



System User Guide

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Login

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

Notifications

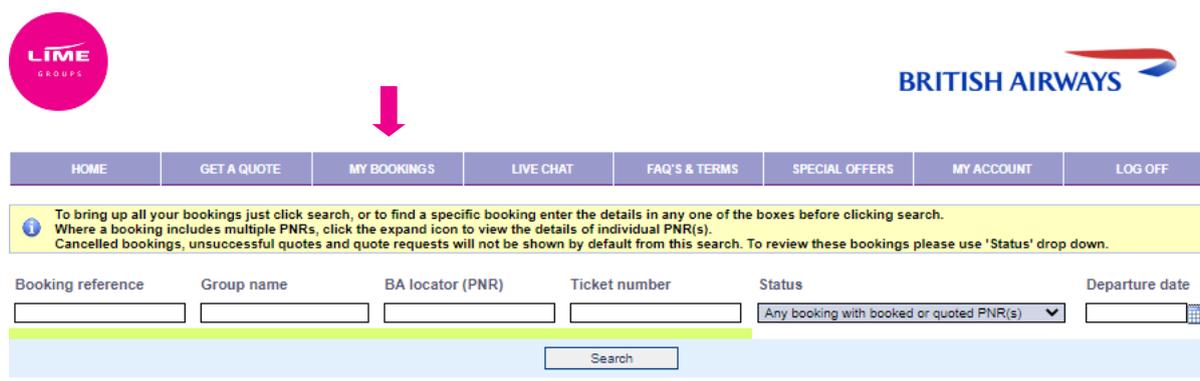
Updates and announcements for all airlines will be displayed on the Notifications tab on the homepage.

Hint: You can open a notification in a popup using the icon to the right of each notification title.



My Bookings

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



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**.

The screenshot shows the Lime Groups website interface. At the top left is the Lime Groups logo. At the top right is the British Airways logo. Below these is a navigation menu with tabs: HOME, GET A QUOTE, MY BOOKINGS, LIVE CHAT, FAQ'S & TERMS, SPECIAL OFFERS, MY ACCOUNT, and LOG OFF. A pink arrow points to the 'GET A QUOTE' tab. Below the navigation menu is a sub-menu with tabs: Search Criteria, Choose Flights, Review Itinerary, Group Details, Submit Request, and Request Summary. The 'Choose Flights' tab is selected. Below the sub-menu is a 'Welcome' section with text: 'Welcome to Lime's online groups system, the quickest and easiest way to fulfil group travel arrangements on British Airways services.' and 'Note: This system can only be used to book flights operated by British Airways.' There are also links for M.I.C.E. Group requests and other airlines. Below the welcome text is a search form with fields for Passengers, Infants without seat, Flight search options (One way, Return, Multi-sector), From, To, Departing, and Returning. A pink arrow points to the 'Search >>' button.

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

Selecting your flights

Availability Indicator: ■ Good, ■ Fair, ■ On Request. [Can't find the flights you require?](#)

Your flight availability is shown below. Alternative cabins can be selected by using the dropdown list feature and the sector availability indicator will highlight the appropriate booking class.

The 'Move down' to next page is enabled for this route which means more flights may be available.

From	To	Departs	Arrives	Flight	Indicator	Cabins
London City (LCY)	John F Kennedy (JFK)	20-Sep-2017 09:40	20-Sep-2017 14:08	BA0001	■	Club World (I) <input type="button" value="Select >>"/>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 08:30	20-Sep-2017 11:10	BA0117	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 09:40	20-Sep-2017 12:25	BA0176	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>
London Heathrow (LHR)	Newark Liberty Intl (EWR)	20-Sep-2017 10:35	20-Sep-2017 13:20	BA0186	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 11:20	20-Sep-2017 14:05	BA0113	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 13:00	20-Sep-2017 15:55	BA0177	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 14:30	20-Sep-2017 17:20	BA0116	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 18:05	20-Sep-2017 19:05	BA0113	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>
London Gatwick (LGW)	John F Kennedy (JFK)	20-Sep-2017 18:35	20-Sep-2017 19:30	BA2273	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>
London Heathrow (LHR)	Newark Liberty Intl (EWR)	20-Sep-2017 18:55	20-Sep-2017 19:45	BA0189	■ ■ ■ ■ ■	World Traveller <input type="button" value="Select >>"/>

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 near-identical screen where you can choose the flights for your return journey.

