



**WTV Holidays** Is an Online Travel Solutions Provider. By simplifying the travel process, to enhance your customer base, efficiency and profits. We offer a single window platform to provide comprehensive End-to-End solution – **WTV Holidays**.

## VISION

To be the **BEST BUSINESS** Solutions in the **TRAVEL B2B** concept, and provide a **WORLD-CLASS** Travel **PRODUCTS** and **SERVICES** that will benefited its Business Partners.

## MISSION

To **EMPOWER** individuals who wants to achieve success in **LIFE** thru **TRAVEL** and **VOLUNTOURISM!**

## STRENGTH

**WTV Holidays** strength is its strong technology & innovation capability coupled with deep industry knowledge backed by significant skill base for developing, maintaining & managing operations, secured high-volume transaction processing, network integration, infrastructure development, execution and project management.

## OUR PEOPLE

We are a passionate team driven by talented achievers. Among us are experienced professionals from the Travel & Tourism Trade, Airline & Hotel Industry with a strong online background. We focus on developing innovative solutions and using the latest state of art technologies. We are a result-oriented team who focuses on delivering value to our customers and end users through our products and services.

With the Travel industry and business environment embracing change consistently, **WTV Holidays** brings value to our customers and business partners to optimize resources and to grow their business, integrating with the best of technology and customer- friendly service delivery tools.





WTV Holidays integrates travel products ranging from Domestic and International Air Tickets, Worldwide Hotel and Tours Content, Buses, Ferries and Travel Insurance with real-time reports on a safe secured platform, which is:

"To be the best END-TO-END travel solution provider with respect to Quality, through Continuous Innovation in our Products, Processes and Practices".

- ✓ Easy to use system
- ✓ Dispense accurate and on time data ✓ Instant Booking
- ✓ Instant Issuance
- ✓ Instant answers to your client
- ✓ Customized reports
- ✓ No brand dilution
- ✓ No large deposits to Supplier
- ✓ Satisfied and Happy Customer

## OUR VALUE PROPOSITION TO OUR CUSTOMERS

- ✓ Single window - easy to operate solutions for all travel products and services.
- ✓ Low-fare airlines, Full service carriers
- ✓ Access to the best available rates of hotels in the domestic and international markets. ✓ Multiple product and revenue options.
- ✓ No complicated GDS codes to master.
- ✓ Manage your business from anywhere in the world.
- ✓ Generation of various reports, access to our promotional activities carried out by our supplier chains.
- ✓ Increase your revenue and achieve fast time to market.
- ✓ Customer profile management.
- ✓ 24x7 customer support from WTV Holidays
- ✓ Ensure Customer Delight.





## WTV Holidays GENERAL GUIDELINES

WTV Holidays is committed to safeguarding its user privacy. We request all our users to read the following privacy policy to understand how their personal and business information will be treated that you share with us. We would like to assure you that we follow appropriate standards when it comes to protecting your privacy on our websites.

WTV Holidays collects Information from its user when they register to gain access to purchase air tickets, bus tickets, hotel booking and mobile recharge services from our website. During the registration the travel data we store may include: Name, Address, and Email, travel schedules, accommodations, and reservation information. The Information you share with us is kept highly confidential, will be shared only for competing your travel needs.

This policy is subject to the change, it will be posted on the website with the effective date. So please be sure to access the website regularly to ensure you understand the current Policies. WTV Holidays will attempt to respond to all reasonable concerns or enquiries within five business days of receipt.

Thanking you for using WTV Holidays!

- 
- ✓ You must ensure that all the information you enter in the website ([www.wtvphilippines.com](http://www.wtvphilippines.com)) are accurate and valid.
  - ✓ You must update your company profile in WTV Holidays.
  - ✓ You must follow the terms and condition set by the suppliers (Airline, Bus, Hotel, Tour Packages)
  - ✓ Be UPDATED! Be connected with us through, WTV Holidays Facebook Page: <https://www.facebook.com/wtvholidays>

Revisions and updates on this manual may be done without prior notice.





# WTV Products

## 1. Flight Ticketing

WTV Philippines offers Domestic and International Flight Reservations and Ticketing. WTV has issued thousands of reservations and booking confirmation for both FULL Service Carriers and Low Cost Carriers (LCC) like, Cebu Pacific, CEB Go, Air Asia, Jetstar, among the few.

## 2. Hotel Reservation

WTV Philippines provide instant online booking confirmation for Local and International Hotels. All bookings can be confirmed instantly.

## 3. Holiday Tour Packages

WTV Philippines offer Domestic and International Tour Packages that can be used to promote and maximize a travel agency's business potention. Holiday Tour Packages can be created and designed the way the clients want it.

## 4) Bus Ticketing

WTV Philippines is extending booking capacity of travel partners by giving and providing an access to issue Bus Tickets coming from different Bus Companies. This helps passengers to reserve a bus ticket quick and easy without having the hassle of queuing and waiting for a long period of time in bus terminals especially during peak season.

The screenshot displays the WTV Philippines website interface. At the top, the logo for WTV HOLIDAYS AND TOURS PHILIPPINES, INC is visible on the left, and the user's session information (05 January 2017 3:37:31 PM / ALEXANDER G APUNTR / Terminal ID: PHMNL029650700 / Welcome bilyonaryo) is on the right. A navigation bar contains icons for AIRLINE, BUS, HOTEL, HOLIDAY PACKAGE, and CTRL PANEL. A dropdown menu is open under AIRLINE, listing options: DOMESTIC, INTERNATIONAL, TICKET HISTORY, VIEW PNR, TO RESCHEDULE, and UPDATE BAGGAGE. Below the navigation bar, a section titled "Bank Deposit details" provides the following information: ACCOUNT NAME: WTV HOLIDAYS AND TOURS PHILIPPINES INC., ACCOUNT NUMBER :# 004050375454, and BANK NAME: BDO. At the bottom, "CONTACT DETAILS" are listed: Email: finance@wtvphilippines.com and Mobile No : 09276874277. A note encourages agents to use online banking with BDO for faster and more convenient transfer of funds.



## BANKING AND FINANCE

WTV Holidays is currently used “Booking Funds” for all booking transaction.

Here is the Bank Account Details of WTV Philippines.

### Bank Deposit details

ACCOUNT NAME: **WTV HOLIDAYS AND TOURS PHILIPPINES INC.**

ACCOUNT NUMBER :# **004050375454**

BANK NAME: **BDO**

---

### WTV Holidays AGENT REMINDERS!

- ✓ All transactions for the deposits should be updating using **WTV Holidays** on time.
- ✓ All information should be correct: amount, date, bank of transaction and branch name.
- ✓ Top up will be visible using the PESO SIGN on the upper corner of the page.

### Please be advised!

**BANKING:** Top up ahead of time to avoid time loss, client loss and low fares loss especially on Friday, Saturday, Sunday. Please be advised that Agents may experience delay in Deposit update on peak banking periods.

MON – FRI : 8:00 AM – 11:00 PM

SAT – SUN : 8:00 AM – 11:00 PM

### BANK DOWNTIME SYSTEM

Please be advised that Agents may experience downtime system, kindly send us the scanned copy of your deposit slip indicating the branch where you deposited and terminal I.D to [finance@wtvphilippines.com](mailto:finance@wtvphilippines.com)

## AIRLINE BOOKING GUIDE

WTV Holidays booking website can be accessed thru <http://booking.wtvphilippines.com>



The screenshot shows the WTV Holidays website interface. On the left, there is a video player with a play button and a video titled "Holiday Packages" showing a group of people in a boat on a river. On the right, there is an "AGENT LOGIN" form with the following fields:

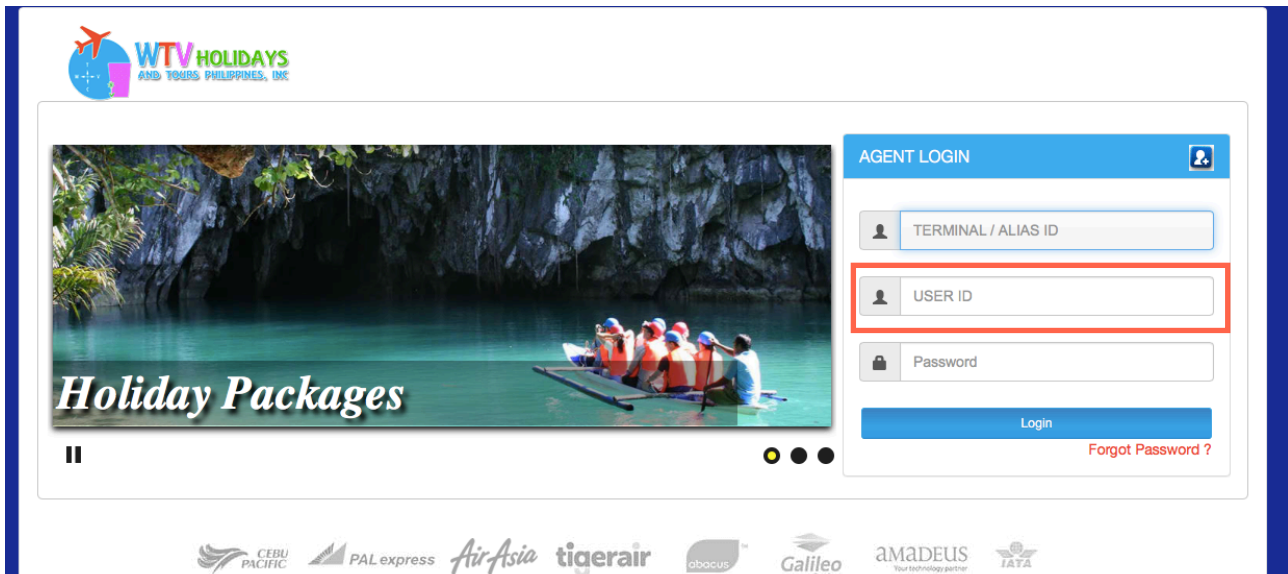
- AGENT LOGIN (with a user icon)
- Terminal / Alias ID (highlighted with a red box)
- User ID
- Password
- Login button
- Forgot Password? link

At the bottom of the page, there are logos for Cebu Pacific, PAL express, Air-Asia, tigerair, abacus, Galileo, amADEUS, and IATA. A red footer bar contains the text: "Copyright © 2016 WTV Holidays All Rights Reserved. Technology Driven by GIPC".

Supply Terminal ID:

Ex: PHMNL029XXXXXX

Code: PH = Philippines MNL = Nearest Airport 029XXXXXX = Unique ID Code



The screenshot shows the WTV HOLIDAYS website interface. On the left, there is a video player with a thumbnail of a group of people in a boat on a river, with the text "Holiday Packages" overlaid. On the right, there is an "AGENT LOGIN" form with the following fields: "TERMINAL / ALIAS ID", "USER ID", and "Password". The "USER ID" field is highlighted with a red border. Below the fields is a "Login" button and a "Forgot Password?" link. At the bottom of the page, there are logos for various airlines and travel partners: CEBU PACIFIC, PAL express, Air-Asia, tigerair, abacus, Galileo, amADEUS, and IATA.

