

Welcome Page

URL: <http://booking.expotel.com/synergy>

Once signed into Evolvi, you can begin the booking process by either clicking on the 'Plan Your Journey' button on the Welcome Page or by selecting 'make a booking' from the drop down menu under the 'Booking' tab at the top of the screen.

The Journey

You can either opt to enter the details in full in the blank boxes or use the icons to select the appropriate station. Other criteria, such as date and time of travel, whether it is a return or single journey, and any other journey preferences, such as changing at a particular station are inputted by either using the drop down arrow keys or by clicking on the relevant icon.

The system is set to display the fastest service for the chosen journey however; this can be overridden by clicking either the 'Direct Services' or 'Other Service' buttons as appropriate. Once all areas have been completed, click on the 'Timetable and Fares Search' button. To book flexipasses, please select 'carnet' from the 'Journey Type' menu.

Passenger Requirements

Select number of passengers (Max 8)

To view both First and Standard class fares select 'Any' in the class of travel box, or use the drop down menu to select to view either First or Standard class fares only.

NOTE: If the traveller has a valid railcard, you may enter the details by selecting YES and the relevant card from the drop down list

Click 'PROCEED' to continue

Fares and Availability

ALWAYS CHECK SINGLE TICKET COST

This page of the booking process displays all of the possible fares in ascending price order. The radio button under a particular train time indicates the availability of that fare on that service. A view option is provided for details of any changes and the train operator. CO₂ emissions for the journey and comparisons against other modes of transport are also displayed in the view option.

Step by step online rail booking guide

Outward Journey - Wednesday 17 February 2010 PLYMOUTH to LONDON PADDINGTON						Return Journey - Thursday 18 February 2010 LONDON PADDINGTON to PLYMOUTH					
Depart	16:00	16:25	16:57	18:00	18:43	16:06	17:03	18:03	19:03	19:15	Depart
Arrive	19:24	20:32	20:39	21:21	22:30	19:27	20:25	21:17	22:25	23:12	Arrive
Journey Time	3:24	4:07	3:42	3:21	3:47	3:21	3:22	3:14	3:22	3:57	Journey Time
Changes	0	1	0	0	1	0	0	0	0	1	Changes
CO ₂ Emissions (kg)	21.23	22.80	21.23	21.23	21.23	21.23	21.23	21.23	21.23	22.80	CO ₂ Emissions
Details	View	View	View	View	View	View	View	View	View	View	Details
< Earlier Times			Later Times >			< Earlier Times			Later Times >		
Return Fares			Show Singles			Dual Singles from £64.50			Show Singles		
Standard Super Off Peak Return	£71.70	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Next >
Standard Off Peak Return	£86.00	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Next >
First Off Peak Return	£209.00	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Next >
Standard Anytime Return	£229.00	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Next >

You can search for earlier or later times as appropriate and show single fares as a combination of a restricted single outbound fare with a flexible return journey can represent a large opportunity for fare savings.

Clicking on the ticket name on the left-hand side gives a description of the ticket type and any applicable restrictions including cancellation and amendment charges. This enables you to choose the most economical and suitable fare for the journey. Select the times and prices required by clicking in the relevant circle and then click on 'next'.

Seat Reservations

You can then reserve seats on your chosen trains, providing that the selected trains are reservable services. Use the drop down keys to make specific choices or simply hit proceed and the system will automatically select and reserve seats.

Purchase Tickets

- Enter the traveller and booker details in the relevant boxes
- Client data fields – Financial Code / Department Code etc.
- Client Billing/Payment Terms are billed to Expotel

Summary				
Journey	PLYMOUTH to LONDON PADDINGTON	17 Feb 2010 16:25		
Ticket	Standard Anytime Return ticket	This is a Return ticket.		
Route	ANY PERMITTED			
General Conditions	All tickets are subject to a minimum charge of £10 in the event of cancellation. Some ticket types carry further penalties for changes or refunds. It is strongly recommended that bookings are immediately cancelled if no longer required.			
Passenger	Title	First Name	Surname	Fare
Adult1	<input type="text"/>	<input type="text"/>	<input type="text"/>	£229.00
Passenger	Booked by	Cost centre		*Expotel Internal Use Only*
Adult1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ticketing Location				
Your booking will be ticketed at:		Manchester		
Alternatively, please select where you wish your ticket to be printed				<input type="text" value="Expotel Hotel Reservations Ltd - Manchester"/>

This page also details where the ticket will be issued. You can either select Expotel Reservations – Glasgow, or Ticket on Departure. Ticket on departure can only be selected for single or return tickets. Flexi passes cannot be issued as a ticket on departure, therefore will need to be requested at least 3 days before they are required to enable us to send them special delivery to you.

Once all details are completed, click 'proceed'. The booking process is now finalised and full details of the booking are displayed on the Booking Confirmation page. You will also receive an automated booking confirmation email and instructions of how to collect your Ticket on Departure.

For further assistance with your rail booking, please contact Expotel:

Tel No: 0844 793 7450

Email: universityofedinburgh@expotel.com

FAQs

How can I include a London Underground ticket in my booking?

If you need to book travel cards for London Underground then please enter the following as your arrival station and these will show the ticket price with the underground ticket included.

For example: London Zone 2 (will include the mainline journey and London underground).

<http://www.tfl.gov.uk/assets/downloads/standard-tube-map.pdf>

Can I ever avoid paying charges for amendments and cancellations?

You can only avoid paying charges either before a ticket has been printed or on the same day of issue.

- If the ticket hasn't been printed then you can **CANCEL** a confirmed booking without charge
- If the ticket has been printed then you can **VOID** the booking the **SAME DAY** without charge.

As soon as you know that a ticket needs to be cancelled, please inform Expotel, as the ticket may not have yet been printed and so it can be treated as just a confirmed booking which can be cancelled by yourself.

The system is showing a message in red saying that it cannot do seat reservations at this time, please try later. What is the problem?

This means that the national reservation system, with which Expotel has to interact, is either down or malfunctioning in some way. The seat cannot therefore be booked at this time – please do try again later.

What happens if I purchase a ticket with restrictions and miss the train?

Staff are reminded to book tickets in advance to take best advantage of the saver tickets. Flexible tickets which include savers and business savers, as well as open returns, can be used on alternative trains. There are some time restrictions on savers however; you can upgrade these to an open return on the train if necessary.

Tickets with fixed reservation times such Advanced First and Standard single tickets become invalid if you miss your chosen train however, you can upgrade your ticket. You will be required to pay for any extra fare charges.

Why can I purchase cheaper tickets by mixing and matching single fares as opposed to purchasing a return fare?

GNER, Midland Mainline and Virgin all offer cheaper fixed time fares based on the purchase of single tickets. These new fares all come with complex restrictions so please check the terms and conditions thoroughly before purchasing

When can I expect my tickets to be delivered?

Tickets booked by 4pm will be dispatched by 1st Class and may take up to 3 working days to arrive.

What do I do if my journey is within the next 24 hours?

You may still book your train ticket online, however tickets can only be collected at the station, unless you have a rail ticket printer within your premises. The exception is flexipasses – which cannot be issued as a ticket on departure and must be ordered in advance.