

# Alpha's Revamped Online Booking System

We have been working hard on our revamped online booking system to make booking, managing your bookings and managing your account easier. Please see below some key features that are new and much improved. The booking process itself hasn't changed much because this has always been smooth but we are pleased to provide a smoother payment process with easier selection of each individual payment method. However, the part that we are most excited about is the My Account section which is completely NEW and will help you manage each of your bookings with us and other related information.

Below is a summary of the new key features.

## New Key Features

1. Brand New **My Account** Section which includes :-
  - Display/Edit of Customer Profile
  - Display/Edit of Default Guest Details, e.g. Dietary Requirements & Mobility
  - View all current/future holidays and previous holidays booked online
  - Easy View/Edit of most details on incomplete/pending bookings (System shows status of booking, e.g. Pending, Provisional, Deposit Paid, Paid in Full)
  - Option to Pay before reminders sent out (Once holiday is confirmed)
  - View/Download/Print any documents in connection with a holiday, e.g. art materials, directions, airport transfer confirmations or booking confirmation.
2. Streamlined **Payment Section** with easy selection including separation of PayPal and Credit/Debit Card Payments
3. Ability to book online using **Any Mobile Device** (available Jan 2025)
4. Guest Information/Requirements, e.g. art equipment requested and dietary requirements/mobility included in all booking confirmations.
5. Automated Airport Transfer Confirmations.

## Please Note

For all customers with login details in the current system, all you will need to do is reset your password in order to access the new booking system. (You can re-use your old password providing it meets the current criteria of at least one lower case, one upper case and a number.)

All your previous information such as customer profile, previous bookings and current bookings for 2024 and 2025 will be accessible as normal. Please go to My Account to see the information available. More features and information will follow later in the year.

## Acknowledgements

The Online Booking System has been completed by [SMX Limited](#) (thanks to Russell & his team) and the modifications to the booking confirmations & airport transfer confirmations has been completed by Alpha's technical department (Matt). There will be more upgrades from both departments later in the year!