



## System User Guide

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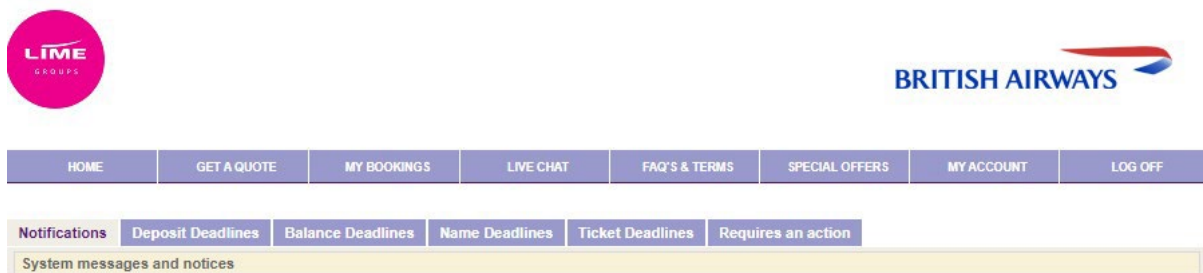
## Login

Access the Lime booking site [www.lime-management.com](http://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.

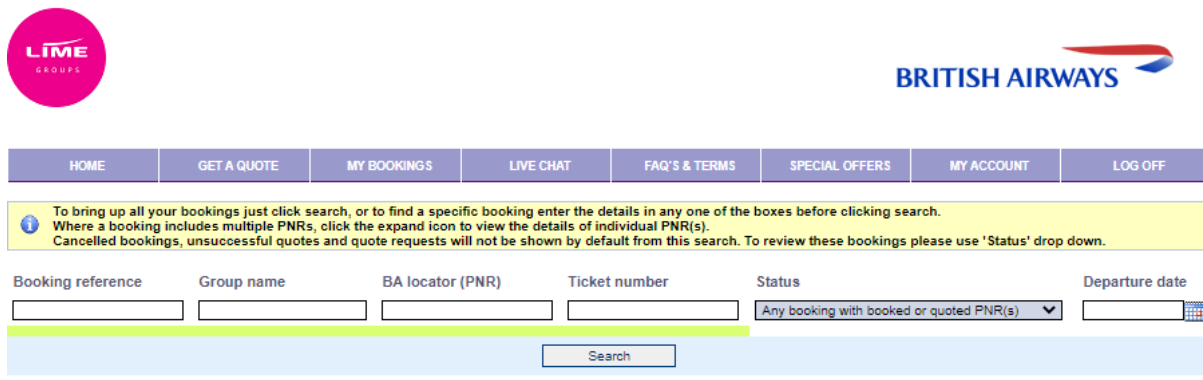
**Hint:** You can open a notification in a popup using the icon to the right of each notification title.



The screenshot shows the Lime Management website homepage. On the left is the Lime Groups logo, and on the right is the British Airways logo. Below the logos is a navigation menu with the following items: HOME, GET A QUOTE, MY BOOKINGS, LIVE CHAT, FAQ'S & TERMS, SPECIAL OFFERS, MY ACCOUNT, and LOG OFF. Below the navigation menu is a Notifications section with tabs for Deposit Deadlines, Balance Deadlines, Name Deadlines, Ticket Deadlines, and Requires an action. The Notifications section is currently expanded to show "System messages and notices".

## My Bookings

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



The screenshot shows the Lime Management website homepage with the My Bookings tab selected. Below the navigation menu is a yellow information box with the following text: "To bring up all your bookings just click search, or to find a specific booking enter the details in any one of the boxes before clicking search. Where a booking includes multiple PNRs, click the expand icon to view the details of individual PNR(s). Cancelled bookings, unsuccessful quotes and quote requests will not be shown by default from this search. To review these bookings please use 'Status' drop down." Below the information box is a search form with the following fields: Booking reference, Group name, BA locator (PNR), Ticket number, Status (with a dropdown menu showing "Any booking with booked or quoted PNR(s)"), and Departure date. A Search button is located below the form.

## 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, and at the top right is the British Airways logo. Below the logos is a navigation menu with tabs: HOME, GET A QUOTE, MY BOOKINGS, LIVE CHAT, FAQ'S & TERMS, SPECIAL OFFERS, MY ACCOUNT, and LOG OFF. Below the navigation menu is a secondary menu with tabs: Search Criteria, Choose Flights, Review Itinerary, Group Details, Submit Request, and Request Summary. The main content area is titled "Welcome" and contains the following text:

Welcome to Lime's online groups system, the quickest and easiest way to fulfil group travel arrangements on British Airways services.

Note: This system can only be used to book flights operated by British Airways.

Please enter your flight criteria below and click 'Search' to view flight schedules and availability.

For Meeting, Incentive, Conference and Entertainment (M.I.C.E.) Group requests, please [click here](#) to fill in an online request form.

For other Airlines, please [click here](#) to fill in the online request form.

The search form includes the following fields and options:

- Passengers:
- Infants without seat:
- Flight search options:  One way  Return  Multi-sector
- From:
- Departing:
- To:
- Returning:

A "Search >>" button is located at the bottom right of the form.

