

**The following tips will help you make fast, efficient, stress free reservations when using Cliqbook.**

1. Consider the following when deciding on an Internet vs. Agency fare:
  - ✓ Given the nature of my trip, am I likely to make itinerary changes? If so, then you may want to book an Agency fare, which can easily be serviced by Hunter Travel. Internet fares require you to contact the airlines or Internet provider direct; this can be time consuming. When looking at the returned flight selection, be sure to look at a few "tabs" before and after the Internet flight that meets your time and price requirements. Often times the same flight is there as an "Agency" fare at the same price just above or below the Internet listing.
2. When selecting your arrival and departure cities, please be aware of the following:
  - ✓ If your origin or destination has an airport "complex", for example SFO/OAK/SJC, and you want San Francisco, you must mark this airport only. If you do not the return flights that will return, will be all bay area airports.
3. If you have booked your flights and plan to add car and/or hotel at a later date, please DO NOT create a new record. Please add your car and/or hotel to the same record that has your flights. This is both cost effective and convenient for you; your complete itinerary is in one place.
4. When booking on Cliqbook, you will only have the capability of booking for 1 person.
5. When booking an Internet fare, you will have to use your personal credit card. This is to protect all fraudulent tickets from being issued. The name of the purchaser must match the name of the traveler. This is a very common rule to many websites via Cliqbook or contacting them directly.
6. **(Back to Back Ticketing)**
  - ✓ Use of coupons from two or more tickets issued at round trip fares for the purpose of circumventing applicable tariff rules (such as advance purchase and minimum stay requirements) is not permitted. This is in violation of tariff rule 100 and is commonly referred to as back to back ticketing. Under such circumstance when there is obvious intent to abuse and/or misuse restricted roundtrip fares you will be liable for the difference between the fare paid and the fare for transportation used and your credit card will be charged the additional fare increase.
7. To eliminate any additional Service Fees, please remember to use the After Hours Service for emergencies only.
8. "Just a FYI", you can book a **car** and or **hotel** only. Please see the different kinds of trips that you can book at the bottom of the page on the map of the United States.
9. Cliqbook Software will only work with **IE. (Internet Explorer)**...recommended 5.0 and better / preferable 5.5 service PAC 2 or higher. No Macintosh- not compatible, No Netscape.
10. **Code Share Flights**...Your Cliqbook flight reservation tickets can possibly show one airline when actually you would be flying on a different carriers airline's plane. For example: If you were to book a reservation through US Air, the ticket might show the flight number & airline as US Air when in fact the aircraft could really be UNITED. Normally on your itinerary it will show "Operated by \_ XYZ\_" and the traveler *MUST* check - in at the Operated by carrier. So in fact, you would have to proceed to check-in

at United Airline's gate. One other warning sign is if the code share airline has high flight numbers like 6000, 7000, 8000, or 9000, please be aware and double check the carrier.

#### 11. Open and Multi Segment...

- ✓ When booking a **multi segment flight**, you will not see any Web direct flights show up on your flights returned. The search engine that Cliqbook uses does not have the capability of searching all Internet Web sites, when a multi segment flight is selected. (This a possible future enhancement)
- ✓ One option you have is to split the itinerary so that you can do 2 round trips on a 4-segment itinerary.

#### 12. "Best Price" & "Best Fit to Schedule"

The way a user conducts their search within Cliqbook can make a difference. If a user is attempting to find a specific flight within Cliqbook, then they should be using a 'Fit to schedule search'. With a 'Best Price' search, Outtask cannot guarantee that Cliqbook will return all of the scheduled/available flights offered by a specific airline such as SW. Below is a more detailed description of how each of the two search processes work.

#### 13. Cliqbook searches based on "Best Price"

In a search based on best price, Cliqbook's first priority is finding the lowest available fare. In this type of search Cliqbook will return a sampling of the lowest agency and web fares that fall within the users specified date and time window. By sampling we mean Cliqbook will return the first 2 or 3 same priced fares offered by a specific carrier or website that also fall within the users designated date and time window. A good example of how sampling works can be illustrated using Southwest. Southwest is known for offering the same low price fares for all it's flights. Southwest may offer 6 different same priced flights that all fall within the users designated date and time window. A best price search may only return the first 3 of those 6 same priced flights because Cliqbook is just providing the end user with a sampling of the lowest price fares, not all of them. For this reason, when a user searches by best price, Outtask cannot guarantee that Cliqbook will return all of the scheduled/available flights offered by a specific airline such as SW. However if a user at first does not succeed in finding a flight they want the user can return to the itinerary screen and make adjustments to their date and time window, which will then change the results, returned by Cliqbook.

#### 14. " Cliqbook searches based on Fit to Schedule"

In a search based on fit to schedule, Cliqbook's first priority is the departure times entered by the user, not the lowest price. When running a search of this type, Cliqbook first searches and returns only agency fares; no web fares are displayed within this initial selection screen. After the user picks the exact flights they want, Cliqbook will then quote their selection and then also (on the same page) will display the quoted fares of a best price search based on the exact dates, times and airports previously entered by the user. The best price comparison search will include both agency and web fares. This final comparison allows the user to decide what is most important to them, the lowest priced fare or the flight that best fits their schedule.