

# **System User Guide**

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# Login

Access the Lime booking site <u>www.lime-management.com</u> using the username and password provided.

# Notifications

Updates and announcements for all airlines will be displayed on the Notifications tab on the homepage. Hint: You can open a notification in a popup using the icon to the right of each notification title.

LIME GROUPS						В	RITISH AIRW	/AYS
HOME	GET A QUOTE	E MY BOOKING:	S LIVE CHA	T FAQ'S& TI	ERMS S	SPECIAL OFFERS	MY ACCOUNT	LOG OFF
Notifications	Deposit Deadlines	Balance Deadlines	Name Deadlines	Ticket Deadlines	Requires a	in action		

# My Bookings

All your bookings can be found, sorted and accessed under the My Bookings tab.

		Ţ			В	RITISH AIRV	VAYS
HOME	GET A QUOTE	MY BOOKINGS	LIVE CHAT	FAQ'S & TERMS	SPECIAL OFFERS	MY ACCOUNT	LOG OFF
To bring up all y Where a booking Cancelled booki	our bookings just click s g includes multiple PNRs ngs, unsuccessful quote	search, or to find a speci s, click the expand icon es and quote requests w	fic booking enter the de to view the details of ind ill not be shown by defa	etails in any one of the l dividual PNR(s). sult from this search. To	boxes before clicking se review these bookings	arch. please use 'Status' drop	down.
Booking reference	Group name	BA locator	(PNR) Ticket	number	Status Any booking with booked	l or quoted PNR(s) 💙	Departure date
			Sea	irch			

# Creating your booking

### Availability search

Click on the Get a quote tab which will take you to the request page.

Enter the number of passengers you have travelling (adults and children plus any infants without a seat), select whether you'd like a one way, return or multi-sector flight then enter your airports and dates.

Next, press Search.

GROUPS	Ļ					В	RITISH	AIRV	WAYS -
HOME	GET A QUOTE	MY BOOKINGS	LIVE CHAT	FAQ'S & TERMS	SPE	CIAL OFFERS	MYACCOL	INT	LOG OFF
Search Criteria	Choose Flights	Rev	view Itinerary	Group Details		Submit Reques	st	Reques	st Summary
Welcome Welcome to Lime's o group travel arranger Note: This system ca British Airways. Please enter your fl availability.	nline groups system, nents on British Airwa n only be used to boo ight criteria below and c	the quickest and early services. k flights operated lick 'Search' to view	asiest way to fulfil by r flight schedules and	For Meeting requests, pl For other Airlines, plea	g, Incer lease <u>c</u> ise <u>clic</u>	ntive, Conferenc <i>lick here</i> to fill i <u>k here</u> to fill in t	ce and Entertair n an online requ he online reque	nment (N uest forn est form.	A.I.C.E.) Group n.
Fasacligeta	Fligh	nt search options	One way  Retu	Irn O Multi-sector					
From To			Departing Returning		Any	Time ¥		Searc	ch >>

The next screen will bring up the British Airways operated flights on your chosen dates.

#### Selecting your flights

							BRITI	SH A	IRWAYS
HOME	GET A QUOT	E I	ITY BOOKING S	LIN	/E CHAT	FAQ'S & TER	MS MY ACCO	UNT	LOG OFF
Search Criteria	Choose Flight	ь	Review Itinerary		Group Details		Submit Request	Re	quest Summary
Availability Indicator Your flight availabilit booking class. The 'Move down' to r	r: 📕 Good, 🕌 Fair, 📕 y is shown below. Alte next page is enabled fo	On Request. ernative cabins or this route wh	Can't fi can be selected	nd the flight by using the flights may	s you require? dropdown list fe be available.	) sature and the	sector availability indic	cator will	highlight the appropriate
From	То	Departs	Arrives	Flight	Indicator	Cabin			
London City (LCY)	John F Kennedy (JFK)	20-Sep-2017 08:40	20-Sep-2017 14:06	BA0001		Club World	0)		Select >>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 08:30	20-Sep-2017 11:10	BA0117	<mark>6 T I A</mark>	World Trav	eller	۲	Select >>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 09:40	20-Sep-2017 12:25	BA0175	G T I 🔺	World Trav	aller	۲	Select >>
London Heathrow (LHR)	Newark Liberty Intl (EWR)	20-Sep-2017 10:35	20-Sep-2017 13:20	BA0185	G T I 🔺	World Trav	aller	T	Select >>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 11:20	20-Sep-2017 14:05	BA0173	G T I 🔺	World Trav	eller	۲	Select >>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 13:00	20-Sep-2017 15:55	BA0177	GTIA	World Trav	eller	۲	Select >>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 14:30	20-Sep-2017 17:20	BA0115	o T I 🔺	World Trav	eller	۲	Select >>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 18:05	20-Sep-2017 19:05	BA0113	G 🚺 I 🔺	World Trav	eller	۲	Select >>
London Gatwick (LGW)	John F Kennedy (JFK)	20-Sep-2017 18:35	20-Sep-2017 19:30	BA2273	GTI	World Trav	aller	۲	Select >>
London Heathrow (LHR)	Newark Liberty Inti (EWR)	20-Sep-2017 18:55	20-Sep-2017 19:45	BACIBO	GTIA	World Trav	aller	۲	Select >>
Select ▼ Day(s) ea	rier Move	down	Start new quoi	le -	Move up	Selec	t 🔻 Day(s) later		