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	Cabin
London City (LCY)	John F Kennedy (JFK)	20-Sep-2017 08:40	20-Sep-2017 14:08	BA0001	<span style="background-color: yellow;">■</span>	Club World (I) <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 08:30	20-Sep-2017 11:10	BA0117	<span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 09:40	20-Sep-2017 12:25	BA0175	<span style="background-color: yellow;">■</span> <span style="background-color: green;">■</span> <span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	Newark Liberty Intl (EWR)	20-Sep-2017 10:35	20-Sep-2017 13:20	BA0185	<span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 11:20	20-Sep-2017 14:05	BA0173	<span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 13:00	20-Sep-2017 15:55	BA0177	<span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 14:30	20-Sep-2017 17:20	BA0116	<span style="background-color: yellow;">■</span> <span style="background-color: green;">■</span> <span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	John F Kennedy (JFK)	20-Sep-2017 18:05	20-Sep-2017 19:05	BA0113	<span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Gatwick (LGW)	John F Kennedy (JFK)	20-Sep-2017 18:35	20-Sep-2017 19:30	BA2273	<span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	Newark Liberty Intl (EWR)	20-Sep-2017 18:55	20-Sep-2017 19:45	BA0189	<span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>

Select >> Day(s) earlier Move down Start new quote Move up Select >> 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 near-identical 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	<span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Gatwick (LGW)	John F Kennedy (JFK)	20-Sep-2017 18:35	20-Sep-2017 19:30	BA2273	<span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>
London Heathrow (LHR)	Newark Liberty Intl (EWR)	20-Sep-2017 18:55	20-Sep-2017 19:45	BA0189	<span style="background-color: red;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: green;">■</span> <span style="background-color: yellow;">■</span> <span style="background-color: red;">■</span>	World Traveller <span style="float: right;">Select &gt;&gt;</span>

Select >> Day(s) earlier Move down Start new quote Move up Select >> Day(s) later

**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	<a href="#">BA0113</a>	World Traveller	<a href="#">Remove</a>
John F Kennedy (JFK)	London Heathrow (LHR)	25-Sep-2017 at 20:45	28-Sep-2017 at 08:50	<a href="#">BA0172</a>	World Traveller	<a href="#">Remove</a>

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 \*:

## 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 & TERMS	MY ACCOUNT	LOG OFF
Search Criteria	Choose Flights	Review Itinerary	Group Details	Submit Request	Request Summary	

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 20-Sep	19:05 20-Sep	BA0113 British Airways	World Traveller
John F Kennedy (JFK)	London Heathrow (LHR)	20:45 25-Sep	08:50 28-Sep	BA0112 British Airways	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](#).

<< Back
New
Print
Submit >>

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.

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
O20B40/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 **Group seats:** 20 **Departs:** 20th Sep 2017 (in 117 days)

[jbond@lime-management.com](mailto:jbond@lime-management.com)

Booking action	Dates and deadlines	Details
Quote requested	Fri 28-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 BRITISH AIRWAYS booking 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 tabs: Get quote, Awaiting price, Quoted offer (selected), Confirmed, Deposit due (To be confirmed), Balance due, Balance paid, and Ticketed. A search bar shows 'Initial PNR: O26B46/UKSG4', 'Reference: 5100011', 'Group name: LYNDSEY SWIMMING GROUP', and 'Seats: 20'. The 'Quote' tab is active, showing details for 'Owned by: Mrs Jayne Bond' and 'Group seats: 20'. A table lists booking actions: Quoted, Confirmed, Deposit deadline, Balance deadline, Names and booking deadlines, and A.P.I. deadline. A 'Quote Details for O26B46' table shows Net Fare, Taxes, Fees and Carrier Charges, and Total. Below this is a 'Please review and action...' section with six actions: Convert this group quote to a confirmed option, 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.

Booking action	Dates and deadlines	Details	Quote Details for O26B46	Seated	Sub Total
Quoted	Fri 26-May-17	-15 weeks 5 days from dep	Net Fare	20 @ GBP 227.00	GBP 4,540.00
Confirmed	To be actioned		Taxes, Fees and Carrier Charges (Last updated 26-May-17)	20 @ GBP 367.77	GBP 7,355.40
Deposit deadline	Date set on offer confirmation		<b>Total</b>	<b>20 @ GBP 594.77</b>	<b>GBP 11,895.40</b>
Balance deadline	Date set on offer confirmation		This booking is governed by the Terms and conditions applicable to UK Groups T&Cs - Standard - Dec 2013 - UKSG4		
Names and booking deadlines	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)		• Quoted offer		
A.P.I. deadline (Optional)	Wed 13-Sep-17 on Wednesday 13-Sep (in 110 days)				

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 for a group booking. 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 paid, and Ticked. The main content area shows booking details for reference 0109011, group name LYNDSEY SWIMMING GROUP, and owner Mrs Jayne Bond. A dropdown menu titled 'I would like to do the following...' is open, listing various actions such as 'Amend flight for all passengers', 'Amend flight for selected passengers', 'Change the number of passengers in the group', and 'Change the ownership of this booking'. Below the menu is a table of booking actions and deadlines, followed by a 'Please review and action...' section with buttons for 'Record a payment', 'Print Booking', and 'Review and confirm...'.

