

Europe Incoming Budapest Destination Management Company On-line Reservation System

User's manual

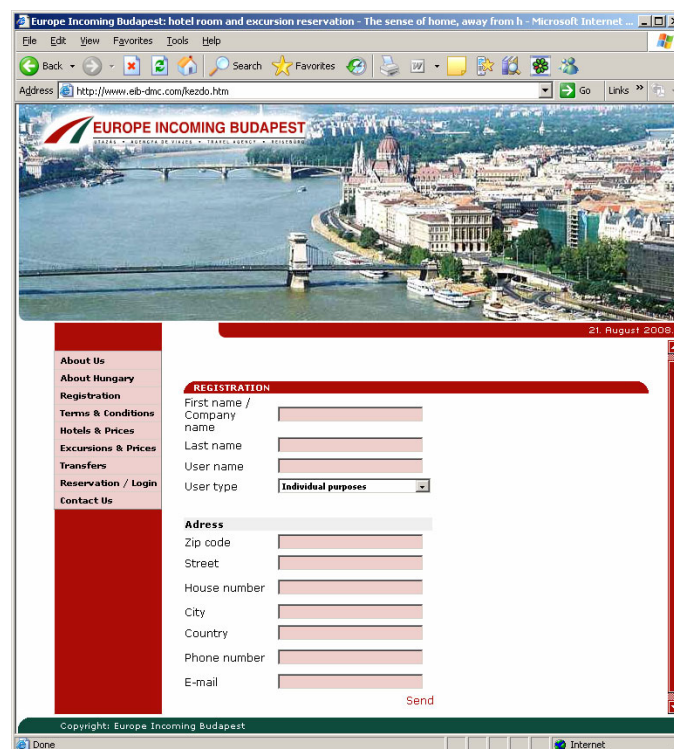
2008.08.21.

Introduction

Europe Incoming Budapest Destination Management Company provides online reservation of hotels, excursions and transfers via the www.eib-dmc.com website. To use it, just open your browser (Internet Explorer, Mozilla Firefox, etc), and enter <http://www.eib-dmc.com>.

Registration and Login

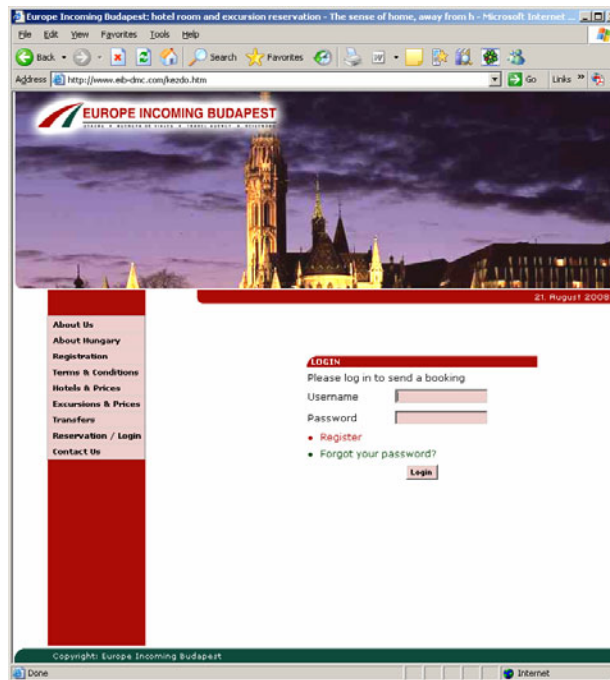
To use the reservation system users need to register. Choose “Registration” from the menu on the left side. The system has four different categories, which result in different pricing schemes. All fields on the registration form must be filled. IATA members also have to fill in the IATA code field as well. Europe Incoming Budapest reserves the right to decide who is allowed to register as “Special”, and decline “Special” registrations without a reason.

The image shows a screenshot of a web browser displaying the registration form for Europe Incoming Budapest. The browser window title is "Europe Incoming Budapest: hotel room and excursion reservation - The sense of home, away from h - Microsoft Internet...". The address bar shows "http://www.eib-dmc.com/kezdoo.htm". The website header features a banner with the company logo and a scenic view of Budapest. A navigation menu on the left includes links for "About Us", "About Hungary", "Registration", "Terms & Conditions", "Hotels & Prices", "Excursions & Prices", "Transfers", "Reservation / Login", and "Contact Us". The "Registration" section contains the following fields: "First name / Company name", "Last name", "User name", "User type" (a dropdown menu with "Individual purposes" selected), "Address" (a sub-section with fields for "Zip code", "Street", "House number", "City", "Country", "Phone number", and "E-mail"). A "Send" button is located at the bottom right of the form. The footer of the page reads "Copyright: Europe Incoming Budapest".

