



## ClarityGo FAQs

Please be advised that not all information contained within this FAQ document may be applicable to your company's specific configuration. Any customised communication provided for your organisation should take precedence.

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## Getting Started

### What are the key features of ClarityGo?

- **Personalisation that works for everyone** - customisable travel profiles & preferences, inc. non-binary options.
- **Extensive database** - access to over a million hotels, including Expedia.
- **Enhanced visuals** - across flights, hotels, and rail. Showing very clearly what's included in your fare or hotel rate including simplified cancellation terms.
- **Personalised trip management** - link your travel products to a single trip, such as your flight and hotel under one trip name e.g., 'Sarah's annual conference to New York'.
- **Accessible** - leading the industry with WCAG 2.2 level AA accessibility accreditation supporting a wide range of disabilities.

### How do I access ClarityGo?

If you access directly, you will receive an activation email on launch day. Follow the link and the steps to activate and set up your password. Once you have activated your profile, you can access ClarityGo via this link: <https://claritygo.travel> **\*Top tip:** save this URL to your favourites!

If you are a Crown customer, your URL is slightly different, please access via <https://crown.claritygo.travel>

If you access via **Single Sign On**, please follow your internal process or separate communication as this information can differ per customer.

### What happens when I log in for the first time?

Once you have successfully activated your profile and logged in, you will be taken to the main dashboard on ClarityGo. This screen will display announcement information and any actions or items that are specific to you or your travel.

It is recommended upon initial log in, that you click on the 'My Profile' option at the top right of your page to update your profile. Please complete as much information as possible to make sure you have the best booking and travel experience.

### Will data from my old profile be transferred over to ClarityGo?

Information such as your first name, surname, email address and telephone number will be transferred over, along with any customer specific requirements such as Cost Centre and Employee number information.

All additional information such as passport information, preferences and loyalty cards can be entered by each user.

### What do I do if I haven't received my profile activation link, or it has expired? Or if a new member of staff requires a new profile?

Your activation email will expire after 10 days. If your link has expired, or you have not received a profile activation, please call the Online Support Team and we will investigate.

## I haven't received a "forgotten password" reset email, what should I do?

In the first instance, please check your junk or spam folder in your emails. If you have not received the email, please call the Online Support Team and we will investigate. (not applicable if you access ClarityGo via Single sign on)

## Does ClarityGo have a mobile app?

Yes! ClarityGo mobile is your companion for when you're on the move, that seamlessly links to our ClarityGo desktop site. Our new app is supported on both Apple and Android devices.

The App provides you with real time updates to your bookings made, allowing you to always stay on top of your upcoming trips.

You have access to view your Trip details (including rail E-Tickets), add to Apple/Google Wallet capabilities, approve on the go, view announcements from Clarity, your company and much more. ***\*The option to book on the go is coming soon.***

If you are a Bill back customer, you also have the ability to resend card details if the hotel does not have these. You can either send to the same email address or send to another recipient.

## How do I download the mobile app?

Depending on which device you will use, please find the download guidance below:

### Corporate devices

- ClarityGo mobile should have already been added to your corporate device by your I.T. Department as an approved app. Alternatively, it could be made available in your 'Self Service' store.

### Personal devices

- **iOS** - Go to the 'App Store' app on your device, and search for '**ClarityGo.mobile**'. Simply tap to download to your device.
- **Android** - Go to the 'Play Store' app on your device, and search for '**ClarityGo.mobile**'. Simply tap to download to your device.

## How do I sign in to the mobile app?

Once the app has launched, there will be a 'Welcome to ClarityGo' screen - tap 'Sign In'.

**Username and Password** - simply enter the same credentials you use to access the Desktop site.

**Single Sign On (SSO)** - if you usually sign in via SSO - Tap the 'Sign in via Single sign-on' button, enter your email address on the new page and tap 'Sign in'. The next time you need to sign in, you will see a button that will say 'Sign in with ...' which will default to your SSO provider.

## Will there be any training or support for new users?

Yes! You will find some handy video tutorials which are hosted in the live chat function which can be found to the bottom right of your ClarityGo dashboard. You will find videos showing you how to book hotels, rail, flights and how to complete a booking.

## Trip Management

### What is the difference between Trips, Orders and Bookings?

A **trip** is a collection of bookings all relating to the same travel occasion. An example of this would be 'New York Conference' grouped together to make a travel itinerary (but the bookings could be made at different times).

An **order** is a collection of bookings made at the same time but may not necessarily be linked to the same trip. An example of this would be you can book your flight for your New York Conference and a UK rail ticket in the same order but allocate them to different trips.

A **booking** is the individual booking. These are listed in booking order.

### Where is my Clarity Trip Planner?

We are no longer sending Clarity Trip Planners. All booking details for an itinerary are now in your personalized trip area on ClarityGo. Confirmation of your booking is available as soon as it has been confirmed via your trip.

A pdf copy of your booking(s) can be downloaded from your trip booking ClarityGo.

### Can I download my booking or trip to my calendar?

Yes, you can! Navigate to the trip or booking which you wish to download to your calendar. Click on the trip name and this will take you to your itinerary. On the right of the page underneath your trip ID, there is an 'Add to a calendar' button. When you click this, a drop down will appear with all the applicable calendars you can download to. Select the one which applies, and the system will create a calendar invite for your trip for you to save.

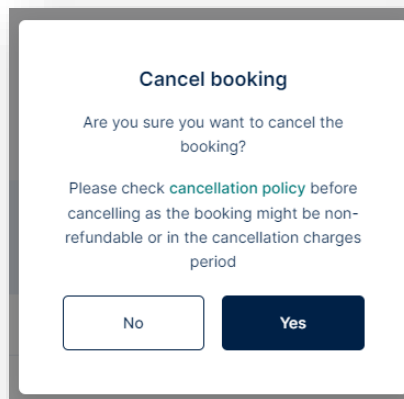
You will also receive an attachment with your email confirmation to download your trip to your calendar.

