



LIFTS TO Ski Resorts

Your Account Guide



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THE WORLD'S BEST SKI TRANSFER AGENCY.

Ski-Lifts was established in 2003. Since then we've grown to be the only booking agent where you can manage all your airport transfers to virtually every European ski resort as well as the most popular in North America. We take the hassle out of managing airport transfers by working with the best local transfer providers to ensure maximum choice and availability through the busy winter season.

This enables us to build an unbeatable transfer product founded on our four fundamental principles:

- ✓ **RELIABILITY**
- ✓ **SAFETY**
- ✓ **VALUE FOR MONEY**
- ✓ **CUSTOMER SATISFACTION**

TRANSFER OPTIONS

Each traveller has a unique requirement, with changing priorities and a differing budget for their ski trip. We offer a tailored selection of services, all built with your passenger's needs in mind:



Shared Transfers:

This is the most cost-effective way for individuals or small groups to travel between their arrival airport and their ski resort. Passengers pay per seat and share the vehicle with other travellers. On certain routes we offer multiple types of shared transfers, which are based on slightly different service levels or guaranteed maximum waiting times. Again, this further enhances our flexible product range.



Private Transfers:

Consistently one of our most popular types of airport transfer, private transfers offer complete flexibility, comfort and efficiency to your passengers. The group has a dedicated vehicle and driver, ensuring there's no wait at the airport and guaranteeing the shortest possible transfer time.



Coach Transfers:

Large groups of skiers' demand flexibility. To cater for this, we offer private hire coaches of various sizes, which result in the best value per person while also extending our high standards of service and levels of efficiency.



Luxury Transfers:

There's growing demand for a premium transport option to ski resorts around the world. Our luxury airport transfers are tailored to the needs of your clients and can feature top of the range Mercedes minivans, luxury limousines and the full VIP treatment.

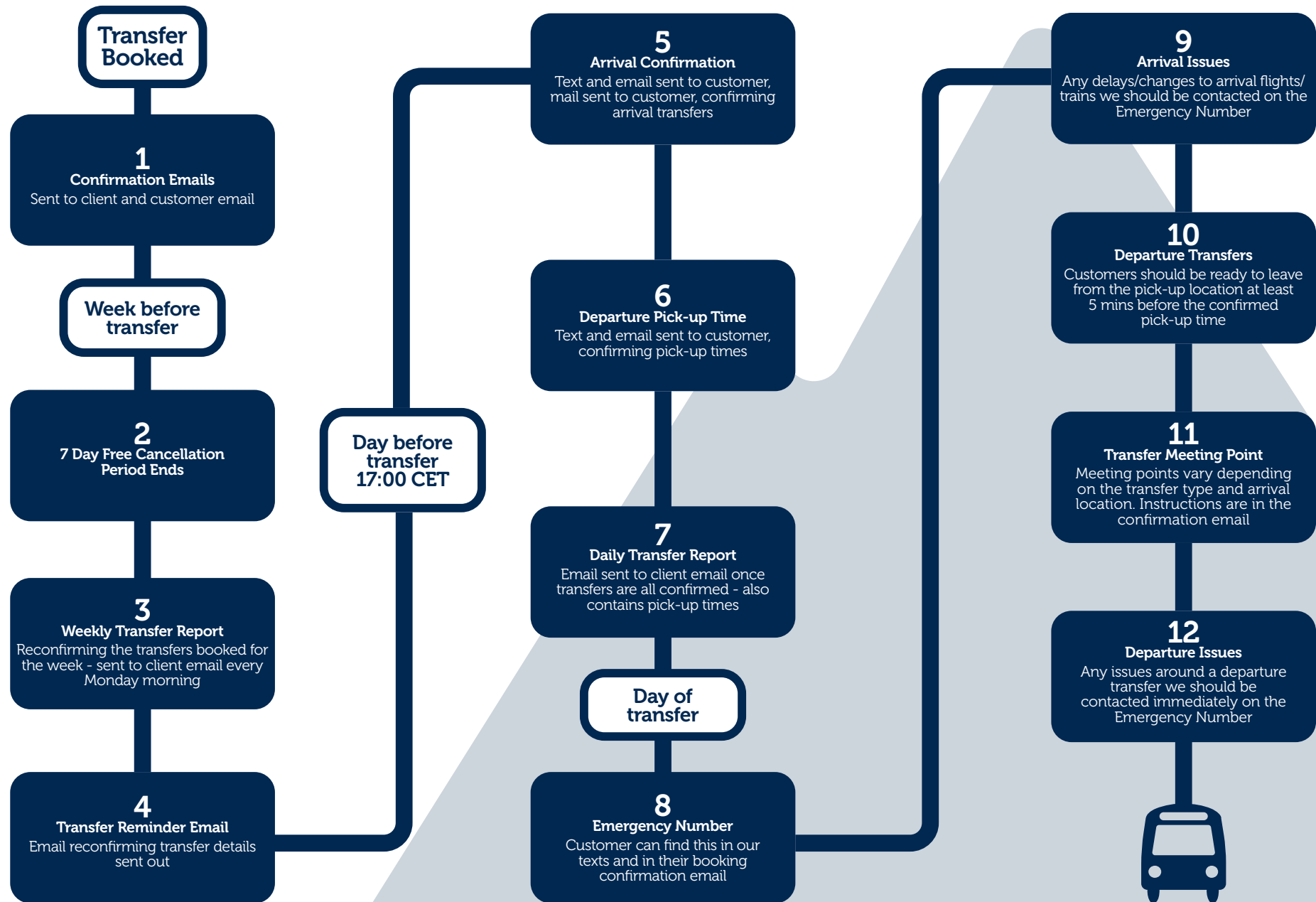
Luxury coaches are also available for group travel on many routes; we even have stretch Hummer limousines on certain routes too!