#### Indicator

The colours in the indicator tab advise on availability: green for good and yellow for fair. You will see four different letters in the indicator tab:

- G: World Traveller
- T: World Traveller Plus
- I: Club World
- A: First

#### Cabin

To change the cabin, simply click the drop down under the **Cabins** header.

Once you have decided which flight you would like, click **Select**. This will then take you through to a nearidentical screen where you can choose the flights for your return journey.

London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 18:05	20-Sep-2017 19:05	BA0113	G 🚺 I 🔺	World Traveller	۳	Select >>
London Gatwick (LGW)	John F Kennedy (JFK)	20-Sep-2017 18:35	20-Sep-2017 19:30	BA2273	GTI	World Traveller	۲	Select >>
London Heathrow (LHR)	Newark Liberty Intl (EWR)	20-Sep-2017 18:55	20-Sep-2017 19:45	BA0189	GTIA	World Traveller	۲	Select >>
Select 🔻 Day(s) ea	rier Move	down	Start new que	ste	Move up	Select V Day(s) later		
1	1					1		

Hint: to see any later flights that day, click the **Move Down** button at the bottom.

Hint: by using the Select Day(s) Earlier or Select Day(s) Later buttons, you can conveniently find flights +/- seven days around your original search without having to start a new search again.

## **Review Itinerary**

Once you have selected your flights, you will be shown the **Review Itinerary** page. Here, you can remove any incorrect flights you have selected or add flights back in.

EROUPS				В	RITISH AI	RWAYS
HOME	GET A QUOTE	MY BOOKINGS	LIVE CHAT FAQ'S (	L TERMS	MY ACCOUNT	LOG OFF
Search Criteria	Choose Flights	Review Itinerary	Group Details	Submit Reques	Re	quest Summary
Note: Please be	aware that no booking has be	en made at this time and this inf	formation does not guarantee seou	red seats.		
Note: Please be rom	aware that no booking has be To	en made at this time and this inf	formation does not guarantee seou	red seats. Flight	Cabin	
Note: Please be From London Heathrow LHR)	aware that no booking has be Te John F Kennedy J(FK)	en made at this time and this inf Depart 20-Sep-2017 at 16:05	Arrive 20-Sep-2017 at 19-05	red seats. Flight <u>BA0113</u>	Cabin World Travelle	r Remove
Note: Please be norm andon Heathrow URR) ohn F Kennedy JFK)	aware that no booking has be John F Kennedy UFK) London Heathrow (LHR)	en made at this time and this inf Depart 20-Sep-2017 at 16:08 25-Sep-2017 at 20:45	Arrive 20-Sep-2017 at 19:05 28-Sep-2017 at 08:50	red seats. Flight BA0112 BA0172	Cabin World Travelle World Travelle	r Remove

Once you're happy with the flights you have selected, click Continue.

### Naming your group

Now you should name your group: it could be a reference of your own, a passenger name or a group name. You must also fill in your emergency contact details before clicking **Continue.** 

Note: the name field cannot contain any numbers or special characters.