Supply User ID:

Ex: wtvphilippines



The screenshot shows the WTV HOLIDAYS website interface. On the left, there is a video player with a thumbnail of a group of people in a boat on a river, with the text "Holiday Packages" overlaid. On the right, there is an "AGENT LOGIN" form with the following fields: "TERMINAL / ALIAS ID", "USER ID", and "Password". The "Password" field is highlighted with a red border. Below the fields is a "Login" button and a "Forgot Password?" link. At the bottom of the page, there are logos for various airlines and travel partners: CEBU PACIFIC, PAL express, Air-Asia, tigerair, abacus, Galileo, amADEUS, and IATA.

Supply Password:

Ex: \*\*\*\*\* = It is the password you used to complete the needed data for AGENT LOGIN.



## AIRLINE BOOKING GUIDE

Once an “Authorized Agent” supplies the correct details, he/she will now open the **WTV Holidays** booking portal. Inside the Portal, they can view all the products and services we offered.

Here is the actual view of **WTV Holidays** booking portal:

22 November 2016 9:33:16 PM / WTV Holiday and Tours Philippines Inc / Terminal ID: PHMNL029514400 / Welcome WTV

BALANCE AMOUNT

WTV HOLIDAYS AND TOURS PHILIPPINES, INC

HOME AIRLINE BUS HOTEL HOLIDAY PACKAGE FERRY CTRL PANEL

Welcome to WTV Holidays

- Simplifying the travel process, enhance your customer base, efficiency and profits
- we offer a single window platform to provide comprehensive end-to end solution.

**Bank Deposit details**

ACCOUNT NAME: WTV HOLIDAYS AND TOURS PHILIPPINES INC.

ACCOUNT NUMBER :# 004050375454

BANK NAME BDO

**CONTACT DETAILS:**  
Email: finance@wtvphilippines.com  
Mobile No : 09256874277

- We encourage all agents to use online banking with BDO for faster and more convenient transfer of funds.

Click **AIRLINE**, to access book flights whether Domestic or International Flights.

05 January 2017 3:37:31 PM / ALEXANDER G APUNTR / Terminal ID: PHMNL029650700 / Welcome bilyonaryo

BALANCE AMOUNT

WTV HOLIDAYS AND TOURS PHILIPPINES, INC

HOME AIRLINE BUS HOTEL HOLIDAY PACKAGE CTRL PANEL

Welcome to WTV Holidays

- Simplifying the travel process, enhance your customer base, efficiency and profits
- we offer a single window platform to provide comprehensive end-to end solution.

**Bank Deposit details**

DOMESTIC

INTERNATIONAL

TICKET HISTORY

VIEW PNR

TO RESCHEDULE

UPDATE BAGGAGE

**Airline Tab:** Includes **Domestic, International, Ticket History, View PNR, To Reschedule, Update Baggage.**





## AIRLINE BOOKING GUIDE

### FLIGHT QUOTATION

#### FLIGHT DETAILS

Route:

Date of Departure/Arrival:

PREFERRED AIRLINE: NUMBER OF PASSENGER:

No. of Adults:

No. of Child:

No. of Infant:

PASSENGER(S) INFORMATION:

NAME/DATE OF BIRTH/AGE/GENDER: (If available) Please indicate the Title (Mr/Ms/Mstr)

REMARKS/SSR:

REQUESTING AGENT DETAILS

Terminal ID:

Contact Number:

COMPANY NAME:

NAME OF CONTACT PERSON

#### FLIGHT QUOTATION PROCEDURE:

1. Send details through email to our Admin Support with proper format and labeling. (email: [admin@wtvphilippines.com](mailto:admin@wtvphilippines.com))
2. Quotation will be given by Admin Support.
3. Confirmation from Agent in the quotation send by Admin Support.

# AIRLINE BOOKING GUIDE

Once an “Authorized Agent” gets the necessary details for the bookings of air flights, supply it to booking search engine. And once complete, click the **Search Button** to view the available flight for the clients.

FLIGHT	DEPARTURE	ARRIVAL	AMOUNT
Cebu Pacific Air 5J-652[A320 B] Stop over 0 E-ERP	Tacloban (TAC) 09-Jan-2017 06:15:00	Manila (MNL) 09-Jan-2017 07:35:00	PHP 2500
Cebu Pacific Air 5J-650[A320 B] Stop over 0 E-ERP	Tacloban (TAC) 09-Jan-2017 07:55:00	Manila (MNL) 09-Jan-2017 09:25:00	PHP 2500
Cebu Pacific Air 5J-654[A320 B] Stop over 0 E-ERP	Tacloban (TAC) 09-Jan-2017 17:45:00	Manila (MNL) 09-Jan-2017 19:10:00	PHP 2500

All available flights will show on the screen and itemized based on the cheapest fare available.

# AIRLINE BOOKING GUIDE

Click Select to your prefer booking flight. Then Fill up the Passenger Information and Check the Term And Conditions.

BALANCE AMOUNT

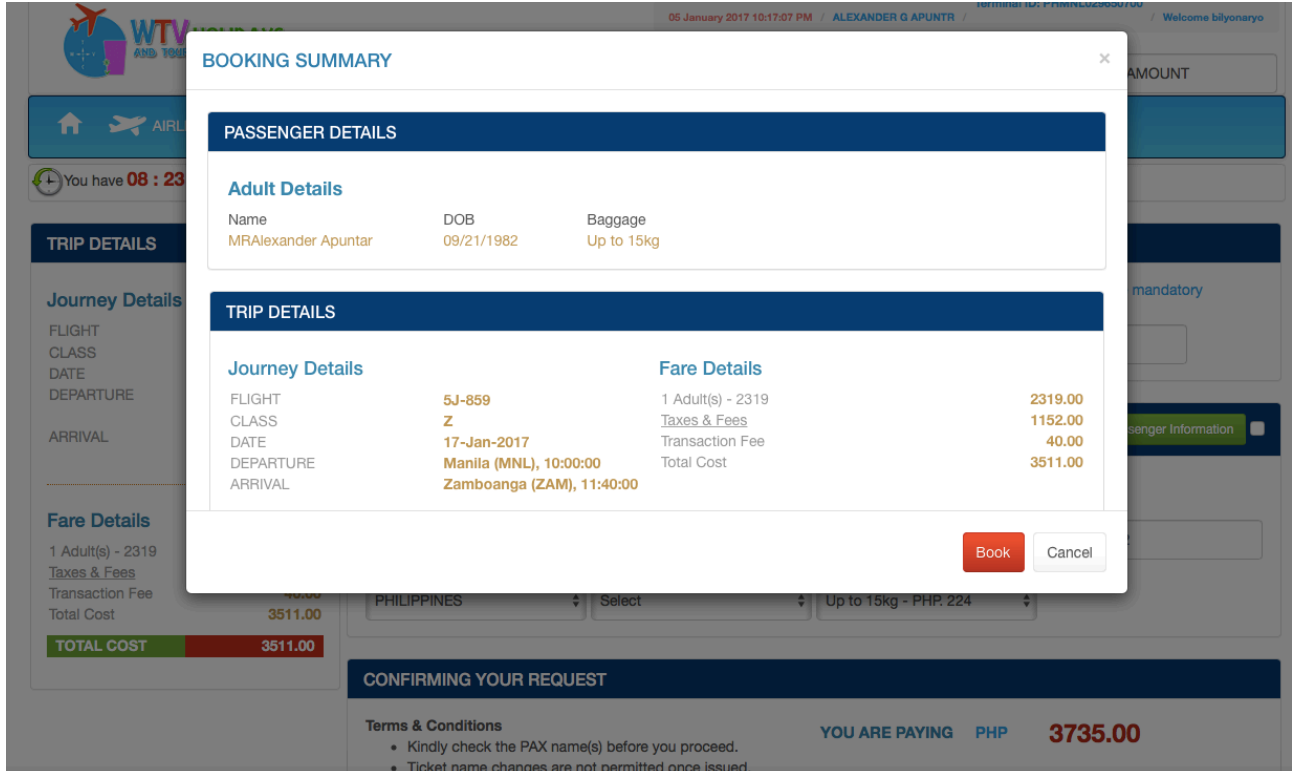
HOME
AIRLINE
BUS
HOTEL
HOLIDAY PACKAGE
CTRL PANEL

You have **08 : 10** minutes to confirm this booking.

TRIP DETAILS	PASSENGER CONTACT																
<p><b>Journey Details</b></p> <p>FLIGHT: 5J-859            CLASS: Z            DATE: 17-Jan-2017            DEPARTURE: Manila (MNL), 10:00:00            ARRIVAL: Zamboanga (ZAM), 11:40:00</p> <hr/> <p><b>Fare Details</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>1 Adult(s) - 2319</td> <td style="text-align: right;">2319.00</td> </tr> <tr> <td>Taxes &amp; Fees</td> <td style="text-align: right;">1152.00</td> </tr> <tr> <td>Transaction Fee</td> <td style="text-align: right;">40.00</td> </tr> <tr> <td><b>Total Cost</b></td> <td style="text-align: right;"><b>3511.00</b></td> </tr> </table>	1 Adult(s) - 2319	2319.00	Taxes & Fees	1152.00	Transaction Fee	40.00	<b>Total Cost</b>	<b>3511.00</b>	<p><input type="checkbox"/> <b>AGENCY DETAILS</b> <span style="float: right; font-size: small;">Note:Fields marked * are mandatory</span></p> <p>Mobile Number *    Name *    Email id *</p> <p>09178223454    Alexander Apuntai    anjhelextravel@gmail.com</p> <p><input checked="" type="checkbox"/> SMS    <input checked="" type="checkbox"/> E-Mail</p>								
1 Adult(s) - 2319	2319.00																
Taxes & Fees	1152.00																
Transaction Fee	40.00																
<b>Total Cost</b>	<b>3511.00</b>																
	<p style="background-color: #003366; color: white; padding: 2px;"><b>PASSENGER INFORMATION</b> <span style="float: right; color: green; font-weight: bold;">Get Passenger Information</span></p> <p><b>ADULT 1</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td>Title *</td> <td>First Name *</td> <td>Last Name *</td> <td>DOB *</td> </tr> <tr> <td>MR</td> <td>Alexander</td> <td>Apuntar</td> <td>21/09/1982</td> </tr> <tr> <td>Nationality *</td> <td>Meals *</td> <td colspan="2">Baggage *</td> </tr> <tr> <td>PHILIPPINES</td> <td>Select</td> <td colspan="2">Up to 15kg - PHP. 224</td> </tr> </table>	Title *	First Name *	Last Name *	DOB *	MR	Alexander	Apuntar	21/09/1982	Nationality *	Meals *	Baggage *		PHILIPPINES	Select	Up to 15kg - PHP. 224	
Title *	First Name *	Last Name *	DOB *														
MR	Alexander	Apuntar	21/09/1982														
Nationality *	Meals *	Baggage *															
PHILIPPINES	Select	Up to 15kg - PHP. 224															
	<p style="background-color: #003366; color: white; padding: 2px;"><b>CONFIRMING YOUR REQUEST</b></p> <p><b>Terms &amp; Conditions</b></p> <ul style="list-style-type: none"> <li>Kindly check the PAX name(s) before you proceed.</li> <li>Ticket name changes are not permitted once issued.</li> </ul> <p><input type="checkbox"/> I have read and agree the Terms &amp; Conditions</p> <p style="text-align: right; font-weight: bold; color: #0070c0;">YOU ARE PAYING    PHP    <b>3735.00</b></p> <div style="text-align: right; margin-top: 10px;"> <span style="background-color: #e67e22; color: white; padding: 5px 15px; border-radius: 3px;">BACK</span> <span style="background-color: #e67e22; color: white; padding: 5px 15px; border-radius: 3px; margin-left: 10px;">REPLAN</span> <span style="background-color: #e67e22; color: white; padding: 5px 15px; border-radius: 3px; margin-left: 10px;">BOOK</span> </div>																

After fill up the information, click the Book button.