Bespoke Transfers:

In addition to our extensive range of destinations and airport transfer types, we're always able to go the extra mile for our clients, offering a bespoke service to meet their needs. If you have a special requirement for a transfer, our knowledgeable and experienced team can build a bespoke transfer package for you. Whether you're a large tour operator or a travel agent, or if you specialise in corporate, luxury or budget travel, we'd love to discuss your unique requirements with you.





DIRECTORY

Your Relationship Manager is on hand to discuss a range of topics with you, for example your pricing and contract terms, how to use our system, the best technology for you to use to make the management of your transfers as easy as possible and how to get more from your transfer sales including our various affiliate options, our other brands that you could work with. Just give them a call or email with any questions and they'll be happy to help.

The office is open 9am to 5:00pm GMT, Monday to Friday

+44 (0)161 850 9940

Our Operations Team are experts in the management of transfers and you'll be in touch with them if you use any of our main office contact details. They will help you with any queries around transfers that are already booked or are taking place, any specific booking you have made.

The office is open 9am-6pm CET 7 days a week.

UK: +44 20 8819 7950

France: +33 481 680 864

Info@lifts.to

24/7/365 Emergency Contact Number. This number can't be used to check availability; it is only for use for questions or concerns relating to live bookings in the next 24 hours.

+33 6 42 79 18 83

Customer Service Manager will work with you in relation to any transfer issues or complaints and will ensure these are resolved quickly and to everyone's satisfaction. We are also interested to hear how your customers rate us so please send us any feedback you get, whether it be a feedback score or customer comments, as this is how we can identify areas we can improve on customercare@lifts.to

Accounts will be your point of contact relating to payments. If you have any questions around an invoice for example, they can be contacted on clientaccounts@lifts.to

INTRODUCTION TO THE ADMIN SYSTEM

A guide on using our system, including how to create new bookings, generate quotes, amend and cancel bookings.

How to Log in

To log in go to www.transfers.ski-lifts.com/user/log in where you will be asked for your username and password, which you should have received previously. If you have not received this, please let us know and we will re-send it to you. You can change your password to something more memorable when logged in. You can also access this page from our home page.

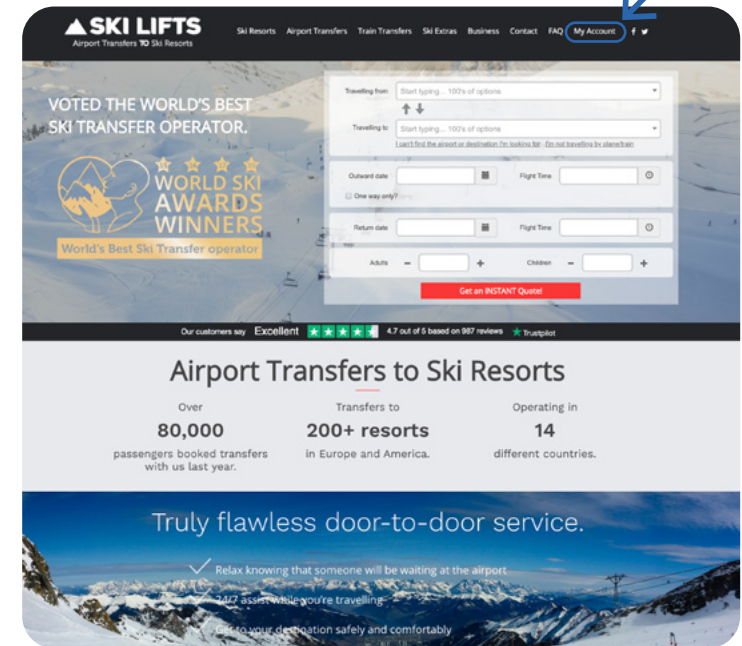
Please ensure that you are logged in to your account before getting a quote on our website or you will receive our public prices, rather than your own account prices. Also if you make a booking and are not logged in then you would be charged at the wrong price and the booking would not be on your account.

Please note, you need to log in to the account each time you use the website, rather than saving your log in, otherwise you will be logged in as a customer and will not be able to make a booking on your account.

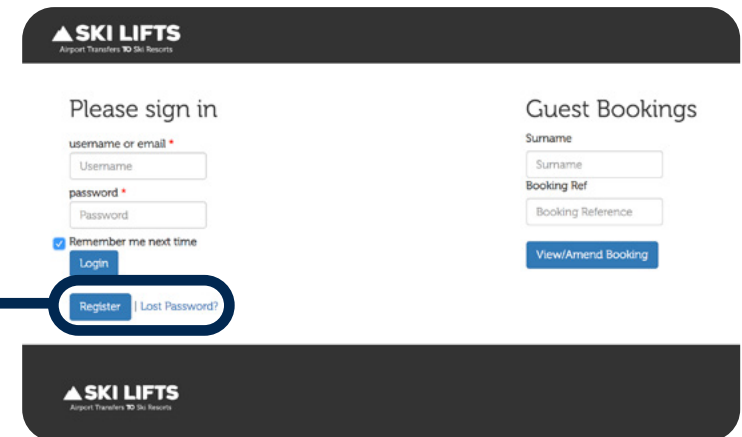
How To Recover Your Forgotten Password

WATCH A QUICK VIDEO  or read the text...

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06



I've forgotten my password

If you have forgotten your password, go to the log in page as normal, click on 'forgotten password' and an email with a password reset link will be sent to your email address. Just click the link and change your password.

