

eBIYAHE SERVICES CO.

Is an Online Travel Solutions Provider. By simplifying the travel process, to enhance your customer base, efficiency and profits. We offer a single window platform to provide comprehensive End-to-End solution – **eBIYAHE**.

VISION

"To be the best END-TO-END travel solution provider with respect to Quality, through Continuous Innovation in our Products, Processes and Practices".

MISSION

To maximize online travel technology capabilities, deliver superior performance and add value to our customers in the Travel Industry.

STRENGTH

ESCO's strength is its strong technology & innovation capability coupled with deep industry knowledge backed by significant skill base for developing, maintaining & managing operations, secured high-volume transaction processing, network integration, infrastructure development, execution and project management.

OUR PEOPLE

We are a passionate team driven by talented achievers. Among us are experienced professionals from the Travel & Tourism Trade, Airline & Hotel Industry with a strong online background. We focus on developing innovative solutions and using the latest state of art technologies. We are a result-oriented team who focuses on delivering value to our customers and end users through our products and services.

With the Travel industry and business environment embracing change consistently, **eBIYAHE** brings value to our customers and business partners to optimize resources and to grow their business, integrating with the best of technology and customer- friendly service delivery tools.

eBIYAHE integrates travel products ranging from Domestic and International Air Tickets, Worldwide Hotel and Tours Content, Buses, Ferries and Travel Insurance with real-time reports on a safe secured platform, which is:

- ☞ Easy to use system
- ☞ Dispense accurate and on time data
- ☞ Instant Booking
- ☞ Instant Issuance
- ☞ Instant answers to your client
- ☞ Customized reports
- ☞ No brand dilution
- ☞ No large deposits to Supplier
- ☞ Satisfied and Happy Customer

OUR VALUE PROPOSITION TO OUR CUSTOMERS

- ☞ Single window - easy to operate solutions for all travel products and services.
- ☞ Low-fare airlines, Full service carriers
- ☞ Access to the best available rates of hotels in the domestic and international markets.
- ☞ Multiple product and revenue options.
- ☞ No complicated GDS codes to master.
- ☞ Manage your business from anywhere in the world.
- ☞ Generation of various reports, access to our promotional activities carried out by our supplier chains.
- ☞ Increase your revenue and achieve fast time to market.
- ☞ Customer profile management.
- ☞ Customer support from **eBIYAHE**.
- ☞ Ensure Customer Delight.

eBIYAHE GENERAL GUIDELINES

Privacy Policy of eBIYAHE

eBIYAHE is committed to safe guarding its user privacy. We request all our users to read the following privacy policy to understand how their personal and business information will be treated that you share with us. We would like to assure you that we follow appropriate standards when it comes to protecting your privacy on our websites.

eBIYAHE collects Information from its user when they register to gain access to purchase air tickets, bus tickets, hotel booking and mobile recharge services from our website. During the registration the travel data we store may include: Name, Address, and Email, travel schedules, accommodations, and reservation information. The Information you share with us is kept highly confidential, will be shared only for competing your travel needs.

This policy is subject to the change, it will be posted on the website with the effective date. So please be sure to access the website regularly to ensure you understand the current Policies. **eBIYAHE** will attempt to respond to all reasonable concerns or enquiries within five business days of receipt.

Thanking you for using **eBIYAHE!**

WEBSITE USER:

- R** You are solely responsible for maintaining the confidentiality of your **eBIYAHE** account and for restricting access to your computer.
- R** You are responsible for all activities that occur on your **eBIYAHE** account.
- R** You must ensure that all the information you enter in the website (www.ebiyahe.com) are accurate and valid.
- R** You must update your company profile in **eBIYAHE**.
- R** You must follow the terms and condition set by the suppliers (Airline, Ferry, Bus, Hotel, Tour Packages, Travel Insurance, and Mobile)
- R** Be **UPDATED!** Be connected with us through,
eBIYAHE Facebook Page: <https://www.facebook.com/ebiyahe>
Twitter and IG Account: <https://twitter.com/ebiyahe> or [@ebiyahe](https://www.instagram.com/ebiyahe)

Revisions and updates on this manual may be done without prior notice.

BANKING & FINANCE

A. FUND TRANSFER

- Agents are the one to enroll their deposit on their **eBIYAHE** account.
- Update the request thru **eBIYAHE** portal using the last 10 digits on the transaction or confirmation ID from the bank and with attachment of deposit slip.

Note:

Do not use 0000 for the transaction, this can only be used ones and will get error for the second time to use it.

B. MANAGER'S CHEQUE AND CHEQUE

- Subject to 3 banking days clearing period.

eBIYAHE AGENT REMINDERS!

- ℞ All transactions for the deposits should be updating using **eBIYAHE** on time.
- ℞ All information should be correct: amount, date, bank of transaction and branch name.
- ℞ System does not accept centavo, kindly use CBR (Call Back Request) to advise the centavo amount (if any).
- ℞ Top up will be visible using the PESO SIGN on the upper corner of the page.

Please be advised!

BANKING: Top up ahead of time to avoid time loss, client loss and low fares loss especially on Friday, Saturday, Sunday. Please be advised that Agents may experience delay in Deposit update on peak banking periods.

MON – FRI	:	9:00 AM – 11:00 PM
SAT – SUN	:	9:00 AM – 11:00 PM

Note:

BPI 9:00 PM onwards cut off

BANK DOWNTIME SYSTEM

Please be advised that Agents may experience downtime system, kindly send us the scanned copy of your deposit slip indicating the branch where you deposited and terminal I.D to

creditcontrol@gicorpphil.com

FOR REBOOKING

FLIGHT DETAILS

- Airline PNR:
- GIPC PNR:

NAME OF PASSENGER(s):

REBOOKING DETAILS

- Requested Date:
- Requested Time:
- Requested Route:

BAGGAGE:

REMARKS/SSR:

REQUESTING AGENT DETAILS

COMPANY NAME:

NAME OF CONTACT PERSON:

- Terminal ID:
- Contact Number:

REBOOKING PROCEDURE:

1. Send details through email to our Air Support Team with proper format and labeling.
2. Quotation will be given by Airsupport.
3. Confirmation from Agent in the quotation sent by air support.