# AIRLINE BOOKING GUIDE



**BOOKING SUMMARY**

**PASSENGER DETAILS**

**Adult Details**

Name	DOB	Baggage
MRAlexander Apuntar	09/21/1982	Up to 15kg

**TRIP DETAILS**

Journey Details		Fare Details	
FLIGHT	5J-859	1 Adult(s) - 2319	2319.00
CLASS	Z	Taxes & Fees	1152.00
DATE	17-Jan-2017	Transaction Fee	40.00
DEPARTURE	Manila (MNL), 10:00:00	Total Cost	3511.00
ARRIVAL	Zamboanga (ZAM), 11:40:00		

**Book** **Cancel**

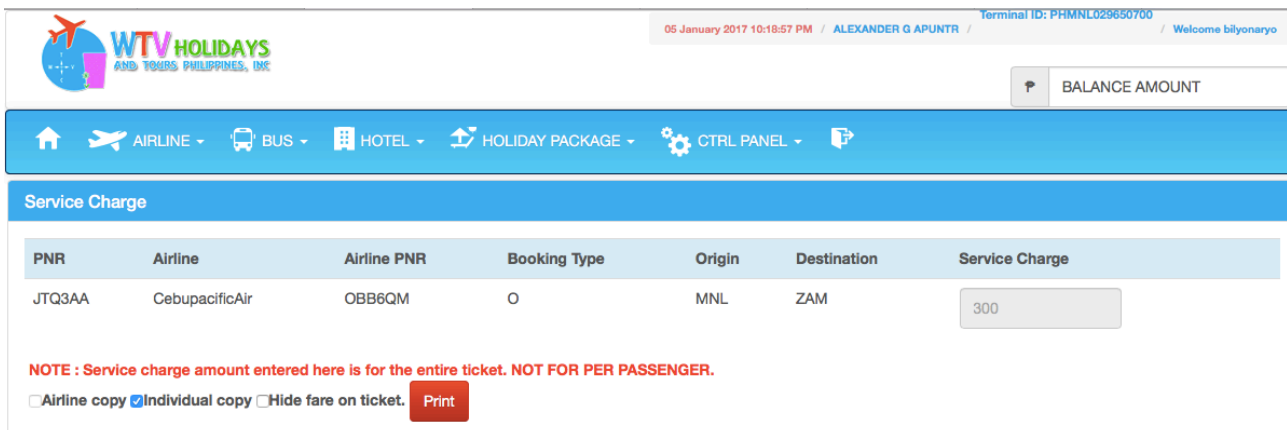
**CONFIRMING YOUR REQUEST**

Terms & Conditions

- Kindly check the PAX name(s) before you proceed.
- Ticket name changes are not permitted once issued.

**YOU ARE PAYING PHP 3735.00**

Once double check the bookings, click the **BOOK** button for final confirmation.



**Service Charge**

PNR	Airline	Airline PNR	Booking Type	Origin	Destination	Service Charge
JTQ3AA	CebupacificAir	OBB6QM	O	MNL	ZAM	300

**NOTE : Service charge amount entered here is for the entire ticket. NOT FOR PER PASSENGER.**

Airline copy  Individual copy  Hide fare on ticket. **Print**

After booking, Service Charge section will appear and you may now print a copy of your itinerary by clicking the **Print** Button.

# AIRLINE BOOKING GUIDE

All flights booking reference and itinerary can be reprint by clicking the CTRL Panel and Click Account Statement.

05 January 2017 10:20:27 PM / ALEXANDER G APUNTR / Terminal ID: PHMNL029650700 / Welcome bilyonaryo

BALANCE AMOUNT

CTRL PANEL

ACCOUNTSTATEMENT  
CHANGE PASSWORD  
PROFILE

PNR	Airline	Airline PNR	Booking Type	Origin	Destination	Service Charge
JTQ3AA	CebupacificAir	OBB6QM	O	MNL	ZAM	300

NOTE : Service charge amount entered here is for the entire ticket. NOT FOR PER PASSENGER.

Airline copy  Individual copy  Hide fare on ticket. [Print](#)

Click Account Statement

05 January 2017 10:20:47 PM / ALEXANDER G APUNTR / Terminal ID: PHMNL029650700 / Welcome bilyonaryo

BALANCE AMOUNT

Account Statement

Product: All From: 05/01/2017 To: 05/01/2017 [Submit](#) [Export to Excel](#)

Terminal	Product	DateTime	Description	PNR	Credit	Debit	ClosingBalance	Remarks
PHMNL029650700	Airline	05/01/2017 22:21:36	CebupacificAir(MNL-ZAM)-O	JTQ3AA	0.00	3435.00	6565.00	Airline Sales(Agent Extraamount - 300.00 PHP)
	Credit	05/01/2017 22:02:22	Transferred from(WTV Holiday and Tours Philippines Inc)		5000.00	0.00	10000.00	Booking Fund
	Credit	05/01/2017 22:02:19	Transferred from(WTV Holiday and Tours Philippines Inc)		5000.00	0.00	5000.00	Booking Fund

Select the PNR to PRINT.



# AIRLINE BOOKING GUIDE



**AGENT DETAILS**

PHILIPPINES  
09178223454  
anjhelextravel@gmail.com

ISSUED ON: 05-Jan-2017 PNR: **JTQ3AA**



ISSUED BY:

AIRLINE PNR: **OBB6QM**

CebupacificAir,5J,Airline Operations Center Building ,  
Philippines  
Phone:63-2-70-20-888 ,

**PASSENGER DETAILS**

PASSENGER NAME	TICKET NO	BASIC FARE	TAX & OTHERS	GROSS AMOUNT	PAX TYPE	STATUS
MR [REDACTED]	JTQ3AA1	2319.00	1416.00	3735.00	Adult	CONFIRM

**FLIGHT DETAILS**

ORIGIN	DESTINATION	FLIGHT NO	CLASS	DEP.DATE & TIME	ARR.DATE & TIME	FARE BASIS
Manila(TERMINAL 3)	Zamboanga(Zamboanga International Airport)	859	Z	17-Jan-2017 10:00	17-Jan-2017 11:40	-

**SPECIAL REQUEST**

ORIGIN	DESTINATION	TICKET NO	SPECIAL REQUEST	FREQUENT FLYER NO	MEALS	SEAT PREFERENCE	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
Manila	Zamboanga	JTQ3AA1	-	-	-	-	-	-	15k

**FARE DETAILS**

Basic Fare (PHP)	2319.00
Equivalent Fare (PHP)	2319.00
Tax & Others(PHP)	1416.00
VAT Tax (PHP)	0.00
AIG Insurance Fee (PHP)	0.00
Gross Fare(PHP)	3735.00

Taxes & Others : TOTAL TAX - 702 , UP TO 15KG - 224

**RULES AND REGULATIONS**

**Check-in and Boarding Guidelines**

Check-in counters open 2 hours before scheduled time of flight departure and strictly close 45 minutes before flight departure. A confirmed booking shall be cancelled and released to waitlisted guests if you fail to check-in within the prescribed time.

You must be at the boarding gate at least 30 minutes before flight departure as we close the gate 15 minutes before flight departure. Guests not at the boarding gate at the prescribed time will not be allowed to board the aircraft.

**Baggage Information**

Only 1 piece of baggage is allowed to be carried on board provided that it does not exceed the dimensions 56cm x 36cm x 23cm for Airbus flights and 56cm x 35cm x 20cm for ATR flights. It should not weigh more than 7kg for all flights except in Caticlan which has a maximum hand baggage weight of 5kg. Items determined by us to be of excessive weight or size or of an offensive nature will not be permitted on-board.

**Travel Documents**

You are solely responsible to secure and comply with the immigration, customs, travel and legal requirements of your destination country. Since we are a point-to-point carrier, we will not accept guests transiting without visa and will not be responsible for any connecting flight arrangement you may choose to make.

**Online Booking Cut-off**

Internet bookings are not permitted within 3 hours and 59 minutes from the scheduled time of departure. If you wish to travel within this time, you may contact our Call Center at (+632) 70-20-888 or (+6332) 230-8888 to check availability of your preferred flight. Booking can only be done at our sales offices or airport sales counters

Save As Word

Print

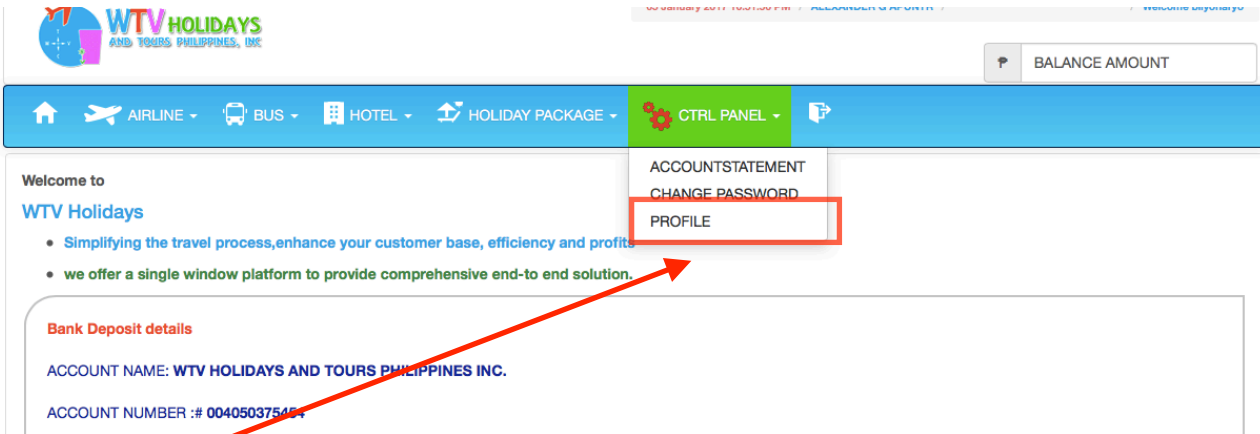
Click PRINT or you may save it to Document File.



# AIRLINE BOOKING GUIDE

## How To Adjust Mark Up for Flight Ticket?

To Adjust the Mark Up for Flight Ticket, Open the CTRL Panel.



The screenshot shows the website's navigation bar with a 'CTRL PANEL' dropdown menu. The 'PROFILE' option is highlighted with a red box. A red arrow points from the 'PROFILE' option to the 'Bank Deposit details' section below.