DASHBOARD

About Your Dashboard

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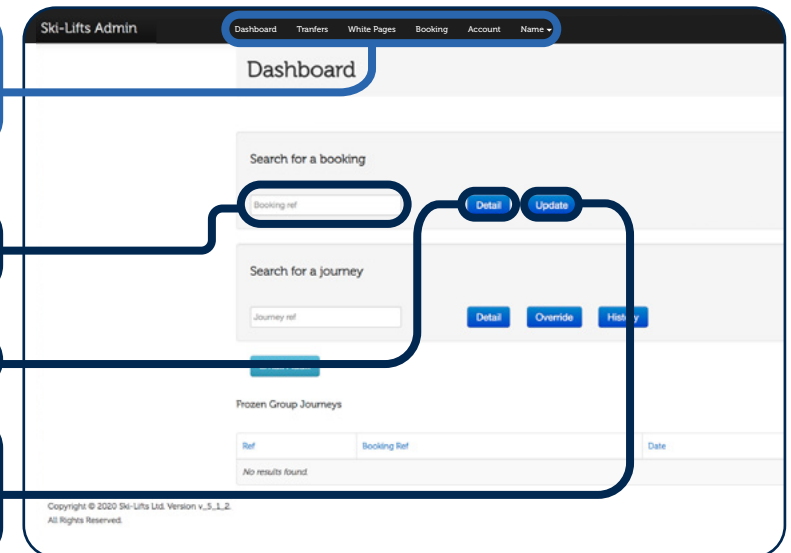
Once you are logged in to the admin system, you will be taken to the **Dashboard**. You will know you are logged in properly as it will have the account holder's name **welcome xx**.

At the top of the page you should see 6 different tabs (if your browser is not full screen these could show up as 3 lines in the top right-hand corner)

From here you can search for a booking, using the booking reference xxxxxx (make sure to leave out the SL).

Detail will open all the booking information

Update will allow you to update any information in the booking. You can also search for a journey if you know the journey reference for that leg.



TRANSFERS

How to see transfers by journey date

This will automatically show you any of the transfers you have booked for the next week (only transfers booked under your account – not white page bookings). You can search for any bookings, journeys, customers or routes. Just make sure you change the journey dates where relevant. You will also be able to see the pick-up times once they have been confirmed.

Ski-Lifts Admin Dashboard Transfers White Pages Booking Account Name

Client Transfers [Export](#)

Booking ref: Journey ref: Client Ref: Customer Name: From: To:

All Clients \$ Journey 14-01-2020 21-01-2020 Current journeys: Active: [Search](#) [Export](#)

Displaying 10 of 17 results

Booking Ref	Journey Ref	Date	From	To	Type	Flight #	Flight Time	Requested Pick-up	Picked Up	Shuttle Time	Seats	Customer Name	Mobile Number	Start/End/Luggage	Fee	Client Ref	Ref	Internal Notes	Notes	Confirmed	Customer Currency	Customer Rate
400066	802334	18/01/2020	Garmisch Airport (Garmisch)	Munich Airport (Munich)	SHAR	9H	11:00		TNC	N/A	1	Uph. 9H	+49777777777	0/0/1	1	St Independence			No		EUR	36.00
400440	802400	19/01/2020	Garmisch Airport (Garmisch)	Munich Airport (Munich)	SHAR	9H	12:00		TNC	N/A	1	Wider Lyon	+48767677777	0/0/4	4				No		EUR	100.00
400448	802412	18/01/2020	Garmisch Airport (Garmisch)	Munich Airport (Munich)	PRIV	CK306	12:00		TNC	N/A	1	TESTING	+48777777777	0/0/3	3				No		GBP	108.75
400038	802408	18/01/2020	Garmisch Airport (Garmisch)	Munich Airport (Munich)	SHAR	CK306	11:00		TNC	N/A	1	PHL	+48777777777	0/0/1	1	hphat			No		EUR	36.00
400060	802402	18/01/2020	Garmisch Airport (Garmisch)	Munich Airport (Munich)	PRIV	9H	07:12		TNC	N/A	1	Amendments	+48777777777	0/0/1	1				No		GBP	108.75
400060	802618	18/01/2020	Garmisch Airport (Garmisch)	Munich Airport (Munich)	PRIV	CK306	08:31		TNC	N/A	1	Customer	+48777777777	0/0/28	28				No		GBP	108.75
400070	802100	18/01/2020	Munich Airport (Munich)	Garmisch Airport (Garmisch)	SHAR	121	13:00		TNC	N/A	1	Margaret Lane	+4786125537	0/0/2	2				No		GBP	456.50
400068	802088	18/01/2020	Thyssen Airport (Thyssen)	Garmisch Airport (Garmisch)	SHAR	9H	11:00		TNC	04:10:00	1	TESTING	+48777777777	0/0/2	2				No		GBP	100.00
400068	802090	18/01/2020	Thyssen Airport (Thyssen)	Garmisch Airport (Garmisch)	SHAR	121	12:00		TNC	04:10:00	1	See Ingeren	+1308840825	0/0/2	2				No		EUR	100.00

White Pages

How to see transfers by journey date

Here you can see any bookings happening in the next week that have come through your White Page (if you have one). If you want to see more transfers just change the relevant journey dates. This works in exactly the same way as the transfers page (see above).

WHITE PAGES & BOOKINGS

How To Make A Booking

WATCH A QUICK VIDEO
or read the text...



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Bookings

How to resend emails, update and cancel bookings.

This tab will automatically show you any bookings made today. This is section you should use to make a new booking, cancel bookings or make any updates.

When you land on the Bookings page you will see that it is a report page where you can search for individual bookings, produce a list of all of your bookings or filter transfers by a specific date.