					BRITISH	AIRWAYS
HOME	GET A QUOTE	MY BOOKING S		S & TERMS	MY ACCOUNT	LOG OFF
learch Criteria	Choose Flights	Review linerary	Group Details	Submit Re	equest	Request Summary
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ondon Heathrow	John F Kennedy	20-Sep-2017 at 16:05	20-Sep-2017	at 19:05	BA0113	World Traveller
ohn F Kennedy IFK)	London Heathrow (LHR)	25-Sep-2017 at 20.45	28-Sep-2017	at 08:50	<u>840172</u>	World Traveller
iooking details iroup Size	20					
roup Name *						
lease note: The airline GOS d	oes not support numerics in group r	arres.				
et Automated Reminders	2	0				
dditional Email for Respon	nses	0				
	sits					

### Quote confirmation

Before submitting your enquiry, please confirm that all details on this Summary page are correct and read the Terms and Conditions before clicking **Submit**.

HOME	GET A QUOTE	MY BOOKINGS	LIVE	CHAT	FAQ'S & TEP	ans my A	COOLINT	LOG OFF
rch Criteria	Choose Flights	Review Itinerary		Group Details		Submit Request	Requ	est Summary
	-							-
oked by operator	Booked by agent	Booked by email	toom	Grou	p name ISEV SWIM	ING GROUP	Seats	20 Adults
			_					
0479	То		Depart	Arrive	Flight	1	Cabin	
ndon Heathrow HR)	John F Kennedy (JFK)		0:05 20-Sep	19:05 20-Sep	Britah	13 Airwaya	World Trave	sler
hn F Kennedy	London Heathrow		20:45	08:50	BA01	72	World Trave	ller
к.)	(LHH)		19-3+p	28-Sep	Britan	Arways		
erms and conditio	ns							
· Please be aware t	hat no booking has been made	at this time and this in	formatio	n does not guara	intee securi	ed seats.		
and the second se	sound houther. Terms and an address	-						
I norma to ha h								

Your quote has been submitted to the airline and on the next page, you will now see the status as 'Awaiting Price'. The quoted offer will then be automatically emailed to you: this should come back immediately unless your requested seats are not available.

					BRITISH	AIRWAYS
HOME	GET A QUOTE	MY BOOKING S	LINE CHAT	FAQ'S & TERMS	MY ACCOUNT	LOG OFF
quote Awa	iting Quoted offer	Confirmed	Deposit due (To be confirmed)	Balance due	Balance paid	Ticketed
V PNR Ret 840/UKSG4 510 Your quotation reque and conditions relation	terence Group name CO011 LYNDSEY SWMMIN St has been submitted. You will us to the Group offer	Sca NG GROUP 20 I receive an email once ava	ilability and pricing have	e been returned, detai	iling applicable fares, ta	xes, fees & carrier charr
omary Rineary	Mrs Javne Bond		Group seats: 20	Departs:	20th Sep 2017	(in 117 days)
nmary Rinerary Owned by:	Mrs Jayne Bond	)	Group seats: 20	Departs:	20th Sep 2017	(in 117 days)
Owned by: Doking action note requested	Mrs Jayne Bond Bond Zime-management.com Dates and deadlines Fit 28-May-17	Details -18 weeks 5 days from dep	Group seats: 20 This booking is g Standard - Dec 2 • Quote request is	Departs: overned by the Terms 013 - UKSG4 submitted to British Ai	20th Sep 2017	(in 117 days) ble to UK Groups T&Cs -
Owned by: Owned by: Doking action upte requested	Mrs Jayne Bond ihond@line.manacement.com Dates and deadlines Fit 28-May-17 To be actioned	Detaila -19 weeks 5 days from dep	Group seats: 20 This booking is g Standard - Dec 2 • Quote request e	Departs: overned by the Terms 013 - UKSG4 submitted to British Ai	20th Sep 2017 i s and conditions applicat nways	(in 117 days) ble to UK Groups T&Cs -
Owned by: Owned by: boking action sole requested infimed sposit deadline	Mrs Jayne Bond Ibond Rime-management.com Dates and deadlines Fit 20-bitsy-17 To be actioned Date set on offer confirmation	Detaila -19 weeks 5 days from dep	Group seats: 20 This booking is g Standard - Dec 2 • Quote request e	Departs: overned by the Terms 013 - UKSG4 submitted to British Ai	20th Sep 2017 ( a and conditions application nvays	(in 117 days) ble to UK Groups T&Cs -
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Minerary     Ninerary     Owned by:     Ooking action     uote requested     sinfimed     sposit deadline     slance deadline     imes and ticketing     sdlines	Mrs Jayne Bond ibond & immanagement.com Dates and deadlines Fri 28-May-17 To be actioned Date set on offer confirmation Date set on offer confirmation Vied 13-Dep-17 on Wednesday 13-Sep in 110 date)	Detaila -18 weeks 5 days from dep	Group seats: 20 This booking is g Standard - Dec 2 • Quote request to	Departs: overned by the Terms 013 - UKSG4 submitted to British Ait	20th Sep 2017 a and conditions applicat nways	(in 117 days) ble to UK Groups T&Cs -