Registration form

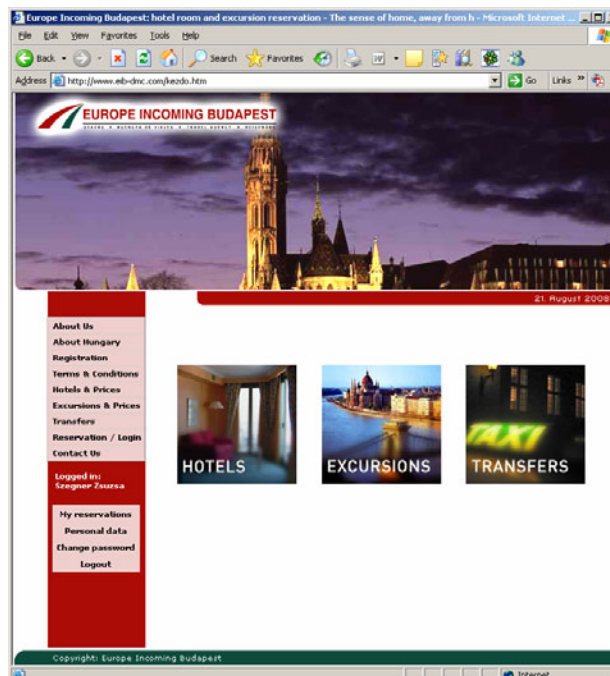
After successful registration user will receive the password via e-mail within 1 working day. Using the password received, the user will have access to the reservation system and will be able to submit hotel, excursion and transfer reservation.

After receiving the password, you can log in by choosing “Reservation / Login” from the menu on the left.



Login screen

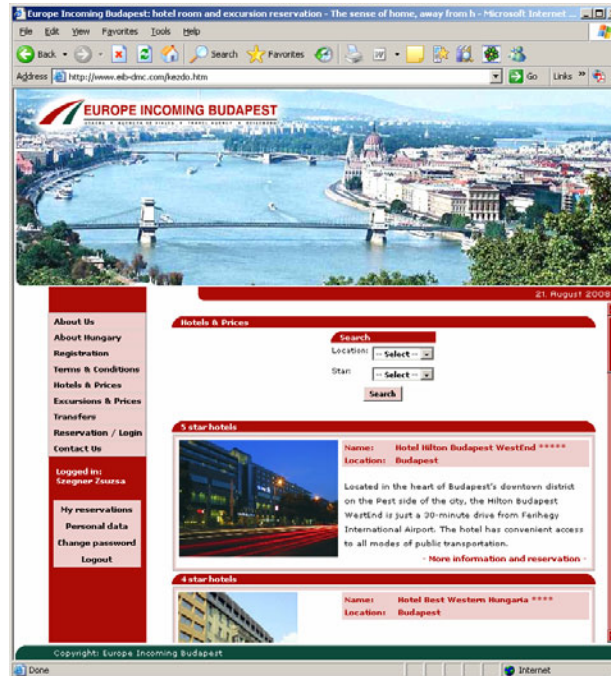
After successful login, Logged in: your name appears in the menu, and you can choose reservation of Hotels, Excursions and Transfers.



Logged in

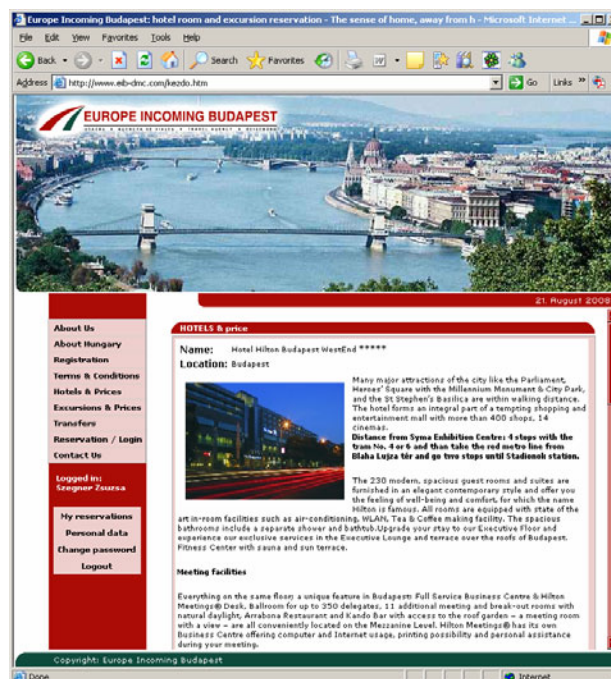
Hotel room reservation

By clicking the „Hotels” button or „Hotels & Prices” on the left menu bar, hotel reservation can be made. You will find the hotels listed by number of stars and alphabetically. You can easily filter hotels based on number of stars.