You can search by Name, email, booking reference, your reference, destination or dates (either booking or travel dates). You can also export this information into an excel sheet by clicking export.

Details this simply opens the booking so you can view a booking.

Update this is where you can amend the booking details, this process is explained in more detail later.

From here you can make a booking by clicking 'New Booking' and we explain the process on **page 15**.

Booking Ref	Booking Date	Client Ref	Carve via	Payment Method	Status	Legs	Next Journey	Customer (last)	Ski Lifts/Points	Total Cost (Commission)	Code
410389	09/01/2020	Top Snow Travel	Ski Lifts	Pay Now	Active	2	21/03/2020 Geneva Airport (GVA) - Val D'Isere	Elie (TEST 0)	0	820.78 EUR	

Cancel this allows you to cancel a whole booking or individual legs. Click this and you will be shown all the journeys for that booking. Cancel Complete Booking will cancel the whole booking.

Resend Confirmation this will send a copy of the booking confirmation to both yourself and your client, so long as you have entered their email address on the booking

ACCOUNT

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Create new log ins, view your rates, change account information.

This brings up your account information, such as your billing details, contact details and your rates.

Where to Log out and Change your password

The last tab will be your account name and this is where you can log out or change your password.

NB – if you do not have the browser in full screen mode you might not be able to see all these tabs – just click on the three lines in the top right corner and they will drop down instead.

If you click Ski-lifts Admin this will take you back to the dashboard from any screen.

The image shows two side-by-side screenshots of a web application. The left screenshot is the 'Dashboard' page, which includes a search bar for bookings and journeys, an 'Email Audit' button, and a section for 'Frozen Group Journeys'. The right screenshot is the 'Update Your Logo' page, which features a table of users with columns for Username, Surname, Email, Username, Mobile, Direct Line, Role, and Is Main Contact. Below the table is a 'Contact Details' form with fields for Name, Forename, Surname, Email, Username, Password, Password Repeat, Mobile, Direct Line, and Role. A blue callout bubble points to the 'Create' button at the bottom of the 'Update Your Logo' page.

Username	Surname	Email	Username	Mobile	Direct Line	Role	Is Main Contact
admin	Admin	admin@ski-lifts.co.uk	admin@ski-lifts.co.uk	01457 700000			<input checked="" type="checkbox"/>
Admin	Admin	admin@ski-lifts.co.uk	admin@ski-lifts.co.uk	01457 700000			<input type="checkbox"/>

Showing 2 of 2 results

Fields with * are required

Name *

Forename *

Surname *

Email *

Username *

Password *

Password Repeat *

Mobile

Direct Line

Role

☐ Is Main Contact

☐ Receive Emails

Create

How to set up a new log in

If you want to create a new log in for a member of your team go to 'Contact Details' and fill in the form with the staff members name, email and password and click 'create'. They will now be able to log into the system.

ACCOUNT

How to upload bookings via CSV file

WATCH A QUICK VIDEO
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ACCOUNT

How to load multiple bookings through a CSV file

You can bulk upload your bookings through a CSV file. You will need the correct file template which is available on request, please email info@lifts.to and we will be happy to help.

Loading your bookings

When you are ready to upload your completed file, save it in a CSV (comma delimited) file format.

Then log into your Ski-Lifts account as normal

www.transfers.ski-lifts.com/user/log in

- 1 Go to the Account tab
- 2 Click Import Bookings
- 3 Choose Import from CSV
- 4 You can add your own description here
- 5 Click Choose File and browse to the CSV file you created.
- 6 Click Import Bookings

Once it has loaded your file the system will tell you how many have loaded successfully and how many didn't – Please check that the booking confirmation emails have been sent and that the bookings are active in your Bookings list.

How to upload bookings via CSV file

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or read the text...



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ACCOUNT

How to load multiple bookings through a CSV file

If there are any errors in the upload you can click the Error file button and it will open showing you which didn't load and why. You can then fix the issues for these bookings, remove all bookings that did load correctly, resave the file and repeat the upload process.

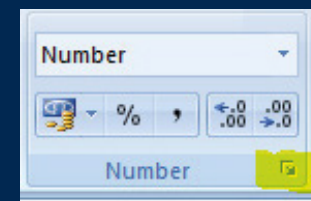
If you continue to experience any issues uploading files please contact info@lifts.to and we'll be happy to help.

To ensure your CSV file uploads correctly please check the following guidelines:

Field headings Red fields are mandatory	Description and formatting
your_ref	This is your reference associated with the booking. Please enter a value or a name. If you use the same name as another booking on the sheet they will be loaded under the same booking reference.
oneway_return	This field is case sensitive One-way transfers enter: O (not zero) Return transfers enter: R
first_travel_date	First transfer date (i.e. arrival transfer date) must be in this format: dd/mm/yyyy
first_flight_time	If using a flight time (not a pick-up time) enter the flight time here for the first journey. Must be in 24hr format: hh:mm
	For one-way arrival transfers (i.e. airport to resort) enter the flight arrival time.
	For a one-way departure transfers (i.e. resort to airport) enter the flight departure time
	For a return transfer enter the flight arrival time
first_flight_number	If you enter a flight time you must enter a flight number as well
first_pickup_time	If you are not booking using flight times you must chose a pick-up time for the first transfer. Must be in 24hr format: hh:mm
second_travel_date L	Leave blank for one-way transfers. Enter return journey date if a return is required
second_flight_time	Leave blank for one-way transfers or when choosing your own pick-up time
second_flight_number L	Leave blank if one-way transfer or if you specified a pick-up time. You must enter the flight number if you have entered a second flight time
second_pickup_time	Leave blank if you have entered flight times. Enter pick-up time in 24 hour format: hh:mm
transfer_type	Enter the transfer type from the list below: Private Private Coach Scheduled Shuttle Shared Shared Plus Priority Shared Please ensure that the transfer type is available on the route you are booking

