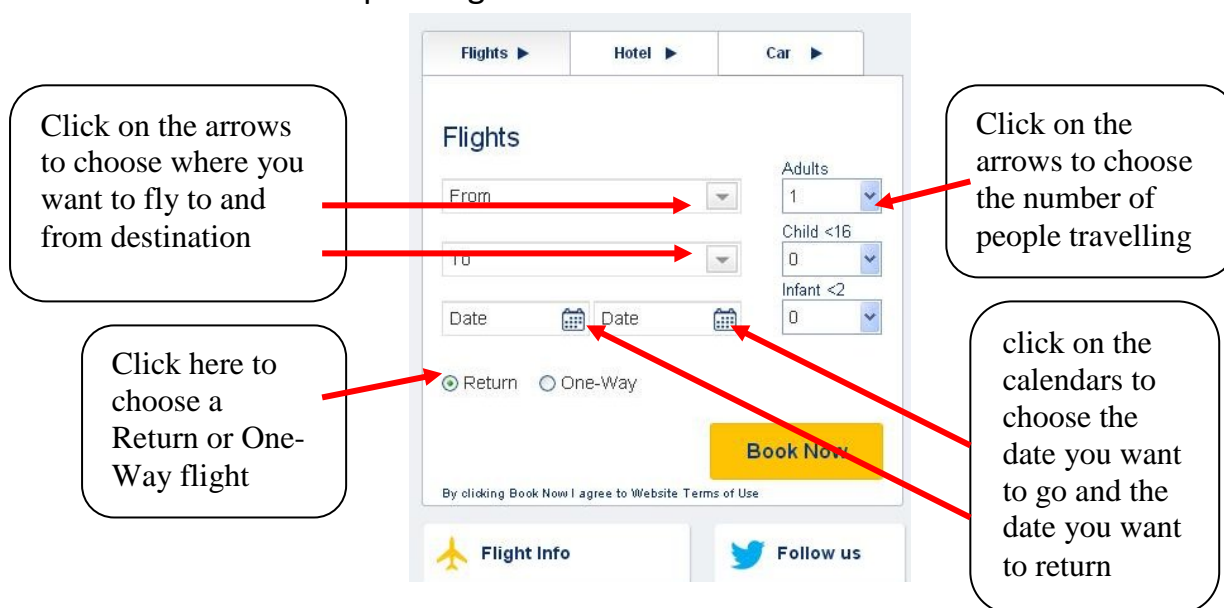
- You don't have to use real names or enter credit card details
- There is a time limit on the Ryan Air website

Go to www.ryanair.ie

The following screen (or similar) will appear:



1. When booking a flight we are interested in the box on the right hand side of the page.
2. In this box we can choose whether we travel **One-Way** or **Return**, choose
The destination we want to fly from
The destination we want to fly to
The date we want to travel
The number of passengers



3. Enter the following details and click Book Now

- Type of Flight: Return Flight
- From: Dublin
- To: Paris
- Departure Date: 06/11/2014
- Return Date: 08/11/2014
- Passengers: 1 adult

The screenshot shows a flight booking interface with the following details:

- Origin: Dublin
- Destination: Paris Beauvais
- Departure Date: 06/11/2014
- Return Date: 08/11/2014
- Passengers: 1 Adult, 0 Child <16, 0 Infant <2
- Flight Type: Return (selected)
- Button: Book Now

The following screen (or similar) will appear

The screenshot shows the Ryanair website search results for a round trip from Dublin to Paris. The page includes a 'BOOKING SUMMARY' on the right and flight details for both legs. Callouts highlight specific elements:

- Flight details to Paris:** Points to the flight selection table for the outbound leg (Dublin to Paris) on Wednesday, May 07, 2014. The selected flight (06:25 - 09:05) is highlighted in yellow.
- Return Flight details:** Points to the flight selection table for the return leg (Paris to Dublin) on Monday, May 12, 2014. The selected flight (09:30 - 10:10) is highlighted in yellow.
- Details of flight and cost of flight including:** Points to the 'TOTAL' amount of 85.00 EUR in the booking summary.