WTV HOLIDAYS AND TOURS PHILIPPINES, INC

BALANCE AMOUNT

AIRLINE | BUS | HOTEL | HOLIDAY PACKAGE | CTRL PANEL

Welcome to  
WTV Holidays

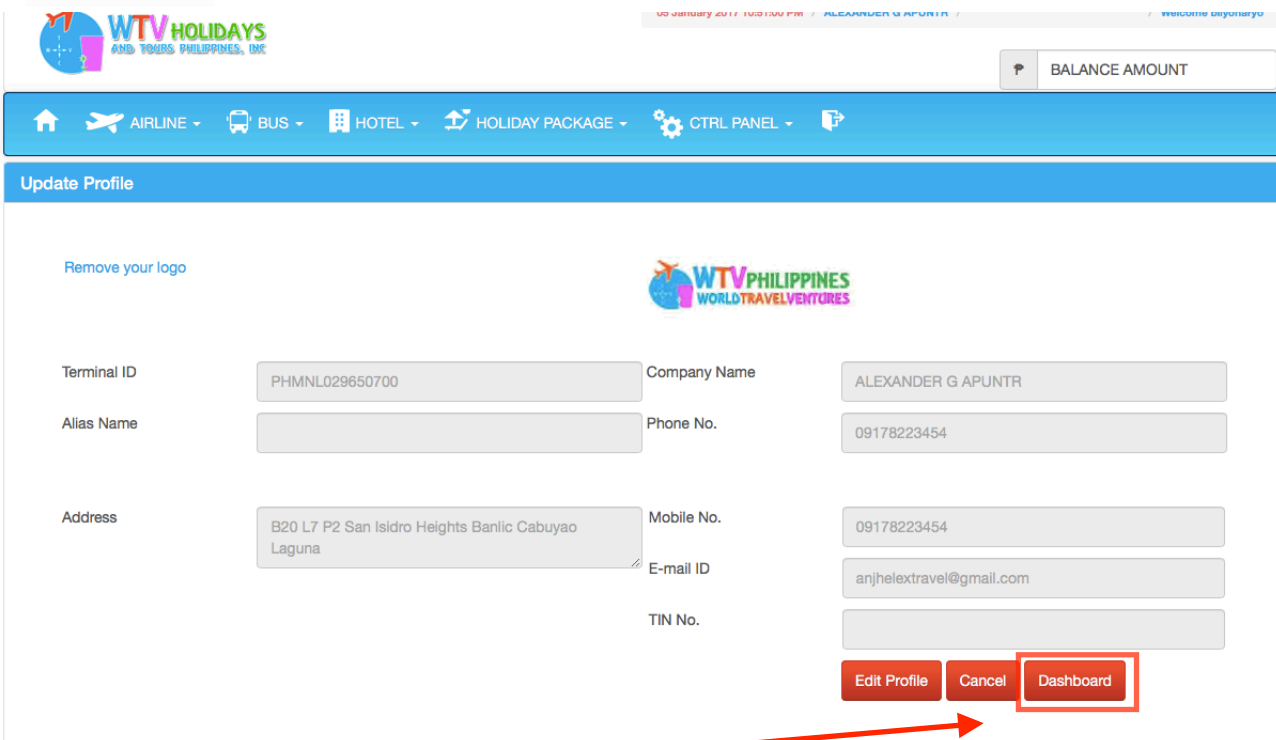
- Simplifying the travel process, enhance your customer base, efficiency and profits.
- we offer a single window platform to provide comprehensive end-to-end solution.

Bank Deposit details

ACCOUNT NAME: WTV HOLIDAYS AND TOURS PHILIPPINES INC.

ACCOUNT NUMBER :# 00405037545

Click Profile.



The screenshot shows the 'Update Profile' form. The 'Dashboard' button is highlighted with a red box. A red arrow points from the 'Dashboard' button to the 'Click Dashboard.' text below.

WTV HOLIDAYS AND TOURS PHILIPPINES, INC

BALANCE AMOUNT

AIRLINE | BUS | HOTEL | HOLIDAY PACKAGE | CTRL PANEL

Update Profile

Remove your logo

WTV PHILIPPINES  
WORLD TRAVEL VENTURES

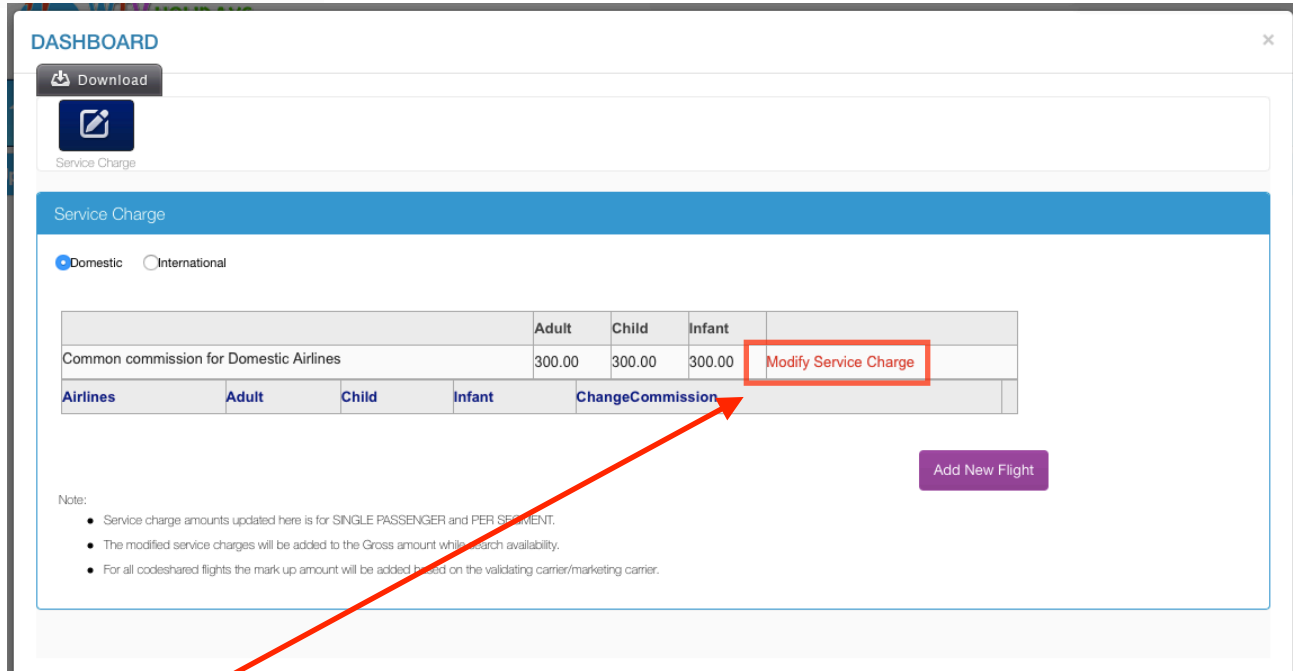
Terminal ID	PHMNL029650700	Company Name	ALEXANDER G APUNTR
Alias Name		Phone No.	09178223454
Address	B20 L7 P2 San Isidro Heights Banlic Cabuyao Laguna	Mobile No.	09178223454
		E-mail ID	anjheltravel@gmail.com
		TIN No.	

Edit Profile | Cancel | Dashboard

Click Dashboard.

# AIRLINE BOOKING GUIDE

Update Service Charge.



**DASHBOARD**

Download

Service Charge

Service Charge

Domestic  International

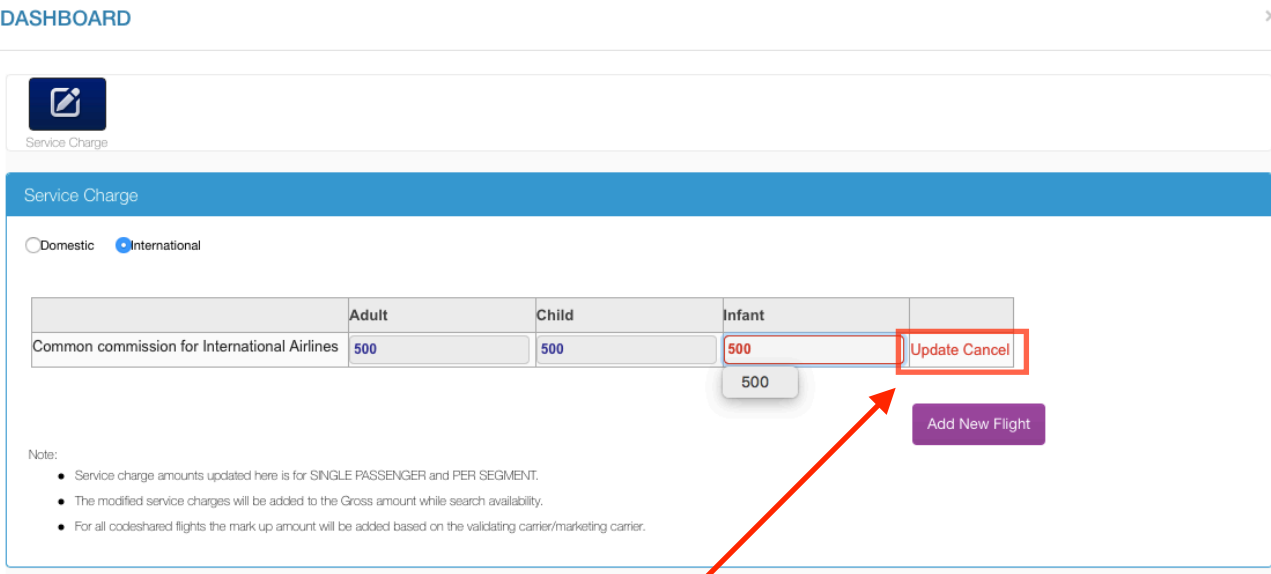
	Adult	Child	Infant	
Common commission for Domestic Airlines	300.00	300.00	300.00	Modify Service Charge
Airlines	Adult	Child	Infant	ChangeCommission

Add New Flight

Note:

- Service charge amounts updated here is for SINGLE PASSENGER and PER SEGMENT.
- The modified service charges will be added to the Gross amount while search availability.
- For all codeshared flights the mark up amount will be added based on the validating carrier/marketing carrier.

Click Modify Service Charge.



**DASHBOARD**

Service Charge

Service Charge

Domestic  International

	Adult	Child	Infant	
Common commission for International Airlines	500	500	500	Update Cancel
			500	

Add New Flight

Note:

- Service charge amounts updated here is for SINGLE PASSENGER and PER SEGMENT.
- The modified service charges will be added to the Gross amount while search availability.
- For all codeshared flights the mark up amount will be added based on the validating carrier/marketing carrier.

Once already updated the Service Charge, Click Update.



## AIRLINE BOOKING GUIDE

**How To Do Group Booking or Book a Flight of more than 10 Person?**

### GROUP BOOKING

(Offline Request)

#### FLIGHT DETAILS

Route:

Date of Departure/Arrival:

Preferred Airline:

NUMBER OF PASSENGERS:

No. of Adults:

No. of Child:

No. of Infant:

#### GROUP BOOKING PROCEDURE: (Offline Request)

1. Send details through email to our Admin Support with proper format and labeling. (email: [admin@wtvphilippines.com](mailto:admin@wtvphilippines.com))
2. Quotation will be given by Admin Support.
3. Confirmation from Agent in the quotation send by Admin Support.

Minimum of 10 passenger

(Except for 5J which Requires minimum of 15 passengers)

#### NOTE:

- (1) Given quotation will depend on the airline's response on the availability of the request.
- (2) Airline's terms and condition applies.



