


Travel Agent – How to Cancel an Excursion On a Booking

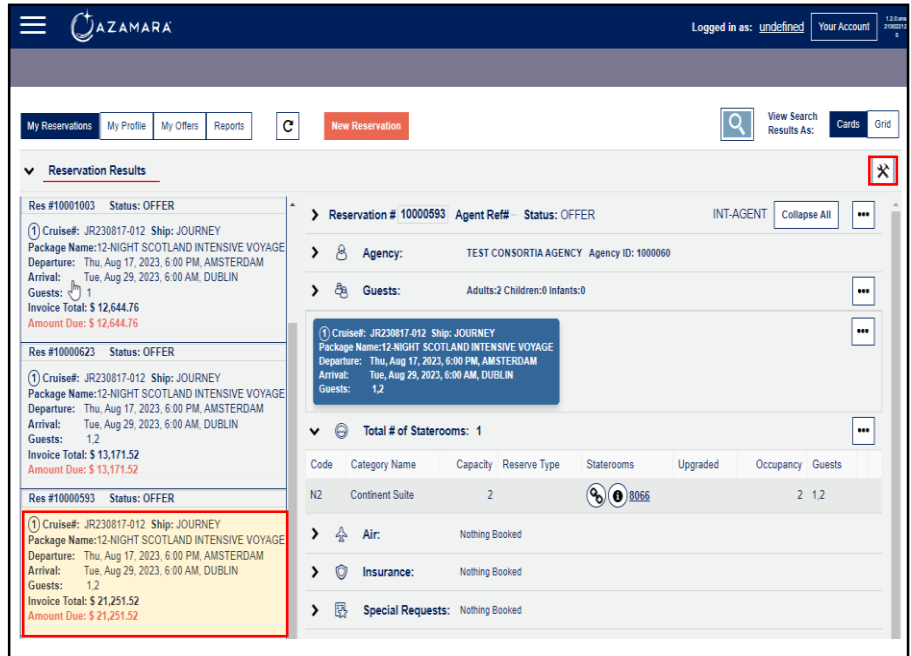
Step 1

Let us start by clicking on the **Your Account** tab. This will open a drop-down menu. Click the **My Reservations** tab.



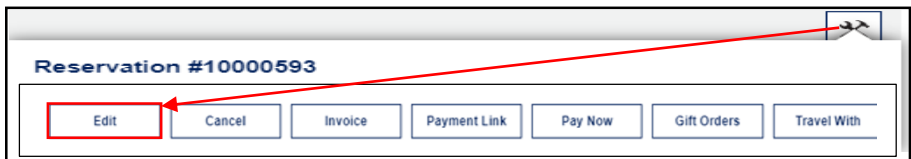
Step 2

This will open the My Reservations screen. You will find our reservation under the **Reservations Results** column. Click on the Reservation you are working with, and it will become **highlighted**. Then go to the right side of the Reservation screen click the **Tools**  symbol.




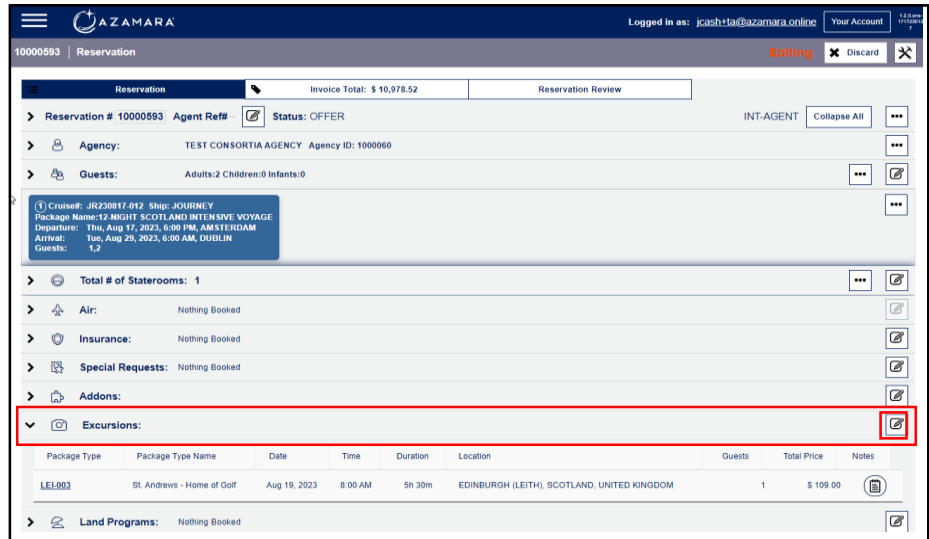
Step 3

This will open the Tools menu. Click the **Edit** tab.



Step 4

You will be brought to the Summary Screen. Scroll down to the **Excursion** line. On the right side of the line click the **Pen & Pad**  symbol.