## Amendments & Cancellations

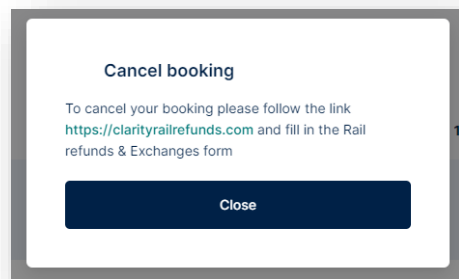
### How do I cancel my booking?

Navigate to the trip or booking which you wish to cancel or amend.

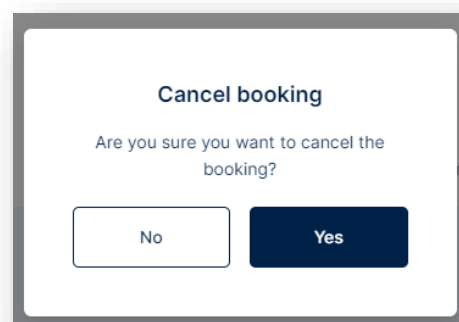
**Hotels** - you can cancel directly through the booking tool. When you go into your hotel booking in ClarityGo, you will see the 'Cancel' button to the right of the screen. When you click 'cancel', the tool will show you the cancellation policy to check before hitting confirm to complete the cancellation.



**Rail** - When you go into your rail booking in ClarityGo, you will see the 'Cancel' button to the right of the screen. When you click 'cancel', a pop up will appear providing you with a link to our Refunds and Exchanges form.

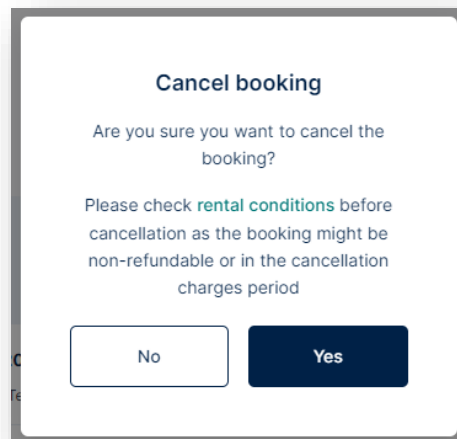


**Flights** - When you go into your flight booking in ClarityGo, you will see the 'Cancel' button to the right of the screen. When you click 'cancel', a pop up will appear for you to confirm and complete the cancellation. **Please check the fare rules prior to submitting your cancellation as you may be liable for cancellation charges.**



**Car Hire** - When you go into your car hire booking in ClarityGo, you will see the 'Cancel' button on the top right of the screen. When you click 'cancel', a pop up will appear advising you to check the rental terms before confirming the cancellation.

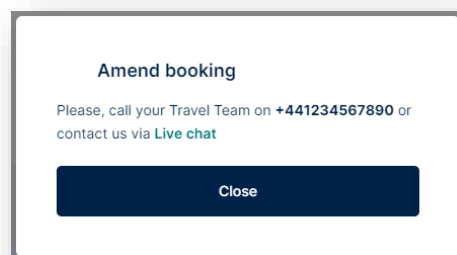




## How do I amend my booking?

For flights, car hire and airport parking when you go into your booking, on the top right next to 'cancel' you will see an 'amend' button. When you click this, regardless of the product, you will receive the same pop-up message which advises you to call your dedicated team, or to open the live chat function to request your amendment.

\*For customers on **Crown**, you will only have the option to call us as live chat is not enabled in your environment.



## How do I amend my hotel booking?

For bookings made after 20<sup>th</sup> April 2025 you can now amend your check-in/check-out dates online.

When you go into your booking, on the top right next to 'cancel' you will see an 'amend' button. A pop up-message will appear advising you that your booking will need to be cancelled and rebooked. You will be able to check the cancellation policy before proceeding:

### Amend booking

To make changes, we'll need to rebook your booking and then cancel the original one. Please review the cancellation policy first for any potential fees.


**Cancellation policy**  
Cancellation free until 20 May, 2025 12:00 hotel local time.

Press Continue if you accept the cancellation policy and want to start the rebooking process

CancelContinue

Once you click continue you will then be able to search for your new dates and to check the new rates and availability based on your requirements. In the hotel rate display, you will be able to see your original selection and then the ability to select your new rate.

Original booking



Double room ▾  
Other 20 May 2025 - 21 May 2025

Free cancellation until: 20 May, 2025 12:00 hotel local time


£87.99  
£87.99 / per room per night

Room(s)  
1 ▾

1 room for:  
Total: £87.99

Available rooms for amendment

Please compare the chosen room and rate type with the original booking.



Double room ▾  
Other

Non-refundable

£188.97  
£62.99 / per room per night

Room(s)  
0 ▾

Please select room(s) you want to book  
0 rooms for:  
Total: 0.00  
Rebook

Show 5 more rates from Travelodge

Once you have pressed rebook you will be take through the booking steps to complete your amendment. Once completed you will receive an amendment confirmation, and your trip will be updated with a new calendar invite.

Commercial

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Registered office: 4th Floor, Broadhurst House, 56 Oxford Street, Manchester, M1 6EU

## How do I amend my rail booking?

Rail exchange for advance tickets on ClarityGo. If you now need to change your date or time you can do this by retrieving your booking under the trips section and clicking on amend booking.

What can I exchange?