# Converting your quote into a booking

Bring up your quotation from the **My Bookings** tab by searching the booking reference, name or PNR.

To go into the offer, click on the blue booking reference number which will bring up this screen.

ME							BRITIS	SH AIRW	AYS -
HOME	GET A QUOTE	MY BOOKINGS	L	ME CHAT	FAQ'S & TERM	WS	MY ACCOL	NT	LOG OFF
(quote Avvait price	ing Quoted offer	Confirm	ad	Deposit due (To be confirmed)	Balance due		Balance paid	Ticketed	
Itinerary	roup name 0011 LYNDSEY SWIMMI	NG GROUP	Seats 20	For the bo	oking 🗔	the following	1g		•
Owned by: I	Mrs Jayne Bond bond@ime-management.com		Group	seats: 20	Departs:		20th Sep 201	7 (in 117 days)	
Booking action	Dates and deadlines	Details		Quote Details fo	r 026B46	Seate	d	Sub Total	
Quoted	Fri 26-May-17	-16 weeks 8 day from dep	5	Net Fare	Carrier Channes	20 @	GBP 227.00	GBP 4,640.00	
Confirmed	To be actioned			(Last updated 26-N	by-17)	2010	000 001.11	000 11 000.40	
Deposit deadline Balance deadline	Date set on offer confirmation Date set on offer			This booking is go Standard - Dec 20	overned by the Te 013 - UKSG4	erms and	conditions appli	cable to UK Grou	ups T&Cs -
Varmes and ticketing leadlines	confirmation Wed 13-Sep-17 on Wednesday 13-Sep (in 110 davs)						Quote	e details	
A.P.I. deadline Optional)	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)								
lease review and	action								
026В46 🚽	Convert this group quot option.	e to a confirmed	Subject to the	current space avail	able on the flights		с	ontinue	-
026B46	Comment on this offer		Compose and	send your commen	ts in the following	page	0	amment	
026B46	Change the group requi	est and re-submit	Open the 'Get	t a quote' page with	this itinerary.		R	esubmž	
026B46	Re-quote this offer		Re-quote with	the same itinerary.			R	e-quote	
026B46	Cancel all the PNRs in th	his booking	Click the 'Can the following p Penalties will a terms and con	cel booking" button loge, apply to committed i ditions.	and confirm in PNRs as per the		Cano	cel booking	
For the	Print a booking stateme	nt	Click the "Prin	t Booking" button			Prin	t Booking	

While on this screen you can view the quote details, itinerary and the date it was quoted. You will also find a list of actions you can take including to confirm your booking, change your request, requote the offer or cancel all PNRs in the booking.

To **confirm your group**, click **continue** on the option which reads 'convert this group quote to a confirmed option'. This will take you to a confirmation screen where you can check all details before selecting **Request Confirmation**. Once you have received a confirmation email, this means your seats are held.

If you don't hear anything within 24 hours, we advise you to contact the Groups team.