REBOOKING TIME LIMIT

DOMESTIC and INTERNATIONAL:

AK/Z2/PQ: more than 48 hours prior departure

PR: depend on ticket restrictions

5J: 6 hours before flight departure

NOTE: Unable to rebook ticket within the time limit, will subject ticket to be forfeited.

VOIDING

NOTE: STRICTLY TO BE FOLLOWED!

Fields marked with (*) are mandatory. Incomplete details will not be attended.

- Airline PNR:
- GIPC PNR:

REQUESTING AGENT DETAILS

COMPANY NAME:

NAME OF CONTACT PERSON:

- Terminal ID:
- Contact Number:

VOIDING PROCEDURE:

1. Send details through email to our Air Support Team with proper format and labeling.
2. Quotation will be given by Airsupport
3. Confirmation from Agent in the quotation sent by air support.

VOIDING FEE : Php 300.00 (INTL) / per ticket
Php 130.00 (DOM) / per ticket

VOIDING LIMIT: Same day issuance

NOTE: FSC/ PR issued ticket can be void same day issuance

NON - VOIDING: 5J/DG/Z2/PQ/AK/3K

CONDITION

- (1) Airline terms and condition applies.
- (2) Additional charges and penalties applies depending on the conditions attached to the fare.
- (3) Please check the fare conditions relating to the selected airfare(s)
- (4) Amendment and any form of alteration in the ticket is sticktly prohibited.

FLIGHT QUOTATION

FLIGHT DETAILS

- **Route:**
- **Date of Departure/Arrival:**

PREFERRED AIRLINE:

NUMBER OF PASSENGER:

- **No. of Adults:**
- **No. of Child:**
- **No. of Infant:**

PASSENGER(S) INFORMATION:

NAME/DATE OF BIRTH/AGE/GENDER: (If available)

Please indicate the Title (Mr/Ms/Mstr)

REMARKS/SSR:

REQUESTING AGENT DETAILS

- **Terminal ID:**
- **Contact Number:**

COMPANY NAME:

NAME OF CONTACT PERSON:

FLIGHT QUOTATION PROCEDURE:

1. Send details through email to our Air Support Team with proper format and labeling.
2. Quotation will be given by Airsupport.
3. Confirmation from Agent in the quotation send by air support.

NOTE: STRICTLY TO BE FOLLOWED!

Fields marked with (*) are mandatory. Incomplete details will not be attended.

GROUP BOOKING (Offline Request)

FLIGHT DETAILS

- **Route:**
- **Date of Departure/Arrival:**
- **Preferred Airline:**

NUMBER OF PASSENGERS:

- **No. of Adults:**
- **No. of Child:**
- **No. of Infant:**

GROUP BOOKING PROCEDURE: (Offline Request)

1. Send details through email to our Air Support Team with proper format and labeling.
2. Quotation will be given by Airsupport.
3. Confirmation from Agent in the quotation sent by air support.

Minimum of 10 passenger
(Except for 5J which Requires minimum of 15 passengers)

NOTE:

- (1) Given quotation will depend on the airline's response on the availability of the request.
- (2) Airline's terms and condition applies.

PROCEDURE

Name of person:

Contact No.

Email Address:

Date of Birth:

Place of Birth:

Scanned copy of Valid ID (Passport/SSS/TIN/GSIS):

Complete Address:

ZIP Code:

Nature of Work:

Nature of Employer/Business:

Source of Funds:

Name of Beneficiary

Contact No:

(Please indicate relation from the person)

NOTE: STRICTLY TO BE FOLLOWED! Fields marked with (*) is mandatory.

Incomplete details will not be attended.

- (1) Given quotation will depend on the supplier's response on the availability of the request.
- (2) Hotel terms and condition applies.

TRAVEL GUARD STANDARD AND ENHANCED INSURANCE

Description of Benefits

MEDICAL EXPENSE

Reimburses expenses incurred overseas due to sickness or accidents the insured person suffered during the trip.

- Hospital confinement and medicine
- Professional fees
- Ambulance service
- Examinations and laboratory tests

MEDICAL EVALUATION

Arranges for the most appropriate means to evacuate the insured person to another location for medical treatment or return to the Philippines

REPATRIATION EXPENSE

Arranges and pays for the expenses to return the mortal remains to the Philippines in the event of death due to sickness or accident during the trip. Expenses include:

- Cost of transporting the remains
- Service / supplies provided by the mortician

PERSONAL ACCIDENT

Provides P1, 000,000 lump sum benefit for death or disablement due to accident suffered during the trip.

CHILD GUARD

Arranges and pays for transportation and accommodation expenses of an adult family member to take care of minor children who are traveling with the insured person and accompany them home in the event of hospitalization during the trip.

COMPASSIONATE VISIT

Arranges and pays for transportation and accommodation expenses of an adult family member of the insured person is hospitalized for more than five days during the trip and no adult family member is traveling with the insured person.

BAGGAGE DELAY

Reimburses purchase of necessary clothing and toiletries if check-in baggage is delayed for more than 12 hours.

TRIP CANCELLATION

Pays for loss of travel fare and / or accommodation expenses paid in advance and not refundable in case trip had to be cancelled due to any of the following events:

- Death, serious injury or sickness of the insured person, spouse parent, parent-in-law, child, grandparent, brother, sister, business partner or co-director.
- Unexpected outbreak of strike, riot, civil commotion at the planned destination.

TRIP TERMINATION

Pays for the loss of travel fare and/or accommodation expenses paid in advance and not refundable, if after the commencement of the trip, the insured person had to return to the Philippines due to any following events:

- Death, serious injury or sickness of the insured person, spouse parent, parent-in-law, child, grandparent, brother, sister, business partner or co-director who is a resident of the Philippines.

BAGGAGE AND PERSONAL EFFECTS

Loss: Pays actual or replacement cost of baggage lost due to theft.

Damage: Repairs or reinstates baggage (with allowance for depreciation, wear and tear) damaged while in the possession of the hotel staff or common carrier.

FLIGHT DELAY

Reimburses expenses in flight is delayed for more than 12 hours due to severe weather conditions, strike of airline personnel or equipment failure of aircraft.

LOSS OF TRAVEL DOCUMENTS

Reimburses costs of additional hotel, travel, and communications expenses necessary in obtaining replacement of lost passport or visa.