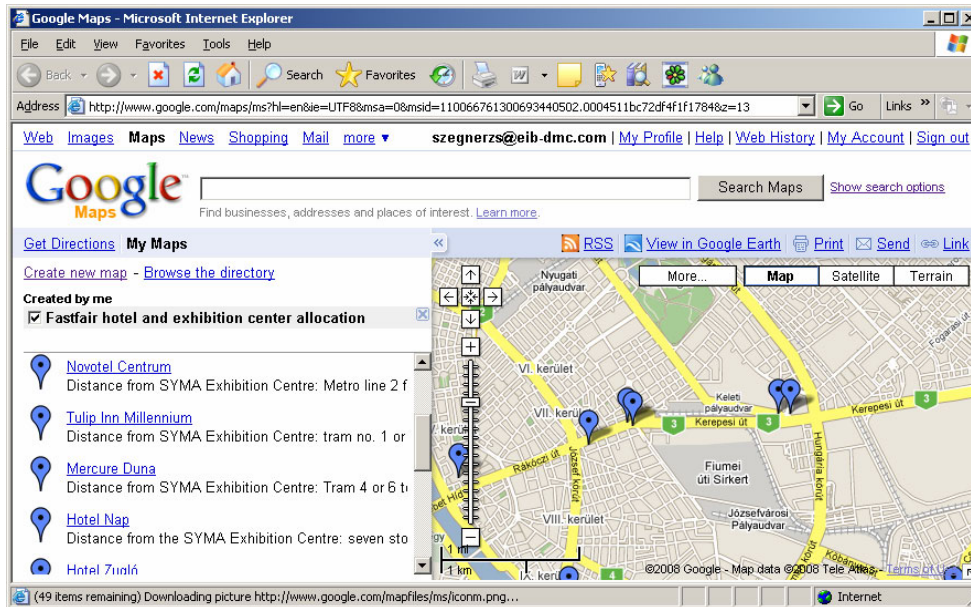
List of hotels

For more information and reservation please click to the „More information & Reservation” link on the bottom. Detailed information appears about the selected hotel.