Reservation # 10000593 | Invoice Total: \$ 10,978.52 | Reservation Review

Reservation # 10000593 Agent Ref: Status: OFFER INT-AGENT Collapse All

Agency: TEST CONSORTIA AGENCY Agency ID: 1000066

Guests: Adults:2 Children:0 Infants:0

(1) Cruise#: JR230817-012 Ship: JOURNEY
Package Name: 12-NIGHT SCOTLAND INTENSIVE VOYAGE
Departure: Thu, Aug 17, 2023, 5:00 PM, AMSTERDAM
Arrival: Tue, Aug 29, 2023, 6:00 AM, DUBLIN
Guests: 1,2

Total # of Staterooms: 1

Air: Nothing Booked

Insurance: Nothing Booked

Special Requests: Nothing Booked


Addons:

Excursions:

Package Type	Package Type Name	Date	Time	Duration	Location	Guests	Total Price	Notes
LEI-003	St. Andrews - Home of Golf	Aug 19, 2023	8:00 AM	5h 30m	EDINBURGH (LEITH), SCOTLAND, UNITED KINGDOM	1	\$ 109.00	

Land Programs: Nothing Booked

Step 5

This will take us to the Booked Excursions screen. Under the Booked Excursions go the Excursions line you wish to cancel. On the right side of the line is a Trash Can symbol. Click on the **Trash Can**  symbol.



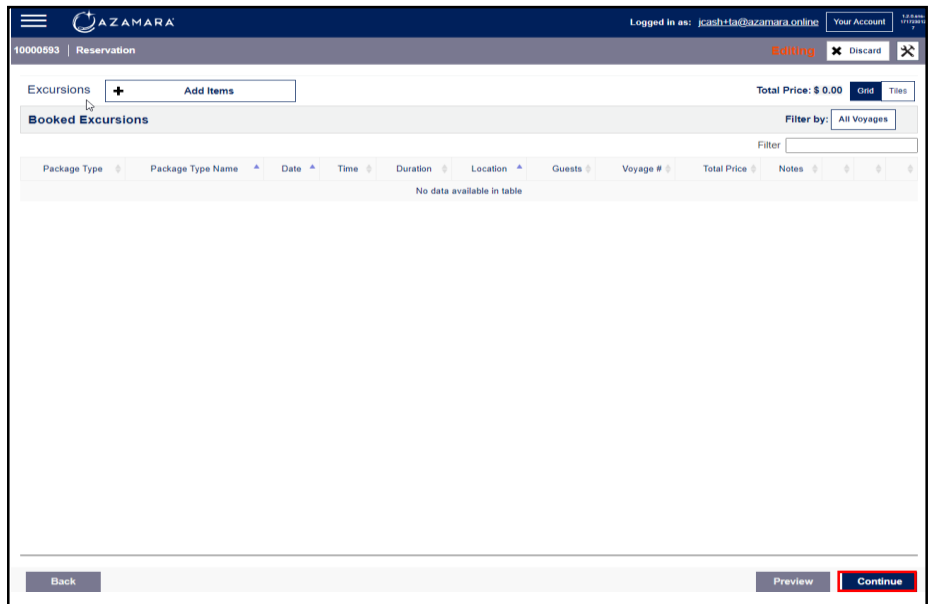
Excursions + Add Items Total Price: \$ 109.00 End Tiles

Booked Excursions Filter by: All Voyages

Package Type	Package Type Name	Date	Time	Duration	Location	Guests	Voyage #	Total Price	Notes
LEI-003	St. Andrews - Home of Golf	Aug 19, 2023	8:00 AM	5h 30m	EDINBURGH (LEITH), SCOTLAND, UNITED KINGDOM	1	1	\$ 109.00	

Step 6

You will now see on the Booked Excursions screen our Excursion is no longer listed. Click **Continue** at the bottom of the screen.



Excursions + Add Items Total Price: \$ 0.00 End Tiles

Booked Excursions Filter by: All Voyages

No data available in table

Back Preview **Continue**

Step 7

You will be brought to the Summary screen. The Excursion line will be blank confirming the Excursion has been canceled. Now click the **Store** button at the bottom of the screen.

Reservation # 10000593 | Agent Ref# | Status: OFFER

Agency: TEST CONSORTIA AGENCY Agency ID: 1000060

Guests: Adults:2 Children:0 Infants:0

Cruise: JR230817-012 Ship: JOURNEY
Package Name: 12-NIGHT SCOTLAND INTENSIVE VOYAGE
Departure: Thu, Aug 17, 2023, 6:00 PM, AMSTERDAM
Arrival: Tue, Aug 29, 2023, 6:00 AM, DUBLIN
Guests: 1,2

Total # of Staterooms: 1

Code	Category Name	Capacity	Reserve Type	Staterooms	Upgraded	Occupancy	Guests
N2	Continent Suite	2		8066		2	1,2

Air: Nothing Booked

Insurance: Nothing Booked

Special Requests: Nothing Booked

Addons:

Add-on Name	Delivery From	Delivery To	Guests	Delivery Place	Add-on Status	Qty	Total Price	Notes
CREDIT								
\$150 OBC	Thu, Aug 17, 2023, 6:00 PM	Tue, Aug 29, 2023, 6:00 AM	1,2			2	\$0.00	

Excursions: Nothing Booked

I and Programs: Nothing Booked

Store Pay Now

Step 8

You will receive a **Confirm** message asking to Save Changes. Click the **Yes** tab to continue.

Confirm

There are some unsaved changes. Would you like to save changes?

Yes No

Step 9

Here again you will receive another **Confirm** message telling us that the Reservation has been stored successfully.

Yes – To Continue
No – To End the process
Print/View Confirmation – Print and View the reservation.

Confirm

Reservation #10000593 is stored successfully.

Would you like to continue working with the reservation?

Yes No Print/View Confirmation