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.

From	To	Depart	Arrive	Flight	Cabin	
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 at 16:05	20-Sep-2017 at 19:05	BA0113	World Traveller	Remove
John F Kennedy (JFK)	London Heathrow (LHR)	25-Sep-2017 at 20:45	28-Sep-2017 at 08:50	BA0172	World Traveller	Remove

[New](#) [Print](#) [Add a flight](#) [Continue >>](#)

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.

Booking details

Group Size:

Group Name *:

Please note: The airline ODS does not support numerics in group names.

Set Automated Reminders:

Additional Email for Responses:

Emergency Contact Details

ECD Email *:

ECD Mobile *:

[<< Back](#) [New](#) [Print](#) [Continue >>](#)

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**.

LIME GROUP **BRITISH AIRWAYS**

HOME	GET A QUOTE	MY BOOKINGS	LIVE CHAT	FAQ'S & TERMS	MY ACCOUNT	LOG OFF
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Search Criteria	Choose Flights	Review Itinerary	Group Details	Submit Request	Request Summary
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Booked by operator	Booked by agent	Booked by email	Group name	Seats	Passengers
Jayne Bond Travel	Mrs Jayne Bond	jbond@lime-management.com	LYNDESEY SWIMMING GROUP	1	20 Adults

From	To	Depart	Arrive	Flight	Cabin
London Heathrow (LHR)	John F Kennedy (JFK)	18:05	18:05	BA0113	World Traveller
John F Kennedy (JFK)	London Heathrow (LHR)	20:45	08:50	BA0172	World Traveller

Terms and conditions

- Please be aware that no booking has been made at this time and this information does not guarantee secured seats.

I agree to be bound by the [Terms and conditions](#).

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.

LIME GROUP **BRITISH AIRWAYS**

HOME	GET A QUOTE	MY BOOKINGS	LIVE CHAT	FAQ'S & TERMS	MY ACCOUNT	LOG OFF
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Get quote	Awaiting price	Quoted offer	Confirmed	Deposit due (To be confirmed)	Balance due	Balance paid	Ticketed
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Initial PNR	Reference	Group name	Seats
Q20B40/UKSG4	5100011	LYNDESEY SWIMMING GROUP	20

Your quotation request has been submitted. You will receive an email once availability and pricing have been returned, detailing applicable fares, taxes, fees & carrier charges and conditions relating to the Group offer.

Summary **Itinerary**

Owned by: Mrs Jayne Bond jbond@lime-management.com Group seats: 20 Departs: 20th Sep 2017 (in 117 days)

Booking action	Dates and deadlines	Details
Quote requested	Fri 20-May-17	-18 weeks 5 days from dep
Confirmed	To be actioned	
Deposit deadline	Date set on offer confirmation	
Balance deadline	Date set on offer confirmation	
Names and ticketing deadlines	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)	
A.P.I. deadline (Optional)	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)	

This booking is governed by the Terms and conditions applicable to UK Groups T&Cs - Standard - Dec 2013 - UKSG4

- Quote request submitted to British Airways

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.

The screenshot displays the LIME website interface for a group booking. At the top, there are logos for LIME and BRITISH AIRWAYS. Below them is a navigation menu with options: HOME, GET A QUOTE, MY BOOKINGS, LIVE CHAT, FAQ'S & TERMS, MY ACCOUNT, and LOG OFF. A status bar shows various stages: Get quote, Awaiting price, Quoted offer (highlighted), Confirmed, Deposit due (To be confirmed), Balance due, Balance paid, and Ticketed. The main content area shows a quote for booking reference O26B46/UKSG4, group name LYNDSEY SWIMMING GROUP, and 20 seats. A pink arrow labeled 'Itinerary' points to the 'Itinerary' tab. Below this, a table shows booking actions: Quoted (Fri 26-May-17, -16 weeks 6 days from dep), Confirmed (To be actioned), Deposit deadline, Balance deadline, Names and ticketing deadlines (Wed 13-Sep-17), and A.P.I. deadline (Optional). To the right, a 'Quote Details for O26B46' table shows: Net Fare (20 @ GBP 227.00 = GBP 4,540.00), Taxes, Fees and Carrier Charges (20 @ GBP 367.77 = GBP 7,355.40), and Total (20 @ GBP 594.77 = GBP 11,895.40). A pink arrow labeled 'Quote details' points to this section. Below the quote details, a 'Please review and action...' section lists several actions for booking reference O26B46: Convert this group quote to a confirmed option (with a 'Continue...' button), Comment on this offer, Change the group request and re-submit, Re-quote this offer, Cancel all the PNRs in this booking, and Print a booking statement. A pink arrow points to the 'Continue...' button.