PERSONAL LIABILITY ABROAD

Covers beneficiary against legal liability for bodily injury or property damage to third parties due to negligence.

FREE 24 HOUR WORLDWIDE TRAVEL ASSISTANCE

NOTE:

DISCLAIMER: Details provided here with contain only general description of coverages and is not a statement of contract.

HOTEL QUOTATION REQUEST FORMAT

No. of person:
PREFERRED HOTEL:
Check in date:
Duration of stay:
REMARKS/SSS/INCLUSION:

REQUESTING AGENT DETAILS
COMPANY NAME:
NAME OF CONTACT PERSON:
Terminal ID:
Contact Number:

NOTE:

- **STRICTLY TO BE FOLLOWED!** Fields marked with (*) is mandatory. Incomplete details will not be attended.

- (1) Given quotation will depend on the supplier's response on the availability of the request.
- (2) Hotel terms and condition applies.

Dear Travel Partner: This brief overview will discuss the typical restrictions and a number of concerns that you may want to address when you book for tickets in **eBIYAHE**. Please be reminded, that all airlines enforces different policies and each may vary from time to time without prior notice. It is important that you should understand the regulations of your ticket and always check updates with the airlines. For best assistance, please consult Air Support.

AGENT'S MUST – KNOW INFORMATION

: **eBIYAHE** gives integration of LCC (Low Cost Carrier) and FSC (Full Service Carrier) for Domestic and International airline bookings.

: Airline bookings are commissionable – service charge can be modified on the portal.

: ONLINE/LIVE: Airline Reservation is automated on **eBIYAHE** and bookings can be made directly on the portal.

: Travel Agent's logo can also be uploaded on Agent's **eBIYAHE** Account which will appear on the passenger's air ticket.

APPLICABLE FEES

New Issuance:	Domestic Bookings: Php 40.00 to Php 110.00 per person and per way International Bookings: (LCC) Php 350.00 per person / One Way or Round Trip International Bookings: (FSC) Php 350.00 + Php 90.00 IPP (Insurance Protection Plan)
Terminal Fee:	Domestic Flights: Php 200.00 per passenger for flights departing NAIA (MNL) and MCIA (CEB) are included on the fare. International Flights: Php 550.00 per passenger for flights departing MNL included in the fare.
PH Travel Tax:	Php 1620.00 included already for all Full Service Carriers (GDS) and Cebu Pacific International flight. Lost Cost Carriers will be settled before departure.
Ticket Amendments:	Penalties and charges will depend on ticket restrictions.

NOTE: **eBIYAHE** Transaction Fees are all NON-REFUNDABLE.

WHAT IS AN AIRLINE TICKET? It is a document issued by an airline, to confirm that an individual has purchased a seat on a flight on an aircraft.

OPEN RETURN TICKET: is a flexible ticket in which the passenger doesn't have to specify the exact time and date of his return on his itinerary. This ticket is usually valid for one year unless stated otherwise. This is only applicable for selected booking class. To book for OPEN RETURN TICKET, please check directly to the airlines.

TICKET RESTRICTIONS

As a Ticketing Agent, please ensure to understand the restriction of the ticket(s) you have.

Non Transferable:	Only the person whose name is printed on ticket may use it.
Non Endorsable:	The Ticket can't be used for travel on another airline.
Non Refundable:	Ticket cannot be refunded.
Non Reroutable:	Itinerary of the ticket can't be changed.

TICKET VALIDITY

Tickets are usually valid for a year from date of issue unless stated otherwise on the ticket. Please always check your ticket.

AGENT REMINDERS!

As a Ticketing Agent, it is your responsibility to

- ✎ Inform the passenger(s) the terms and conditions attached to the fare.
- ✎ Ensure that the flight reservation of your passenger(s) are confirmed and ticketed.
- ✎ That all the information and documents to be provided for booking are authentic and valid.

eBIYAHE Agent Reminder!

- ✎ **EBIYAHE SERVICES CO.** is not accepting direct transaction from the passenger(s). All **eBIYAHE** transaction and other related concerns must be done through to the ticketing agent who made the reservation.
- ✎ **STRICTLY PROHIBITED!** Amendment of ticket without authorization is not allowed and punishable by law.
- ✎ You should only deliver airline - related concerns to Air Support Team. Any concerns sent to Air Support beyond airline-related matters will not be attend.
- ✎ Air Support Team may require documents for ticket issuance to secure passenger information.
- ✎ Email always for proof of reply.
- ✎ Yahoo Messenger can also be used for follow up but confirmation sent through any forms of instant message will be acknowledged.
- ✎ Follow up details on the pertaining concern should only be directly on the same email sent by Air Support. Any follow up response on different email may not be acknowledged.
- ✎ It is important to deliver information comprehensively. Please use the email inquiry format as a reference to ensure that your email inquiry is acceptable to our Support Team.

MANDATORY ELEMENTS FOR AIRLINE BOOKING

PASSENGER NAME RECORD (PNR)

It serves as the airline's reference on passenger's details of reservation and other information related to a passenger(s) itinerary. It also contains service-related information which the airline may use for passenger handling.

PNR ELEMENTS

- SEGMENTS** : It pertains to flight, hotel and car or cruise obtained by the passenger(s).
- NAME** : It consists of passenger's family name, given name and title.
- CONTACT** : Reference of contact information of a ticketing agent and its passenger(s)
- RECEIVED FROM:** It identifies the ticketing agent who made the reservation.
- TICKETING** : It indicates the type of ticketing arrangements made to provide tickets to a passenger.

NUMBER OF PASSENGERS PER PNR

AIRLINE	PR	5J	2P	Z2	PQ	DG	INT'L
NO. OF PAX/PNR	7	7	4	7	7	7	7

Total number of passenger per PNR for combination of all passenger type

(Adult - ADT, Child - CNN & Infant - INF).

NAME ELEMENTS

Some airlines may require specific titles. Check with the airlines.

TITLE	EXPLANATION	ADDITIONAL INFO
MR or MS	12 years old and above	ADT
MSTR or MIST	2 years old to 11 years old	CHD / CNN
INF	1 month to 23 months old	INF

NOTE: To create name element for infant, it must be associated to an Adult PNR.

eBIYAHE BOOKING REMINDER!