- E-tickets
- TOD (Ticket on Departure) tickets
- Advance tickets
- Original ticket cost over £10
- Bookings in confirmed status
- Bookings made after Sunday 10th August 2025

×

**Exchange tickets**

You will be charged £10 exchange fee per ticket by the rail provider

**Advance Single**  
Derby (DBY) → London St Pancras  
International (STP)  
Depart: at 07:33 on Mon 08 Sep 2025  
1 traveller

Exchange outbound

**Advance Single**  
London St Pancras International (STP) →  
Derby (DBY)  
Depart: at 18:02 on Mon 08 Sep 2025  
1 traveller

Exchange return

Exchange Both

## Confirmations

### Why does my confirmation look different?

When your booking has been confirmed, you will receive an email containing a PDF attachment of your products booked and/or attachments of your rail E-tickets.

**\*Please note** for any bookings that were made in Go2Book and need to be amended or cancelled you will still receive trip planner confirmations.

**\*There** will be an initial period where you may receive a combination of trip planners or ClarityGo confirmations whilst all bookings are transferred onto the new system.

## **Can I add trips to my calendar?**

Yes, you can! when you press 'add trip to calendar' and you choose which calendar type (iCal, Google etc), you will have an additional pop up with the option to add the individual events to your calendar.

This will then create a calendar invite for that booking only.

**\*Top tip:** select the iCal File option as you will be able to sync this to Outlook and Microsoft Teams dependent on your preference.

## **Approvals**

### **I am an approver; how do I know I need to approve a booking?**

It is very important that you activate your profile. Failure in doing this will mean that you will not be presented as an approver in the system and therefore you will not receive approval emails to enable you to approve or decline booking requests.

Please follow the getting started section of this document.

### **How do I approve or decline a booking?**

Where applicable, you will receive an approval request via email. The email will be sent from [donotreply@claritygo.travel](mailto:donotreply@claritygo.travel) with the subject '**Approval is required**'.

The email will contain a PDF copy of the travel itinerary, and the body of the email will contain a link to 'see details' of the booking. This will take you to the ClarityGo log-in page where you will need to log-in, and you will then be re-directed to the booking to review and either approve or decline.

**\*Single-Sign-On** customers will be logged in automatically as long as you are the selected approver.

### **My dashboard is telling me I have pending approvals, but when I click this, it takes me to my trips and there are no approvals displaying?**

When you click on the 'pending approvals' widget on your dashboard, you will be taken through to your Trips section. To display all the bookings that require your approval, you need to clear the filter on the right-hand side. Once you have pressed 'clear all' this will then display all bookings pending your approval.

### **What do I do if my approver is not available to approve my booking?**

Unfortunately, if the approval email has been sent via the system, we cannot resend the approval email to another approver. You will need to complete a new booking and select an alternative approver at the time of booking and then, discard your original one. You can select more than one approver if you have a list, and your original approver is unavailable.

## What do I do if my approver has not approved my booking?

There is no time limit on the email, however we cannot resend an approval email once sent via the system. If you need to select another approver you will need to complete a new booking and discard your original one.

## Navigating the system

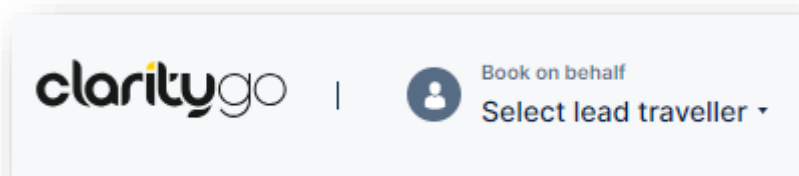
### How do I start a travel booking?

You can start the booking process by using the bar on the left-hand side of the screen and by choosing the type of travel you wish to book.

### How do I book on behalf of others?

There are two ways in which you can achieve this.

1. At the top left of the screen, you can use the 'Book on behalf' feature and select the lead traveller. From here, you can select Me or Another profile to book on behalf of.



2. You can enter the traveller's name when you are in the product search screen.

### How can I book for an external traveller (guest)?

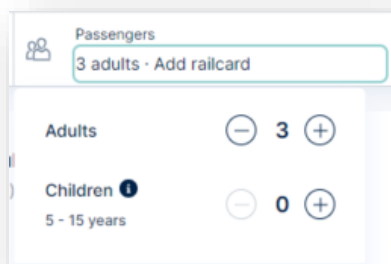
When you are doing your initial search and ClarityGo asks for the lead traveller, you need to select 'Book for Guest' this will then allow you to add the guest details in during the booking process, or alternatively you can do this during the product search.

A screenshot of a modal window titled 'Choose a lead traveller' with a close button (X) in the top right corner. Inside the modal, there are three radio button options: 'Me', 'Another profile', and 'Guest'. The 'Guest' option is selected, indicated by a filled green circle. Below these options is a text prompt: 'To book for a guest please select a requestor'. Underneath this prompt is a dropdown menu currently displaying 'Molly Approver'. At the bottom of the modal are two buttons: a light blue 'Cancel' button and a dark blue 'Save' button.

Once you have selected 'Book for a guest' you will be asked to enter the 'Requestor Name'. The requestor will be the name of the person who has requested the booking for the guest and will apply their booking policy to the booking.