# Amending a booking

Bring up the booking in the **My Bookings** tab by searching the booking reference, name or PNR. Once you have the booking open, click the **I would like to do the following** drop down box and select the correct amendment from the 'Amend booking' section:

Amend flight for all passengers Amend flight for selected passengers Change the number of passengers in the group Change the ownership of this booking

	GETAQUOTE	MY BOOKINGS	LIVE CHAT	FAQ'S & TERMS	MY ACCOUNT	LOG OF
t quote Await price	ing Quoted offer	Confirmed	Deposit due	Balance due	Manage options	5 eted
lerence Your refer 00811 (None set 16646 Summary R Owned by:	Proce Oroup name LYNDSEY SWM Instary Passengers Fi Mrs Jayne Bond	MING GROUP nancials Notes	I would Group seats:	like to Do the fo Do the fo Do the fo Send Make Entar View 5 20 De - Amend	Illowing a message to Lime Groups Booking - or authorise a payment your own reference for this booking Booking -	•
Booking action	Dates and deadlines	Details	To cancel t	Ameno Ameno On entire books Chang	I fight for all passengers I fight for selected passengers to the number of passengers in th	e group
Quoted	Fri 28-May-17	-16 weeks 5 days from dep	This booking P	chang s governed by - Availab	e the ownership of this booking le Emails -	
Confirmed	Fri 26-May-17	-16 weeks 5 days from dep	• The deposit	of £ 908.00 is due by	st e copy of the ticketing statemer 28 June 2017.	nt.
Seposit des dine Belance des dine	Wed 28-Jun-17 on Wednesday 28-Jun (in 33 days) Wed 09-Aug-17 on Wednesday 09-Aug in 75 days)		For any addi Groups Team	tional payments or early	balance payments for this book	ing please cont.
lames and ticketing	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)					
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APL deadline Optional) Secure flight into. Jeadline (Mandatory) Tease review and For this booking	in 110 days) Wed 13-Sep-17 on Vednesday 13-Sep (in 110 days) action Pay for this booking. Part Be made, but the full dep must be met by the depo	ial payments can Please e ost requirement payment st deadline. here.	insure any PNR seat red requirement is met; See	uction is completed befo the svailable action(s) s	re the Becord a payment	
APL deadline Optional) Secure flight into. Ieadline (Wandatory) Iease review and For this booking	(in 110 days) Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days) action Pay for this booking. Part be made, but the full dep must be met by the depo Print a booking statement	ial payments can Please e oat requisement payment at deadine. here. nt Click thr	insure any PNR seat red requirement is met; Sea e "Print Booking" button	uction is completed befor the available action(s) a	Record a payment	AA

In this example, we are going to amend the flights for just two passengers so we would select the second option on the menu.

Under the I want to drop down box, you have a number of amendment options to choose from:

Change the cabin Amend outbound flight(s) Amend inbound flight(s) Add flight(s) Cancel outbound flight(s) Cancel inbound flight(s) Cancel flight(s)