- (1) To book for child and infant passenger, it must be associated to an adult PNR.
Please secure a copy of Infant's Birth Certificate for documentation.
Child's age must not exceed within 11 year's old and 11 months.
(6 months before travel period).
- (2) Name Extension (e.g. JR, III, IV, V) must be put after the last name of passenger.
- (3) For Unaccompanied Minor please secure DSWD Permit, Authorization Letter from Guardian allowing the Minor to travel alone and valid IDs for documentation.
Airlines fees and charges apply. Some airlines do not allow children to travel alone for Unaccompanied Minor(s) please check with the airlines.
- (4) Senior Citizen (DSCNT) is not allowed to be combined with other passenger types (must be done in separate booking). Ensure to secure a copy of OSCA ID.
- (5) Please indicate SSR – Special Service Request for passenger with special needs for best airline passenger assistance.

TYPES OF TRAVEL

One Way	Can be done through eBIYAHE
Round Trip	Can be done through eBIYAHE (Recommended: book with the same airlines)

These are the types of travel which can be booked on the portal.
For Multi-destination Itinerary, please consult Air Support.

REFUND

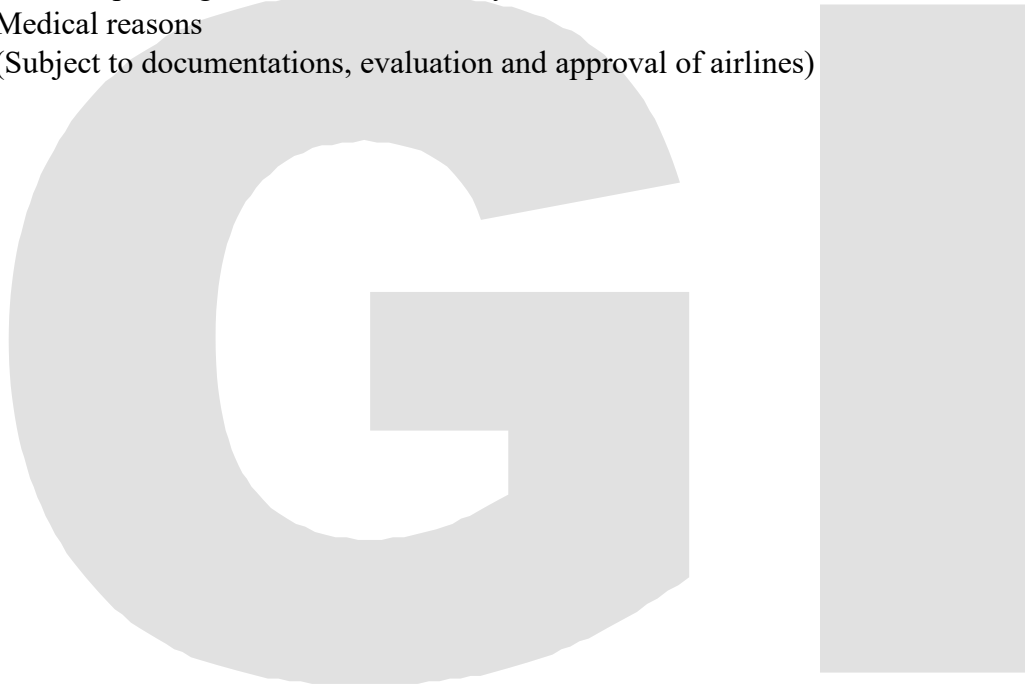
AIRLINE	CONDITION
PHILIPPINE AIRLINES PAL EXPRESS	Refundable on regular fares only.
CEBU PACIFIC AIR	Non-refundable – Subject to “TRAVEL FUND” for regular fares only. Transferrable but will be subjected to fees and taxes plus documentations to be advised by airlines. Valid for 90 days from the date of issue. If balance or full amount is not utilized within 90 days, the amount is forfeited.
TIGER AIRWAYS JETSTAR	Non - refundable
AIR ASIA ZEST	Non-refundable/Non-transferable – Subject to “Credit Shell”. Filing procedure: online process. Passenger should create an account at www.airasia.com.ph Valid for 90 days from the data issue. If balance or full amount is not utilized the 90 days, the amount is forfeited.

NOTE:

- (1) Subject to documentation and airline evaluation and approval.
- (2) To be processed directly at the airline by the passenger or can be done by the Travel agent through **eBIYAHE**. (Only Travel Agents are allowed to transact directly at **eBIYAHE**, direct transaction from the passenger(s) is not permitted).
- (3) **eBIYAHE** Transaction fee is NON REFUNDABLE.
- (4) Refund process period
(Domestic: 2-3 months and International: 4-6 months upon filing).
- (5) Refund may be applied in accordance to the restriction attached to the ticket.

Valid reasons for possible FULL REFUND:

- (1) Airline flight cancellation. (to be advised by airlines)
- (2) Death of passenger or immediate family member.
- (3) Medical reasons
(Subject to documentations, evaluation and approval of airlines)



eBIYAHE Ferry partners!

OCEAN JET

Ocean Fast Ferries, Inc. (OFFI) is a domestic shipping company based in Cebu City and operates several fast ferries in Visayas and Mindanao.

See <http://oceanjet.net>

GENERAL GUIDELINES FOR FERRY BOOKING

As a Ticketing Agent, it is your responsibility to

- R** Ensure that the booking of your passenger(s) are ticked.
- R** Inform passenger(s) the terms and conditions of the ticket set by the carrier.
- R** That all the documents to be provided in booking are authentic and valid.
- R** That all the information to be provided are true and correct.

eBIYAHE AGENT REMINDERS!

- R** **TRAVEL AND BEYOND SERVICES INC** is not accepting direct transaction from passenger(s).
All **eBIYAHE** transactions and other related concerns must be done through to the ticketing agent who made the reservation.
- R** **STRICTLY PROHIBITED!** Amendment of ticket without authorization is not Allowed and punishable by law.
- R** You should only deliver ferry-related concerns to our Ferry Team. Any concerns sent to Ferry Team beyond ferry – related matters will not be attended
- R** It is important to deliver information comprehensively. Please use the email inquiry format as reference to ensure that your email inquiry is acceptable to our Support Team.
- R** Ferry Team may require documents in ticket issuance to secure passenger information.
- R** Email always for proof of reply.
- R** Follow up details on the pertaining concern should only be directed on the same email given by Ferry Team. Any follow up responses on different email will not be acknowledged.