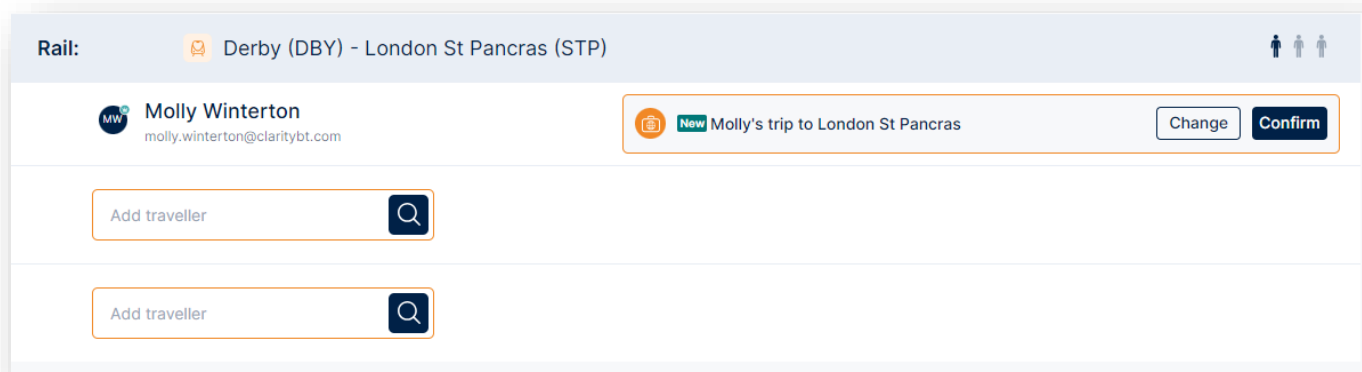
## How do I book for more than 1 traveller?

Beginning with the search form, click on the 'Passengers' box and select the number of passengers for your booking using the + or - icons to increase or decrease the number of passengers.

A screenshot of a 'Passengers' selection modal. At the top, it says 'Passengers' with a person icon and '3 adults - Add railcard'. Below this, there are two rows: 'Adults' with a minus icon, the number '3', and a plus icon; and 'Children' with a minus icon, the number '0', and a plus icon. Below the 'Children' row, it says '5 - 15 years'.

You will then need to select the lead traveller name; this will just be one of the passengers that is travelling. (You can enter the rest of the passenger names during the booking stage).

Once you have made your selection and continued through to your basket and started the booking process, on Booking Step 1, you will now be asked to enter the further traveller names. There will be extra boxes to complete with 'Add traveller' inside. Click on the magnifying glass to search for the traveller profiles to add them in.

A screenshot of the 'Booking Step 1' interface. At the top, it says 'Rail: Derby (DBY) - London St Pancras (STP)' with a train icon. Below this, there is a user profile for 'Molly Winterton' with an email address 'molly.winterton@claritybt.com'. To the right of the profile is a box that says 'New Molly's trip to London St Pancras' with 'Change' and 'Confirm' buttons. Below the profile, there are two 'Add traveller' boxes, each with a magnifying glass icon.

You can then continue with the rest of the booking steps to complete your booking.

## Can I use/store my loyalty card number?

Where your company permits the use of loyalty/membership numbers you will have the option to store in your profile and add at the time of booking.

## Why does my loyalty number not prepopulate when making a booking?

If you have stored your number into your profile, when making a booking and you get to step 2 of the booking process, you will see the loyalty number section. Once you have selected the supplier from the drop down your number will populate.

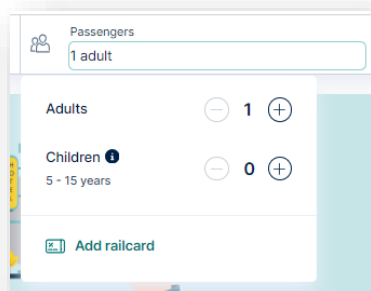
## Why does the option to add my loyalty/membership number not appear when making a booking?

This is because the content for the supplier you are booking is not being booked through Travelport. We are working with our development team to get this available when booked through the other channel we use. If this is not available once booked the details can be added directly with the airline or added at check in for your hotel.

## Rail Bookings

### How do I use my railcard?

On the product search screen, click the passengers box. This will give you the option to choose your rail card and apply it to your search. This in turn, will bring back discounted fares.



### Why can I not store my railcard into my profile?

If there are multiple travellers on the same booking, we only ask for the lead travellers name to start the booking process. The other traveller's profiles are not selected until after the fares have been chosen which is why we ask for the railcards to be selected on the first page for the discount to apply on the fares:

Search for trains

☒ Return
 ☐ One way

From

Depart from

To

Arrive to

Outbound (DD/MM/YYYY)

25/02/2025

Depart after

13:45

Return (DD/MM/YYYY)

25/02/2025

Depart after

17:00

Passengers

2 adults · 2 railcards

Lead traveller

Select lead traveller

Adults

2

Children

0

5 - 15 years

Add railcard

26-30 Railca...

1

×

16-25 Railcard

1

×

## Where do I find my E-ticket?

There are several ways to locate your E-Tickets. You can find them attached to your booking confirmation email (as separate E-ticket attachments). You can also download your E-ticket directly from ClarityGo. Once you have confirmed the rail booking, you will see the E-ticket button within the trip in ClarityGo and Mobile. You can download the E-tickets by clicking this button.

Order ID: 866947 Supplier Ref: N/A

Created: 26 Jun 2024 Modified: —

Booked by:

Molly Winterton

Confirmed

Outbound 01 Jul 2024 at 10:05

Return 02 Jul 2024 at 18:00

E-ticket

Outbound 01 Jul 2024

London Waterloo (WAT) → Southampton Central (SOU)

10:05 → 11:22

1h 17m Direct

Advance Single

Adult

- Only valid on booked South Western Railway services and required connecting South Western Railway services
- Seat: any available Coach: any available

Return 02 Jul 2024

Southampton Central (SOU) → London Waterloo (WAT)

18:00 → 19:20

1h 20m Direct

Advance Single

Adult

- Only valid on booked South Western Railway services and required connecting South Western Railway services
- Seat: any available Coach: any available

## Can I download my E-tickets to my Apple or Google Wallet from my confirmation?

Yes, you can! Once your rail tickets are confirmed, you will receive a booking confirmation from ClarityGo. If you open your booking confirmation PDF and scroll down to the E-ticket details section, you will find the options to download your tickets to your Apple or Google Wallet.



## E-ticket

eTickets can either be printed or shown on a mobile device (note that for a return journey, two separate eTickets will be generated). If using a mobile device please ensure that it has sufficient charge for your entire journey or that you have a charger, as eTickets have to be scanned upon entry/exit and checked by rail staff.