ACCOUNT

Field headings Red fields are mandatory	Description and formatting
from	Please use the Location List provided with the CSV template to choose the meeting point for the first transfer. All locations need to be entered as they appear on the list. When adding an airport, please include the airport code in brackets, for example: Geneva Airport (GVA)
to	This is the destination and needs to follow the same format as above.
Adults	Enter the number of adults travelling
ChildrenE	Enter 0 (zero) if no children are travelling. You cannot have children travelling without adults.
child_baby_seats_ages L	Leave blank if no children are travelling. If you have children travelling please add their ages followed by a comma and then the seat type required, for example: 1, baby or 4, baby or 10, booster or 14, not required baby – rear or front facing child seat. Please specify your preference to the Notes section. booster – booster seat not required – no child seat will be provided
lead_surname	Your lead passenger's surname
lead_firstname	Your lead passenger's first name
lead_title N	Not required and can be left blank
email	This is the email address that will receive the customer copy of the booking confirmation email.
Mobile	<p>Please enter the lead passenger's mobile number, including the country code, in this format: 33645645456 or 44789874564.</p> <p>Please do not use + or 00 first and ensure that there are no spaces in the number, including before/after.</p> <p>You may also need to format this column to import the numbers correctly. To do this highlight the column, go to Home/Number and click on the logo highlighted below:</p> <p>Change the format to Number and remove decimal places.</p>
bikes_surfboards	Leave blank if no bikes/surfboards are travelling or enter the number your customers are bringing
skis_snowboards L	Leave blank if no ski/snowboard bags are travelling or enter the number your customers are bringing
accommodation_name	Please enter the hotel, chalet or accommodation name here
street_name	Please add the full address (street name and number) of the accommodation
notes	Leave blank if not required but please enter any notes such as the types of child seats or any other requirements



How to make a booking

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GETTING A QUOTE & MAKING A BOOKING

1. Go to the 'Bookings' tab and click New Booking. (Green button just below the search box).
2. Click on the From box and start typing the name of the airport/resort/train station, a drop down list will appear, click on the one you want. Do this again in the To section.

3. Choose the outward & departure dates. If you are just booking a one way transfer click the one way? box.
4. Choose the number of passengers travelling, by inputting the number of adults and the number of children in the relevant boxes.
5. Enter the flight arrival & departure times in the relevant boxes.

Once all this information has been filled in, click on Get Quote. This will take you through to the new booking page and shows the transfer type options and prices.

6. To choose the transfer type click on book now, you can reopen the transfer options by clicking on the arrow 'your transfer options'.

Transfer Summary - This will show you a summary of the quote you are looking at just below it.

Your Transfer Options - This will show you all the transfer options available on the route you have selected for those dates and times along with three of the most notable transfer terms.

Start Over - Click this and you will be taken back to the booking page.

Transfer Type	Total Price	Price per Person	Full Price
Shared	total 354.00 EUR	23.60 EUR per person	
Private	total 370.00 EUR	24.67 EUR per person	
Private Coach	total 590.85 EUR		full price 646.60 EUR
Executive	total 1,283.46 EUR		full price 1,426.07 EUR

What does it mean when my booking is on request? - Client

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If instead of Book, it says Enquire, this means that there is limited availability for this date or you are making the booking within our booking deadline. Continue with the booking as normal and an Availability Request will be sent so we can check availability before confirming the booking. Availability will then be communicated by email to the email associated with your account log in.

If you are booking a Scheduled Shuttle (available on certain routes) you will need to choose the time of the shuttle from the options on the drop down menu.

Transfer Type	Scheduled Shuttle	
Schedule Shuttle	Bus Number: 10 Leaving: 16:30	
Adults	Bus Number: 10 Leaving: 16:30 Arriving: 21:35 Bus Number: 11 Leaving: 19:30 Arriving: 23:35 Bus Number: 12 Leaving: 21:30 Arriving: 01:35	Children 0 Skis / Snowboards 0
Surfboards	0	

If there is a transfer type that is only available for one leg of the journey, because of the flight times or dates entered effecting the availability for certain transfers, then a warning will pop up to tell you this. The transfer type will not be offered at the top of the page, but you will be able to choose it from the drop down list within the booking form.

Once you have chosen the transfer type the booking form will open.

- If you want to put your own reference on the booking, you can enter this into the Client Ref box and this will be shown on the customer's booking confirmation.
- Fill in the accommodation name & address, flight number & arrival time and the name, email address and mobile number of the lead passenger.

From	Geneva Airport (GVA) - Switzerland	
To	Morzine - France	
Accommodation Name		Address
Date	17/01/2015	
Flight number		
Flight arrival time	14:10	
Transfer Type	Economy	



9. If there are children in your group, you will need to fill in the Child Age and Seat types boxes, for each child travelling.
(click the ? for more information about which seat to choose)

Child Age
Under 1

Seat Type
Select

Bikes / Surfboards
0

Skis / Snowboards
0

10. If your clients are travelling with skis & snowboards, or bikes, please specify the number in the relevant box.

11. If there is any additional information required, please write this in the notes section.

Once all of the details have been completed on Leg 1 some of the main information will be copied into the other journey. Check these details and enter in anything missing.

Add Multiple Journeys

You also have the option to add another leg to the booking, by clicking:

Add another transfer +

A new booking form will open where you can complete the details for this as above. You can keep doing this for as many transfers as you want to add to a booking.

