TRAVEL AGENT TRAINING MANUAL

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Unbeatable Value o Unrivalled Choice o Unlimited Flexibility
Log In Process

To log in to the Funway trade website, please choose which supplier you require from the orange navigation banner at the top of the page.

You will then be taken to the following screen, where your log in details are required:

If you do not have these details, please call agency sales on 0844 557 0649. Otherwise, input your ABTA number, username and password and press ‘Login’.

Once you have logged in, a variety of tools are available including immediate availability and prices on single, twin and multi-centres holidays for your customers!

We also offer you the ability to see special offers, view current brochures and access destination info as well as having the ability to download posters for your shop windows.
Holiday Search

To search for your customers’ holiday, simply click ‘New Client’ in the top left hand corner (under the orange navigation banner):

Although this system is user friendly, please do not hesitate to call Funway’s experienced travel advisors if you have any queries regarding airline schedules, hotel recommendations etc.

USA, Mexico, The Dominican Republic & Curaçao – 0844 557 0626
Sandals Resorts by Funway – 0844 557 0624
Far East & Dubai – 0844 557 3131
How To Book A Single Centre Holiday

If your clients are looking for a single centre holiday in the USA, Mexico, Far East or Middle East, please ensure to choose the following drop down within the ‘Supplier’ field:

**Supplier**

Funway Holidays - Travel Agents

For any Sandals by Funway holiday searches, this will need to be amended as follows:

**Supplier**

Sandals Resorts by Funway

Once the above fits within your clients requirements, please continue to fill out the search engine fields, as per the below:
Please remember, that if you have a valid promo code to enter it in the ‘Promo code’ field:

Promo code

Before clicking the ‘Search’ button, you will see on right hand side additional fields where you can be more specific. For example, if your clients only want to fly with British Airways you can filter this, likewise if your clients only want to stay in a certain hotel. By doing this, it will save you searching through a number of availability options.

Lastly, once all fields are complete click ‘Search’. You will then be directed to the following availability page:

Here you will be able to choose from a variety of airlines, flight times, accommodation choices, car rental and added extras (Activities), such as lounge passes, excursions etc.

Once you have the perfect holiday, simply click ‘Checkout’ where a variety of options are available, such as:

- Email the quote to your customer’s
- Print the quote for your customer’s
- Make any last minute changes to the quote
- Find out the deposit due and the full payment dates
- Or fill out the ‘Traveller Information’ fields to go ahead and confirm

If your customer’s would like to go ahead a confirm, you will also be able to state any special requests and seat preferences before clicking on ‘Complete Booking’
How To Book A Multi-Centre Holiday

When looking to quote or book a twin or multi-centre holiday please be sure to click the ‘Multiple destinations’ holiday type at the top of the search engine availability screen, as per the below:

Once this done, you will see a slightly different screen than you would for a single centre quote, as you can see below:
However, please follow the same concept. So, if your clients are looking for a twin or multi-centre holiday in the USA, Mexico, Far East or Middle East, please ensure to choose the following drop down within the ‘Supplier’ field:

**Supplier**  
Funway Holidays - Travel Agents

For any Sandals by Funway holiday searches, this will need to be amended as follows:

**Supplier**  
Sandals Resorts by Funway

You will then need to ensure you state which region your customer’s twin or multi-centre quote is for from the ‘Destination region’ drop down. The options will be:

- Asia Multi Stop
- USA Multi Stop
- USA & Canada Multi Stop
- USA & Caribbean Multi Stop
- USA & Mexico Multi Stop

You will then need to complete all fields including each destination and duration. The system will automatically pull 2 destinations, however if you require any further destinations please click ‘Add additional destination’:

Add another destination or skip this step and start your vacation search.  
Add additional destination

Once you have completed the form, please click ‘Search’. As per the single centre availability, you will be able to choose flights (inc. the airline and specific flight times), accommodation for each destination, car hire (if required) and any additional extras that your customer is looking for.

When all required components have been chosen, please click ‘Checkout’ – this will supply you with the final price and full details. From here you can either email or print the quotation, as per the single centre holiday search. Alternatively, fill out the ‘Traveller Information’ to confirm the booking.
If you would like to view both the Funway and Sandals by Funway special offers, simply click on the ‘Current Offers’ tab along the orange navigation banner:

This will provide you with a list of current offers / incentives available to you and your clients. Example of these are as follows:
Brochures

To view Funway’s current brochures, please click on the ‘Funway’ tab at the top of the page. Here you will be able to find a URL links to all current brochures to view online and print relevant pages for your customer.
Downloadable Posters

If you click on the ‘Downloadable Posters’ tab on the orange navigation banner, you will be taken to the following page:

Here Funway store their current downloadable posters for use within shop windows. Download as many as you want, when you want!

If you only have 5 minutes to download our window posters, don’t worry about logging in – simply click on the following banner on the homepage:

If you need any further assistance, please do not hesitate to call Funway’s dedicated agency sales team on 0844 557 0649 or email: agenciesales@funway.co.uk