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

The screenshot displays the Lime Management interface. At the top, there are navigation tabs: HOME, GET A QUOTE, MY BOOKINGS, LIVE CHAT, FAQ'S & TERMS, MY ACCOUNT, and LOG OFF. Below these are status buttons: Get quote, Awaiting price, Quoted offer, Confirmed, Deposit due, Balance due, Balance p, and Ticketed. A red arrow points to the 'Manage options' dropdown menu, which is open and shows the following options:

- Do the following...
- Send a message to Lime Groups
- Manage Booking -
- Make or authorise a payment
- Enter your own reference for this booking
- View and alter ECD for this booking
- Amend Booking -
- Amend flight for all passengers
- Amend flight for selected passengers
- Change the number of passengers in the group
- Change the ownership of this booking
- Available Emails -
- Request a copy of the booking statement
- Request a copy of the ticketing statement

The main booking details for reference 0100011 (LYNDESEY SWIMMING GROUP) are shown. The booking is owned by Mrs Jayne Bond. A table of booking actions and deadlines is provided:

Booking action	Dates and deadlines	Details
Quoted	Fri 26-May-17	-18 weeks 5 days from dep
Confirmed	Fri 26-May-17	-18 weeks 5 days from dep
Deposit deadline	Wed 28-Jun-17 on Wednesday 28-Jun (in 33 days)	
Balance deadline	Wed 09-Aug-17 on Wednesday 09-Aug (in 75 days)	
Names and ticketing deadlines	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)	
A.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)	

Below the table, there are three sections for review and action:

- For this booking:** Pay for this booking. Partial payments can be made, but the full deposit requirement must be met by the deposit deadline. Please ensure any PNR seat reduction is completed before the payment requirement is met; See the available action(s) above here. Record a payment.
- For the booking:** Print a booking statement. Click the "Print Booking" button. Print Booking.
- For PNR O26B46:** Reduce this PNR size before committing to the deposit. Enter the un-named passengers to cancel: Currently 20 seats. Review and confirm.

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)

The screenshot shows the flight booking system interface. At the top, there are buttons for 'Get quote', 'Awaiting price', 'Quoted offer', 'Confirmed', 'Deposit due', 'Balance due', 'Balance paid', and 'Ticked'. Below this, there is a header section with 'Reference: 0100011', 'Your reference: (None set)', and 'Group name: LYNDSLEY SWIMMING GROUP'. The 'I would like to' dropdown menu is set to 'Amend flight for selected passengers'. Below the header, there are tabs for 'O26B46 Summary', 'Itinerary', 'Passengers', 'Financials', and 'Notes'. The main content area shows the 'Using PNR: O26B46 (Original)' and a dropdown menu for 'I want to' with options: 'Please select...', 'Change the cabin', 'Amend outbound flight(s)', 'Amend inbound flight(s)', 'Add flight(s)', 'Cancel outbound flight(s)', 'Cancel inbound flight(s)', and 'Cancel flight(s)'. A red arrow points to the dropdown menu. Below the dropdown, there is a table of flight details for 'O26B46 (Main PNR)' with 20 unnamed passengers. The table has columns for flight number, origin, destination, carrier, and class of service. The first row shows flight BA0112 from London Heathrow (LHR) to John F Kennedy (JFK) New York, with a class of service of (G) World Traveller. The second row shows flight BA0172 from John F Kennedy (JFK) New York to London Heathrow (LHR), with a class of service of (G) World Traveller.

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**.

