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RESORT**

TJUTA USER **MANUAL**

How to cancel a Tour



CANCELLING YOUR TOUR BOOKING

When in Tjuta, select **View Booking**

You can filter by confirmation number, reference number, arrival date, and guest surname.

Select the booking you want to cancel and press **Cancel**

The screenshot shows the Tjuta user interface. At the top right, there is a user greeting 'WELCOME JANE' with an upward arrow. Below it, a dark red button labeled 'VIEW BOOKINGS' is circled in red. To the right of this button is a 'LOGOUT' link. The main header area says 'WELCOME BACK JANE'. Below the header, there is a 'RETURN' link with a left arrow. The section is titled 'BOOKINGS' with the subtitle 'Find & modify existing bookings'. Below this is a search form with four input fields: 'Voyages Confirmation Number' (containing '13952615'), 'Agent Reference Number' (containing 'Reference #'), 'Arriving on' (containing 'Arriving on'), and 'Guest Surname' (containing 'Guest Surname').

The screenshot shows the booking details page. At the top, there is a table with the following columns: CONFIRMATION #, AGENT REF #, PRIMARY GUEST, ARRIVAL DATE, GUESTS, and STATUS. The first row of data contains: 13952615, 1234, Test1 Test2, 2023-01-20, 3 Guests, and Reserved. To the right of the 'Reserved' status, there are two links: 'VIEW' and 'CANCEL'. The 'CANCEL' link is circled in red. Below the table, there are two tabs: 'HOTELS' and 'TOURS 1'. The 'TOURS 1' tab is active, and it shows 'no accommodations booked'. To the right of the tabs, there is a box containing 'Total Cost \$595.00 AUD' and a 'VIEW RECEIPT' link.

You will be asked if you want to cancel the booking. Select **Yes, Cancel** if you are sure you want to cancel the booking.

Please note: You cannot reinstate a booking once cancelled. You will need to create a new booking.

Please ensure that you cancel in line with Voyages Terms & Conditions as cancellation fees may apply.

Your booking will now show as cancelled and you will receive an email confirming your cancellation.

Note: Tjuta cannot amend bookings. You will need to cancel and rebook for any changes to dates or number of travellers. Should you wish to update the pick up details, please contact the Voyages Reservation Centre on 1300 134 044.

CANCEL BOOKING ⓧ

Booking Reference: 13952615

Accommodations	Tours	Cost
None Selected	TEST - Field of Light Dinner (FOLA15)	\$595.00 AUD

By cancelling this itinerary a refund will be processed on the initial method of payment. This cannot be undone. Please contact us at 1300 134 044 if you have any questions.

YES, CANCEL [NO, DO NOT CANCEL](#)

Voyages Confirmation Number	Agent Reference Number	Arriving on	Guest Surname
13952615	Reference #	Arriving on	Guest Surname

CONFIRMATION #	AGENT REF #	PRIMARY GUEST	ARRIVAL DATE	GUESTS	STATUS
13952615	1234	Test1 Test2	2023-01-20	3 Guests	Cancelled VIEW

HOTELS	TOURS 1
no accommodations booked	

Total Cost
\$595.00
AUD
VIEW RECEIPT

Your tour booking is now cancelled and you will receive a cancellation email to your company's nominated email account.

