

HORT CONNECTIONS TRAVEL BOOKING FAQ'S

SELF REGISTRATION & LOGGING IN

1. What is the Self-Registration Travel Portal?

The Self-Registration Portal (known as YOUR.CT) is an online platform designed to facilitate your travel arrangements for the Hort Connections Conference. It allows you to conveniently book both flights and accommodation in one place, through the online booking tool named Savi.

NOTE: You do not need to Self-Register again if you already set up a profile from previous year's conference. To access the system, you can simply log in via the same [link](#) and use your same credentials (email and password). If you do not remember your password, please click 'Forgot Your Password' where you will be prompted to reset it to a new one.

2. How can I access YOUR.CT Portal & Savi?

Upon registering, you will be provided with a link to Self-Register to gain access to YOUR.CT and the Savi Travel Portal. This link will be provided within your registration confirmation email. To begin the self-registration process and access the Travel Portal, click on this link [HERE](#). Please ensure you have the Company Code readily available as you complete your profile details.

3. What is the Company Code?

The Company Code is **HORTCON25**

This Code is mandatory and must be used when Self-Registering. You will be able to use any email address, however your Primary work email address is preferable.

Create new profile ✕

To create a profile enter your company Self Registration code and then complete all required information. To get the most out of your Corporate Traveller experience, please complete all fields.

Name Information:

COMPANY CODE
HORTCON25

YOUR PRIMARY WORK EMAIL ADDRESS *
Primary Work Email Address

FIRST NAME *
First Name

LAST NAME *
Last Name

MIDDLENAME
Middle Name

PREFIX *
☺

● ○ ○ ○

[Exit without saving](#) [Save & Exit](#) [Next](#)

4. Why is my email address not accepting as Username, and how can I resolve this issue?

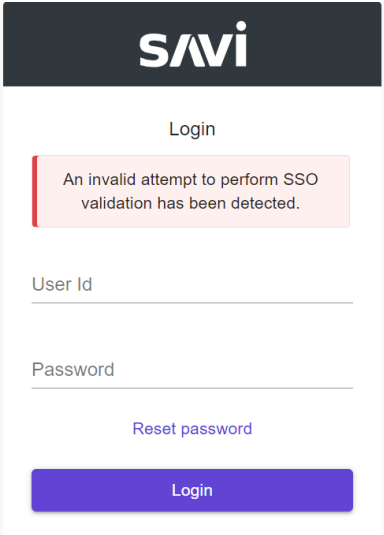
Your email address may already be associated with another Flightcentre Travel Group Corporate Booking site. To resolve this, you can either use a different email address or add '+1' to your business email address or your email with domain @gmail.com or @outlook.com. (eg., [firstname_surname+1@gmail.com](#)).

For further assistance, please contact the Corporate Traveller Support Team should there be any issues logging in after this process.

PLEASE ENSURE YOU RESET YOUR PASSWORD BY REFERRING TO THE EMAIL YOU'LL RECEIVE UPON REGISTERING. IF THIS IS NOT IN YOUR INBOX, PLEASE CHECK YOUR SPAM FOLDER.

MAKING BOOKINGS

5. When I select 'BOOK ONLINE' I receive an error as below. Why is this?



The screenshot shows the Savi login interface. At the top is the Savi logo. Below it is the word 'Login'. A red error message box contains the text: 'An invalid attempt to perform SSO validation has been detected.' Below the error message are two input fields: 'User Id' and 'Password'. There is a 'Reset password' link below the password field. At the bottom is a blue 'Login' button.

The system requires your profile to sync before you can start making bookings. This can be instantaneous most of the time, **however it may take up to 5-20 minutes to sync.**

Please reach out to your Corporate Traveller Support team if you have any issues after this grace period.

6. What airlines are available for booking through the portal?

We have negotiated special rates with Qantas for your flights. You can book these negotiated rates through the portal. Please note that Qantas sale fares will not be discounted.

All other domestic carriers will also be available to book.

7. Are there accommodation options available in the portal?

Yes, we have sourced special rates for the Conference at 10 preferred properties. These properties will be highlighted in green for your convenience when selecting your hotel.