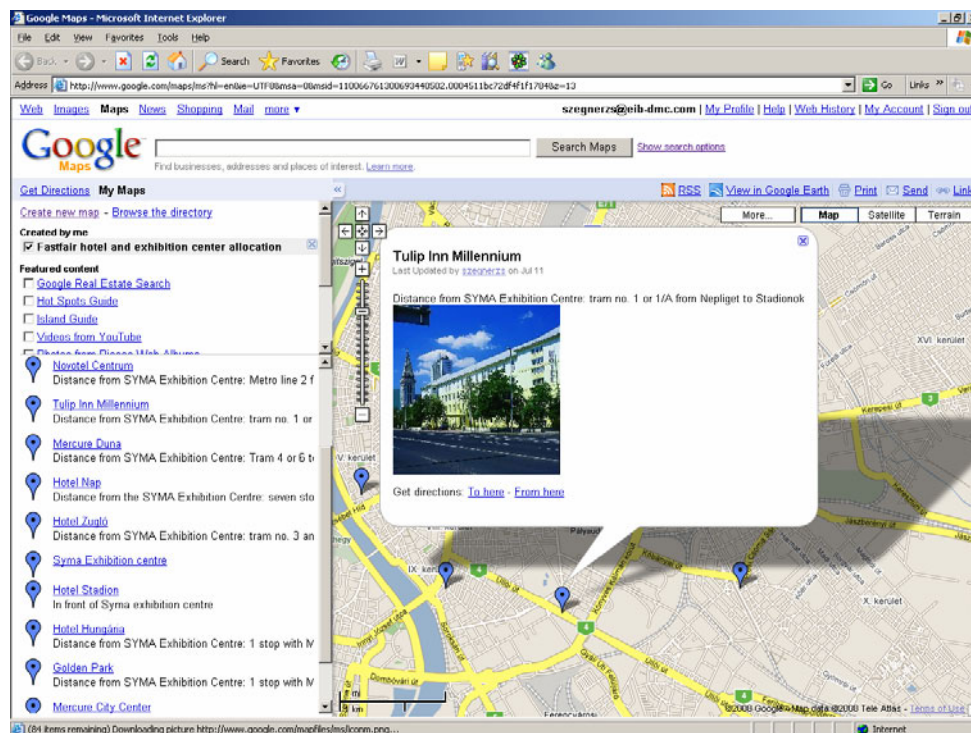
Hotel information

To see more photos about the hotel, choose “More photos” in the end of the detailed hotel description. Most hotels can be also be shown on a map by pressing “See on map”- this opens a new window with Google Maps, and loading a custom map, with placemarks for each hotel, showing the location of each (you must allow pop-up windows to use this function).



Google Maps showing each hotel on the map

Blue placemarks show the hotel’s location. You can check which placemark belongs to each hotel by clicking to the hotel’s name on the left list or by clicking to one placemark.



Google Maps showing hotel location and information

To make reservation please click the button „Reservation” below the long description, properties and prices of the hotel.

Europe Incoming Budapest: hotel room and excursion reservation - The sense of home, away from h - Microsoft Internet Explorer
Address: http://www.ei-bud.com/keado.htm
21. August 2009

EUROPE INCOMING BUDAPEST
HOTELS & EXCURSIONS IN HUNGARY • TRANSFERS • TRANSPORTATION

21. August 2009

Hotel Reservation

Hotel: Hotel Hilton Budapest WestEnd

First name: Szegher Last name: Kovacs

Phone number: 123456789

Email: szegher@ei-bud.com

Date of your stay in Hungary

Arrival date: [dropdown]

Departure date: [dropdown]

Number of rooms: Single room: [checkbox] Double room: [checkbox] Triple room: [checkbox]

Please note that the following supplements can only be reserved for you, but they all need to be paid directly to the hotel, on spot. We will only confirm and charge your room reservation. All the additional services will be clarified via email.

Supplements: Half board: [checkbox] Full board: [checkbox]

Number of person: Adult: [checkbox] Child (3-12 years): [checkbox] Baby (0-2 years): [checkbox]

[Click here to read the help for the Online payment method!](#)

Send Back

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Hotel reservation page

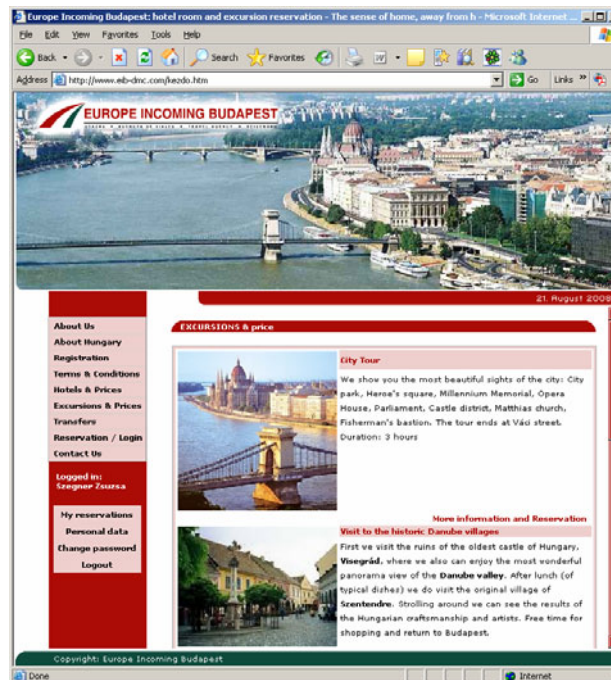
Please fill out the reservation form and send it to us by clicking the button „Send”. Personal information will be automatically filled in. All other fields must be filled out by the user.

After successful reservation the office will confirm it within 1 working day. If the requested service is not available the office will offer alternative via email. You can check your reservations under the „My reservations” menu.

After the confirmation of the reservation customer has 24 hours to fulfill the payment via credit card or bank transfer, otherwise the reservation will be cancelled. You should always keep the confirmation received from the bank for reference. After choosing credit card payment customer will be automatically redirected to the online payment system.

Excursion reservation

You can find information about the excursion provided by Europe Incoming Budapest Ltd. by clicking „Excursions” or choosing „Excursions & Prices” from the menu bar on the left. You will find a list of excursions provided by our office.