PROCEDURE FOR FERRY INQUIRY AND QUOTATION REQUEST

STEP 1: Send email inquiry details to Ferry Team at ferry@gicorpphil.com with complete details. For best assistance, please provide details as suggested below.

STEP 2: Reply of Acceptance and final confirmation from agent (with supporting documents if required).

EMAIL INQUIRY FORMAT

REQUEST FOR	DETAILS REQUIRED
	<p>STEP 1: FOR EMAIL INQUIRY</p> <ul style="list-style-type: none"> BOARDING DETAILS (Route/Date of Departure and arrival) NUMBER OF PASSENGER (please indicate No. of Adult, Child, Infant)
	<p>STEP 2: REPLY OF CONFIRMATION</p> <ul style="list-style-type: none"> PASSENGER(S) INFORMATION (Name/DOB/Age/Nationality – Please indicate Mr/Ms/Mstr/Mist) REMARKS/SPECIAL SERVICE REQUEST: REQUESTING AGENT DETAILS (BK Terminal ID/All contact numbers/Company Name/Yahoo ID)
	<p>NOTE:</p> <ol style="list-style-type: none"> Ocean Jet terms and condition applies. Quotation will depend on Ocean Jet’s response on the availability of seat request Please follow the format provided. Incomplete details will result in delated reply. BK Service Charge is Php 30.00 per pax per way. Agent’s mark up should be Php 100 – Php 200 only. Check in time is must be at least 45 minutes before departure.

Fields marked with () are mandatory. Please ensure to provide correct and complete details. Support Team will not be liable for incorrect information given by the travel agents.*

OCEAN JET

ORIGIN	DESTINATION
CEBU	Dumaguete
	Tagbilaran
DUMAGUETE	Cebu
	Tagbilaran
TAGBILARAN	Cebu
	Dumaguete
BACOLOD	Iloilo

BAGGAGE REQUIREMENTS

TOURIST CLASS	15 Kilos Free
OPEN-AIR	15 Kilos Free

NOTE: (1) This only applicable for trolley bags /bag packs. Exceeding baggage will be charged Php 10.00 per kilo.

(2) If the item is NOT trolley bag then there is a designated rate (fixed).

DISCOUNT

Senior Citizen	20% less (with OSCA ID)
Minor	50% less (4-11 years)
Student	15% less (with valid school ID)

NOTE: (1) No discounts for promos

(2) Minor fare and student fare discount is only applicable

HEIGHT STANDARD (for infant passenger)

MALE	41 inches (3ft and 5 inches tall)
FEMALE	39 inches (3ft and 3 inches tall)

NOTE: (1) Child (3 years old or below) whose height is more than the above mentioned standard height is required to buy ticket.

(2) Child 4 years old and above is required to buy ticket.

HOTEL ONLINE BOOKINGS

Commissionable

Php 300.00 P/R/N for International Php 250.00 P/R/N for Domestic

Hotel reservations are automated on **eBIYAHE** and can be booked directly on the portal.

HOTEL OFFLINE BOOKINGS

Hotel offline request is on book and buy basis

INBOUND/OUTBOUND TOUR PACKAGES

Offline request (quotation request should be sent to Packages Team through email).

For outbound tour packages, kindly ensure that your client is handling a valid passport and visa (if necessary).

Rates are subject to change without prior notice and until finalize

Rooms are subject to availability upon booking and finalization

Rates are on net and non-commissionable

HELP DESK: Packages Team

GENERAL GUIDELINES FOR HOTEL AND HOLIDAY PACKAGES BOOKING

As a Tour provider, it is your responsibility to:

- R** Ensure that your client(s) tour/hotel reservation is confirmed.
- R** Inform your client(s) the terms and conditions of the package set by the Tour/Accommodation supplier.
- R** That all the documents and information to be provided for booking are authentic and valid.

eBIYAHE AGENTS REMINDERS!

- ✉ EBIYAHE SERVICES CO. is not accepting direct transaction from the guest(s)/ tourist(s). All **eBIYAHE** transactions and other related concerns must be done through to the ticketing agent who made the reservation.
- ✉ **STRICTLY PROHIBITED!** Amendment of tour vouchers without authorization is not allowed and punishable by law.
- ✉ Agents can request for Tour Package Rate Sheets through email if the requested tour package is available in **eBIYAHE**.
- ✉ Tour package given by Packages Team only provides land arrangements, airfare is excluded.
- ✉ You should only deliver Hotel and Tour package – related concerns to Packages Team. Any concerns sent to Packages Team beyond tour – related matters will not be attended.
- ✉ It is important to deliver information comprehensively. Please use the email inquiry format as reference to ensure that your email inquiry is acceptable to our Support Team.
- ✉ Packages Team may require documents to secure guest(s) booking information.
- ✉ Email always for proof of reply.
- ✉ Agents may also use YM/SKYPE/GMAIL for follow up but confirmation sent through any forms of instant message will not be acknowledged.
- ✉ Follow up details on the pertaining concern should only be directed on the same email given by Packages Team. Any follow up responses on different email may not be acknowledged.
- ✉ Please use different email subject for different tour inquiry for best assistance.

PROCEDURE FOR HOTEL / TOUR PACKAGE INQUIRY AND QUOTATION REQUEST

STEP 1: Send email inquiry to Packages Team at packages@gicorpphil.com with complete details. For best assistance, please provide details as suggested below. Quotation will be given by Packages Team.

STEP 2: Reply of acceptance and final confirmation from agent (with supporting documents if required).

eBIYAHE REMINDER!