## E-ticket details

### Outbound

Long Eaton (LGE) → London St Pancras (STP)



Molly Winterton  
molly.winterton@claritytm.co.uk



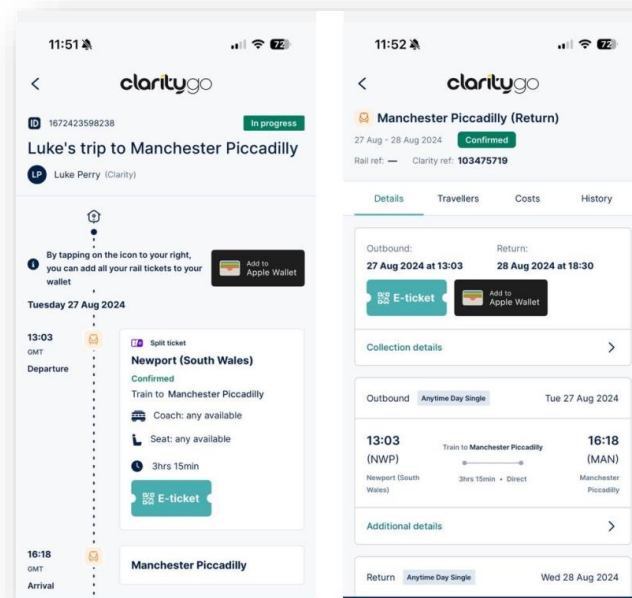
## How do I download my E-ticket to my Apple Wallet from your mobile app?

For iOS users, you'll be able to add all your rail E-tickets so you can access at any time.

In your travel itinerary, just before the details of the beginning of your trip you will see an 'add to Apple Wallet' icon.

Simply tap this, and then you'll be able to add these tickets to your Apple Wallet for all your rail bookings in one tap.

Alternatively, you can go into the Trip Details section, and you can add it from here as well.

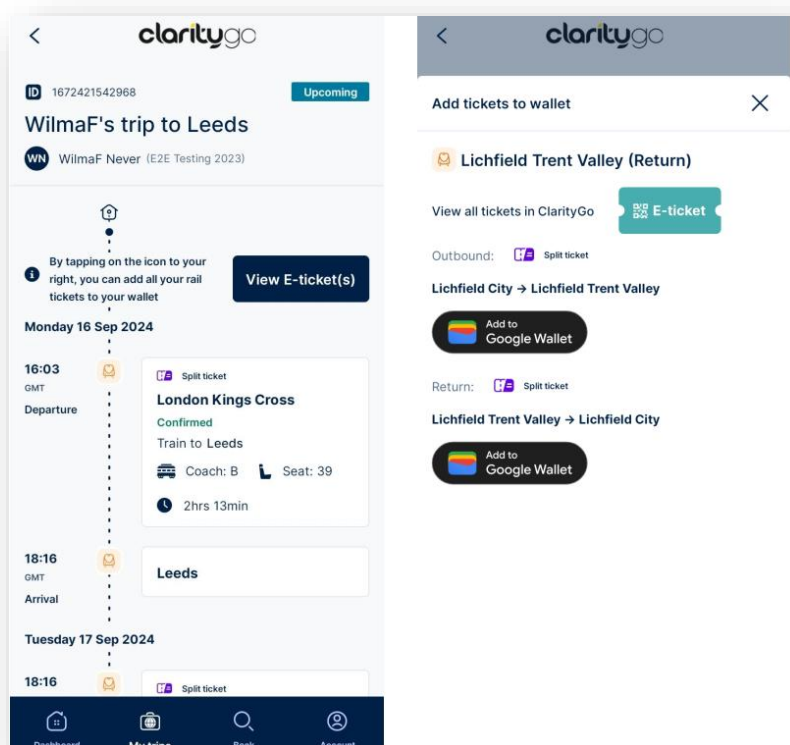


## How do I download my E-ticket to my Google Wallet from your mobile app?

For Android users, you'll be able to add all your rail E-tickets so you can access at any time.

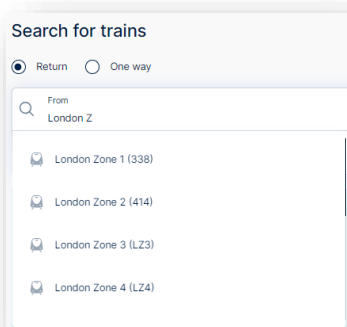
In your travel itinerary, there will be a button titled 'View E-ticket(s)'.

Simply tap this, and you'll be able to add these tickets to your Google Wallet by tapping on the 'Add to Google Wallet' icon on ticket at a time.




## How do I book London Underground Travelcards?

To book London Underground, in the rail search on either the depart from or arrive to fields, you must type in 'London Z' which will then return a choice of all the Zones within London from 1-6. This will then return rail options including London Underground travel.



You will also be prompted to add a London Underground Travelcard in the ticket details page when booking a rail ticket which includes or is arriving in London. For example, if you select a rail ticket from Manchester - London, when you go to the ticket details page in the next screen to enter your seat preferences and ticket fulfilment method, you will be asked if you would like to add a Travelcard at the bottom of the screen.

London underground travelcard

Unlimited journey on all London Underground, Buses, Trams, Docklands Light Rail, Over-ground Trains and National Rail Services within zones of the selected travelcard.  
The costs shown are for an individual traveller.  
Please note that the Peak travel period is before 09.30 on weekdays.

+

 Add new travelcard

Travelcard #1

10/09/2024

None

\*Please note that if you add a Travelcard then you are not able to fulfil your tickets via E-ticket. Instead, your fulfilment method will default to ToD (Ticket on Departure) and you will need to collect your tickets from the station.