Change the quote

You can change any information in the booking by using the form – you can also change the route, passenger numbers dates etc by updating it in the form. If any changes affect the price click 'recalculate now'

One or more of your changes may have altered the price.
Click to refresh the page and recalculate your pricing.

↓

Recalculate Now

The price will update, if you click on the transfer type box in the form you will see all the transfer options available for the journey you are looking at.

Transfer Type *
Please Select



12. Once these details have been entered and you are ready to confirm the booking, click on the **Continue button**.

This will take you through to a summary of your booking, so you can check the booking details to ensure they are correct, before finalising the booking.

If at this point, you need to change something on your booking, click **Change my Options** and this will take you back to the booking form again.

13. Once you are happy that your booking is correct and all details are completed, click on the **Book & Pay Later** button (or book and pay now if you pay upfront). You will be accepting the transfer rules and types and our T&Cs on behalf of the customer so please make sure they are aware of the transfer terms you have booked for them.

Once the booking is confirmed you will receive an email stating so and including the booking reference number and you should then receive the email confirmation through as well – please check (or ask your client to check) these details very carefully and if any changes need to be made. The copy of the booking confirmation that is sent to your client does not show the price of the transfer.

About Email Confirmations

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Cancellations & Refunds

All cancellations should be sent to us in writing, by email, or you can cancel your booking yourself by logging into your account. Any bookings cancelled more than 7 days before the date of travel will be refunded in full. If you need to cancel within 7 days of travel you can still cancel your booking by logging into your account or by contacting a member of our team and we will look into each request on a case by case basis.

Should you need a letter to claim any costs from your insurance please contact our team and we will be happy to assist.

Refunds can take between 7-14 days to be investigated and processed.



VARIATIONS OF BOOKING TRANSFERS

Choosing Pick-up Times

If the customer wishes to select their own pick-up time for a departure transfer (only available on private transfers) then enter the pick-up time and click the 'pick-up time' box. We recommend putting the flight details in the notes section.

If the customer is arriving on a flight always put their flight details in the arrival time and include their correct flight number. If they want a delayed pick-up time (if they want lunch in the airport first for example) put the pick-up time they would like in the flight time box and click 'pick-up time' (only available with private transfers). Make sure to add the flight details to the notes section and add a note explaining the pick-up time. This is so we can track the flight.

Train Arrivals

If the customer is arriving on a train enter the train arrival time and train number. Add a note that they are arriving by train (if they are coming into an airport train station).

If they are arriving into a main train station (not an airport train station) you should select the train station instead of the city or the airport in the destination. If it isn't available just contact a member of our team, most of the main stations are available so it is always worth checking.

Walk-Ins

If the customer is not arriving by train or flight, but either walking in (if staying at an airport hotel the night before, or arriving on a connecting transfer) enter the time they will be arriving and 'no flight' into the flight number box. Add a note explaining what they are doing. Please note waiting times will still apply for shared transfers from the time you enter. If in doubt about the best option contact the Admin team.



AMENDING & UPDATING BOOKINGS

- 1. To amend a booking, click on the Booking tab, in the admin area.
You can search by booking reference, client reference, date or the customer name, by entering them into the relevant box and pressing search. Remember to delete the date from the Booking field, or you will only be shown bookings that were made on that day.
- 2. To make a change to a booking, click on the Update button.

Bookings

Current bookings

Confirmed Only

Booking ref

Client Ref

Payment Ref

Name or surname

City/Region

Booking

03-10-2016

To

Travel

03-10-2016

To

Clear

Search

New booking

Bookings that are currently being processed cannot be updated

Total 1 result

Booking Ref	Booking Date	Payment Method	Status	Legs	Next Journey	Customer (pass)	Ski Lift/Pass Points	Total Cost	
368932	03/10/2016	Invoice	Active	1	21/03/2017 Geneva Airport (GVA) - Morzine	Me Test (30)	0	274.00 EUR	<div><div>Details</div><div>Cancel</div><div>Update</div></div> <div>Reconfirm Confirmation</div>

- 3. You can then make changes on the booking form, the same as when you make a booking. If the changes you make affect the price, you will need to click on Recalculate Now, to see the updated price.
- 4. Once all the changes have been made, click on Update booking. And if the changes have been successfully completed, you will receive a message telling you so and an updated booking confirmation email.

To add an additional journey leg to the booking, click on **Add Another Transfer**.

If you are interested in any of our other booking systems, for example our White Page bookings, using an API to automatically upload bookings from your system to ours, or embedding our quote generator directly into your site, please let us know. If you have any questions, or would like more information on how to use your Account, please do not hesitate to contact your account manager.

CUSTOMER SERVICE GUIDE

During the transfer

If you become aware of any issues during a transfer or immediately before, please call our 24/7 Emergency number and you will go straight through to our experienced operation team who can usually act quickly to resolve matters on the spot. Please only use these numbers in immediate emergencies:

+33 642 79 18 83

+44 208 706 067 600

After the transfer

If your customers send feedback to you after the transfer, please send any details through to the Customer Care Team customercare@lifts.to

- We will acknowledge receipt of your e-mail within 48 hours, normally much more quickly
- We will then thoroughly investigate, in conjunction with the transfer supplier, what has happened
- Within 7 days and often sooner, we will respond fully to the points raised. If this does not resolve the matter, we are happy to discuss further by e-mail or by phone

Should we receive any feedback directly from your customers, we will discuss this with you before we respond.

On occasion, we will consider it appropriate to make a refund of some or all of the transfer cost. This will be determined on a case by case basis according to the circumstances and we will discuss this with you. We would request that you do not refund customers before we have had the chance to investigate fully what happened.

