

# Manage My Booking Portal



## User Guide

### What is the Manage My Booking Portal?

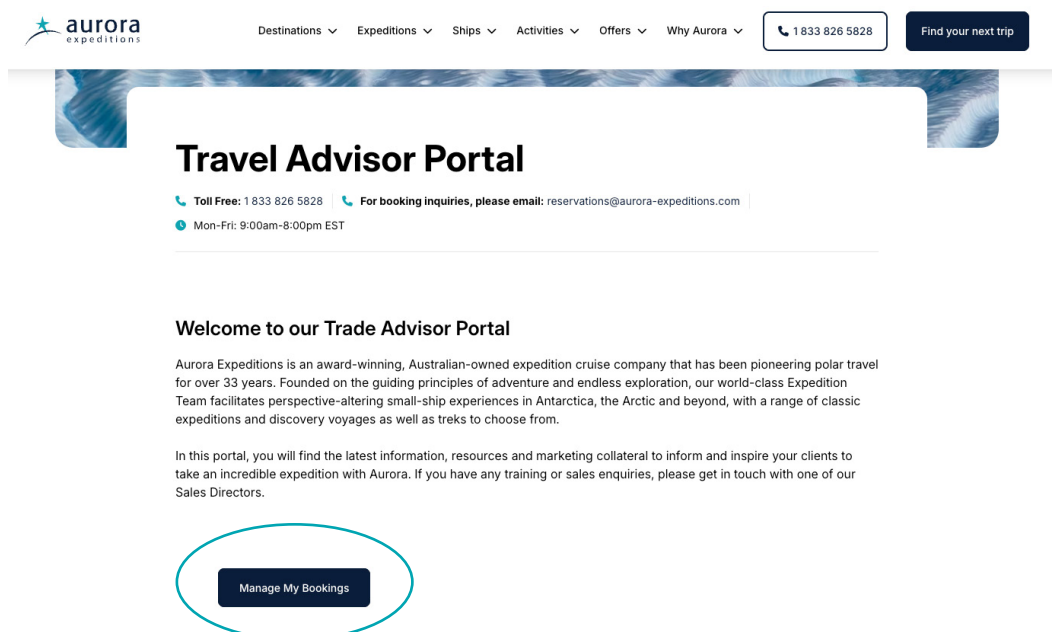
The booking portal is a comprehensive online platform designed to streamline your booking management experience. With this user-friendly interface, you can efficiently handle various aspects of your bookings including:

- 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 Advisors page: <https://www.aurora-expeditions.com/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 Sales Director if you would like your clients to have access or require more information.

## Have any further questions?

Get in touch with your local Sales Director.



**Kris Endreson**

201-602-9296  
kendreson@aurora-expeditions.com



**Bonnie Newman**

702-373-2102  
bonnie@aurora-expeditions.com



**Scott Harner**

770-655-9689  
sharner@aurora-expeditions.com



**Stephanie Roles**

416-706-5615  
sroles@aurora-expeditions.com



**Samantha Gorin**

760-419-9819  
samantha.gorin@aurora-expeditions.com