4. The above screen shows the results of your search for flights

- a. If there are more than one flight on the date the website will select one for you, the website has chosen the first flight on each of the travel dates, the choice appears in yellow

- b. If you want to change your flight times, you can click on different flights
- c. The details of the flight, including total cost of flight and taxes (but not baggage, or extra charges) also appear on this page

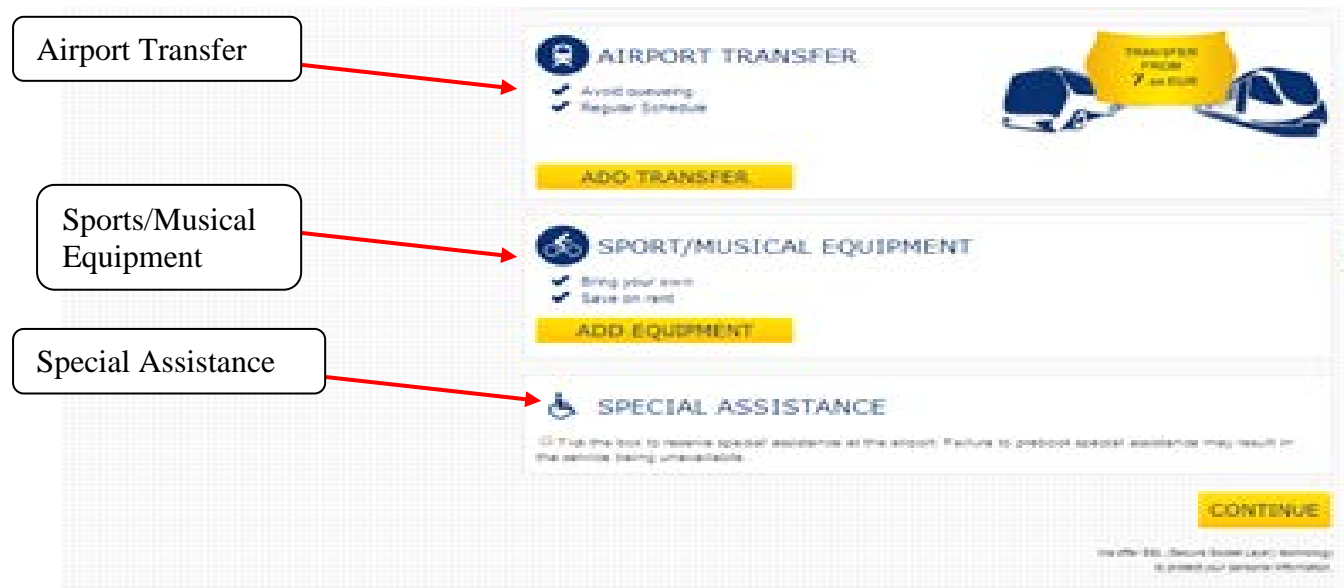
5. If you are happy with the details, click on Continue

6. The following screen (or similar) will appear

The screenshot displays the Ryanair website interface with several service sections highlighted by callout boxes:

- Enter Title, First name and Last name:** Points to the 'PASSENGER(S)' section where a title dropdown and name input fields are visible.
- Drop down menu for Insurance:** Points to the 'TRAVEL INSURANCE' section, specifically to the 'INSURANCE PLUS' dropdown menu.
- Check-In Bags:** Points to the 'CHECK-IN BAGS' section, which includes an 'ADD BAGS' button and icons for 15kg and 20kg bags.
- Reserved Seats:** Points to the 'RESERVED SEATS' section, which lists benefits like 'Board first', 'Extra leg room', and 'Guarantee seats together'.
- Text Confirmation:** Points to the 'TEXT CONFIRMATION' section, which offers 'Reservation number and flight details' via SMS.
- Airport Carpark:** Points to the 'AIRPORT CARPARK' section, which advertises 'Conveniently located' and 'Secure / Frequent bus' services.

A 'BOOKING SUMMARY' sidebar on the right shows flight details for Dublin to Paris and Paris to Dublin, with a total price of 87.00 EUR.



Passenger(s): You will need to start by entering your Title, First Name and Last Name.

Travel Insurance: If you don't require insurance go to the drop down menu in this section and choose the option "Don't Insure Me" which is between Denmark and Finland.

Check-In Bags: If you want to check bags click on **Add Bags**. Here you can select what size bag you want for each of your flights. **N.B** You will need to select the option for both your outward and return flight.

Reserved Seats: Here you can choose where to sit but there is a charge for this option and costs between €10 and €20.

Text Confirmation: You can choose this option if you want to get your reservation number and flight details texted to your phone. These details will be automatically sent to you for free via email. There is a charge of €1.69

Airport Carpark: When you click on this option you get the cost of parking at the airport. Check the rate on the airport's website to see if the rate on the Ryan Air website is the lowest rate available.