The details you give us about your customers

Account e-mail	This is set in your account details and you will receive a copy of all documents to this address
E-mail in the booking	If you share the customer e-mail with us here, we will send a copy of the confirmation and transfer reminder emails to this address. We will never use these emails for any other purpose
Phone number in the booking	We strongly recommend that you share the customers mobile number. The customer will receive pick up details the day before travel and we can contact them if we need to act quickly in changing circumstances. We never use the numbers for any other purpose

Force Majeure

Of course, sometimes circumstances are beyond our control. For example, bad weather closing an airport or a road or transport strikes. In these circumstances, we will work closely with you to find a solution but we may not be liable for the costs. We would ask that you ensure your customers travel with adequate travel insurance cover for such eventualities.

Common scenarios and how we can best work together

Booking details	We are sure you take the greatest care in entering all the details of flights and accommodation destinations. Sometimes errors do happen. We send a confirmation when you book, a summary a week ahead and a confirmation on the day before. Please use these documents to double check as, if we do have to make changes, the sooner we know the better. Incorrect flight numbers can make it difficult for us to manage flight delays well and incomplete accommodation detail can cause delays on arrival in resort.
Last minute changes	Cancellation is free up to 7 days before departure unless we have notified you at the time of booking. Any amendments within this period may be charged as a new booking but we will minimise costs as much as we can. In busy periods, changes inside 48 hours can be difficult but we will do our best to support where we can.
Arrival at the airport	The documents we send through clearly state the waiting times for each type of transfer. If you are using your own documentation, can you ensure that this information is copied across so customers' expectations are managed. Maximum waiting times for shared transfers are given and we aim to have customers on their way quicker. This is waiting time from arrival at the desk not the flight arrival.
Flights arriving early	It is great when this happens but transfers are already scheduled so any time ahead of schedule would be added to the maximum wait time for shared transfers.
Finding the transfer	At Geneva we have our own desk to the left of the Green Tekoe bar which is just in front of Arrivals in the main terminal. If your customers arrive in the Charter T2, please escort them to T1 or ensure they have directions. At other airports, the driver will have a card with the customer name
Delayed flights	Please let us know as soon as possible. The more notice we have, the more we can do to help. Up to an hour delayed we will keep to the transfer conditions. Over an hour, we will help reorganise but there may be a downgrade in the transfer, a longer wait or a fee for waiting time
In the terminal	If you have a rep, ask them to make themselves known to our airport team (GVA weekends only) or look for the driver. Be aware some airports restrict parking until the flight has landed. If the transfer driver can't be found, please do not incur taxi costs until you have spoken to our Emergency team (see previous page for contact details)
Diverted flights	Again, please let us know, we will try to help as much as we can but a new transfer fee may be payable
Cancelled flights	Similar to delayed and diverted. Let us know of alternative plans as quickly as you can
Return pick ups	These are texted about 5 pm the day before travel to the number on the booking. If we do not have the customer number, you will need to pass this on
Return pick up not arrived	We strongly suggest that the quickest and best way to deal with this is by providing us with your customers mobile number. They will then receive our emergency numbers via text and will be able to contact us direct if the transfer does not arrive. If we do not have the customer's mobile number (or if it is incorrect) we expect the customer to contact you to alert you and you will then need to contact us.
Luggage space	Ensure we know how much luggage and sports equipment at the time of booking you have so we can ensure the vehicle is big enough.
Child seats	If customers have specific requirements, we suggest they bring their own. In larger shared transfers eg. Coaches, it may not be possible to fit the seat. Please ask us beforehand if you are in any doubt. Suppliers will provide seats and boosters where they are clearly requested in the booking.

AFFILIATE ACCOUNTS & REPORTING & COMMISSION

Affiliate Accounts

We appreciate that our airport transfer services have a role to play in creating that all-important first impression when a guest books a ski holiday. When you refer or recommend Ski-Lifts, we'll pay you a commission each time a transfer is booked. You'll receive an email notification each time your affiliate account is used, showing the amount paid. At the end of each season we'll send you a breakdown of each booking and your commission total.

Web Integration Tools

White Page

Our white page platform is ready to start earning you commission as an affiliate. We'll set up your own branded bookings page, which records all bookings made for commission purposes. It's easy to add this page to your own website and to send a link to the page to your guests via email.

Widgets

Our customisable widgets are easy to add to your website. They give your website visitors and potential guests the ability to quickly and easily search for a transfer without leaving your website.

API or XML Feeds

Our API gives a live summary of transfer prices on your website or into your booking process. You can use this for dynamic packaging or to incorporate airport transfer bookings into your own booking process.

Reporting and Commission

If you want to see reports of what bookings you have you can do this through your account.