Quotation will be given at least 24-48 hours upon request. For follow up, agents may send instant message to Packages through:

YAHOO MESSENGER: ebiyahe.packages@yahoo.com

GMAIL: ebiyahe.packages@gmail.com

EMAIL INQUIRY

REQUEST FOR	REQUIRED INFORMATION
	<p>STEP 1: EMAIL INQUIRY</p> <ul style="list-style-type: none"> NUMBER OF PERSON/AGE/NATIONALITY: (Please specify No. of Adult/Child/Infant) NO OF ROOMS: DESTINATION: PREFERRED HOTEL: (If applicable) INCLUSIVE DATES: REMARKS/INCLUSION: REQUESTING AGENT DETAILS (BK Terminal ID/All contact numbers/Company Name/Yahoo ID)
	<p>STEP 2: REPLY OF CONFIRMATION</p> <ul style="list-style-type: none"> GUEST(S) DETAILS (Name/DOB/Age/Nationality) GUEST CONTACT NUMBER SUPPORTING DOCUMENTS (If required/Terminal ID)
	<p>NOTE:</p> <ol style="list-style-type: none"> (1) Hotel Supplier's terms and condition applies. (2) Quotation will be given at least 24-48 hours upon request and will depend on the supplier's response on the availability of room request. (3) Please follow the format provided. Incomplete details will result in delayed reply.

HOTEL & HOLIDAY PACKAGES

REQUEST FOR	REQUIRED INFORMATION
	<p>STEP 1: EMAIL INQUIRY</p> <ul style="list-style-type: none"> NUMBER OF PERSON/AGE/NATIONALITY (Please specify No. of Adult/Child/Infant) DESTINATION/SELECTED TOUR PACKAGE: PREFERRED HOTEL: (If applicable) INCLUSIVE DATES: REMARKS/INCLUSION: REQUESTING AGENT DETAILS (eBIYAHE Terminal ID/ All contact numbers/Company Name/ Yahoo ID)
	<p>STEP 2: REPLY OF CONFIRMATION</p> <ul style="list-style-type: none"> GUEST(S) DETAILS (Name/DOB/Age/Nationality) GUEST CONTACT NUMBER FLIGHT DETAILS (Route/Date of Departure and Arrival/ Preferred Airline) SUPPORTING DOCUMENTS (If required/Terminal ID)
	<p>NOTE:</p> <ol style="list-style-type: none"> (1) Tour Supplier's terms and condition applies. (2) Quotation will be given at least 24-48 hours upon request and will depend on the supplier's response on the availability of Tour Package. (3) Please follow the format provided. Incomplete details will result in delayed reply. (4) For Twin or Tri City inquiry, kindly indicate the arrival and departing place of guests.

Fields marked with (*) are mandatory. Please ensure to provide correct and complete details.
Support Team will not be liable for incorrect information given by the Travel Agents

HOTEL BOOKING GUIDE

HOTEL QUOTATION REQUEST FORMAT

- NO. OF PERSON:
PREFERRED HOTEL:
- CHECK IN DATE:
- DURATION OF STAY:

REMARKS/SSR/INCLUSION:

REQUESTING AGENT DETAILS:

- COMPANY NAME:
- NAME OF CONTACT PERSON:
- TERMINAL ID:
- CONTACT NUMBER:

NOTE: STRICTLY TO BE FOLLOWED! Fields marked with (*) is mandatory. Incomplete details will not be attended.

- (1) Given quotation will depend on the supplier's response on the availability of the request.
- (2) Hotel terms and condition applies.

GENERAL TRAVEL DOCUMENTS

PASSPORT

It is a document, issued by a national government, which certifies the identity and nationality of its holder for the purpose of international travel. The elements of identity contained in all standardized passport include information about the holder, including name, date of birth, gender and place of birth.

NOTE:

- (1) Must be valid at least beyond 8 months before arrival in another country.
- (2) Always check validity of passport before ticket issuance.
- (3) Always use name as on the passport.
- (4) Always retain a copy of the passport.

For more information visit: www.dfa.gov.ph

PHILIPPINE TRAVEL TAX

Under Presidential Decree (PD) No. 1183, as amended by PD 1205, Batas Pambansa (BP) 38 and Executive Order (EO) 283, Filipinos and other nationals travelling to other countries are required to pay travel tax before departure from the Philippines.

Who Must Pay Travel Tax?

- Filipino nationals
- Permanent resident aliens
- Non-resident aliens who have stayed in the Philippines for more than one (1) year.

Who Are Exempted?

1. Filipino overseas contract workers
2. Minors from 2 to 12 years

Equivalent Documents needed for Tax Exemption

1. OFW – Original copy of OEC/TEC
2. MINORS – Reduce Travel Tax Certificate

For more information visit: www.tieza.com.ph

VISA

It is a document showing that a person is authorized to enter or leave the territory for which it was issued, subject to permission of an immigration official at the time of actual entry.

BUSINESS VISA - for engaging in commerce in the country. These visas generally preclude permanent employment, for which a work visa would be required.

VISITING RELATIVES AND FRIENDS

STUDENT VISA - This allows its holder to study at an institution of higher learning in the issuing country.

TRANSIT VISA - For passing through the country to a destination outside that country.
Validity of transit visas are usually limited by short terms such as several hours to 10 days depending on the size of the country and / or the circumstances of a particular transit itinerary.

TOURIST VISA - For a limited period of leisure travel, no business activities allowed.

DIPLOMATIC VISA - Is normally only available to bearers of diplomatic passports.

MINOR VISA

SEAMAN VISA

SCHENGEN VISA - A visa enables aliens, subject to visa requirements, to present themselves at the external border of the country which issued the visa or that of another Schengen country and request to be allowed to enter the country.
Mere possession of a visa does not entitle automatic right of entry.

See next page reference is VISA requirements

SCHENGEN COUNTRIES

Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

For other types of VISA, please check the respective Embassy

Those not present in the Philippines are generally represented by a MS.