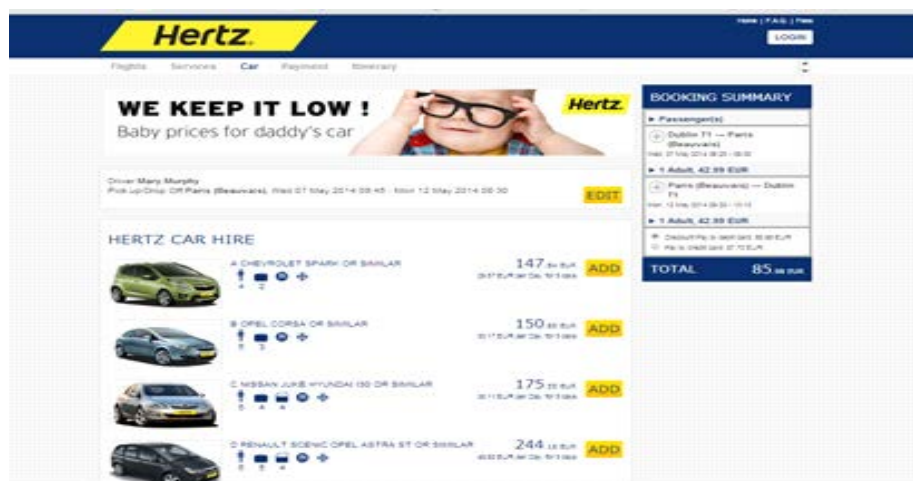
Airport Transfer: Here you can book your airport transport again check online to see if the option offered on the Ryan Air website is the lowest available.

Sports/Musical Equipment: Here you can select for any sports or musical equipment you might have

Special Assistance: This is where you can request a wheelchair or other assistance.

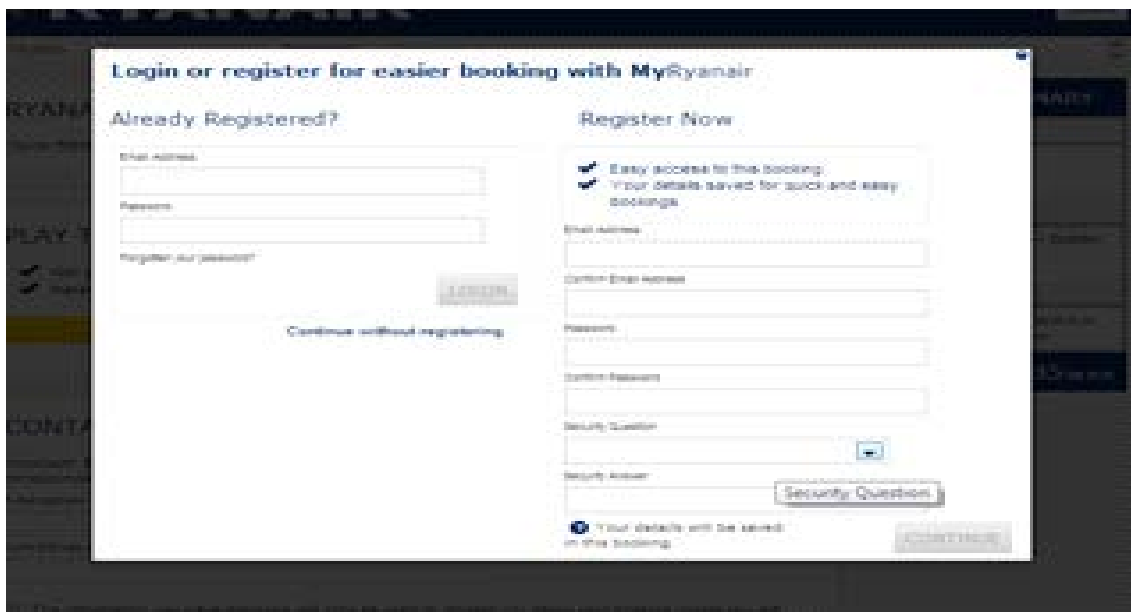
When you have choose all your options click on **Continue**

The next page give you option to Rent a Car, click **Continue** at the bottom of the page if you don't want to hire a car. If you which to hire a car, check online with other car hire website to see if Ryan Air are offering the best deals.



This next window give you the option to set up an account with Ryan Air which means that they save your personal details so that the next time you want to book a flight will need to log on with you user name and password and your personal details will appear without you having to type them again.