# AIRLINE BOOKING GUIDE

## How To Do Rebooking?

### FOR REBOOKING

#### FLIGHT DETAILS

Airline PNR:

WTV PNR:  
NAME OF PASSENGER(s):

#### REBOOKING DETAILS

Requested Date:

Requested Time:

Requested Route:  
BAGGAGE:

REMARKS/SSR:

#### REQUESTING AGENT DETAILS

COMPANY NAME:

NAME OF CONTACT PERSON:

Terminal ID:

Contact Number:

#### REBOOKING PROCEDURE:

1. Send details through email to our Admin Support with proper format and labeling. (email: [admin@wtvphilippines.com](mailto:admin@wtvphilippines.com))
2. Quotation will be given by Admin Support.
3. Confirmation from Agent in the quotation send by Admin Support.





## AIRLINE BOOKING GUIDE

### REBOOKING TIME LIMIT

DOMESTIC and INTERNATIONAL:

AK/Z2/PQ: more than 48 hours prior departure

PR: depend on ticket restrictions

5J: 6 hours before flight departure

**NOTE:** Unable to rebook ticket within the time limit, will subject ticket to be forfeited.

### VOIDING PROCEDURE:

1. Send details through email to our Admin Support with proper format and labeling. (email: [admin@wtvphilippines.com](mailto:admin@wtvphilippines.com))
2. Quotation will be given by Admin Support.
3. Confirmation from Agent in the quotation send by Admin Support.

## VOIDING

**NOTE:** STRICTLY TO BE FOLLOWED!

Fields marked with (\*) are mandatory. Incomplete details will not be attended.

### FLIGHT DETAILS

Airline PNR:





## AIRLINE BOOKING GUIDE

- WTV PNR:  
REQUESTING AGENT DETAILS COMPANY NAME:  
NAME OF CONTACT PERSON:
- Terminal ID:
- Contact Number:

**VOIDING FEE :** Php 300.00 (INTL) / per ticket

Php 130.00 (DOM) / per ticket

**VOIDING LIMIT:** Same day issuance

**NOTE:** FSC/ PR issued ticket can be void same day issuance

**NON - VOIDING:** 5J/DG/Z2/PQ/AK/3K

### CONDITION

- (1) Airline terms and condition applies.
- (2) Additional charges and penalties applies depending on the conditions attached to the fare.
- (3) Please check the fare conditions relating to the selected airfare(s)
- (4) Amendment and any form of alteration in the ticket is sticktly prohibited.



# AIRLINE BOOKING GUIDE

## BAGGAGE ALLOWANCE

### DOMESTIC CARRIERS

AIR ASIA/ZEST AIR		
BAGGAGE ALLOWANCE	REGULAR RATE	SENIOR RATE
15KLS	Php 170.00	Php 152.00
20KLS	Php 280.00	Php 250.00
25KLS	Php 580.00	Php 518.00
30KLS	Php 900.00	Php 804.00
40KLS	Php 1,700.00	Php 1,518.00

**CONDITION:** Available at the time of booking and up to 4hrs prior flight departure.

CEBU PACIFIC/TIGER AIRWAYS		
BAGGAGE ALLOWANCE	REGULAR RATE	SENIOR RATE
10 KLS	Php 224.00	Php 200.00
15 KLS	Php 224.00	Php 200.00
20 KLS	Php 358.00	Php 320.00
30 KLS	Php 728.00	Php 650.00
40 KLS	Php 1,120	Php 1,000.00

**CONDITION:** Available at the time of the booking and up to 4hrs prior flight departure.

PHILIPPINE AIRLINES/PAL	
BAGGAGE ALLOWANCE	REGULAR RATE
10KLS	Php 200.00
15KLS	Php 200.00
20KLS	Php 350.00
30KLS	Php 675.00
45KLS	Php 1,250.00
SPORT EQUIPMENT	Php 1,200.00

**CONDITION:** Available at the time of booking and up to 4hrs prior flight departure.

### NOTE:

- FBA (Free Baggage Allowance) for PR
- Airlines with the option of GO LITE do not have FBA (Free Baggage Allowance) instead can add and modify baggage allowance
- Add on baggage will be added with certain amount depending on the size

### INTERNATIONAL CARRIERS

GDS CARRIERS	
ROUTE	BAGGAGE ALLOWANCE
Atlantic	2 pcs
Pacific	
Eastern Hemisphere	40/30/20 KGS



## TRAVEL INSURANCE

### PROCEDURE

Name of person:

Contact No.

Email Address:

Date of Birth:

Place of Birth:

Scanned copy of Valid ID (Passport/SSS/TIN/GSIS):

Complete Address:

ZIP Code:

Nature of Work:

Nature of Employer/Business:

Source of Funds:

Name of Beneficiary

Contact No:

(Please indicate relation from the person)

**NOTE:** STRICTLY TO BE FOLLOWED! Fields marked with (\*) is mandatory.  
Incomplete details will not be attended.

- (1) Given quotation will depend on the supplier's response on the availability of the request.
- (2) Hotel terms and condition applies.



# TRAVEL INSURANCE

## TRAVEL GUARD STANDARD AND ENHANCED INSURANCE

### Description of Benefits

#### MEDICAL EXPENSES

Reimburses expenses incurred overseas due to sickness or accidents the insured person suffered during the trip.

- Hospital confinement and medicine
- Professional fees
- Ambulance service
- Examinations and laboratory tests

#### MEDICAL EVALUATION

Arranges for the most appropriate means to evacuate the insured person to another location for medical treatment or return to the Philippines

#### REPATRIATION EXPENSES

Arranges and pays for the expenses to return the mortal remains to the Philippines in the event of death due to sickness or accident during the trip. Expenses include:

- Cost of transporting the remains
- Service / supplies provided by the mortician



## TRAVEL INSURANCE

### PERSONAL ACCIDENT

Provides P1, 000,000 lump sum benefit for death or disablement due to accident suffered during the trip.

### CHILD GUARD

Arranges and pays for transportation and accommodation expenses of an adult family member to take care of minor children who are traveling with the insured person and accompany them home in the event of hospitalization during the trip.

### COMPASSIONATE VISIT

Arranges and pays for transportation and accommodation expenses of an adult family member of the insured person is hospitalized for more than five days during the trip and no adult family member is traveling with the insured person.

### BAGGAGE DELAY

Reimburses purchase of necessary clothing and toiletries if check-in baggage is delayed for more than 12 hours.

### TRIP CANCELLATION

Pays for loss of travel fare and / or accommodation expenses paid in advance and not refundable in case trip had to be cancelled due to any of the following events:

- Death, serious injury or sickness of the insured person, spouse parent, parent-in-law, child, grandparent, brother, sister, business partner or co-director.
- Unexpected outbreak of strike, riot, civil commotion at the planned destination.







# TRAVEL INSURANCE

## TRIP TERMINATION

Pays for the loss of travel fare and/or accommodation expenses paid in advance and not refundable, if after the commencement of the trip, the insured person had to return to the Philippines due to any following events:

- [?] Death, serious injury or sickness of the insured person, spouse parent, parent-in-law, child, grandparent, brother, sister, business partner or co-director who is a resident of the Philippines.**

## BAGGAGE AND PERSONAL EFFECT

Loss: Pays actual or replacement cost of baggage lost due to theft.

Damage: Repairs or reinstates baggage (with allowance for depreciation, wear and tear) damaged while in the possession of the hotel staff or common carrier.

## FLIGHT DELAY

Reimburses expenses in flight is delayed for more than 12 hours due to severe weather conditions, strike of airline personnel or equipment failure of aircraft.

## LOSS OF TRAVEL DOCUMENTS

Reimburses costs of additional hotel, travel, and communications expenses necessary in obtaining replacement of lost passport or visa.

## PERSONAL LIABILITY ABROAD

Covers beneficiary against legal liability for bodily injury or property damage to third parties due to negligence.

### **FREE 24 HOUR WORLDWIDE TRAVEL ASSISTANCE**

**NOTE: DISCLAIMER:** Details provided here with contain only general description of coverages and is not a statement of contract.





## HOTEL BOOKING GUIDE

### HOTEL QUOTATION REQUEST FORMAT

No. of person: PREFERRED HOTEL:

Check in date:

Duration of stay:

REMARKS/SSR/INCLUSION:

REQUESTING AGENT DETAILS

COMPANY NAME:

NAME OF CONTACT PERSON:

Terminal ID:

Contact Number:

NOTE:

STRICTLY TO BE FOLLOWED! Fields marked with (\*) is mandatory.  
Incomplete details will not be attended.

- (1) Given quotation will depend on the supplier's response on the availability of the request.
- (2) Hotel terms and condition applies.





## BOOKING PROCEDURES

Dear Travel Partner: This brief overview will discuss the typical restrictions and a number of concerns that you may want to address when you book for tickets in **WTV Holidays**. Please be reminded, that all airlines enforces different policies and each may vary from time to time without prior notice. It is important that you should understand the regulations of your ticket and always check updates with the airlines. For best assistance, please consult Air Support.

### AGENT'S MUST – KNOW INFORMATION

: **WTV Holidays** gives integration of LCC (Low Cost Carrier) and FSC (Full Service Carrier) for Domestic and International airline bookings.

: Airline bookings are commissionable – service charge can be modified on the portal.

: ONLINE/LIVE: Airline Reservation is automated on **WTV Holidays** and bookings can be made directly on the portal.

### APPLICABLE FEES

#### **New Issuance:**

Domestic Bookings: Php 100.00 per person and per way

International Bookings: (LCC) Php 250.00 per person / One Way or Round Trip

International Bookings: (FSC) Php 250.00 + Php 90.00 IPP (Insurance Protection Plan)

#### **Terminal Fee:**

Domestic Flights: Php 200.00 per passenger for flights departing NAIA (MNL) and MCIA (CEB) are included on the fare.





International Flights: Php 550.00 per passenger for flights departing MNL included in the fare.

## BOOKING PROCEDURES

### PH Travel Tax:

Php 1620.00 included already for all Full Service Carriers (GDS) and Cebu Pacific International flight.

Lost Cost Carriers will be settled before departure.

### Ticket Amendments:

Penalties and charges will depend on ticket restrictions. **NOTE: WTV Holidays Transaction Fees are all NON-REFUNDABLE.**

**WHAT IS AN AIRLINE TICKET?** It is a document issued by an airline, to confirm that an individual has purchased a seat on a flight on an aircraft.

**OPEN RETURN TICKET:** is a flexible ticket in which the passenger doesn't have to specify the exact time and date of his return on his itinerary. This ticket is usually valid for one year unless stated otherwise. This is only applicable for selected booking class. To book for OPEN RETURN TICKET, please check directly to the airlines.

### TICKET RESTRICTIONS

As a Ticketing Agent, please ensure to understand the restriction of the ticket(s) you have.

**Non Transferable:** Only the person whose name is printed on ticket may use it.

**Non Endorsable:** The Ticket can't be used for travel on another airline.

**Non Refundable:** Ticket cannot be refunded.

**Non Reroutable:** Itinerary of the ticket can't be changed.

### TICKET VALIDITY

Tickets are usually valid for a year from date of issue unless stated otherwise on the ticket. Please always check your ticket.



## BOOKING PROCEDURES

### AGENT REMINDERS!

As a Ticketing Agent, it is your responsibility to

- ✓ Inform the passenger(s) the terms and conditions attached to the fare.
- ✓ Ensure that the flight reservation of your passenger(s) are confirmed and ticketed.
- ✓ That all the information and documents to be provided for booking are authentic and valid.