NOTE: Beware of

- (1) Fake documents
- (2) Last minute applications
- (3) Facilitators
- (4) Incentive trips: substitutions of the awardee
- (5) Visa shopping

VISA REQUIREMENTS FOR THE FOLLOWING EMBASSIES

Embassy/Consulate with Accredited Agencies

- China Embassy
- Japan Embassy
- Singapore
- UAE (Filed at Emirates Airlines)
- Saudi Arabia
(filed at accredited recruitment agency)

Schengen VISA that are not allowed through Travel Agencies

- Italy (by appointment and personal appearance)
- Germany (by appointment; pick – up and deliver by courier)
- Estonia (with personal appearance at the Royal Norwegian Embassy)
- Finland (with personal appearance at the Royal Norwegian Embassy)

Countries with VISA that can be processed by Travel Agencies

- Australia (via visa center)
- Canada (by appointment; Pick up and deliver by courier)
- Cambodia
- Chile
- Egypt
- Ireland
- India
- Indonesia
- Korea
- Kenya
- Malaysia
- Myanmar
- New Zealand (via visa center)
- Nigeria
- Pakistan (with personal appearance)
- Panama
- Papua New Guinea
- Romania
(with personal appearance)
- South Africa
- Thailand
- Taiwan
- Turkey
- UK (with personal appearance)
- USA (with personal appearance and interview)
- Vietnam

Schengen VISA countries that can be processed by Travel Agencies

- Austria (by appointment with personal appearance)
- Belgium (by appointment with personal appearance)
- Czech Republic (by appointment with personal appearance)
- France (by appointment with personal appearance)
- Greece (by appointment with personal appearance)
- Hungary (by appointment with personal appearance at Belgium Embassy)
- Iceland (by appointment with personal appearance at the Royal Norwegian Embassy)
- Latvia (by appointment with personal appearance at Netherlands Embassy)
- Malta (by appointment with personal appearance at Spanish Embassy)
- Netherlands (by appointment with personal appearance)
- Norway (by appointment with personal appearance)
- Poland (by appointment with personal appearance at Netherlands Embassy)
- Spain (by appointment with personal appearance)
- Sweden (by appointment with personal appearance at the Royal Norwegian Embassy)
- Switzerland (by appointment with personal appearance)

BUS

We can discuss further each and every item underneath to start offline:

1. Bus Operator agrees to appoint GI Philippines Corporation as one of sub-distributors in reselling bus tickets for offline process.
2. Bus Operator will only extend routes, schedules and updated rates, and its central reservation contact information to GI Philippines Corporation. These details must be regularly updated and relayed to GIPC if any changes have been made at least one day prior to effectively of price changes.
3. Should there be a fare increase, the bus operator need to notify GI Philippines Corporation on the changes immediately and will be implemented based on LTFRB (Land Transportation Franchise Regulatory Board) directives.
4. GI Philippines Corporation will add Php 30.00 to their travel agent partners. Our travel agent partners can add their mark-up to Php 100.00 per bus trip. Both will appear as service charges on Bus E-Tickets to be issued. Rest assured that the actual rate given by the bus operator will never be changed.
5. Processing of Orders will be as follows:
 - a. Passenger books through GIPC Travel Agents
 - b. Passenger falls under On-request and is cued in GIPC Customer Service
 - c. GIPC Customer Service take note of request and sends email to Bus Operator

Reservation Officer. Following information will be provided.

- i. Number of Person
 - ii. Name of Master Passenger
 - iii. Origin and Destination
 - iv. Date of Travel and Departure Time
- d. Bus Operator Reservation Officer will check if they have available seats for the trip provided:
 - i. If Bus Operator has available seats:
 1. Bus Operator Reservation Officer will create/provide allocation to GIPC.
 2. After providing allocations, Bus Operator Reservation Officer will reply with seat number and confirmation number to GIPC Customer Service.
 - ii. If Bus Operator has no seats available:
 1. Bus Operator Reservation Officer will reply to GIPC Customer Service that there are no more available seats on the desired schedule of departure and should recommend other available seats.
 - e. GIPC Customer Service will notify Travel Agent and inform them that they can reserve/book in their portal.
 - f. Our clients who are travel agents will then book through our portal and issue E-ticket for their passengers.
 - g. Bus Operator can check bookings thru GIPC system.

6. ESCO Travel Partners bookings to be done at least three (3) days before the trip.
7. Cancellations or rebooking of trips by ESCO should be done 24 hours before the trip schedule, otherwise the ticket issued is considered sold and paid.
8. EBIYAHE SERVICES CO. will provide access and training to Bus Operator on its system features where they can put / provide the allocations. EBIYAHE SERVICES CO. will also train ESCO Travel Partners on how to book bus seats.
9. Bus E-tickets will be issued by EBIYAHE SERVICES CO. Bus Operator will then acknowledge the Bus E-ticket and issue Official Ticket after verification of passenger details. Passengers will be asked to present a valid ID as proof of identity.
10. EBIYAHE SERVICES CO. will provide a security deposit to Bus Operator and which will be consumable and refundable should partnership be terminated. Each bus seat sold per trip will be deducted from security deposit. Bus Operator will coordinate with EBIYAHE SERVICES CO. on the status of the security deposit on a weekly basis. Should security deposit reaches half, ESCO should replenish security deposit amount.
11. Both parties will have a proper reconciliation of bus seat on a weekly basis.
12. The agreement shall be for term of (1) year initially and shall be automatically extended for another term at the end of the first term unless and otherwise this is specifically stopped by either party at the time of, or before the, renewal of second term.

GI

BUS BOOKING PROCEDURES & TERMS AND CONDITIONS

1. Customarily, clients [Travel Agencies] need to basically execute the following in the portal;
 - Schedule search that includes origin, destination, date of travel and number of passenger.
 - Schedule will reject however seat won't appear as available (This option will be asked in future – Generally, our process is offline & we don't have way to automatically see whether seat are available or not. No system linked yet between two parties but this portion is our enhancement in future).
 - Rates are inclusive of Php 130 (Agent's markup is at maximum of 100 only & GI is 30). System will automatically multiply depending on the number of passengers.
 - As usual, agents have to fill-up necessary information at passenger contact, name field and click boarding details. A tick box is available if they want agent's details.
 - Review all information entered then click On-Request. Status will only be pending and they can view details at Bus history.

2. The part where these booking will go to our Bus Team's SAOA which will be handled by Kerly & Tina supervised by Dinesh;
 - They will communicate with the agent if booking is subject for finalization.
 - Our team will email our operator to confirm seat.
 - Operator will respond with confirmed seat number and reference number which will serve as record locator.
 - It will be acknowledge then all technicalities in finalizing the booking will be done at SAOA. These include retrieval, segregation of details & modification of status.
 - It has been our tradition to safety perform recap system to prevent issues with agents.