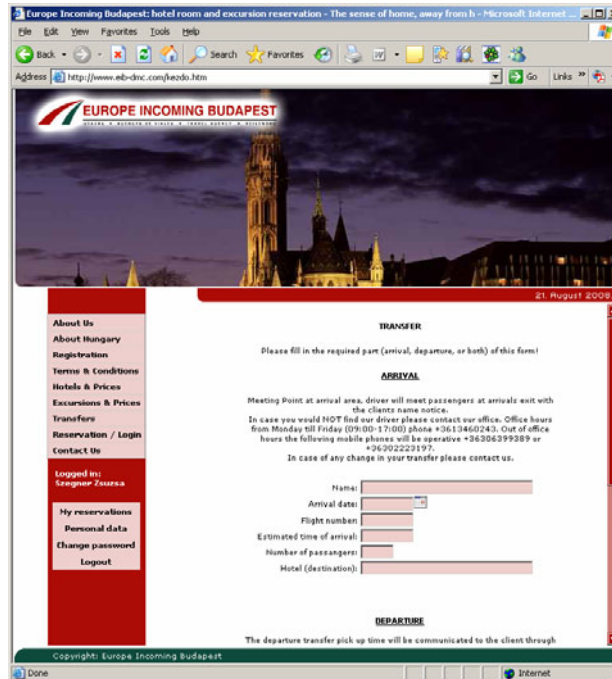
Excursions list

Click „More information & Reservation” under the excursion you are interested in. To send us your reservation request, please click the „Reservation” button below the long description and prices of the selected excursion.

Please fill out the reservation form and send it us by clicking the “Send” button. Personal information will be automatically filled in. All the other fields should be filled by the user. After sending us your reservation request, our office will inform you about the best available prices and conditions via email.

Transfer reservation

You can find information about taxi transfers provided by Europe Incoming Budapest Ltd. by clicking to „Transfers” or choosing „Transfers” from the menu bar on the left.



The screenshot shows a web browser window displaying the Europe Incoming Budapest website. The page title is "Europe Incoming Budapest: hotel room and excursion reservation - The sense of home, away from h - Microsoft Internet...". The address bar shows "http://www.eb-dnc.com/hedo.htm". The website header features the company logo and a navigation menu on the left with items like "About Us", "Registration", "Terms & Conditions", "Hotels & Prices", "Excursions & Prices", "Transfers", "Reservation / Login", and "Contact Us". The main content area is titled "TRANSFER" and contains the following text:

TRANSFER

Please fill in the required part (arrival, departure, or both) of this form!

ARRIVAL

Meeting Point at arrival area, driver will meet passengers at arrivals exit with the clients name notices.

In case you would NOT find our driver please contact our office. Office hours from Monday till Friday (09:00-17:00) phone +3613460243. Out of office hours the following mobile phones will be operative +36306399389 or +3620222197.

In case of any change in your transfer please contact us.

Form fields:

- Name:
- Arrival date:
- Flight number:
- Estimated time of arrival:
- Number of passengers:
- Hotel (destination):

DEPARTURE

The departure transfer pick up time will be communicated to the client through

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Transfer reservation form

Please fill our transfer reservation form with all the requested information. By clicking „Submit” your request will be sent to our office. We will contact you to discuss you transfer’s details via email.

Online payment

Paying your reservation with credit card is a safe and comfortable way to pay online. After ordering, your data will appear in K&H Bank's secure webpage where you can pay with your credit card. To do this, you have to choose 'Paying with bank card' when choosing payment method. K&H Bank's online payment server inputs your card number, expiration date and 3 digit control number that appear in the back of your card. K&H Bank accepts the following cards: VISA, Eurocard, MasterCard, JCB, Internet bank cards and K&H Cirrus Maestro and Visa Electron type cards. Other Visa Electron and Cirrus Maestro cards are only acceptable if issuer bank authorizes its use.

After successful payment K&H Bank issues an authorization number of the transaction, which we kindly suggest you to print.

Data protection

Using the payment system does not provide any credit card data to Europe Incoming Budapest Kft, but receives payment confirmation only. All payment data is sent to K&H Bank's server through the latest and safest 128 bit SSL encryption.

We inform you that Europe Incoming Budapest Kft. does not provide any kind of client data to third parties (other than hotel, excursion and transfer providers) but reserves the right to use them for internal statistics.