Provide the second s				100000000000000000000000000000000000000				
05811 (None set)	LYNDSEY SWIMUN	GROUP		I would like	to Ame	and flight for select	ed passengers	
26B46 Summary Itineral	y Passengers Finan	cials Notes						
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				•				
sing PNR: 025846 (Or	(ging) v	I want to Pie	ease select	6	•			
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		O Please a Co	ange the cal	bin			Review and	i request.
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- 026B46 days (MD)	Size; 20 Book	Please S An An Ad ed option (Un Ca	ange the col nend outbourd nend inbound td flight(s) incel outbour	sin nd flightis) i flightis) nd flightis(s)	6	Entervo	Review and	f request.
(Xain PNR)	Size: 20 Book	Please of An An Ad ed option (Un Ca	ange the cal nend outbourd nend inbound id fight(s) incel outbourd inbound	ola nd flightis) i flightis) id flights(s) flights(s)	6	Entervo	Review and	f request. B
(Main PNR) Created: 26-May-2017	Size: 20 Book	Please of An An Ad ed option (Un Ca Ca	ange the cal nend outbour rend inbound id flight(s) incel outbour moel flight(s)	oin nd flight(s) flight(s) nd flights(s) flights(s)	6	Entervo	Review and	t request. E
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O26B46 (Main PNR) Created: 26-May-2017 Passengers: 20 unnamed BA0113 (Britsh Airways )	Size: 20 Book London Heathrow (LHR)	Please of An An Ad ed option (Un Ca Ca John F Kenne	ange the oal nend outbour nend inbound id fight(s) noel autbour noel inbound noel fight(s) ady (JFK)	on d flight(s) i flight(s) id flights(s) ilights(s) Taxes, Fees and Carr (G) World Traveller	ler Charges	Enter vo	Review and	f request. B
O26B46 (Main PNR)           Created: 26-May-2017           Passengers: 20 unnamed           BA0113 (British Airways )	Size: 20 Book London Heathrow (LHR) London	Please of An An Ad ad option (Un Ca Ca John F Kenne New York 20 Cos 17	ange the oal nend outbour rend inbound in fight(s) noel outbour noel fight(s) ady (JFK)	on ad flight(s) i flight(s) id flights(s) flights(s) Taxes, Fees and Carr (G) World Traveller	er Charges	Enter vo View 1 Piece	Review and	E
O26B46 (Main PNR)           Created: 26-May-2017           Passengers: 20 unnamed           BA0113 (British Aliways )	Size: 20 Book London Heathrow (LHR) London 20 Sep 17 18:05	Please of An An An Ad ed option (Un Ca Ca Ca Ca Ca Ca Ca Ca Ca Ca Ca Ca Ca	enge the oat nend outbour hend inbound incel autbour incel autbour incel fight(s) ady (JFK) 19:05	on d flight(s) flight(s) d flights(s) d flights(s) Taxes, Fees and Carr (G) World Traveller	ier Charges	Enter vo View 1 Piece	Review and	E
O26B46 (Main PNR)           Created: 26-May-2017           Passengers: 20 unnamed           BA0112 (British Airways )           BA0172 (British Airways )	Size: 20 Book London Heathrow (LHR) London 20 Sep 17 18:05 John F Kennedy (JFK)	Please of An An Ad ad option (Un Ca John F Kenne New York 20 Sep 17 London Heatt	ange the oat nend outbour end inbound incel autbour incel autbour incel fight(s) ady (JFK) 19:05 https://LHR)	on d flight(s) flights(s) d flights(s) d flights(s) Taxes, Fees and Carr (G) World Traveller (G) World Traveller	ier Charges	Enter vo View 1 Piece	Review and	E
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When you choose which flight you would like to amend, it will ask you to fill in how many passengers you would like to amend the flight for. You can then click **Create the request**.

Reference 6106611	Your reference (None set)	Group name LYNDSEY SWMMING GROUP	I would like to	Amend flight for sei	ested passengers	¥
O26B46 Sum	imary Itinerary	Passengers Financials Notes				
Create request	Confirm request	Initial BA price Lime review request	Lime review Agent accepts or decline	Lime review	BA confirms Lime	oondude
Using PNR:	O26846 (Original)	I want to Amend inbound flight	(s) • with th	e following 2 unna	med seated passenger(	s)
		This will request to change the if you partially select passenge booking.	flight details on the inbound flight of the ars from the Group to change, a new (spi	PNR. t) PNR will be nerated	in this Creatin the	request
					45	-

This will then bring up the availability screen for the date and route you have already requested. Once you have chosen the new flight, click **Select** and the system will take you to a review page.