The screenshot shows the flight booking system interface. At the top, there are buttons for 'Create request', 'Confirm request', 'Initial Lime review', 'BA price request', 'Lime review quote', 'Agent accepts or decline', 'Lime review', 'BA confirms', and 'Lime conclude'. Below this, there is a header section with 'Reference: 0100011', 'Your reference: (None set)', and 'Group name: LYNDSLEY SWIMMING GROUP'. The 'I would like to' dropdown menu is set to 'Amend flight for selected passengers'. Below the header, there are tabs for 'O26B46 Summary', 'Itinerary', 'Passengers', 'Financials', and 'Notes'. The main content area shows the 'Using PNR: O26B46 (Original)' and a dropdown menu for 'I want to' set to 'Amend inbound flight(s)'. Below the dropdown, there is a text box that says 'with the following 2 unnamed seated passenger(s)'. A red arrow points to the text box. Below the text box, there is a yellow warning box that says 'This will request to change the flight details on the inbound flight of the PNR. If you partially select passengers from the Group to change, a new (split) PNR will be generated in this booking.' A red arrow points to the warning box. Below the warning box, there is a 'Create the request...' button. A red arrow points to the button.

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.

HOME	GET A QUOTE	MY BOOKINGS	LIVE CHAT	FAQ'S & TERMS	MY ACCOUNT	LOG OFF
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Please confirm that you wish to request the following deviation using PNR O26B46
Amend inbound flight(s) with the following passengers:

2 Unnamed seats.

Create request	Confirm request	Initial Line review	BA price request	Line review quote	Agent accepts or decline	Line review	BA confirms	Line conclude
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Booking reference: 9196611 Group name: LYNDSEY SWIMMING GROUP Current size: 20

O26B46 (Main PNR) Size: 20 Booked option (Uncommitted) [Enter your reference for this PNR](#)

Created: 28-May-2017
Passengers: 20 unnamed

Flight	From	To	Depart	Arrive	Flight	Cabin
BA0113 (British Airways)	London Heathrow (LHR) London	John F Kennedy (JFK) New York	18:05 20 Sep 17	19:05 20 Sep 17	(G) World Traveller	1 Piece
BA0172 (British Airways)	John F Kennedy (JFK) New York	London Heathrow (LHR) London	20:45 26 Sep 17	08:50 26 Sep 17	(G) World Traveller	1 Piece

From	To	Depart	Arrive	Flight	Cabin
London Heathrow (LHR)	John F Kennedy (JFK)	18:05 20-Sep	19:05 20-Sep	BA0113 British Airways	World Traveller (Economy)
John F Kennedy (JFK)	London Heathrow (LHR)	20:15 27-Sep	08:25 28-Sep	BA0172 British Airways	World Traveller (Economy)

Enter 'Your reference' for this deviation PNR (this will be shown in the itinerary view and statements):

Terms and conditions

- On request of the deviation, the booking may need British Airways to confirm the changes. This process can take up to 3 working days.
- It is also possible the change request will not be able to be confirmed due to price or availability changes.

I agree to be bound by the [Terms and conditions](#).

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**.

The screenshot shows a navigation bar with links: HOME, GET A QUOTE, MY BOOKINGS, LIVE CHAT, FAQ'S & TERMS, MY ACCOUNT, LOG OFF. Below this is a status bar with buttons: Get quote, Awaiting price, Quoted offer, Confirmed, Deposit due, Balance due, Balance paid, Ticketed. The main content area shows a booking summary for reference 5106611, group name LYNDSEY SWIMMING GROUP, and owner Mrs Jayne Bond. A dropdown menu is open under 'I would like to do the following', listing various actions. The option 'Make or authorise a payment' is highlighted in blue. Other options include 'Send a message to Lime Groups', 'Manage Booking', 'Amend Booking', and 'Available Email'. A table below the dropdown shows booking actions like 'Quoted', 'Confirmed', 'Deposit deadline', 'Balance deadline', etc., with their respective dates and details.

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

The screenshot shows the payment method selection screen. At the top, there's a navigation bar and a header with booking reference 5106611 and group name LYNDSEY SWIMMING GROUP. The main content area displays flight details for O26B46 (Main PNR) with 18 passengers. It lists two flights: BA0113 (British Airways) from London Heathrow (LHR) to John F Kennedy (JFK) on 20 Sep 17, and BA0172 (British Airways) from John F Kennedy (JFK) to London Heathrow (LHR) on 25 Sep 17. Below the flight details is a 'Payment method' section with a dropdown menu labeled 'Please select...' and a red arrow pointing to it. To the right of the dropdown, there's a 'Details (for this deposit payment)' section showing the total of all payments received is € 0.00, the deposit required is € 908.00, and the remaining balance after this payment will be € 10,987.40. A note at the bottom states: 'Please choose a payment method to continue.' and 'Please note: If cheque, bank transfer, direct debit or TAPS payment is selected, the funds will have to be cleared in our bank prior to the notified deadline.' At the bottom, there are three buttons: Back, Start again, and Record deposit payment.