### WTV Agent Reminder!

- ✓ **WTV PHILIPPINES** is not accepting direct transaction from the passenger(s). All **WTV Holidays** transaction and other related concerns must be done through to the ticketing agent who made the reservation.
  - ✓ **STRICTLY PROHIBITED!** Amendment of ticket without authorization is not allowed and punishable by law.
  - ✓ You should only deliver airline - related concerns to ADMIN Team. Any concerns sent to ADMIN TEAM beyond airline-related matters will not be attend.
  - ✓ ADMIN Team may require documents for ticket issuance to secure passenger information.
  - ✓ Email always for proof of reply.
  - ✓ **TEXT MESSAGES** can also be used for follow up but confirmation sent through any forms of instant message will be acknowledged.



- ✓ Follow up details on the pertaining concern should only be directly on the same email sent by Admin Team. Any follow up response on different email may not be acknowledged.
- ✓ It is important to deliver information comprehensively. Please use the

## BOOKING PROCEDURES

email inquiry format as a reference to ensure that your email inquiry is acceptable to our Admin Team.

### MANDATORY ELEMENTS FOR AIRLINE BOOKING

#### PASSENGER NAME RECORD (PNR)

It serves as the airline’s reference on passenger’s details of reservation and other information related to a passenger(s) itinerary. It also contains service-related information which the airline may use for passenger handling.

#### PNR ELEMENTS

**SEGMENTS:** It pertains to flight, hotel and car or cruise obtained by the passenger(s).

**NAME:** It consists of passenger’s family name, given name and title.

**CONTACT:** Reference of contact information of a ticketing agent and its passenger(s)

**RECEIVED FROM:** It identifies the ticketing agent who made the reservation.

**TICKETING :** It indicates the type of ticketing arrangements made to provide tickets to a passenger.

#### NUMBER OF PASSENGERS PER PNR

AIRLINE	PR	5J	2P	Z2	PQ	DG	INT’L
NO. OF PAX/PNR	7	7	4	7	7	7	7

Total number of passenger per PNR for combination of all passenger type

(Adult - ADT, Child - CNN & Infant - INF ).



## BOOKING PROCEDURES

### NAME ELEMENTS

Some airlines may require specific titles. Check with the airlines.

TITLE	EXPLANATION	ADDITIONAL INFO
<b>MR or MS</b>	12 years old and above	ADT
<b>MSTR or MIST</b>	2 years old to 11 years old	CHD / CNN
<b>INF</b>	1 month to 23 months old	INF

**NOTE:** To create name element for infant, it must be associated to an Adult PNR.

### WTV BOOKING REMINDER!

- (1) To book for child and infant passenger, it must be associated to an adult PNR. Please secure a copy of Infant's Birth Certificate for documentation. Child's age must not exceed within 11 year's old and 11 months.  
(6 months before travel period).
- (2) Name Extension (e.g. JR, III, IV, V) must be put after the last name of passenger.
- (3) For Unaccompanied Minor please secure DSWD Permit, Authorization Letter from Guardian allowing the Minor to travel alone and valid IDs for documentation. Airlines fees and charges apply. Some airlines do not allow children to travel alone for Unaccompanied Minor(s) please check with the airlines.

- (4) Senior Citizen (DSCNT) is not allowed to be combined with other passenger types (must be done in separate booking). Ensure to secure a copy of OSCA ID.

## BOOKING PROCEDURES

- (5) Please indicate SSR – Special Service Request for passenger with special needs for best airline passenger assistance.

### TYPES OF TRAVEL

<b>One Way</b>	<b>Can be done through BIYAHEKO</b>
<b>Round Trip</b>	Can be done through BIYAHEKO (Recommended: book with the same airlines)

These are the types of travel which can be booked on the portal.  
For Multi-destination Itinerary, please consult Air Support.

### REFUND

AIRLINE	CONDITION
<b>PHILIPPINE AIRLINES PAL EXPRESS</b>	Refundable on regular fares only.
<b>CEBU PACIFIC AIR</b>	Non-refundable – Subject to “TRAVEL FUND” for regular fares only. Transferrable but will be subjected to fees and taxes plus documentations to be advised by airlines. Valid for 90 days from the date of issue. If balance or full amount is not utilized within 90 days, the amount is forfeited.
<b>TIGER AIRWAYS JETSTAR</b>	Non - refundable
<b>AIR ASIA ZEST</b>	Non-refundable/Non-transferable – Subject to “Credit Shell”. Filing procedure: online process. Passenger should create an account at <a href="http://www.airasia.com.ph">www.airasia.com.ph</a> Valid for 90 days from the data issue. If balance or full amount is not utilized the 90 days, the amount is forfeited.

### NOTE:

- (1) Subject to documentation and airline evaluation and approval.





- (2) To be processed directly at the airline by the passenger or can be done by the Travel agent through . (Only Travel Agents are allowed to transact directly at **WTV Holidays**, direct transaction from the passenger(s) is

## **BOOKING PROCEDURES**

not permitted).

- (3) WTV Transaction fee is NON REFUNDABLE.
- (4) Refund process period  
(Domestic: 2-3 months and International: 4-6 months upon filing).
- (5) Refund may be applied in accordance to the restriction attached to the ticket.

### **Valid reasons for possible FULL REFUND:**

- (1) Airline flight cancellation. (to be advised by airlines)
- (2) Death of passenger or immediate family member.
- (3) Medical reasons  
(Subject to documentations, evaluation and approval of airlines)





## FERRY

WTV Holidays Ferry partners!

### OCEAN JET

Ocean Fast Ferries, Inc. (OFFI) is a domestic shipping company based in Cebu City and operates several fast ferries in Visayas and Mindanao.

See <http://oceanjet.net>

### GENERAL GUIDELINES FOR FERRY BOOKING

As a Ticketing Agent, it is your responsibility to

- ✓ Ensure that the booking of your passenger(s) are ticked.
- ✓ Inform passenger(s) the terms and conditions of the ticket set by the carrier.
- ✓ That all the documents to be provided in booking are authentic and valid.
- ✓ That all the information to be provided are true and correct.

### WTV AGENT REMINDERS!

- ✓ WTV PHILIPPINES is not accepting direct transaction from passenger(s).

All WTV Holidays transactions and other related concerns must be done through to the ticketing agent who made the reservation.

- ✓ STRICTLY PROHIBITED! Amendment of ticket without authorization is not Allowed and punishable by law.





- ✓ You should only deliver ferry-related concerns to our ADMIN Team. Any concerns sent to ADMIN Team beyond ferry – related matters will not be attended

## FERRY

- ✓ It is important to deliver information comprehensively. Please use the email inquiry format as reference to ensure that your email inquiry is acceptable to our ADMIN Team.
- ✓ ADMIN Team may require documents in ticket issuance to secure passenger information.
- ✓ Email always for proof of reply.
- ✓ Follow up details on the pertaining concern should only be directed on the same email given by ADMIN Team. Any follow up responses on different email will not be acknowledged.

### PROCEDURE FOR FERRY INQUIRY AND QUOTATION REQUEST

STEP 1: Send email inquiry details to ADMIN Team at [admin@wtvphilippines.com](mailto:admin@wtvphilippines.com) with complete details. For best assistance, please provide details as suggested below.

STEP 2: Reply of Acceptance and final confirmation from agent (with supporting documents if required).

### EMAIL INQUIRY FORMAT

### REQUEST FOR DETAILS REQUIRED

#### STEP 1: FOR EMAIL INQUIRY

BOARDING DETAILS (Route/Date of Departure and arrival)





NUMBER OF PASSENGER (please indicate No. of Adult, Child, Infant)

## FERRY

### STEP 2: REPLY OF CONFIRMATION

PASSENGER(S) INFORMATION  
(Name/DOB/Age/Nationality – Please indicate Mr/Ms/Mstr/Mist)

REMARKS/SPECIAL SERVICE REQUEST:

REQUESTING AGENT DETAILS  
(WTV Holidays Terminal ID/All contact numbers/Company Name/  
Yahoo ID)

### NOTE:

- (1) Ocean Jet terms and condition applies.
- (2) Quotation will depend on Ocean Jet's response on the availability of seat request
- (3) Please follow the format provided. Incomplete details will result in delated reply.
- (4) WTV Service Charge is Php 60.00 per pax per way.
- (5) Agent's mark up should be Php 70 – Php 200 only.
- (6) Check in time is must be at least 45 minutes before departure.



Fields marked with (\*) are mandatory. Please ensure to provide correct and complete details. Admin Team will not be liable for incorrect information given by the travel agents.

## FERRY

### OCEAN JET

ORIGIN	DESTINATION
CEBU	Dumaguete
	Tagbilaran
DUMAGUETE	Cebu
	Tagbilaran
TAGBILARAN	Cebu
	Dumaguete
BACOLOD	Iloilo

### BAGGAGE REQUIREMENTS

<b>TOURIST CLASS</b>	15 Kilos Free
<b>OPEN-AIR</b>	15 Kilos Free

**NOTE:** (1) This only applicable for trolley bags /bag packs. Exceeding baggage will be charged Php 10.00 per kilo.

(2) If the item is NOT trolley bag then there is a designated rate (fixed).

### DISCOUNT

<b>Senior Citizen</b>	20% less (with OSCA ID)
<b>Minor</b>	50% less (4-11 years)
<b>Student</b>	15% less (with valid school ID)

**NOTE:** (1) No discounts for promos

(2) Minor fare and student fare discount is only applicable

### HEIGHT STANDARD (for infant passenger)

<b>MALE</b>	41 inches (3ft and 5 inches tall)
<b>FEMALE</b>	39 inches (3ft and 3 inches tall)

**NOTE:** (1) Child (3 years old or below) whose height is more than the above mentioned standard height is required to buy ticket.

(2) Child 4 years old and above is required to buy ticket.



## HOTEL AND HOLIDAY PACKAGE

### HOTEL ONLINE BOOKINGS

Commissionable

Php 300.00 P/R/N for International Php 250.00 P/R/N for Domestic

Hotel reservations are automated on WTV HOLIDAYS and can be booked directly on the portal.

### HOTEL OFFLINE BOOKINGS

Hotel offline request is on book and buy basis

### INBOUND/OUTBOUND TOUR PACKAGES

Offline request (quotation request should be sent to Admin Team through email).

For outbound tour packages, kindly ensure that your client is handling a valid passport and visa (if necessary).

Rates are subject to change without prior notice and until finalize Rooms are subject to availability upon booking and finalization Rates are on net and non-commissionable

**HELP DESK:** Admin Team

### GENERAL GUIDELINES FOR HOTEL AND HOLIDAY PACKAGES BOOKING

As a Tour provider, it is your responsibility to:

- ✓ Ensure that your client(s) tour/hotel reservation is confirmed.
- ✓ Inform your client(s) the terms and conditions of the package set by the Tour/Accommodation supplier.
- ✓ That all the documents and information to be provided for booking are authentic and valid.





