

NIAGARA AIRBUS

Basic instructions for the use of the on-line system are as follows:

In your internet browser, simply go to <http://bit.ly/niagaraairbus537>

You do not need to login... you can simply begin making a reservation from that page. Near the end of the reservation, you will be asked for your name and phone number information, and when you complete the reservation (after entering credit card information)... on the Reservation Confirmation page... you will be given login information for future use. Please ensure you copy this login and password as this is required to make changes to your reservation.

Please have the following information ready:

Dates of travel - Airline and flight number information-- we require the airline and flight number of the flight that arrives/departs the Toronto or Buffalo Airport (not the initial flight if it isn't landing in Canada)

The name of the hotel you will be staying at in Niagara. A default has been chosen by your conference coordinator - if yours is different please click on the drop down box for the appropriate hotel.

Valid credit card number and expiry date to at least guarantee the reservation.

On the first page... you will see a summary of all of the services we offer. Airport Transportation is at the top. Please choose whether you wish to book shuttle or exclusive (private) service, and then the direction of your first trip... (eg: Select - Round Trip , One way from the Airport or One way to the Airport.)

The next few screens gather information we require to provide you with the appropriate pick up times, etc. The pick up and drop off information pages contain list boxes from which you can simply choose your hotel ... our system will then fill in the address information.

After completing the Airport Requirements, you will have the ability to choose individual sightseeing or winery Tours at a discounted rate before completing your Airport Reservation.

On the passenger information Screen - it is here that you choose to pay for your reservation with the credit card. Simply ensure 'credit card' is ticked off, and enter the information.

If you would prefer to pay our driver, click on 'Cash/Travellers Cheqs', and then you must fill out the credit card information.

When this is the case, we do not charge your card, but we do pre-authorize the amount of the reservation, to ensure we have a valid credit card for guarantee purposes.

Please then click (only Once) the 'Done' button.

The next screen is the Reservation Confirmation Screen. It will provide a confirmation number, which you can print as your receipt, or choose to receive an email confirmation of the reservation.

Should anyone require further assistance with the on-line system, they should contact our Support Desk at support@niagaraairbus.com.

WESTJET DISCOUNT - Serving Hamilton & Toronto

Conference / Convention Promise:

Thank you for choosing WestJet for your convention/conference travel needs. We will do our utmost to ensure that your travel experience is fun, friendly, and affordable. Outlined below is our promise to you, our guest, regarding your convention / conference travel booking.

Booking

- Quote booking **account number CC6971** for travel into **Hamilton or Toronto, ON** for the 2011 Canadian Pool & Spa Conference & Expo and receive a **10% discount** off the best available regular fare at the time of booking (excluding web and promotional fare)
- Flight schedule information is available on our website www.westjet.com
- Please call WestJet Groups Department @ 1-888-493-7853

Payment

- Full payment is at the time of booking. Fares are non-refundable.
- WestJet accepts Visa, MasterCard, and American Express.
- Please include your WestJet confirmation number with all payments, names, and other correspondence.

Cancellation

# of Days Prior to Departure	Cancellation Fee	Credit / Refund
Up to 2 hours prior to departure	\$50.00 (+ GST) fee per person	Balance of funds paid will be placed in a credit file good for one year from date of cancellation towards another WestJet booking
Less than 2 hours prior to departure	All funds are non-refundable and non-creditable if no-showed or cancelled with less than 2 hours notice	No credit or refund given

Change

- WestJet does not charge for name changes up to 24 hours prior to the initial departure time. Each name change after that time is subject to a \$50.00 (+ GST) fee.
- Itinerary changes are subject to a \$50.00 (+ GST) fee and any difference in fare, per person. Payment is required at the time of the change.

Other stuff

- Identification is required.
- RBC Travel insurance now available for purchase at www.westjet.com under “Partners”.
- WestJet’s maximum liability for lost or damaged luggage is \$250 per person per incident. WestJet assumes no liability for fragile, valuable, or perishable articles. Guests will be asked to complete a Luggage Liability Release form upon check-in for these items.
- In the event of a flight delay due to weather, WestJet is not responsible for any additional costs such as meals, accommodation, or travel on alternate carriers. Should a delay occur, we will do our best to assist you in reaching your final destination with the least amount of inconvenience possible. Specific options will be advised as required.