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: LYNDSEY SWIMMING GROUP			Current size: 28
O26B46 (Main PNR)	Size: 18	Booked option (Uncommitted)		Enter your reference for this PNR	
Created: 20-May-2017		Taxes, Fees and Carrier Charges <input type="button" value="View"/>			
Passengers: 18 unnamed					
BA0113 (British Airways)	London Heathrow (LHR) London 20 Sep 17 10:05	John F Kennedy (JFK) New York 20 Sep 17 10:05	(G) World Traveller	1 Piece	
BA0172 (British Airways)	John F Kennedy (JFK) New York 25 Sep 17 20:45	London Heathrow (LHR) London 28 Sep 17 08:50	(G) World Traveller	1 Piece	

Payment method	Details (for this deposit payment)
<p>Credit Card / Debit Card ▼</p> <p><input checked="" type="radio"/> Pay the full amount</p> <p><input type="radio"/> Pay part of the amount</p>	<p>The total of all payments currently received is € 0.00.</p> <p>The deposit required is € 908.00.</p> <p>The remaining balance after this payment will be € 10,967.40. **</p> <p>** This amount is subject to change (i.e. for amendments, etc.) and will also include card charges incurred as part of this and any other payments.</p>

Fields marked with an asterisk * are mandatory

* Card type	Please select... ▼	Please select the payment card type.
* Card number	<input type="text"/>	<input type="checkbox"/> Use company name only
Company name	<input type="text"/>	
Cardholder title	MR ▼	
* Cardholder first name	<input type="text"/>	
* Cardholder last name	<input type="text"/>	
* Expiry date	Month ▼ / Year ▼	
* Security number	<input type="text"/>	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	<input type="text"/>	Please do not enter a company name here.
Card billing address line 2	<input type="text"/>	
* Card billing city	<input type="text"/>	
Card billing county	<input type="text"/>	
* Card billing postcode	<input type="text"/>	
* Card billing country	UK ▼	

Please check the box to confirm 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.

The screenshot shows the Lime Groups booking system interface. At the top, there is a navigation bar with links: HOME, GET A QUOTE, MY BOOKINGS, LIVE CHAT, FAQ'S & TERMS, MY ACCOUNT, and LOG OFF. Below this is a secondary navigation bar with buttons: Get quote, Awaiting price, Quoted offer, Deposit due, Deposit due (highlighted), Balance due, Balance paid, and Ticketed. The main content area shows a booking summary for reference 0100011, group name LYNDSEY SWIMMING GROUP, and a dropdown menu for 'I would like to' with the option 'Do the following...'. Below this are tabs for O26B46 Summary, Itineraries, Passengers, Financials (highlighted with a red arrow), and Notes. A 'View the current financial overview' dropdown is also present. The Financials section contains a table with two main sections: 'Costs' and 'Payments'. The 'Payments' table has columns for Date, Details, and Amount. The data row shows a payment of GBP 908.00 on 20 May 2017, with details: 'Clearance: To be passed to bank. Bank Transfer TUK_BR5100011_OR454321_11_18_32_AM'. A total of GBP 908.00 is shown. A note at the bottom states: 'Please note: The above financials are subject to a taxes and fuel surcharge re-calculation at the balance stage. Please do not submit any balance payments prior to this re-calculation.'

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:

The screenshot shows the Lime Groups homepage navigation bar. On the left is the Lime Groups logo. In the center is a red arrow pointing down to the 'LIVE CHAT' button in the navigation bar. On the right is the British Airways logo. The navigation bar includes links: HOME, GET A QUOTE, MY BOOKINGS, LIVE CHAT, FAQ'S & TERMS, SPECIAL OFFERS, MY ACCOUNT, and LOG OFF. Below the navigation bar is a 'Notifications' section with buttons for Deposit Deadlines, Balance Deadlines, Name Deadlines, Ticket Deadlines, and Requires an action. A 'System messages and notices' section is also visible.

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Accounts: E accounts@lime-management.com T 0151 350 1173