## HOTEL AND HOLIDAY PACKAGE

### WTV AGENTS REMINDERS!

- ✓ WTV Philippines is not accepting direct transaction from the guest(s)/tourist(s). All **WTV Holidays** transactions and other related concerns must be done through to the ticketing agent who made the reservation.
- ✓ **STRICTLY PROHIBITED!** Amendment of tour vouchers without authorization is not allowed and punishable by law.
- ✓ Agents can request for Tour Package Rate Sheets through email if the requested tour package is available in **WTV Holiday**.
- ✓ Tour package given by Admin Team only provides land arrangements, airfare is excluded.
- ✓ You should only deliver Hotel and Tour package – related concerns to Admin Team. Any concerns sent to Admin Team beyond tour – related matters will not be attended.
- ✓ It is important to deliver information comprehensively. Please use the email inquiry format as reference to ensure that your email inquiry is acceptable to our Support Team.
- ✓ Admin Team may require documents to secure guest(s) booking information.
- ✓ Email always for proof of reply.
- ✓ Agents may also use FBM/SKYPE/GMAIL for follow up but confirmation sent through any forms of instant message will not be acknowledged.
- ✓ Follow up details on the pertaining concern should only be directed on the same email given by Admin Team. Any follow up responses on different email may not be acknowledged.
- ✓ Please use different email subject for different tour inquiry for best assistance.





## HOTEL AND HOLIDAY PACKAGE

### PROCEDURE FOR HOTEL / TOUR PACKAGE INQUIRY AND QUOTATION REQUEST

**STEP 1:** Send email inquiry to Admin Team at [admin@wtvphilippines.com](mailto:admin@wtvphilippines.com) with complete details. For best assistance, please provide details as suggested below. Quotation will be given by Admin Team.

**STEP 2:** Reply of acceptance and final confirmation from agent (with supporting documents if required).

#### WTV REMINDER!

Quotation will be given at least 24-48 hours upon request. For follow up, agents may send instant message to Packages through:

GMAIL: [travelventures2015@gmail.com](mailto:travelventures2015@gmail.com)

### EMAIL INQUIRY

### REQUEST FOR REQUIRED INFORMATION

#### STEP 1: EMAIL INQUIRY

NUMBER OF PERSON/AGE/NATIONALITY: (Please specify No. of Adult/Child/Infant)

NO OF ROOMS:

DESTINATION:  
PREFERRED HOTEL: (If applicable)

INCLUSIVE DATES:  
REMARKS/INCLUSION:







## HOTEL AND HOLIDAY PACKAGE

REQUESTING AGENT DETAILS  
(WTV Terminal ID/All contact numbers/Company Name)

### STEP 2: REPLY OF CONFIRMATION

- GUEST(S) DETAILS (Name/DOB/Age/Nationality)
- GUEST CONTACT NUMBER
- SUPPORTING DOCUMENTS (If required/Terminal ID)

### NOTE:

- (1) Hotel Supplier's terms and condition applies.
- (2) Quotation will be given at least 24-48 hours upon request and will depend on the supplier's response on the availability of room request.
- (3) Please follow the format provided. Incomplete details will result in delayed reply.

### REQUEST FOR REQUIRED INFORMATION

- NUMBER OF PERSON/AGE/NATIONALITY (Please specify No. of Adult/Child/Infant)
- DESTINATION/SELECTED TOUR PACKAGE: PREFERRED HOTEL: (If applicable)
- INCLUSIVE DATES:



## HOTEL AND HOLIDAY PACKAGE

### REMARKS/INCLUSION:

- REQUESTING AGENT DETAILS  
(WTV Terminal ID/ All contact numbers/Company Name)

### STEP 1: EMAIL INQUIRY

### STEP 2: REPLY OF CONFIRMATION

- GUEST(S) DETAILS (Name/DOB/Age/Nationality)
- GUEST CONTACT NUMBER
- FLIGHT DETAILS  
(Route/Date of Departure and Arrival/ Preferred Airline)
- SUPPORTING DOCUMENTS (If required/Terminal ID)

### NOTE:

- (1) Tour Supplier's terms and condition applies.
- (2) Quotation will be given at least 24-48 hours upon request and will depend on the supplier's response on the availability of Tour Package.
- (3) Please follow the format provided. Incomplete details will result in delayed reply.
- (4) For Twin or Tri City inquiry, kindly indicate the arrival and departing place of guests.  
Fields marked with (\*) are mandatory. Please ensure to provide correct and complete details. Support Team will not be liable for incorrect information given by the Travel Agents

## APPENDICES

### GENERAL TRAVEL DOCUMENTS PASSPORT

It is a document, issued by a national government, which certifies the identity and nationality of its holder for the purpose of international travel. The elements of identity contained in all standardized passport include information about the holder, including name, date of birth, gender and place of birth.

#### NOTE:

- (1) Must be valid at least beyond 8 months before arrival in another country.
- (2) Always check validity of passport before ticket issuance.
- (3) Always use name as on the passport.
- (4) Always retain a copy of the passport.

For more information visit: [www.dfa.gov.ph](http://www.dfa.gov.ph)

### PHILIPPINE TRAVEL TAX

Under Presidential Decree (PD) No. 1183, as amended by PD 1205, Batas Pambansa (BP) 38 and Executive Order (EO) 283, Filipinos and other nationals travelling to other countries are required to pay travel tax before departure from the Philippines.

#### Who Must Pay Travel Tax?

- Filipino nationals
- Permanent resident aliens
- Non-resident aliens who have stayed in the Philippines for more than one (1) year.

## APPENDICES

### Who Are Exempted?

1. Filipino overseas contract workers
2. Minors from 2 to 12 years

### Equivalent Documents needed for Tax Exemption

1. OFW – Original copy of OEC/TEC
2. MINORS – Reduce Travel Tax Certificate

For more information visit: [www.tieza.com.ph](http://www.tieza.com.ph)

### VISA

It is a document showing that a person is authorized to enter or leave the territory for which it was issued, subject to permission of an immigration official at the time of actual entry.

**BUSINESS VISA** - for engaging in commerce in the country. These visas generally preclude permanent employment, for which a work visa would be required.

### VISITING RELATIVES AND FRIENDS

**STUDENT VISA** - This allows its holder to study at an institution of higher learning in the issuing country.

## APPENDICES

**TRANSIT VISA** - For passing through the country to a destination outside that country. Validity of transit visas are usually limited by short terms such as several hours to 10 days depending on the size of the country and / or the circumstances of a particular transit itinerary.

**TOURIST VISA** - For a limited period of leisure travel, no business activities allowed.

**DIPLOMATIC VISA** - Is normally only available to bearers of diplomatic passports.

**MINOR VISA**

**SEAMAN VISA**

**SCHENGEN VISA** - A visa enables aliens, subject to visa requirements, to present themselves at the external border of the country which issued the visa or that of another Schengen country and request to be allowed to enter the country. Mere possession of a visa does not entitle automatic right of entry.

See next page reference is VISA requirements

### SCHENGEN COUNTRIES

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

For other types of VISA, please check the respective Embassy

Those not present in the Philippines are generally represented by a MS.

**NOTE:** Beware of

- (1) Fake documents
- (2) Last minute applications
- (3) Facilitators
- (4) Incentive trips: substitutions of the awardee (5) Visa shopping

# APPENDICES

## VISA REQUIREMENTS FOR THE FOLLOWING EMBASSIES

### Embassy/Consulate with Accredited Agencies

- China Embassy
- Japan Embassy
- Singapore
- UAE (Filed at Emirates Airlines)
- Saudi Arabia  
(filed at accredited recruitment agency)

### Schengen VISA that are not allowed through Travel Agencies

- Italy (by appointment and personal appearance)
- Germany (by appointment; pick – up and deliver by courier)
- Estonia (with personal appearance at the Royal Norwegian Embassy)
- Finland (with personal appearance at the Royal Norwegian Embassy)

## Countries with VISA that can be processed by Travel Agencies

- Australia (via visa center)
- Canada (by appointment; Pick up and deliver by courier)
- Cambodia
- Chile
- Egypt
- Ireland
- India
- Indonesia
- Korea
- Kenya

## APPENDICES

- Malaysia
- Myanmar
- New Zealand (via visa center)
- Nigeria
- Pakistan (with personal appearance)
- Panama
- Papua New Guinea
- Romania  
(with personal appearance)
- South Africa
- Thailand
- Taiwan
- Turkey
- UK (with personal appearance)
- USA (with personal appearance and  
interview)
- Vietnam

### Schengen VISA countries that can be processed by Travel Agencies

- Austria (by appointment with personal appearance)
- Belgium (by appointment with personal appearance)

## APPENDICES

- Czech Republic (by appointment with personal appearance)
  - France (by appointment with personal appearance)
  - Greece (by appointment with personal appearance)
  - Hungary (by appointment with personal appearance at Belgium Embassy)
  - Iceland (by appointment with personal appearance at the Royal Norwegian Embassy)
  - Latvia (by appointment with personal appearance at Netherlands Embassy)
  - Malta (by appointment with personal appearance at Spanish Embassy)
  - Netherlands (by appointment with personal appearance)
  - Norway (by appointment with personal appearance)
  - Poland (by appointment with personal appearance at Netherlands Embassy)
  - Spain (by appointment with personal appearance)
  - Sweden (by appointment with personal appearance at the Royal Norwegian Embassy)
  - Switzerland (by appointment with personal appearance)



## APPENDICES

# Know Your Designated Airport Terminals at Manila

### PHILIPPINE AIRLINES

All International Departures and Arrivals Effective April 1, 2013

**PAL (NAIA) TERMINAL 2 (near Nayong Pilipino)**

### Domestic Departures and Arrivals

**PAL (NAIA) TERMINAL 2 (near Nayong Pilipino)**

**NEW (NAIA) TERMINAL 3 (across Resorts World Manila)**

**Bacolod Cebu Davao General Santos Iloilo Kalibo\* Laoag**

**Basco Busuanga Butuan Cagayan de Oro Calbayog Catarman Cotabato Caticlan Dipolog Dumaguete Kalibo\* Legazpi Masbate Naga Ozamiz Puerto Princesa\*\* Roxas Surigao Tacloban Tuguegarao Zamboanga**

**Puerto Princesa\*\* Tagbilaran**

**\* Kalibo flights 2969, 2975, 2971 (departures) / 2970, 2976, 2972 (arrivals)**

**\* Kalibo flights 249 (departure) / 250 (arrival)**

**\*\* Puerto Princesa flights 2781, 2787 (departures) / 2782, 2788 (arrivals) for travel 15Dec2014-08Jan2015**

**\*\* Puerto Princesa flights 2785 (departure) / 2786 (arrival) for travel 15Dec2014- 08Jan2015 only**

**only. After 08Jan2015, all PPS flight depart/ arrive in Terminal 3**

Source: <http://www.philippineairlines.com/flights/whats-my-terminal/>

# APPENDICES

**CEBU PACIFIC/TIGERAIRWAYS SEA AIR**  
 All Flights Via 5J: TERMINAL 3  
 All Domestic and Int'l Flights Via DG: TERMINAL 4

## AIRASIA ZEST AIRPORT OR TERMINAL LISTING FOR Z2 & PQ FLIGHTS

Destination	From Manila (MNL)	To Manila (MNL)
Jinjiang (JJN)	Ninoy Aquino International Airport (Terminal 3)	Jinjiang Airport
Incheon (ICN)		Incheon International Airport
Kota Kinabalu (BKI)		Kota Kinabalu International Airport (Counters 9-10)
Macau (MFM)		Macau International Airport
Shanghai (PVG)		Shanghai Pudong International Airport (Terminal 1)
Kuala Lumpur (KUL)		Kuala Lumpur International Airport 2 (klia2)
Cebu (CEB)		Mactan-Cebu International Airport
Kalibo (KLO)	Ninoy Aquino International Airport (Terminal 4)	Kalibo International Airport
Puerto Princesa (PPS)		Puerto Princesa International Airport
Tacloban (TAC)		Daniel Z. Romualdez Airport
Tagbilaran (TAG)		Tagbilaran Airport