Decking reference: 5105611     Group name: LYNDSEY SWIMMING GROUP     Current size: 20       O26B46 (Main PNR)     Size: 20     Booked option (Uncommitted)     Enter your reference for this PNR       ireated: 28-May-2017     Size: 20     Booked option (Uncommitted)     Enter your reference for this PNR       A0113 (British Anways )     London Heathrow (LHR) London     John F Kennedy (JFK) 20 Sep 17     John F Kennedy (JFK) 20 Sep 17     London Heathrow (LHR) 20 Sep 17     (G) World Traveller     1 Piece       A0112 (British Airways )     John F Kannedy (JFK) London     London Heathrow (LHR) 20 Sep 17     (G) World Traveller     1 Piece	Content     Instruction     Content       Group name: LYNDSEY SWIMMING GROUP Current size: 20       Booked option (Uncommitted)     Enter your reference for this PNR       London Heathrow (LHR)     John F Kennedy (JFK)     (3) World Traveller     1 Piece       London     New York     (3) World Traveller     1 Piece       John F Kennedy (JFK)     London Heathrow (LHR)     (5) World Traveller     1 Piece       John F Kennedy (JFK)     London Heathrow (LHR)     (5) World Traveller     1 Piece	Create	onfirm	Initial Line review	BA price	Lime review	Agent accepts	Lime review	BA confirms	Lime conclude
Booking reference: 0196611     Group name: LYNDSEY SWIMMING GROUP Current size: 20       O26B46 (Main PNR)     Size: 20     Booked option (Uncommitted)     Enter your reference for this PNF       ireated: 28-May-2017     See 20     Booked option (Uncommitted)     Taxes, Fees and Carrier Charges     View       A0113 (British Airways )     London Heathrow (LHR)     John F Kennedy (JFK)     (G) World Traveller     1 Piece       A0172 (British Airways )     John F Kannedy (JFK)     London Heathrow (LHR)     (G) World Traveller     1 Piece       A0172 (British Airways )     John F Kannedy (JFK)     London Heathrow (LHR)     (G) World Traveller     1 Piece	Group name: LYNDSEY SWIMMING GROUP     Current size: 20       Booked option (Uncommitted)     Enter your reference for this PNR       Landon     Taxes, Fees and Carrier Charges     View       Landon     John F Kennedy (JFK)     (3) World Traveller     1 Piece       John F Kennedy (JFK)     20 Sep 17     19:05     (3) World Traveller     1 Piece       John F Kennedy (JFK)     London Heathrow (LHR)     (3) World Traveller     1 Piece       John F Kennedy (JFK)     London Heathrow (LHR)     (3) World Traveller     1 Piece       John F Kennedy (JFK)     London     26 Sep 17     08:50	indrage T	columna .	Calle Leview	request	dance	of decine			
O266846 (Main PNR)         Size: 20         Booked option (Uncommitted)         Enter your reference for this PNR           reated: 24-May-2017 assengers: 20 unnamed         Taxes, Fees and Carrier Charges         View           A0113 (British Airways )         London Heathrow (LHR) London         John F Kennedy (JFK) New York         (G) World Traveller         1 Piece           60172 (British Airways )         John F Kennedy (JFK) New York         London Heathrow (LHR) 20 Sep 17         London Heathrow (LHR) 20 Sep 17         Condon Heathrow (LHR) New York         Condon           26 Sep 17         20:45         26 Sep 17         08:80         1 Piece	London     Booked option (Uncommitted)     Enter your reference for this PNR       London     Taxes, Fees and Carrier Charges     View       London     John F Kennedy (JFK)     (G) World Traveller     1 Piece       20 Sep 17     18:05     20 Sep 17     19:05       John F Kennedy (JFK)     London Heathrow (LHR)     (G) World Traveller     1 Piece       John F Kennedy (JFK)     London     (G) World Traveller     1 Piece       John F Kennedy (JFK)     London     (G) World Traveller     1 Piece	oking reference: 610	96611		Group name: L1	NDSEY SWIMM	NG GROUP Current	size: 20		
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nter 'Your reference' for this deviation PNR (this will be shown in the itinerary view and statements):	(LHR) 27-Sep 28-Sep British Airways									

The page will show a summary of what you currently have held and your new itinerary.

It also gives you a reference box: this is a great place to put the passengers surname or a booking reference so that you remember what the amendment is for. You don't have to use this however.

Next, agree to the Terms and Conditions, then select **Request quote**. The system will now split two passengers from the group and send the new request to British Airways.

As a rough guide, amendments can take around 48 hours to complete. You will be sent an email when a response is received – please contact our Groups team if you do not have any response within 48 hours.

# Making a payment

To make a payment against your booking, bring up to booking and under the I would like to do the following drop down box, select Make or authorise a payment.

HOME	GET A QUOTE	MY BOOKING 5	LIVE CHAT	FAQ'S & T	ERMIS	MY ACCOUNT	LOG OFF
rt quote An	aiting Quoted offer	Confirmed	Deposit due	Balance	lue	Balance paid	Ticketed
Serence Your re 106611 (None s	lerence Group name et) LYNDSEY SWM	MING GROUP	l would	like to	Do the foll Do the foll Send a Manage	owing owing message to Lime Grou Booking -	¥
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Sooking action	Dates and deadlines	Octails	To cancel a	in entire booki	Change	the number of passen	gers in the group
Duoted	Fri 28-May-17 Fri 28-May-17	-16 weeks 5 days from dep -16 weeks 5 days from dep	This booking is Standard - Dec • The deposit	s governed by c 2013 - UKSC t of £ 908.00 is	Available Reques Reques due by 2	Emails - t a copy of the booking t a copy of the ticketing 8 June 2017.	) statement ) statement
Deposit deadline	Wed 28-Jun-17 on Wednesday 28-Jun (in 33 days)		One or more deposit or bala	PNRs are und ince calculation	ergoing th s upon su	e deviation process; T accessful completion.	This may affect any date,
Balance deadline	Wed 09-Aug-17 on Wednesday 09-Aug (in 75 days)		For any addit Groups Team.	tional payments	or early I	balance payments for	this booking please contac
Vames and ticketing leadlines	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)						
S.P.I. deadline Optional)	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)						
Secure flight info. deadline (Mandatory)	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)						

On the next screen, you can choose your payment method.

