

**ski-lifts**

Airport Transfers to Ski Resorts

# Client Manual



AN INTRODUCTION TO SKI LIFTS	03
THE TRANSFER PROCESS	04/05
DIRECTORY	06
Your Account Manager	
Our Operations Team	
Our Operations number	
Customer Service Manager	
Financial Controller	
DIFFERENT BOOKING OPTIONS	07
5 top tips to maximise your commission	
INTRODUCTION TO THE ADMIN SYSTEM	08
How to log in	
I've forgotten my password	
DASHBOARD	09
How to search for bookings by reference	
TRANSFERS	10
How to see transfers by journey date	
WHITE PAGES	11
How to see what White Page bookings you have	
BOOKINGS	11
How to resend emails, update and cancel bookings	
ACCOUNT	12
Create new log ins, view your rates, change account information	
How to set up a new log in	
How to load multiple bookings through a CSV file	
Where to Log out and Change your password	
GETTING A QUOTE AND MAKING A BOOKING	13
Add Multiple Journeys	
Change the quote	
VARIATIONS FOR BOOKING TRANSFERS	17
Choosing Pick-up Times	
Train Arrivals	
Walk-Ins	
AMENDING AND UPDATING BOOKINGS	18
CUSTOMER SERVICE PROCEDURE	19
Making a Complaint	
Complaint Categories	
TRANSFER OPTIONS	21
AFFILIATE ACCOUNTS	22
REPORTING AND COMMISSION	22
FINANCE	23



World's  
Best Ski Transfer  
Operator



World's  
Best Ski Transfer  
Operator

# THE WORLD'S BEST SKI TRANSFER OPERATOR.

Ski-Lifts was established in the Portes du Soleil in 2003. Since then we've grown to offer widespread airport transfer coverage across 10 different countries throughout Europe and North America.

Using a unique combination of our own operation experience in the airport transfer industry and our close partnerships with on-the-ground ski transfer operators, we've developed a thorough understanding of the winter sports market and the needs of our passengers.

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

RELIABILITY

SAFETY

VALUE FOR MONEY

CUSTOMER SATISFACTION

# Transfer Booked

**01.**

**Confirmation Emails**  
Sent to client and customer email

Week before transfer

**02.**

**Weekly Transfer Report**  
reconfirming the transfers booked for the week - sent to client email every Monday morning

**03.**

**Transfer Reminder Email**  
Email reconfirming transfer details sent out

Day before transfer by 17:00 CET

**04.**

**Arrival confirmation**  
Text and email sent to customer, confirming arrival transfers

**05.**

**Departure Pick-up Time**  
Text and email sent to customer, confirming pick-up times

**06.**

**Daily Transfer Report**  
Email sent to client email once transfers are all confirmed - also contains pick-up times

Day of Transfer

**07.**

**Emergency Number**

Customer can find this in our texts and in their booking confirmation email

**08.**

**Arrival Issues**

Any delays/changes to arrival flights/trains we should be contacted on the Emergency Number

**09.**

**Departure Transfers**

Customers should be ready to leave from the pick-up location at least 5 mins before the confirmed pick-up time

**10.**

**Transfer Meeting Point**

Meeting points vary depending on the transfer type and arrival location. Instructions are in the confirmation email

**11.**

**Departure Issues**

Any issues around a departure transfer we should be contacted immediately on the Emergency Number



# Directory

**Your Account Manager** is on hand to discuss a range of topics with you, for example your pricing and contract terms, the best technology for you to use to make the management of your transfers as easy as possible, 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 5:30pm GMT, Mon to Friday

**+44 (0)161 850 9940**

[Sales@ski-lifts.com](mailto:Sales@ski-lifts.com)

**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 or system questions you have and they can also put together bespoke quotes for you if you have a request that you can't find on the booking system.

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

**UK: +44 20 8819 7950**

**France: +33 481 680 864**

[info@ski-lifts.com](mailto:info@ski-lifts.com)

[info@sea-lifts.com](mailto:info@sea-lifts.com)

[info@golf-lifts.com](mailto:info@golf-lifts.com)

**Our Operations number** is available 24/7 365 days a year. 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** is Jenny, she 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.

**Financial Controller** is Francis, he will be your point of contact relating to payments. If you have any questions around an invoice for example, he can be contacted on [ClientAccounts@ski-lifts.com](mailto:ClientAccounts@ski-lifts.com).

# Different booking options

If you book airport transfers on behalf of your guests, our account facility enables you to make and manage your transfer bookings easily using our system.

This also means you'll benefit from our reduced partner transfer rates. In addition to our customised account booking form, we've also made it easy for you to bulk upload large volumes of airport transfer bookings using a CSV file. Additionally, our API is available to create transfer bookings automatically. Each airport transfer is confirmed automatically to your guest by email every time you make a booking.