3. Voucher is available & printable at client's portal. It has all the details needed.
 - Voucher is required to present at the terminal's counter in replacement of bus ticket one hour before departure (Justifiably, 30 minutes before is possible IF REGULAR days however if holidays, better advise agents to process as early as possible)
 - In the event, passenger arrive closely of being late at the terminal and jumped at the bus thinking that voucher is enough/ acceptable – It's a NO, NO. We are still trying to work-out with the operator re: voucher but as of this moment, it's not possible, only actual ticket will be inspected.

4. Agents are required to request booking 3 days before departure in order for us to have plenty of time to process.

5. Cancellation or rebooking of trips by GIPC should be done 24hours before the trip schedule otherwise ticket issued is considered sold and paid.

6. Group booking (Known to be as charter) is entertained during lean season but it's not prioritized during peak season because all their units are needed on holidays.

Know Your Designated Airport Terminals at Manila

PHILIPPINE AIRLINES

All International Departures and Arrivals
Effective April 1, 2013

**PAL (NAIA)
TERMINAL 2**
(near Nayong Pilipino)

Domestic Departures and Arrivals

**PAL (NAIA)
TERMINAL 2**
(near Nayong Pilipino)

**NEW (NAIA)
TERMINAL 3**
(across Resorts World Manila)

Bacolod
Cebu
Davao
General Santos
Iloilo
Kalibo*
Laoag
Puerto Princesa**
Tagbilaran

* Kalibo flights 249 (departure) / 250 (arrival)

** Puerto Princesa flights 2785 (departure) / 2786 (arrival) for travel 15Dec2014-08Jan2015 only

Basco
Busuanga
Butuan
Cagayan de Oro
Calbayog
Catarman
Cotabato
Caticlan
Dipolog
Dumaguete
Kalibo*
Legazpi
Masbate
Naga
Ozamiz
Puerto Princesa**
Roxas
Surigao
Tacloban
Tuguegarao
Zamboanga

* Kalibo flights 2969, 2975, 2971 (departures) / 2970, 2976, 2972 (arrivals)

** Puerto Princesa flights 2781, 2787 (departures) / 2782, 2788 (arrivals) for travel 15Dec2014-08Jan2015 only. After 08Jan2015, all PPS flight depart/ arrive in Terminal 3

Source: <http://www.philippineairlines.com/flights/whats-my-terminal/>

CEBU PACIFIC/TIGERAIRWAYS SEA AIR
 All Flights Via 5J: TERMINAL 3
 All Domestic and Int'l Flights Via DG: TERMINAL 4

AIRASIA ZEST AIRPORT OR TERMINAL LISTING FOR Z2 & PQ FLIGHTS

Destination	From Manila (MNL)	To Manila (MNL)
Jinjiang (JJN)	Ninoy Aquino International Airport (Terminal 3)	Jinjiang Airport
Incheon (ICN)		Incheon International Airport
Kota Kinabalu (BKI)		Kota Kinabalu International Airport (Counters 9-10)
Macau (MFM)		Macau International Airport
Shanghai (PVG)		Shanghai Pudong International Airport (Terminal 1)
Kuala Lumpur (KUL)		Kuala Lumpur International Airport 2 (klia2)
Cebu (CEB)		Mactan-Cebu International Airport
Kalibo (KLO)	Ninoy Aquino International Airport (Terminal 4)	Kalibo International Airport
Puerto Princesa (PPS)		Puerto Princesa International Airport
Tacloban (TAC)		Daniel Z. Romualdez Airport
Tagbilaran (TAG)		Tagbilaran Airport

JETSTAR ASIA (3k) and JETSTAR AIRWAYS (JQ)

Routes:

- | | |
|-----------|-----------|
| Malaysia | Vietnam |
| Myanmar | Cambodia |
| Singapore | China |
| Taiwan | Fiji |
| Thailand | Indonesia |
| Japan | Hong kong |
| Hawaii | |
| Australia | |

All jet star flights operates at Terminal 1

CONTACT NO.	EMAIL	SCHEDULE OF AVAILABILITY
Trunkline: (02) 318 – 1111 Fax: (02) 318 – 1115	info@gicorpphil.com	MON – FRI (7am – 9pm) SAT (7am – 9pm) SUN (9am -9pm)
SUPPORT CONTACT INFORMATION		
ACCOUNTING		
Globe: 0917-328-0941	creditcontrol@gicorpphil.com	MON – FRI (8am – 7pm) SAT (8am – 2pm)
SALES TEAM		
Sales Executives can be contact on their individual contact no’s.	Sales Executives can be emailed on their individual email address.	
TELESALES TEAM		
Globe: 0917-577-4741 Smart: 0998-962-2108	Telesales Executives can be emailed on their individual email address.	MON – FRI (9am – 1pm) SAT (9am – 1pm)
PACKAGES TEAM		
Globe: 0917-530-1844 Smart: 0998-960-9880	packages@gicorpphil.com	MON – FRI (9am – 6pm) SAT (9am – 4pm)
GROUP DESK (GD)		
Globe: 0917-817-9053	gd@gicorpphil.com	MON – FRI (9am – 6pm) SAT (9am – 6pm)
FERRY TEAM		
Globe: 0917-528-1485 Smart: 0998-961-0927	ferry@gicorpphil.com	MON – FRI (7am – 9pm) SAT (7am – 9pm) SUN (9am -9pm)
INTERNATIONAL (INTL)		
Globe: 0917-528-1485 Smart: 0998-961-0927	intl@gicorpphil.com	MON – FRI (7am – 9pm) SAT (7am – 9pm) SUN (9am -9pm)
DOMESTIC (LCC)		
Globe: 0917-528-1485 Smart: 0998-961-0927	airsupport@gicorpphil.com	MON – FRI (7am – 9pm) SAT (7am – 9pm) SUN (9am -9pm)
ON CALL SUPPORT		
Globe: 0917-883-2151 (For urgent/emergency assistance beyond office hours)	customer-care.ebiyahe@gmail.com	Beyond office hours and during holidays

Phonetic Alphabet

A - alpha

B - bravo

C - charlie

D - delta

E - echo

F - foxtrot

G - golf

H - hotel

I - india

J - juliet

K - kilo

L - lima

M - mike

N - november

O - oscar

P - papa

Q - quebec

R - romeo

S - sierra

T - tango

U - uniform

V - victor

W - whiskey

X - x-ray

Y - yankee

Z - zulu