

What do I do if I forgot my password?

- Click on Forgot My Password button on the login screen. After logging in 3 times with the incorrect password your account will be locked, you will need to call the online support desk to enable your account. Passwords for GetThere are case sensitive.

Why does the system seem slow at times?

- GetThere applies your company policy and searches for contracted rates, a function that other sites do not do. This requires additional processing time.
- You may be doubling security. Make sure your Internet Explorer settings are at Medium Security under *Tool – Internet Options-Security*.
- If you are outside the network, do not dial into your VPN. Go directly to www.adelmantravel.com and then access GetThere through the link located there.

Why is the system slower than public web sites?

- GetThere is doing many things those sites do not do which takes more time. GetThere searches for your corporate contract rates and applies your company's travel policy to all searches.

When should I Search by Price or Search by Schedule ?

- A Price Search looks for the flights with the lowest fare, within the specified time window as well as any other applied preferences (such as Number of Connections). You will not see a lower fare option that may be available if it is outside the time window.
- A Schedule Search shows you all the flights for the day and you can make your own flight selection. It will still look for lower fares within the time window you have specified.

Why did the system show me flights for a different airport?

- The system defaults to showing you flights into all airports in larger cities to try to find the lowest fare.

I have seen a lower fare somewhere else – why can I not see it in GetThere?

- There may be various reasons why the lowest fare flight is not showing. Check your settings in Air Search under Change Preferences.
 - If you search using *No Advanced Purchase, No Penalty, or Unrestricted* the system will be searching for fully refundable fares, which are more expensive.
- Many public web sites display a "From" rate that may change or may no longer be available when you purchase the flight.
- Some fares may only be available for specific flights.

I am having difficulty finding a specific hotel.

- The address in the database may not match what you entered, for example: 1st St. vs. First St.
- If you entered a specific address or company location, make sure you limit the *Search within* distance to 5 miles or less to limit the number of responses given. Otherwise, the system will show you many hotels and you may need to view more than one page to find your hotel.

Why do hotel web sites allow me to book lower rates than GetThere?

- GetThere does not link to the hotel Internet sites. There are times when hotels put rooms at a discount to sell. However, there are often additional Internet fees and strict penalties attached to those prices for cancellations or changes to the reservation.
- Additionally booking on a hotel website adds more time to the booking process. It does not provide all of the information on one itinerary, which can be inconvenient to the traveler and for expense re-imburement whereas booking through ATG can provide a complete itinerary.
- Booking on Internet sites does not allow your company to use volume to negotiate better rates and there is no way to track travelers whereabouts through our Enroute program.

Can I book a car and/or hotel for dates different than the flights?

- Yes. Once you get to the car and hotel pages within your booking you can adjust the dates and locations at that time.

Is it possible to book multiple hotels for different dates within the same reservation?

- Yes. In order to do this, add the first hotel on the initial hotel screen. Once you get to the *Review Trip Details* screen, select the *Add to Your Trip* option and add any additional hotel dates in at this time.

What is the difference between *Hold* and *Purchase Now*?

- *Purchase Now* will purchase and ticket your flights as well as confirm Car and Hotel reservations.
- *Hold* will save your itinerary and confirm the Car and Hotel but does not ticket your flights. You can come back later to purchase the flights. In order to prevent a Hotel no-show charge, you will want to cancel a "Held" itinerary if you are not going to use it. Also, *airfare is subject to change until ticketed*, so the fare could change until you purchase the ticket.

Can I book at any time?

- Yes. However, if you are booking after normal business hours we will ask that you call our Emergency Services team to ensure that the reservation gets ticketed for the listed airfare. Also, your reservation may also be subject to any applicable company approval process.