## JETSTAR ASIA (3k) and JETSTAR AIRWAYS (JQ)

Routes:

- Malaysia
- Myanmar
- Singapore
- Taiwan
- Thailand
- Japan
- Hawaii

## APPENDICES

### Australia

- All jet star flights operates at Terminal 1

### MANILA TERMINALS ASSIGNMENT

NINOY AQUINO INTERNATIONAL AIRPORT		
Philippine Airlines		
TERMINAL 2	TERMINAL 3	
Bacolod	Basco	Legaspi
Cebu	Busuanga	Masbate
Davao	Butuan	Naga
General Santos	Cagayan de Oro	Ozamiz
Iloilo	Calbayog	Puerto Prinsesa
Laoag	Catarman	Roxas
Tagbilaran	Caticlan	Surigao
*Kalibo flights (PR249, PR250)	Cotabato	Tablas
	Dipolog	Tacloban
	Dumaguete	Tuguegarao
	Kalibo (except PR249, PR250)	Zamboanga

AIRLINES	AIRPORT TERMINAL
CEBU PACIFIC (5J)	NAIA TERMINAL 3
AIR ASIA ZEST (Z2)	TERMINAL 4 - NAIA Old Domestic Terminal
AIR ASIA PHILIPPINES (PQ)	Clark Airport
SEAIR-TIGERAIRWAYS (DG)	TERMINAL 4 - NAIA Old Domestic Terminal

\*Updated as of December 2015

## APPENDICES

### DOMESTIC AIRPORT CODES

LOCATION	CODE	LOCATION	CODE
BACOLOD	BCD	LAOAG	LAO
BASCO	BSO	LEGASPI	LGP
TAGBILARAN	TAG	MANILA	MNL
BORACAY - CATICLAN	MPH	MARINDUQUE	MRQ
BUTUAN	BXU	MASBATE	MBT
CAGAYAN DE ORO	CGY	SAN JOSE	SJI
CALBAYOG	CYP	NAGA	WNP
CATARMAN	CRM	OZAMIZ	OZC
CAUAYAN	CYZ	PAGADIAN	PAG
CEBU	CEB	PUERTO PRINCESA	PPS
CLARK	CRK	ROXAS CITY	RXS
CORON	USU	SIARGAO	IAO
COTABATO	CBO	SURIGAO	SUG
DAVAO	DVO	TABLAS	TBH
DIPOLOG	DPL	TACLOBAN	TAC
DUMAGUETE	DGT	TAWITAWI	TWT
GENERAL SANTOS	GES	TUGUEGARAO	TUG
ILOILO	ILO	VIRAC	VRC
JOLO	JOL	ZAMBOANGA	ZAM
KALIBO	KLO		

## APPENDICES

### LOW COST CARRIERS

1. 5J Cebu Pacific
2. AK Air Asia
3. PQ Tiger Air
4. JQ Jetstar
5. 5M Skyjet

### FULL-SERVICE CARRIERS

NO	CODE	AIRLINE NAME	NO	CODE	AIRLINE NAME
1	KC	AIR ASTANA	26	JL	JAPAN AIRLINES
2	AC	AIR CANADA	27	9W	JET AIRWAYS
3	CA	AIR CHINA	28	KQ	KENYA AIRWAYS
4	NX	AIR MACAU	29	KE	KOREAN AIR
5	NZ	AIR NEW ZEALAND	30	KU	KUWAIT AIRWAYS
6	FJ	AIR PACIFIC LTD	31	LH	LUFTHANSA AIRLINES
7	PX	AIR NIUGINI	32	MH	MALAYSIA AIRLINES
8	NH	ALL NIPPON AIR	33	PR	PHILIPPINE AIRLINES
9	AA	AMERICAN AIRLINES	34	PK	PAKISTAN AIRLINES
10	OZ	ASIANA AIRLINES	35	QF	QANTAS AIRLINES
11	BA	BRITISH AIRLINES	36	QR	QATAR AIRLINES
12	CX	CATHAY PACIFIC	37	BI	ROYAL BRUNEI
13	CI	CHINA AIRLINES	38	KL	ROYAL DUTCH AIRLINES
14	CZ	CHINA SOUTHERN AIRLINES	39	RJ	ROYAL JORDANIAN
15	DL	DELTA AIRLINES	40	SV	SAUDI ARABIA AIRLINES
16	MS	EGYPT AIR	41	SQ	SINGAPORE AIRLINES
17	LY	EL AL ISRAEL	42	TK	TURKISH AIRLINES
18	EK	EMIRATES	43	UL	SRI LANKAN AIR
19	EY	ETIHAD AIRLINES	44	LX	SWISS INTL
20	BR	EVA AIRLINES	45	US	US AIRWAYS
21	AY	FINN AIR	46	TG	THAI AIRWAYS
22	GA	GARUDA AIRLINES	47	SA	S. AFRICAN AIRLINES
23	GF	GULF AIRLINES	48	UA	UNITED AIRLINES
24	HR	HAHN AIR	49	VN	VIETNAM AIRLINES
25	HA	HAWAIIAN AIRLINES	50	VS	VIRGIN ATLANTIC



## BUS

We can discuss further each and every item underneath to start offline:

1. Bus Operator agrees to appoint WTV PHILIPPINES as one of sub-distributors in reselling bus tickets for offline process.
2. Bus Operator will only extend routes, schedules and updated rates, and its central reservation contact information to WTV PHILIPPINES. These details must be regularly updated and relayed to WTVPH if any changes have been made at least one day prior to effectively of price changes.
3. Should there be a fare increase, the bus operator need to notify WTV PHILIPPINES on the changes immediately and will be implemented based on LTFRB (Land Transportation Franchise Regulatory Board) directives.
4. WTV PHILIPPINES will add Php 50.00 to their travel agent partners. Our travel agent partners can add their mark-up to Php 100.00 per bus trip. Both will appear as service charges on Bus E-Tickets to be issued. Rest assured that the actual rate given by the bus operator will never be changed.
5. Processing of Orders will be as follows:
  - a. Passenger books through WTVPH Travel Agents
  - b. Passenger falls under On-request and is cued in WTVPH Customer Service
  - c. WTVPH Customer Service take note of request and sends email to Bus Operator

Reservation Officer. Following information will be provided.



## BUS

- i. Number of Person
  - ii. Name of Master Passenger
  - iii. Origin and Destination
  - iv. Date of Travel and Departure Time
- d. Bus Operator Reservation Officer will check if they have available seats for the trip provided:

i. If Bus Operator has available seats:

1. Bus Operator Reservation Officer will create/provide allocation to WTVPH.
2. After providing allocations, Bus Operator Reservation Officer will reply with seat number and confirmation number to WTVPH Customer Service.

ii. If Bus Operator has no seats available:

1. Bus Operator Reservation Officer will reply to WTVPH Customer Service that there are no more available seats on the desired schedule of departure and should recommend other available seats.

- e. WTVPH Customer Service will notify Travel Agent and inform them that they can reserve/book in their portal.
- f. Our clients who are travel agents will then book through our portal and issue E-ticket for their passengers.
- g. Bus Operator can check bookings thru GIPC system.



## BUS

6. WTVPH Travel Partners bookings to be done at least three (3) days before the trip.
7. Cancellations or rebooking of trips by WTVPH should be done 24 hours before the trip schedule, otherwise the ticket issued is considered sold and paid.
8. WTVPH will provide access and training to Bus Operator on its system features where they can put / provide the allocations. WTVPH will also train WTVPH Travel Partners on how to book bus seats.
9. Bus E-tickets will be issued by WTVPH. Bus Operator will then acknowledge the Bus E-ticket and issue Official Ticket after verification of passenger details. Passengers will be asked to present a valid ID as proof of identity.
10. WTV PHILIPPINES will provide a security deposit to Bus Operator and which will be consumable and refundable should partnership be terminated. Each bus seat sold per trip will be deducted from security deposit. Bus Operator will coordinate with WTV PH on the status of the security deposit on a weekly basis. Should security deposit reaches half, WTVPH should replenish security deposit amount.
11. Both parties will have a proper reconciliation of bus seat on a weekly basis.
12. The agreement shall be for term of (1) year initially and shall be automatically extended for another term at the end of the first term unless and otherwise this is specifically stopped by either party at the time of, or before the, renewal of second term.





## BUS

### BUS BOOKING PROCEDURES & TERMS AND CONDITIONS

1. Customarily, clients [ Travel Agencies] need to basically execute the following in the portal;
  - Schedule search that includes origin, destination, date of travel and number of passenger.
  - Schedule will reject however seat won't appear as available (This option will be asked in future – Generally, our process is offline & we don't have way to automatically see whether seat are available or not. No system linked yet between two parties but this portion is our enhancement in future).
  - Rates are inclusive of Php 160 (Agent's markup is at maximum of 100 only & WTVPH is 60). System will automatically multiply depending on the number of passengers.
  - As usual, agents have to fill-up necessary information at passenger contact, name field and click boarding details. A tick box is available if they want agent's details.
  - Review all information entered then click On-Request. Status will only be pending and they can view details at Bus history.
2. The part where these booking will go to our ADMIN TEAM;
  - They will communicate with the agent if booking is subject for finalization.
  - Our team will email our operator to confirm seat.

## BUS

- Operator will respond with confirmed seat number and reference number which will serve as record locator.
  - It will be acknowledge then all technicalities in finalizing the booking will be done at Admin Team. These include retrieval, segregation of details & modification of status.
  - It has been our tradition to safety perform recap system to prevent issues with agents.
3. Voucher is available & printable at client's portal. It has all the details needed.
- Voucher is required to present at the terminal's counter in replacement of bus ticket one hour before departure (Justifiably, 30 minutes before is possible IF REGULAR days however if holidays, better advise agents to process as early as possible)
  - In the event, passenger arrive closely of being late at the terminal and jumped at the bus thinking that voucher is enough/ acceptable – It's a NO, NO. We are still trying to work- out with the operator re: voucher but as of this moment, it's not possible, only actual ticket will be inspected.
4. Agents are required to request booking 3 days before departure in order for us to have plenty of time to process.
5. Cancellation or rebooking of trips by WTVPH should be done 24hours before the trip schedule otherwise ticket issued is considered sold and paid.

## BUS

- Group booking (Known to be as charter) is entertained during lean season but it's not prioritized during peak season because all their units are needed on holidays.

### Phonetic Alphabet

<b>A - alpha</b>	<b>N - november</b>
<b>B - bravo</b>	<b>O - oscar</b>
<b>C - charlie</b>	<b>P - papa</b>
<b>D - delta</b>	<b>Q - quebec</b>
<b>E - echo</b>	<b>R - romeo</b>
<b>F - foxtrot</b>	<b>S - sierra</b>
<b>G - golf</b>	<b>T - tango</b>
<b>H - hotel</b>	<b>U - uniform</b>
<b>I - india</b>	<b>V - victor</b>
<b>J - juliet</b>	<b>W - whiskey</b>
<b>K - kilo</b>	<b>X - x-ray</b>
<b>L - lima</b>	<b>Y - yankee</b>
<b>M - mike</b>	<b>Z - zulu</b>



## SUPPORT TEAM

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