## How do I request a refund for my rail ticket/s?

You can request a refund on a rail ticket by clicking through to our rail refund form. This message is hosted within the announcements on your ClarityGo dashboard, and within the cancel button within your booking details.

Alternatively, please follow this link: <https://clarityrailrefunds.com>

## Can I book rail split tickets?

Yes, you can book split tickets in ClarityGo. When a split fare is available, the split ticket icon will appear above the first row of results and on each fare option where it is available. You can access information on split tickets, view the cost per ticket and fare rules for all tickets that have been selected.

There are no changes to the booking process. Simply add the ticket to the basket and book as normal. The booking details page will show the split journey in the same way as the results and ticket details page, as well as displaying your seat details.

**Outbound Tue 10 Sep 2024**  
Manchester (any) (115) → London (any) (182)

< Earlier Later >

09:15 ↓ 11:27 2h 12m <a href="#">Direct</a>	09:35 ↓ 11:43 2h 8m <a href="#">Direct</a>	10:15 ↓ 12:27 2h 12m <a href="#">Direct</a>	10:35 ↓ 12:41 2h 6m <a href="#">Direct</a>	
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**Single fares** [What is Split ticketing?](#)

Cheapest standard	£47.50	£75.00	£41.50	£41.50	
<a href="#">+ More standard singles</a>					
Cheapest 1st class	£148.50	£175.10	£133.50	£133.50	

**OUTBOUND**

Flexible Singles ^

[Split ticket](#) £75.00

Ticket(s) #1 - Off-Peak Single  
Manchester Piccadilly (MAN) → Stoke-on-Trent (SOT)  
• Valid only on Avanti West Coast services.

Adult £12.10

Ticket(s) #2 - Off-Peak Single  
Stoke-on-Trent (SOT) → London Terminals (LON)  
• Travel is allowed via any permitted route.

Adult £62.90

**Journey details**

- [Fare rules](#)
- [Direct](#)
- At 09:35 on Tue 10 Sep 2024

**£75.00**

## What is split ticketing?

More information on split tickets can be found on our separate FAQ document [here](#).

## How many splits can be made when selecting a split ticket fare?

ClarityGo allows one split per journey.

## How do I book Eurostar?

Eurostar content is distributed via a Global Distribution System, typically from where flights are sourced. Therefore, when searching for a Eurostar booking, please treat this as a flight search rather than a rail search.

For example, if you searched London - Paris you would see Eurostar and Flights in your results.

## How many travellers can I book online?

You can book up to 9 passengers on the same booking. Anything over this will need to be done on separate bookings.

## Hotel Bookings

### How do I get the best out of my hotel results?

The destinations are powered by Google Maps and use Google coordinates. You can be specific in the destination field to make sure you can get the best results brought back for you, here are some top tips on what to search below:

- Specific hotel name
- Postcode
- Landmarks/Attractions
- Airports
- Railway stations

- Places of interest
- Town, City, Country
- Saved office locations for your company

Once you are presented with the hotel results on the next screen, you can then alter the sort by to 'closest to location'.

\*It is recommended that you wait for all the results to return in the results page before going through to the hotel details.

## What is the default Sort by Recommended?

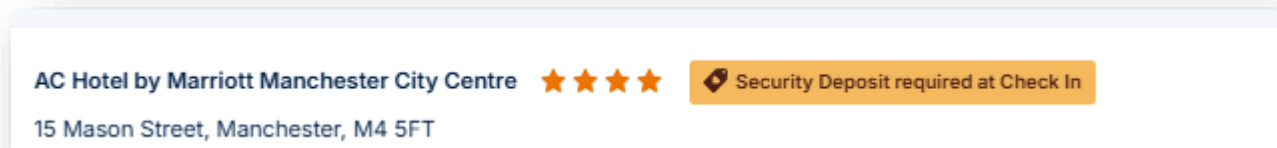
This is the order the hotels are displayed based on their ranking, starting with Platinum, followed by Gold, then Silver, and finally all other hotels. Additionally, any hotels that are your company's preferred ones will appear at the top, regardless of their ranking.

## Can I filter on hotel options?

Yes! On the facilities filter in the hotel results screen, you have filter options such as EV Car Charging, accessible bathroom, parking, Breakfast and many more. You can also filter on travel policy, hotel star rating, distance and price.

## What does the 'Security deposit' hotel tag mean?

This is a lump sum being taken from a traveller's card for potential damages. This tends to be £50 or £100 but could be more. The money will be taken from the card in a "pending" status and when the guest leaves the hotel money will automatically be refunded to the guest's card.



## How do I book for a twin room for 2 people, or a family room?

On the search bar, click on the 'Guests' section. From here, you can select how many rooms you need along with how many guests. So, if you would like to book a twin room, or a family room. Simply leave the number of rooms as '1', and then enter the number of adults and/or children that will stay in that room.

When you press search if these room types are available at a hotel, they will be displayed in the 'available rooms' section for you to select and book.





## Why can't I book international/overseas Hotel Billback?






Due to changes on accepting third party credit cards, overseas bill-back failures have become an industry-wide issue and a regular area of complaints. This is because international hotels do not understand the bill-back process and mandate travellers to pay for the booking when they check in/out.

We have addressed this by rolling out a pre-paid hotel solution. Meaning that when you book an overseas hotel with us, it is like paying for an air ticket, what you book is what gets billed, with zero complaints when travellers check-in.

## Do all my hotel bookings include billback for my evening meals?



Meal allowances cannot be applied when booking Expedia and Premier Inn on ClarityGO, the allowances will be 'As per the rate selected'. Therefore, when booking an Expedia rate, we would recommend selecting a rate which includes the applicable allowance where available i.e. a Bed and Breakfast rate. Please note that **VAT cannot be reclaimed** on Expedia rates, as Expedia are a US based company. Expedia rates can be identified by the Expedia logo and the rate inclusions will be clearly shown.

