

What do I do if I forgot my password?

- Click on the *Forgot My Password* link on the login page. Enter your login ID and Cliqbook will send you your password hint. Passwords for Cliqbook are case sensitive.

Why does the system seem slow at times?

- Cliqbook applies your company's policy and searches for contracted rates, a function that other sites do not do. This requires additional processing time.
- You may be doubling security. Make sure your Internet Explorer settings are at Medium Security under *Tool – Internet Options-Security*.
- If you are outside the network, do not dial into your VPN. Go to www.adelmantravel.com and then access Cliqbook through the link that is located there.

Why is the system slower than public web sites?

- Cliqbook is doing many things those sites do not do which takes more time. Cliqbook searches for your corporate contract rates and applies your company's travel policy to all searches.

When should I Search by Price or Search by Schedule ?

- A Price Search looks for the flights with the lowest fare, within the specified time window as well as any other applied preferences (such as Number of Connections). You will not see a lower fare option that may be available if it is outside the time window.
- A Schedule Search shows you all the flights for the day and you can make your own flight selection. It will still look for lower fares within the time window you have specified.

Why did the system show me flights for a different airport?

- The system defaults to showing you flights into all airports in larger cities to try to find the lowest fare.

I have seen a lower fare somewhere else – why can I not see it in Cliqbook?

- There may be various reasons why the lowest fare flight is not showing. Check your settings in Air Search on Flight Page.
 - If your *Class of Service* is other than Coach you will not see the lowest fare.
 - If *Refundable Only* is checked the system will be searching for fully refundable fares, which are more expensive.
- Many public web sites display a "From" rate that may change or may no longer be available when you purchase the flight.
- If you are seeing a rate that can actually be booked, that site may have specific inventory priced only for that site.

I am in priced flight options and see an outbound segment I like but do not like the return and want to look for other options. How do I change one of the segments of a priced itinerary?

- On the Cliqbook sidebar, check *Search Flights By Schedule* and pick the flights that you prefer.

I am having difficulty finding a specific hotel.

- The hotel may be sold out.
- The address in the database may not match what you entered, for example: 1st St. vs. First St.
- If you entered a specific address or company location, make sure you limit the *Search within* distance to 5 miles or less to limit the number of responses given. Otherwise, the system will show you many hotels and you may need to view more than one page to find your hotel.

Why do hotel web sites allow me to book lower rates than Cliqbook?

- Cliqbook does not link to the hotel Internet sites. There are times when hotels put rooms at a discount to sell. However, there are often additional Internet fees and strict penalties attached to those prices for cancellations or changes to the reservation.
- Additionally booking on a hotel website adds more time to the booking process. It does not provide all of the information on one itinerary, which can be inconvenient to the traveler and for expense re-imburement whereas booking through ATG can provide a complete itinerary.
- Booking on Internet sites does not allow your company to use volume to negotiate better rates and there is no way to track travelers whereabouts through our Enroute program.

Can I book a car and/or hotel for dates different than the flights?

- Yes. It is easiest if you do an *Air Only* search and select your flights. Then from the *Travel Details* page you can select Add Car Rental or Add Hotel and enter in dates and/or cities different than the flight dates and times.

What is the difference between *Hold Trip* and *Purchase Now*?

- *Purchase Now* will purchase and ticket your flights as well as confirm Car and Hotel reservations.
- *Hold Trip* will save your itinerary and confirm the Car and Hotel but does not ticket your flights. You can come back later to purchase the flights. In order to prevent a Hotel no-show charge, you will want to cancel a "Reserved" itinerary if you are not going to use it. Also, *airfare is subject to change until ticketed*, so the fare could change until you purchase the ticket.

Can I book at any time?

- Yes. However, if you are booking after normal business hours we will ask that you call our Emergency Services team to ensure that the reservation gets ticketed for the listed airfare. Also, your reservation may also be subject to any applicable company approval process.