HOME	GET A QUOTE	MYE	BOOKINGS	LIVE C	NT	FAQ'S & TEP	ans	MY ACCOUNT	LOG
Booking reference: 5100	611		Group name:	LYNDSEY SWIN	MING GRO	UP Current size	20		
O26B46 (Main PN	R) Size: 18	Booked opt	tion (Uncommitte	d)			<u>En</u>	ter your reference for this	PNR
Created: 26-May-2017 Passengers: 18 unnom	ed			Taxes	, Fees and	Carrier Charges	View		
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Payment method	D	etails (for th	iis deposit p	ayment)					
Please select	▼ Th re	e total of all pay erved is £ 0.00	(ments current)	1					
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Please choose a pay	ment method to c	ontinue.							
Please note: If cheque, bank transfer,	direct debit or TAPS pay	ment is selected	d, the funds will	have to be clear	ed in our b	ank prior to the no	tified deadlin	ne.	
		B	Sack	Start aga	n	Record depost pay	ment		

#### Card Payment:

Select Credit Card / Debit Card from the **Payment Method** drop down. Select the card type from the next box down.

It will bring up options to **Pay the full amount** (e.g the entire deposit or remaining balance) or to **Pay part** of the amount.

You will then see a form underneath where you should enter your card details, tick the box to say you're happy with the amount that will be taken and click **Make deposit payment**.

Booking reference: 5106611			Group name: LYNDSI	EY SWIMMING GROUP Current size	20
O26B46 (Main PNR)	Size: 18	Booke	d option (Uncommitted)		Enter your reference for this PNR
Created: 26-May-2017 Passengers: 18 unnamed				Taxes, Fees and Carrier Charges	View
<u>BA0113</u> (British Ainways )	London Hes London 20 Sep 17	throw (LHR) 16:05	John F Kennedy (JFK) New York 20 Sep 17 10:05	(G) World Traveller	1 Piece
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#### Fields marked with an asterisk \*are mandatory

* Card type	Please select	< Please select the payment card type.
* Card number		]
Company name		Use company name only
Cardholder title	MR Y	
* Cardholder first name		]
* Cardhoider last name		]
* Expiry date	Month ¥ / Year ¥	
* Security number		Last three digits on the reverse side of the card or last four digits if using an American Express card.
* Card billing address line 1		Please do not enter a company name here.
Card billing address line 2		]
* Card billing city		1
Card billing county		
* Card billing postcode		
* Card billing country	UK	
Please check the box to co	nfirm acceptance of amount to	be deducted from the chosen payment method.

#### Bank Transfer:

Select Bank Transfer from the **Payment Method** drop down.

It will automatically check the option that says **Pay the full amount.** Check the box to confirm the amount that will be transferred to Lime and click **Record Deposit Payment.** 

This will add a note into the booking to advise us that the payment is on its way. Once you have sent the payment to our bank details and it has been cleared by Lime Accounts, it will show in the **Financials** tab in your booking.

HOME	GET A QUOTE	MYBC	DOKING S	LIVE CHAT	FAQ'S & TERMS	MY ACCOUNT	LOG OFF
i quote	Awaiting Quels	đ	Deposit due	Deposit due	Balance due	Balance paid	Ticketed
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If this payment has not cleared within three days, please contact our Groups team.

# Contact Lime

Chat with us using the **Chat** icon located on the homepage, pop us an email or give our friendly team a call:



Lime Switchboard: **T** 0151 350 1170

Customer Support: E <u>bagroups@lime-management.com</u> T 0151 350 1185

Sales: E <u>sales@lime-management.com</u> T 0151 350 1171

Accounts: E <u>accounts@lime-management.com</u> T 0151 350 1173