To set up an account select the details on the right hand side of the page under the title **Register Now** otherwise click on **Continue without registering**



The next window is where you enter your contact and payment details



In the **Contact** section type in your email address – you need to do this twice in case of any errors. Your flight details will be sent to this email address.

Just under where you can typed your email for the 2nd time is a message about receiving advertising from Ryan Air and its partners. If you do not

want to get these marketing email place a tick in the box at the start of the message.

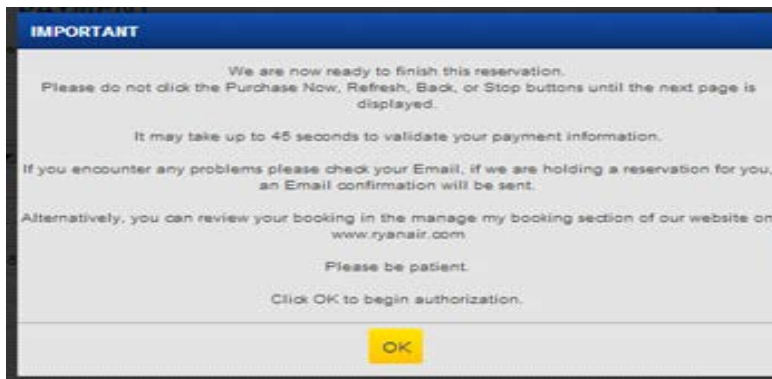
Next you need to enter you contact phone number. If you are using a mobile number as you contact phone number you don't need to type the zero at the start of your phone number.

There is also the option of enter in the contact details of your next of kin. This is not necessary but if you would like to enter this information just click on the box **Emergency Contact**

Next you will need to enter in your payment details (either credit or debit card) and your postal address of the card holder.

The screenshot shows a web form for a secure card payment. At the top left, there is a checkbox for 'Emergency Contact'. The main heading is 'SECURE CARD PAYMENT'. Below this, there is a security notice: 'We use Secure Socket Layer (SSL) with 128 bit encryption, the industry standard in secure server protection. Being Green:'. A dropdown menu asks 'Please select your Billing Country'. Under 'Payment Type', there are three options: VISA, Mastercard, and American Express. Below that is a field for 'Card or account number'. The 'Cardholder name' section has three input fields for 'Title', 'First name', and 'Family name'. The 'CARDHOLDER ADDRESS' section has three input fields for 'Street address'. At the bottom, there are two input fields for 'City' and 'Postal Code'. A yellow 'PURCHASE NOW' button is located at the bottom right. On the right side, a 'BOOKING SUMMARY' sidebar lists flight details: 'Passenger(s):', 'Dublin (Ireland) -> Paris (Ireland)', 'Paris (Ireland) -> Dublin (Ireland)', and a 'TOTAL' of 85.00 EUR.

Once you have entered all your details click on **Purchase Now** and the following message will appear



Read the message and then Click **OK**

The next window that appears will be the flight confirmation window with your booking reference number; you can print this page or write down the booking reference number. These details will also have been emailed to you.

Printing Boarding Card

You can print your boarding card from 15 days up to 4 hours prior to your flight departure. To do this go to the Ryan Air website and click on **Manage Booking** option for the menu across the top of the home page. Once you click on this you can choose the option **Online Check In**

Online Check-In & Boarding Pass Reprinting

Passengers can check-in online from 15 days up to 4 hours prior to your scheduled flight departure. Once a passenger has checked in online the boarding pass can be reprinted up to 2 hours prior to the scheduled flight departure time.

To Check-in online or re-print your boarding pass:

- ✓ Firstly, enter your reservation number.
- ✓ Then, complete one of the options below.
- ✓ Finally, click on your selected option below to proceed to the next page.

SECURITY QUESTIONS

Please select and complete the security information for either option 1, 2 or 3.

Option 1

Reservation Number:

Credit/Debit/ELV Number (Last 4 digits only):

Please enter the last 4 digits of your credit/debit card number used to pay for your original booking.

If you have paid for your flight using ELV Direct Debit payments please combine your bank sort code (BLZ) followed by bank account number into one number and enter below.

Option 2

Reservation Number:

Email Address provided at the time of booking:

Flying from:

To:

Option 3

Flying out on:

Email Address provided at the time of booking:

Flying from:

You have 3 options to choose from

Option 1: Enter your reservation number and the last 4 digits of the credit card you used to book the flight

Option 2: Enter your reservation number, the email address you used to book the flight and where you are flying from and to

Option 3: The date of departure, the email address you used to book the flight and from and to.

From here you will be able to print the boarding card.