	Double Room <span>▼</span>  Double bed	Free cancellation until: 18 Aug, 2025 23:59 hotel local time
	Twin Room, Garden View <span>▼</span>  Twin bed	Free cancellation until: 18 Aug, 2025 23:59 hotel local time
	Single Room, Garden View <span>▼</span>  Twin bed	Breakfast Included Free cancellation until: 17 Aug, 2025 23:59 hotel local time

Available rooms		
	Standard Double Room for Single occupancy <span>▼</span>  Double bed	Free cancellation until: 19 Aug, 2025 13:00 hotel local time
	<span>^</span> <a href="#">Show less</a>	
	Standard Double Room for Single occupancy, Flex BB rate <span>▼</span>  Double bed	Free cancellation until: 19 Aug, 2025 13:00 hotel local time
	Double Premier Plus Room for Single occupancy <span>▼</span>  Double bed	Free cancellation until: 19 Aug, 2025 13:00 hotel local time
	Standard Double Room for Single occupancy, Flex DBB rate <span>▼</span>  Double bed	Free cancellation until: 19 Aug, 2025 13:00 hotel local time

### What is an Expedia Package Rate?

You may come across some package rates when booking Expedia in ClarityGO. Please note, these must be booked as per the Expedia Terms and Conditions, usually meaning an additional product i.e. rail must be booked alongside the rate. A package rate will be clearly flagged in the system as per the below screenshot:

<b>Queen Room, No Windows</b> ^  Queen bed	Non-refundable <b>£110.52</b> £110.52 / per room per night  Package rate
--	--

**Rate Information**

1 Queen Bed, 129 sq feet, Internet, - Free WiFi 100+ Mbps (good for 1-2 people or up to 6 devices), Entertainment, - 50-inch Smart TV with premium channels, Food & Drink, - Coffee/tea maker, electric kettle, and free bottled water, Sleep, - A pillow menu, blackout drapes/curtains, and bed sheets, Bathroom, - Private bathroom, shower, towels, and shampoo, Practical, - Laptop workspace and iron/ironing board (on request); free cribs/infant beds available on request, Comfort, - Air conditioning, daily housekeeping, and heating, Accessibility, - Hardwood flooring in room, Non-Smoking

**Bed Type Guarantee**

Bed type is not guaranteed by the supplier

**Cancellation Policy**

Non-refundable

**Rate Code**

**Rate Provider**

Expedia

**Provider's Terms & Conditions**

To check all provider's terms & conditions please follow the links [EPS Terms and Conditions](#) and [EPS Terms of Usage](#)

**Package rate**

This rate must be booked in conjunction with another travel product that is not a hotel

## How many rooms can I book online?

You can book up to 4 rooms on one booking, for example if you require 6 rooms you will book 4 first, then another 2. Anything over 9 rooms is classed as a group booking, for group bookings please contact your dedicated Clarity offline travel team. The contact details can be found under the announcements section on the homepage.

## Can I add special requests onto my hotel booking?

Yes, you can! Want a room on a high floor or close to the lift? You can now let the hotel know directly during step 2 of your booking process.

- Just type your request in the new Special Request box
- Sent straight to the hotel



- Allows up to 80 characters
- Available now for Travelport hotels
- Expedia & Premier Inn special requests are coming soon!

## Flight Bookings

### Why can I no longer specify the airline or whether I want a direct flight on the search page?

Based on client feedback we have moved the filtering to the results page, this will give you full visibility of all results. From here, you can then start to narrow down to your specific requirements.

We have also enhanced the speed of results returning. Keeping your search open will not affect the time it takes to return a full set of results.

### Why can't I see Ryanair results on ClarityGo?

Ryanair have made the decision to limit third-party travel management companies from displaying Ryanair content in their online booking tools. Please contact Clarity's offline team to make any Ryanair bookings, which will be made through their authorised agent booking channel.

### How do I mix cabins or upgrade my flight?

Once you have selected your flight, you will be taken to the 'Flight details' screen. If you scroll down passed the flight information you will find an upgrades and extras section. From here, you can make your selections.

Upgrades and extras

In order to upgrade your ticket please choose the desired fare(s) on all tabs. After that the system will automatically re-price the ticket.