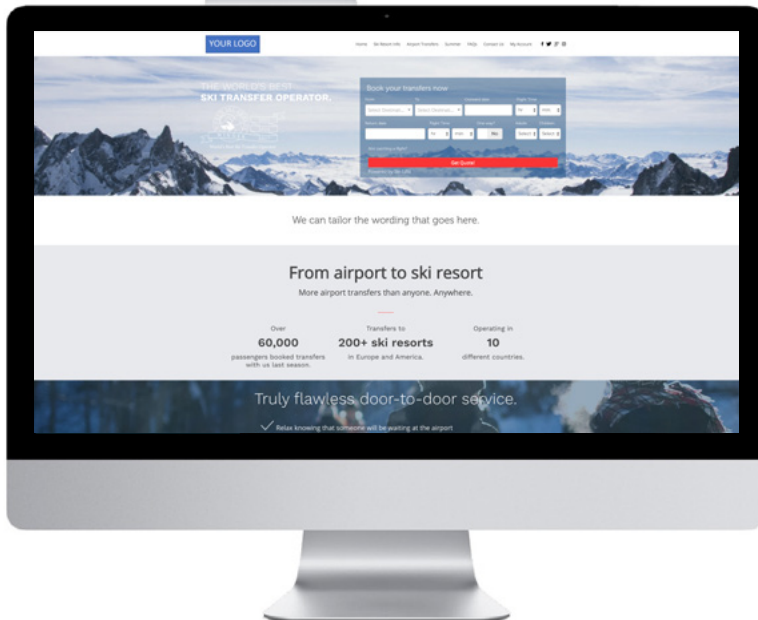
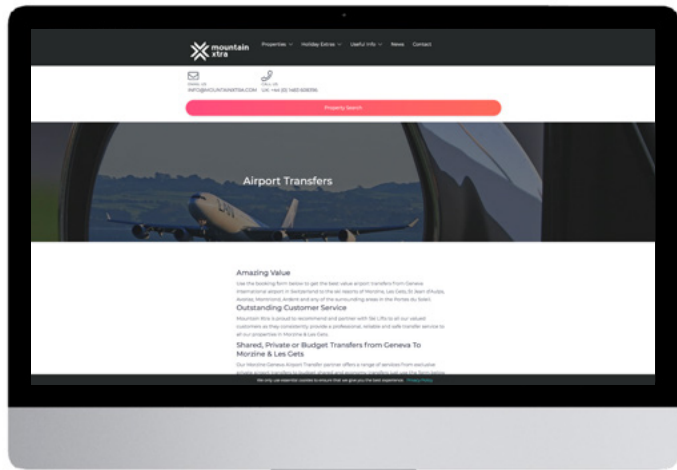
To look at Account bookings log into the system and go to the bookings tab. Here you can see any bookings made under your account. If you want to look at transfers for the whole winter season, for example, remove the booking dates and set the first transfer date as the first date of the season and click search. You can also export all of this data into an excel file.

To see any white page bookings made just go to the 'white page' tab and use the search tool in the same way as above.

All commission is paid at the end of the season, to account for amendments and cancellations.

5 top tips to maximise your commission

We've come up with some tips for you for this coming season and in the future; see overleaf.


[Link to an example page](#)

[Link to an example page](#)

AFFILIATE ACCOUNTS & REPORTING & COMMISSION

5 top tips to maximise your commission

1. Make sure it's immediately obvious that your customers can book an airport transfer with Ski-Lifts from your website, ensuring you maximise conversions and in turn, commission. Do this by adding a link in your navigation bar or a prominent link on your homepage to your widget or white page.
2. Do you have a widget on your site? Widgets which are easy for customers to find on your site can lead to higher commission through increased bookings. You can place a widget with preloaded destinations on your site, so your customer can easily book an airport transfer without leaving your site.
3. By regularly promoting airport transfers in your marketing material, your customers will be reminded that they can book an airport transfer through you, which will lead to increased commission. For example, if you have promotional emails going out, include information about how they book a transfer with a link to your white page or widget.
4. Promote transfers to different destinations through social media, with a link to your white page or widget, so your customers know they can book their transfers through you. Once again, by regularly promoting that your customers can book airport transfers through you can lead to increased commission.
5. There are tonnes of ways we can help you maximise your commission. Get in touch and we can advise you about how you can maximise your commission potential.

All of the above ties in to make life easier for your customers, ensuring their user experience is maximised and in turn, this will lead to higher commission.

FINANCE & PAYMENTS

Paying for transfers

For bookings made via a white page or widget, the customer will have paid us in full for the booking and the only payment required will be a commission payment from Ski-Lifts to you if you have chosen to earn commission from us (see commission payments below for details).

For bookings entered on our web portal by you on behalf of your customer, we invoice you at the end of each calendar month for all transfers that took place in that month. As we operate as a disclosed agent, our invoices are called "Requests for Payment" and they will always include our bank account details, so you know where to pay us.

As most of the transfers arranged by Ski-Lifts take place in Europe the company's accounting currency is Euros. As such transfers are invoiced to you in Euros and payment needs to be made to us in that currency.

Our payment terms are 14 days so we expect the invoice to be settled by the 15th of the month (e.g. for transfers taking place in February, we would raise our invoice at the end of February and require payment by 15th March). Where a booking has two legs (e.g. airport to resort and then returning to the airport after a week's holiday) and these legs occur in different calendar months, we will only invoice you for the leg of the journey which has taken place in that calendar month.

Commission payments from Ski-Lifts for bookings made via white pages and widgets

Where you have chosen to receive commission from a White Page or Widget, the details of commission earned will be provided to you twice each year so that you can invoice us. You will receive a full breakdown of bookings including the customer name, journey details, price paid by the customer and commission earned. For journeys taking place between May and October, a detailed breakdown of commission earned will be provided by the end of November. For journeys taking place between November and April, a detailed breakdown of commission earned will be provided by the end of May. It is your responsibility to raise a sales invoice to us for this commission, and we must receive an invoice from you before we can pay the commission to you. Once we receive an invoice, payment will typically be made within 14 days.

How to contact our finance team

Should you have any queries or questions concerning invoices, payments or commission please contact us at clientaccounts@lifts.to and we will endeavor to come back to you as quickly as possible. For very urgent queries you can call our office on **0208 819 7950** (UK) or **+33 481 680 864** (France) and ask for our accounting team.



We're part of the Lifts-To family and some of our other brands might be of interest to you...



SKI LIFTS
LIFTS TO Ski Resorts



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LIFTS TO Golf Courses and Resorts



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LIFTS TO Ports and Resorts

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