

Manage My Booking Portal

User Guide

What is the Manage My Booking Portal?

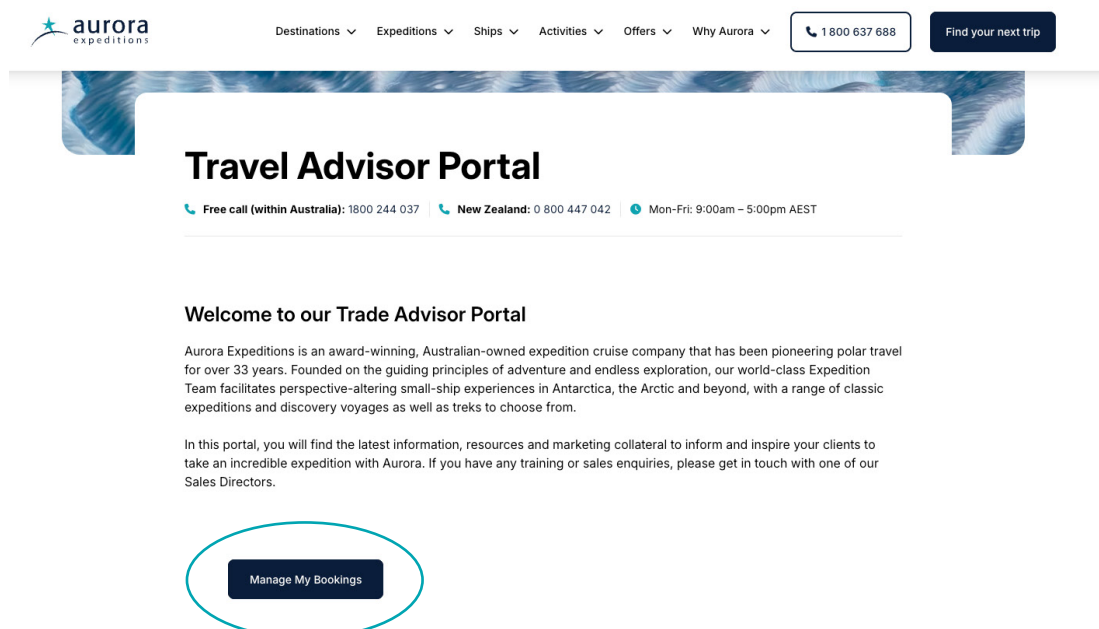
The booking portal is a comprehensive online platform designed to streamline your booking management experience. With this user-friendly interface, you can efficiently handle various aspects of your bookings including:

- Making payments
- Uploading necessary documents and passenger details
- Accessing trip-related information including pre-departure documentation
- Access to our detailed frequently asked questions
- Gain tailored communication directly to our team

How do I get access to the Manage My Booking Portal?

Accessing the Booking Portal is a straightforward process. After making a deposit on your first booking:

1. Get in contact with your local BDM to request access
2. You will receive an email prompting you to create a password to secure access
3. Login in on the Aurora Travel Agents page: <https://www.aurora-expeditions.com/au/travel-advisors/>



Features

Have a Question About a Specific Booking?

Simply log in, navigate to the relevant booking, and use the right-hand side question box to send your inquiry directly to our team. Your message will be automatically linked to the specific booking for a prompt and tailored response.

Looking for Information on Aurora or Onboard Experience?

Check out our curated FAQs in your account, where you'll find answers to many of your questions in one convenient location.

Need to Update Client Information or Make Final Payments for Their Upcoming Voyage?

It's a breeze! You can handle all these tasks within your booking portal.

Can Clients Access the Portal Securely?

Absolutely! We offer a secure access option for your clients, enabling them to input their personal details for upcoming bookings and complete their expedition check-ins, all while ensuring privacy and discretion, especially concerning commission levels. Ask your local BDM for client access or more details.

Have any further questions?

Get in touch with your local BDM.



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