It's a simple, seamless process, which reduces the time-intensive administration of airport transfers. Unless you wish to be the only point of contact for your guests, we'll handle the booking process, confirmation emails and pre-trip reminders.

## 5 top tips to maximise your commission

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

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 contact with us and we can help you tailor your site to increase your commission.

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.

# 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/login](http://www.transfers.ski-lifts.com/user/login) 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.

**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 login in, otherwise you will be logged in as a customer and will not be able to make a booking on your account.**

## 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

## How to Log in

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**. (see below)

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.

The screenshot shows the 'Ski-Lifts Admin' dashboard. At the top is a navigation bar with tabs: 'Dashboard', 'Transfers', 'White Pages', 'Bookings', 'Account', and 'Cash'. The main content area is titled 'Dashboard' and includes a welcome message 'Welcome Cash'. Below this are two search sections: 'Search for a booking' with a text input field labeled 'Booking ref' and two buttons 'Detail' and 'Update'; and 'Search for a journey' with a text input field labeled 'Journey ref' and a 'Detail' button. At the bottom left, there is a copyright notice: 'Copyright © 2017 Ski-Lifts Ltd. Version v\_3\_1\_23. All Rights Reserved.'

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)

# Transfers

## How to see transfers by journey date

This will automatically show you any 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.

Booking Ref	Date	From	To	Type	Flight #	Flight Time	Requested Pickup	Pickup Time	Shuttle Time	Seats	Customer Name
349759	02/01/2016	Val Thorens [Hotel Altapura]	Geneva Airport (GVA)	PRIV	LS286	12:15		TBC	N/A	Baby: 0 Booster: 1	Sarah Butters
351274	02/01/2016	Flaine [Flaine Montsoleil-Les Terrasses D'Eos]	Geneva Airport (GVA)	SHAR	LX 356	17:50		TBC	N/A	Baby: 0 Booster: 1	Deon Ludeman
352627	02/01/2016	Tignes [Residence Le Nevada, CGH]	Geneva Airport (GVA)	PRIV	EZY3136	15:40		TBC	N/A	Baby: 0 Booster: 0	Michael Franks
352632	02/01/2016	Val Thorens [Residence Le Koh-I Noor]	Geneva Airport (GVA)	PRIV	EZY8467	11:15		TBC	N/A	Baby: 0 Booster: 0	Terri Gearing

# White Pages & Bookings

## White Pages

### How to see what White Page bookings you have

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).

## 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**.

On each booking you have four options:

**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.

**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.

**Cancel Leg** will just cancel that leg. You will also be able to see if it will be refundable or not (whether it is past the booking deadline or not).

**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.

From here you can make a booking by clicking '**New Booking**' and we explain the process for this below.

# Account

## Account

### **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.

### **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.

### **How to load multiple bookings through a CSV file**

If you want to upload your bookings through a CSV file, click on the 'Import CSV' tab within this menu to do so. If you require the correct file format, or a description of how to do this, please email [info@ski-lifts.com](mailto:info@ski-lifts.com) and we will be happy to help. This is particularly useful for uploading bulk bookings.

### **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.

# Getting a Quote and 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.

Book your airport transfer now

From: Select To: Select

Outward date: Flight Time: hr min

One way?  hr min

Adults: Select Not catching a flight?

Children: Select **Get Quote!**

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.

## Transfer Summary

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

Transfer Summary

Transfer 1

Start Over

Your transfer Options

**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.

Shared	Private	Private Coach	Executive
total 354.00 EUR 23.60 EUR per person	total 370.00 EUR 24.67 EUR per person	total 590.85 EUR full price 686.60 EUR	total 1,283.46 EUR full price 1,426.02 EUR
<b>Book now</b>	<b>Book now</b>	<b>Book now</b>	<b>Book now</b>
The original shared transfer	No-wait door to door service	For larger group travel	Extra comfort in a luxury minivan.
Maximum waiting time at the airport of 60 minutes.	Private vehicle means no sharing or waiting.	Private vehicle means no sharing or waiting.	Private vehicle means no sharing or waiting.
Flexible pickups. If your arrival flight is delayed over one hour we'll put you onto the next transfer at no extra charge	Departure pickup time tailored to your flight time, so no early departs or wasted time at the airport.	Departure pickup time tailored to your flight time, so no early departs or wasted time at the airport.	Departure pickup time tailored to your flight time, so no early departs or wasted time at the airport.
Return transfers: we set a pickup time. We aim to get you to the airport 2-3 hours before your flight time.	Choose your own pick up time when booking if you prefer.	Choose your own pick up time when booking if you prefer.	Choose your own pick up time when booking if you prefer.

# Getting a Quote and Making a Booking

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

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  ?

Adults  ?

Children  ?

Boys / Surfboards  ?

Skis / Snowboards  ?