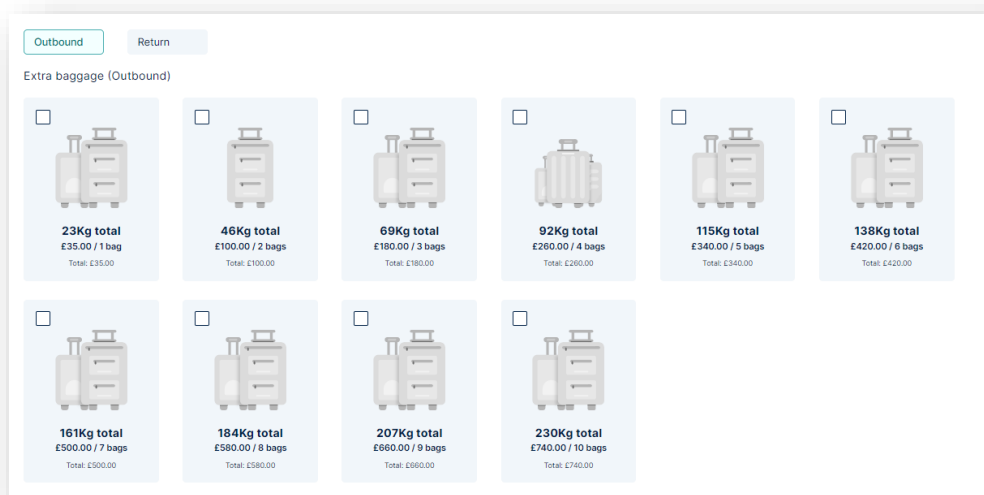
LOW → JFK    JFK → LHR    Compact view

Fare	Cabin	Hand baggage	Cheeked baggage	Refund	Changes	Meal	Seat	
Economy Classic Flex <a href="#">View details</a>	<b>Current</b> Economy	✓	✓	✓	✓	✓	✓	+£0.00 <a href="#">Select</a>
Economy Delight Flex <a href="#">View details</a>	Economy	✓	✓	✓	✓	✓	✓	+£75.00 <a href="#">Select</a>
Economy Light <a href="#">View details</a>	Economy	✓	✓	✓	✓	✓	✓	+£272.00 <a href="#">Select</a>
Economy Classic <a href="#">View details</a>	Economy	✓	✓	✓	✓	✓	✓	+£331.00 <a href="#">Select</a>
Premium Flex <a href="#">View details</a>	Premium Economy	✓	✓	✓	✓	✓	✓	+£377.00 <a href="#">Select</a>
Premium <a href="#">View details</a>	Premium Economy	✓	✓	✓	✓	✓	✓	+£382.00 <a href="#">Select</a>
Economy Delight <a href="#">View details</a>	Economy	✓	✓	✓	✓	✓	✓	+£408.00 <a href="#">Select</a>
Upper Class <a href="#">View details</a>	Business	✓	✓	✓	✓	✓	✓	+£3,300.00 <a href="#">Select</a>
Upper Class Flex <a href="#">View details</a>	Business	✓	✓	✓	✓	✓	✓	+£3,223.00 <a href="#">Select</a>

### How do I ensure bags are added to my flight?

When on the search results page, you will be able to see if bags are included in the fare. This information will show under the price.

If your selected flight does not include bags, once you have selected your flight, you will be taken to the 'Flight details' screen. If you scroll down passed the flight information and upgrades and extras section, you will find an 'extra baggage' section. From here, you can make your selections.



## Why does the system ask for personal information such as Date of Birth, Gender when I am trying to complete a flight booking?

ClarityGo will only ask for this information if it is a requirement by the carrier (airline). For example, if you are booking a flight to the United States, the gender and date of birth are mandatory.

You will also find for most low-cost carrier bookings; this information is also requested by the airline.

As part of your profile migration to ClarityGo, for GDPR purposes, we are only able to take across First name, surname, email address and telephone number. Therefore, we recommend upon first login that all travellers update their profiles to include this information.

## Why can I not see any low-cost carriers (e.g Easyjet) in my search results?

To ensure low-cost carriers return in your search, you must ensure that you specify the specific airport rather than the area. For example, if you are searching for flights out of London, you must specify the airport such as London Heathrow or London Gatwick, rather than 'London All'.

## How do I select a specific seat for my flight?

The ability to choose your seat online is not available yet. But the good news is that we will be delivering flight seat maps in ClarityGo this year (2025).

If you need to book a seat, please call your offline team and they will be able to book this for you.

## Can I book multiple leg flights?

Currently, if you have a multi leg trip, you will need to book your flights as separate one ways and assign them to the same trip name. We also recommend if your trip is complex to speak to our offline team of experts who can source and build your itinerary for you.

We are working to deliver multi leg flights in the results page this year (2025).

## How many travellers can I book online?


You can book up to 9 passengers online, anything over this is classed as a group booking. For group bookings please contact your dedicated Clarity offline travel team. The contact details can be found under the announcements section on the homepage.

## Car Hire Bookings

### Can I make a Car Hire booking for delivery and collection?

Yes, you can! This is only available with Enterprise. After entering your pick-up and drop-off locations, select your desired car option, and click on 'details,' you'll need to scroll down to find the "Delivery & Collection" section (if it's available).

#### Delivery & collection

 The provider may charge an additional fee for this service

☒ I want my car to be delivered to this address  
☒ I want my car to be collected from this address

Delivery address	Collection address
Address:*	Address:*
City:*	City:*
State/Province:*	State/Province:*
Postal code:*	Postal code:*
Country:*	Country:*
Special instructions:*	Special instructions:*

### Can I drop the car off at a different location?

Yes, when you enter your search criteria there is a toggle you can select which say's 'Drop off at different location.'

Search for cars

Pick up location

Enter location

Drop off location

Enter location

Pick up date & time (DD/MM/YYYY)

05/02/2025 10:00 -

Drop off date & time (DD/MM/YYYY)

07/02/2025 10:00 -

Driver age:

Select driver age

Lead traveller

Adrian Smith

☒ Drop off at different location

## Why can I not add an additional driver?

If you are booking with Enterprise, any additional drivers can be added when collecting the vehicle. This is due to Enterprise's conditions. Additional driver charges are advised under the rental conditions.

## Airport Parking Bookings

### What is the Extras icon?

This is where you can book Airport Parking, also coming soon will be lounges and Fast Track.

Location

Manchester Airport

From date & time

28/08/2024 10:00 -

To date & time

10/09/2024 10:00 -

Lead traveller

WilliamF Never

Search for parking

Filter

Terminal

☐ 1
 ☐ 2
 ☐ 3

Found 9 results

Sort by: Price (low to high) -

**JetParks Ringway**  
 Terminal: 0.5 miles to terminal  
 JetParks Ringway is affordable and close to all three terminals, with a maximum bus journey of 13 minutes. Park and keep your keys. Need to know On arrival, t...  
 Official JetParks Ringway

Total: **£120.99**  
[Details](#)

**Drop and Go**  
 Terminal: 0.2 miles to terminal  
 Super simple. Drop off your car and it's parked for you. Great alternative to Jetparks. Need to know Drive to the car park - you'll be given directions and a postcode for sat...  
 Official Drop & Go

Total: **£124.19**  
[Details](#)