

**Reference:** ECUSD-7731190

**Date of booking:** 03.10.2017

This voucher has to be presented to the Supplier's representative, for whom we act as a booking agent.

## GENERAL DETAILS

Supplier / *This transfer is provided by company:* ITC Bangkok - Thailand

From :	Phuket Airport (HKT)	Total Price
		<b>46.92 USD</b>
To:	Patong Beach , Centra Ashlee Hotel Patong, 237/18 Rat-U-Thit Song Roi, Pee Road	
Number of Pax:	2	
Number of Adults:	2	Paid
		<b>46.92 USD</b>
Number of Children(3-11 years):	0	
Number of Infants(0-2 years):	0	
Luggage up to 2 places		
Customer Name:	MAHXXX ALMOXXX	
Transfer Type:	Return	
Vehicle type:	Shuttle Transfer	
Travel Agent:	intui.travel	

## ARRIVAL INSTRUCTIONS

Flight number:	VZ 830
From :	Bangkok Suvarnabhumi International Airport (BKK)
Local time and date of arrival	Thursday 05 October 2017 at 15:50.
The name of the destination :	Centra Ashlee Hotel Patong, 237/18 Rat-U-Thit Song Roi, Pee Road
Phone number :	+9XXXXXXXXXX
Estimated transfer time	50 minutes

### Arrival instruction:

#### LOCATING YOUR DRIVER

Domestic flights: Your driver will be waiting in front of the Car Rental counters, holding a sign with your name on it.

International flights: Your driver will be waiting in front of Gates 3 & 4 holding a sign with your name on it.

Identify yourself by showing this confirmation to your Supplier, for whom we act as a booking agent.

In the event of being delayed at customs or baggage area, contact the supplier.

There may be a wait for your SHUTTLE at the airport as they run to a schedule. (Maximum wait time 60 min)

#### DIFFICULTY IN LOCATING YOUR DRIVER

Contact your Supplier for assistance. Do not leave without having contacted the Supplier first.

If you have booked a shuttle transfer- the maximum waiting time will be 1 hour.

**Please, note that if you do not have specific instructions on arrival, given above, the agency staff will meet you in the arrivals hall with sign with your name. You need to show them your voucher, and they guide you to transport. If you have any difficulty in finding our representative, please use the contact information in case of emergency and re-confirmation, which is shown on this voucher.**

#### EMERGENCY AND RECONFIRMATION CONTACT DETAILS

Supplier:	ITC Bangkok - Thailand
<i>(for whom we act as Agent) / This transfer is provided by carrier-company</i>	
Reconfirmation Telephone Number:	+66 (0) 899 686 691
24 Hour Emergency Number:	+66 (0) 899 686 691 / +66 (0) 819 562 591
Office Hours:	
Monday - Friday:	08:30 - 17:30
Saturday:	closed
Sunday:	Closed

**+44 1273 828 200**

**The carrier-company is responsible for the providing (or non-providing) of transfer and for a quality of service.**

You can always view, change or cancel your transfer online at: <https://en.intui.travel/account/>

#### Information

**If they do not meet me? What to do. Instruction:**

1. Read the **instruction in the voucher** as above mentioned: should they meet you or should you come up to the meeting point desk?
2. What terminal did you arrive at? And where they should meet you – see the above mentioned instruction.
3. Check: your **phone is available** and can receive calls. Switch on your phone. Maybe they are trying to contact you. Switch on your phone in the mode of receiving calls.
4. Check your phone number: did you indicate namely this phone number while booking?
5. If your flight delayed, did you inform the carrier company? Did you call the transport company? If no, **contact the transport company** by the above mentioned phone numbers.
6. Make screenshots of phone calls dialed up from your phone to the transport company.
7. If you arrived in time, came to the appointed place, **called the transport company**, but you didn't receive any information, nobody replied to your calls or nobody meets you, or at the meeting point desk there is no meeting person:
8. Take a picture of arrival board with your flight, for instance, in this way

Heure Time	Prévu Exp.	Origine Origin	Vol Flight	Remarques Remarks	Retard Delay
09:55	14:10	Tel Aviv	LX 4231		
11:10	12:52	Alicante	EZS 1426		
11:30	11:23	Rome FCO	EY 7055		
11:30	11:17	Madrid	AB 5313		
11:30	11:41	London LHR	UA 9743		
11:40	11:37	Moscow SVO	SU 2380		
11:45	12:20	Malaga	LX 2105	LANDED	
11:50	11:39	Faro	EZS 1462		
11:55	11:53	Casablanca	AT 932		
11:55	12:02	Lisbon	AD 7238		

And/ or take a picture of meeting point desk of the transport company.