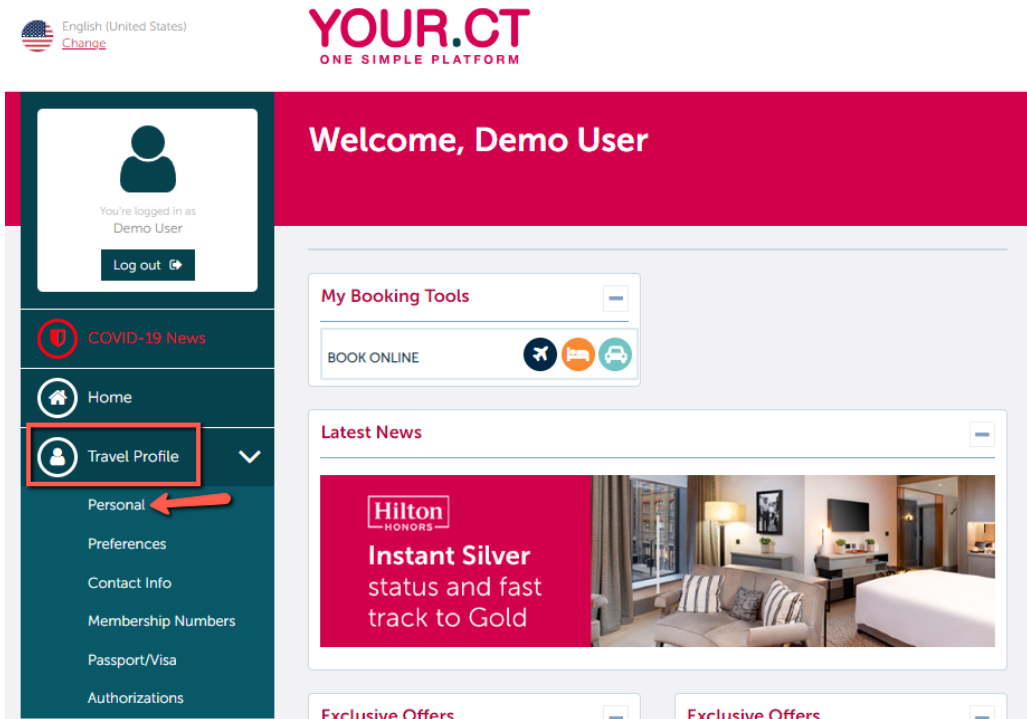
Please refer to our website for an in-depth review on these properties and to learn about the rates negotiated.

8. Can I choose other accommodation options not listed as preferred properties?

Absolutely. While preferred properties are highlighted, you can explore other options, and if there's a cheaper rate available elsewhere, it will be displayed for you to book as well!

9. How do I add my credit card information to my profile?

You can securely add your credit card information by navigating to the "Travel Profile" tab within the portal. Follow the instructions to ensure a smooth booking process.



The screenshot shows the Corporate Traveller website interface. At the top left, there is a language selector for "English (United States)" with a "Change" link. The main header features the "YOUR.CT" logo with the tagline "ONE SIMPLE PLATFORM". A red banner at the top right says "Welcome, Demo User". Below this, there are sections for "My Booking Tools" with a "BOOK ONLINE" button and icons for flight, hotel, and car rental. A "Latest News" section features a Hilton Honors promotion: "Instant Silver status and fast track to Gold". At the bottom, there are "Exclusive Offers" sections. On the left side, a dark teal navigation menu is visible, with "Travel Profile" highlighted in a red box and a red arrow pointing to the "Personal" sub-option.

10. Can I add my credit card information during the booking process?

Yes, you can also add your credit card details on the final page of the booking process when making your reservations. Your credit card will need to be added for each supplier you book if you have not preloaded the card into your profile.

Payment

How would you like to pay for your trip?

✈️ Qantas Airways Add a card ! \$435.66 ^

[ADD A CARD](#)

[CANCEL](#) [SAVE](#)

Trip total AUD 435.66

11. Are there terms and conditions I need to review before confirming my booking?

Yes, you will have the opportunity to review all terms and conditions when selecting options and before finalising your entire booking on the final page. We encourage you to read them carefully as each supplier has their own Terms & Conditions.

Review and confirm details

Traveler details	Ms Loredana Maricchiolo	✓	v
Additional details		✓	v
Special requests	Optional	✓	v
Terms and conditions	Required	!	^
Sydney to Melbourne	Qantas Airways – Sun, Jun 2, 2024, 10:30 AM	FARE RULES	
Melbourne to Sydney	Qantas Airways – Wed, Jun 5, 2024, 10:30 AM	FARE RULES	
Hotel in Melbourne	Crowne Plaza Melbourne, An Ihg Hotel – Sun, Jun 2, 2024, 3 nights	VIEW ROOM RULES	
<input type="checkbox"/> I understand and accept all provider terms, conditions, and policies, as well as the reservation rules, terms, and conditions.			

BOOKING SUPPORT & CHANGES

12. Are there any fees with booking through Corporate Traveller?

Booking your travel online through the Online Portal via Corporate Traveller does not incur any service fees and is quick and easy.

However, if you prefer to make your booking directly with your Travel Manager (Paige Dwyer 03 8535 1580 or paige.dwyer@corporatetraveller.com.au), there will be a charge of \$35 plus GST per person per booking, which will also apply for any changes made post booking.

13. Can I make changes to my bookings after they're confirmed?

Please review the terms and conditions for the specific policies regarding changes to your booking. Some bookings may be modifiable, while others may have restrictions.

Please note that all fees and costs related to alternations or cancellations are subject to the terms and conditions of the respective supplier.

14. Who can I contact for support with my Bookings or the Self-Registration Portal?

For any assistance or enquiries related to the portal, you can contact our dedicated support team at Corporate Traveller. We're here to help you with your travel arrangements.

Corporate Traveller Contacts

Bookings

Your Dedicated Travel Manager is Paige Dwyer, for any offline assistance needed external to the Online Booking Tool.

You can reach Paige as follows:

E: paige.dwyer@corporatetraveller.com.au

P: 03 8535 1580

Technical Support

Your Key Customer Success Manager is Loredana Maricchiolo. Please get in touch with Loredana if you require any further guidance or support assistance with any of our technology platforms.

E: loredana_maricchiolo@corporatetraveller.com.au

P: 0411 779 924

AUSVEG Contacts

For any information related to Hort Connections Conference, please contact AUSVEG

E: info@hortconnections.com.au

P: 03 9882 0277