Bus Number: 11 Leaving: 19:30 Arriving: 23:35

Bus Number: 12 Leaving: 21:30 Arriving: 01:35

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  ?

To  ?

Accommodation Name  Address

Date

Flight number

Flight arrival time

Transfer Type  ?

# Getting a Quote and Making a Booking

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)

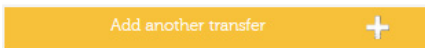
Adults	<input type="text"/>	Children	<input type="text"/>
Child Age	<input type="text" value="Under 1"/>	Seat Type	<input type="text" value="Select"/>
Bikes / Surfboards	<input type="text" value="0"/>	Skis / Snowboards	<input type="text" value="0"/>

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

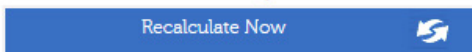
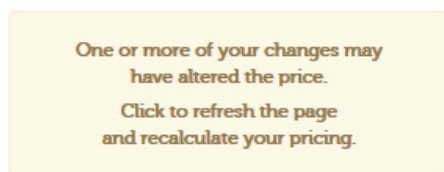
You also have the option to add another leg to the booking, by clicking:



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':



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 \*

## Getting a Quote and Making a Booking

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.



# 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 and 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** Export

Current bookings  Confirmed Only

Booking ref  Client Ref  Payment Ref  Name or username  Destination

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 (pax)	Ski-LiftPass Points	Total Cost		
368922	03/10/2016	Invoice	Active	1	21/03/2017 Geneva Airport (GVA) - Morzine	Me Test (10)	0	274.00 EUR	Details Cancel	Update Resend Confirmation

Copyright © 2016 Ski-Lifts Ltd.

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 us.

# Customer Service Procedure

Jenny is our Customer Service Manager and she 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.

The complaint handling procedure is designed to ensure that complaints are properly investigated and given careful and fair consideration. We try our best to provide excellent customer service for our customers but if you have a complaint we want to know about it.

## Making a Complaint

**If the complaint is in relation to a transfer happening at the time please call our office number or our operations line to make the ops team aware there is a problem.** They will then be able to deal with any problems as best they can from the operations side and will pass all the details onto Customer Services when a follow up is deemed appropriate.

As a valued client all feedback is invaluable to us. If you do receive any form of complaint relating to any aspect of our service please send the details in writing to: [customerservice@ski-lifts.com](mailto:customerservice@ski-lifts.com). This automatically creates a ticket on our system and you will receive an email confirming that this has been done. Our customer services team will investigate each and every complaint in detail so we can determine exactly what happened and what further appropriate action should be taken. Providing the highest level of customer service and maintaining your customer satisfaction is our primary goal, so please trust that we will look into all incidents with a fair and open mind and we will not mark these tickets resolved until you feel you or your customers have been appeased.

We ask that you please wait for a response from us before compensating your customers. You can add any further comments or follow up the complaint by replying to the ticket email. All information will then be logged together for that particular complaint. If you have any concerns whether your complaint has been logged correctly or not please just send a quick email to [info@ski-lifts.com](mailto:info@ski-lifts.com) / [info@sea-lifts.com](mailto:info@sea-lifts.com) and the admin team will ensure this gets passed onto the appropriate people. If you have any concerns about how your complaint is being dealt with or would like to escalate the complaint please email [sales@ski-lifts.com](mailto:sales@ski-lifts.com) and your Account Manager will contact you within 24 working hours.

# Customer Service Procedure

## Complaint Categories

Here is a brief outline of how we classify complaints:

### Severity 1

- Minor incident. The journey was potentially unpleasant/slightly delayed but they arrived safely without any major disruption to the customer's journey.
- The service level wasn't quite up to the standard expected but the customer still received the service booked.
- Example: Customer waited up to 20mins for their driver to pick them up on a shared transfer. Customers waited 15mins over their max. waiting time on their arrival in the airport.

### Severity 2

- Major Disruption: If the customer has incurred costs and or a major disruption to their service or the service was not provided or completed.
- When the service level falls well below the levels expected for that transfer option booked.
- Example: Missed flights due to driver/operations error

### Severity 3

- Safety Issues. Any incidents where passenger safety is at question.
- There are a number of circumstances where customers' journeys are affected which fall beyond Ski Lift's control. For full information please refer to our Terms and Conditions. The Terms and Conditions can in many instances answer customer related queries so please make sure you and your customers understand of our terms before entering in an agreement with us.

# 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.

## **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!

## **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.

## **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.

# Affiliate Accounts & Reporting and 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.

# Finance and 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@ski-lifts.com](mailto:clientaccounts@ski-lifts.com) 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.



[www.ski-lifts.com](http://www.ski-lifts.com)  
[sales@ski-lifts.com](mailto:sales@ski-lifts.com)  
+44 (0) 20 8819 7950  
+33 (0) 481 680 864

**▲ski-lifts**