9. Then take an alternative transport. **Take a cheque** and be sure to retain the cheque!

10. If the provided car is not of the class specified in your order, then **take a photo** of this car

11. If when booking in the vehicle description there is Wi-Fi, water or etc., then **ask the driver** whether he forgot to offer it )

12. On arrival send us, to Customer Support Center of Intui, your complaint with all the materials as indicated before: **screen, photo, cheque.**

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## GENERAL DETAILS

Supplier / *This transfer is provided by company:* ITC Bangkok - Thailand

To:	Phuket Airport (HKT)	<b>Total Price</b>
		<b>46.92 USD</b>
From:	Patong Beach, Ashlee Patong Resort & Spa, 34/50-57 Prachanukhro Rd, Tambon Patong, Amphoe K	
Number of Pax:	2	
Number of Adults:	2	<b>Paid</b>
		<b>46.92 USD</b>
Number of Children (3-11 years):	0	
Number of Infants(0-2 years):	0	
Luggage up to 2 places		
Customer Name:	MAHMOUD ALMOUALLEM	
Transfer Type:	Return	
Vehicle type:	Shuttle Transfer	
Travel Agent:	intui.travel	

## DEPARTURE INSTRUCTIONS

Flight number:	VJ 831
To :	Bangkok Suvarnabhumi International Airport (BKK)
Flight Departure local date and time	Tuesday 10 October 2017 at 16:20.
Pick up time:	You booked transfer "SHUTTLE-BUS" therefor please proceed <b>according to the instruction</b> in your voucher It is <b>necessary</b> to clarify the <b>exact Pick-up time</b> at the carrier company by phones in your voucher. Or follow by instruction in the voucher.
Estimated transfer time:	50 minutes
The name of the point of departure :	Ashlee Patong Resort & Spa, 34/50-57 Prachanukhro Rd, Tambon Patong, Amphoe K
Phone number :	+96170751067
Departure instruction :	You MUST confirm your pick up time
	Use ONE of the following methods:
	1. Visit <a href="http://www.holidaytaxi.com/en/getbooking">www.holidaytaxi.com/en/getbooking</a> approx 24 hours prior to your departure and follow instructions on the screen.
	2. Contact the supplier 24h prior to departure during their office hours.

Please ensure that you are at your pick up point 10/15 minutes before the confirmed time.

Identify yourself by showing this confirmation to your Supplier, for whom we act as a booking agent.

We cannot accept responsibility for missed transfers and/or subsequent missed flights due to non confirmation of pick up times.

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24 Hour Emergency Number:	+66 (0) 899 686 691 / +66 (0) 819 562 591
Office Hours:	
Monday - Friday:	08:30 - 17:30
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#### Information

If they ?

didn't pick me up. What to do. Instruction:

1. Read the instruction in the voucher as above indicated. Pick up time: should you clarify it the day before your transfer date or not? Try to call the **transport company**.
2. Did you come in time and did you come up to the pick up point?
3. Check: your **phone is available** and can receive calls. Switch on your phone. Maybe they are trying to contact you.
4. Check your phone number: did you indicate namely this phone number while booking?
5. If the car or the shuttle didn't arrive at the appointed time, **call the transport company** by above indicated phones or ask the hotel staff of the reception to do it.
6. **Make screenshots** of phone calls dialed up from your phone to the transport company.
7. You called the transport company, your calls were not replied, you have no information and nobody arrived to pick you up:
8. **Take a picture** of the hotel from outside with the view of entrance, for instance, in this way



9. Then take an alternative transport. **Take a cheque** and be sure to retain the cheque!

10. If the provided car is not of the class specified in your order, then **take a photo** of this car

11. If when booking in the vehicle description there is Wi-Fi, water or etc., then **ask the driver** whether he forgot to offer it )

12. On arrival send us, to Customer Support Center of Intui, your complaint with all the materials as indicated before: **screen, photo, cheque.**