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)	

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 a flight booking system interface. At the top, there are several tabs: 'Get quote', 'Awaiting price', 'Quoted offer', 'Confirmed', 'Deposit due', 'Balance due', 'Balance paid', and 'Ticketed'. Below this, there is a header section with 'Reference: 5100011', 'Your reference: (None set)', and 'Group name: LYNDESEY SWIMMING GROUP'. A dropdown menu 'I would like to' is set to 'Amend flight for selected passengers'. Below this, there are tabs for 'O26B46 Summary', 'Itinerary', 'Passengers', 'Financials', and 'Notes'. The main area shows 'Using PNR: O26B46 (Original)'. A dropdown menu 'I want to' is open, showing options: 'Please select...', '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)'. Below the dropdown, there is a table of flight details for 'O26B46 (Main PNR)'. The table has columns for flight number, origin, destination, date, time, carrier, and class. The first row shows flight BA0113 from London Heathrow (LHR) to John F Kennedy (JFK) on 20 Sep 17 at 18:05, operated by (G) World Traveller, with 1 piece. The second row shows flight BA0172 from John F Kennedy (JFK) to London Heathrow (LHR) on 20 Sep 17 at 08:50, operated by (G) World Traveller, with 1 piece. There is a 'View' button next to the table. A 'Review and request' button is also visible.

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 same flight booking system interface. The 'I want to' dropdown menu is now set to 'Amend inbound flight(s)'. Below this, there is a text field 'with the following' followed by a dropdown menu showing 'unnamed seated passenger(s)'. There is a 'Create request' button. Below this, there is a confirmation message: '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.' There is a 'Create the request' button next to the message.

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.

Booking reference: 5106611      Group name: LYNDSEY SWIMMING GROUP      Current size: 20

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

Created: 26-May-2017  
Passengers: 20 unnamed

Taxes, Fees and Carrier Charges

<a href="#">BA0113</a> (British Airways )	London Heathrow (LHR) London	John F Kennedy (JFK) New York	(G) World Traveller	1 Piece
	20 Sep 17 18:05	20 Sep 17 19:05		
<a href="#">BA0172</a> (British Airways )	John F Kennedy (JFK) New York	London Heathrow (LHR) London	(G) World Traveller	1 Piece
	26 Sep 17 20:45	26 Sep 17 08:50		

From	To	Depart	Arrive	Flight	Cabin
London Heathrow (LHR)	John F Kennedy (JFK)	18:05	19:05	<a href="#">BA0113</a>	World Traveller (Economy)
		20-Sep	20-Sep	British Airways	
John F Kennedy (JFK)	London Heathrow (LHR)	20:15	08:25	<a href="#">BA0118</a>	World Traveller (Economy)
		27-Sep	28-Sep	British Airways	

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

### *Bank Transfer*

Should you need to top up your credit account or pay for your tickets in full, please use the following details, including your PNR as a reference so that our Support teams can issue tickets promptly.

**Account number: 8231 5009**

**Sort code: 40-22-26**

Please note that funds must be cleared into our account prior to 16:30 for the tickets to be issued on the same day so please allow enough time for funds to reach us.

Not all bank transfers are immediate so please contact your bank who can advise on an expected timescale.

Please note that if not sent by same day transfer, funds can take up to four days to reach our bank account.

### *Direct Debit*

You can choose to pay by Direct Debit for your ticket via the Flights system. Please be mindful that you must allow four full working days for the funds to clear into our account prior to the ticket deadline.

A Direct Debit mandate form will need completing.

### *Card payment*

We accept most major credit and debit cards, although they must be company registered rather than personal cards. Ticketing in most of these cases is immediate. The following charges will apply:

**Debit card: 1.70%**

**Credit card: 2.75%**

**AMEX: 2.75%** (cannot be used for payments over the phone/email pay)

All card payments not processed via our Groups system will use our email pay process. When you need to make a payment, please contact our Support team who will create and send a unique payment link.

When you click the link, fill out the form and once payment has been made successfully, our Support team will process your request. Please consider our office opening hours and your ticketing deadline when arranging payments.

### *Contact Lime*

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



HOME	GET A QUOTE	MY BOOKINGS	LIVE CHAT	FAQ'S & TERMS	SPECIAL OFFERS	MY ACCOUNT	LOG OFF
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Notifications	Deposit Deadlines	Balance Deadlines	Name Deadlines	Ticket Deadlines	Requires an action
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System messages and notices

Lime Switchboard: T 0151 350 1170

Customer Support: E [bagroups@lime-management.com](mailto:bagroups@lime-management.com) T 0151 350 1185 or via [contact form](#)

Partnerships: E [partnerships@travelinnovationgroup.com](mailto:partnerships@travelinnovationgroup.com) T 0151 350 1116

Accounts: E [accounts@lime-management.com](mailto:accounts@lime-management.com) T 0151 350 1173