



FAQ

Below we have listed the answers to some of the most common questions our clients ask. If you have a query that is not answered below, please do not hesitate to contact us.

How do I start working with you?

By completing the **registration application** on this website or www.aletour.com. We will provide you with an **username and password** that will give you access to our online reservation system.

How do I make online bookings?

You should **access** our **online booking system** at Aletour using your username and password. In **three easy steps** you can search, buy and confirm your booking.

What products and services are available?

We offer **hotels, self catering establishments, transfers, car hire, excursions, event tickets and travel/cancellation insurance**. All

Can Aletour be contacted by phone?

A full **team of professional, experienced support agents** are available for any queries or questions, but remember that all bookings are made online.

How do the payments work?

We offer **several payment methods**. The most appropriate method for your agency is agreed at the time of sign-up.

Does the end client have access to the bedsonline online booking system?

Aletour is **exclusively for travel agents**. Usernames and passwords are not provided to anyone else.

All reservations have immediate confirmation; Is it possible to make reservations 'on request'?

No, **all reservations are online** with immediate availability and confirmation. It is not possible to reserve 'on request'.

How do you modify a reservation?

Through our **online reservation system** at aletour.net

How do you find the descriptions of the hotels or travel extras offered online?

When booking, you **will be able to view and/or print** full descriptions of our products.

What is the cancellation policy for all bookings?

This will be included on the **voucher or invoice** when making a booking, since they vary by destination and product.

Is there any cost for working with Aletour?

No, working with Aletour is **absolutely free**. You are only required to be a registered member.

What is the maximum number of rooms that can be booked?

The maximum number of rooms that can be booked in one reservation session is **5 per hotel**.

Booking Center ALETOUR T.O.

UNITED KINGDOM London **Phone** +(44) 2033182614 ext: 532 **Fax** +44 2033007782 uk@aletour.com

IRELAND Dublin **Phone** +(353) 16530889 ext:948 ireland@aletour.com

U.S.A. New York **Phone** +(1) 7188795560 ext:360 **Fax** 1-831-299-3486 usa@aletour.com
Florida **Phone** +(1) 3057491492 ext:329

Official web site www.aletour.com