



Travelport Training Terms and Conditions

Cancellations

Classroom

All classroom training bookings and cancellations are to be made via the online Learning & Development Portal. Please cancel any training registrations at least 24 hours prior to the course commencement to avoid a course cancellation fee of \$75 (plus GST) per student per course.

Travelport reserves the right to reschedule course dates in the event that insufficient registrations are received. You will be informed at least 7 days prior to the course start if re-scheduling is required.

Virtual Training

All virtual training bookings and cancellations are to be made via the online Learning & Development Portal. Please cancel any training registrations at least 1 hour prior to the course commencement to avoid a course cancellation fee of \$25 (plus GST) per student.

Travelport reserves the right to reschedule course dates in the event that insufficient registrations are received. You will be informed at least 7 days prior to the course start if re-scheduling is required.

No Show

Classroom

A \$75 (plus GST) fee per student per course will be charged to your agency for failure to attend a scheduled/confirmed course. This charge will be applied regardless of any training rebates your agency may receive.

Virtual Training

A \$25 (plus GST) fee per student will be charged to your agency for failure to attend a scheduled/confirmed course. This charge will be applied regardless of any training rebates your agency may receive.

Substitutes

Participants may be substituted at anytime. We ask you to complete a new registration then cancel the old registration.

Virtual Classes

Please ensure you join the session promptly. For Virtual instructor-led (WebEx) sessions, it is essential that at the scheduled start time you log into BOTH the conference call and launch the WebEx session from the Learning & Development Portal. The instructor will commence the session within 10 minutes of the designated start time.

Prerequisites

Failure to meet the prerequisites could result in the participant being unable to maintain the pace of the course, which may jeopardise the learning experience of other participants. Travelport reserves the right to ask any participant to leave the course.

Galileo Desktop Professional (4 Days)

Pre-requisites

- Either completion of a recognised travel college course OR completion of Galileo eLearning Basic Booking File and Air modules 1-3

Galileo Conversion (1 Day)

Pre-requisite

- A minimum of 12 months recent experience using a GDS

Galileo Desktop Basic Ticketing (1 Day)

Pre-requisites

- Current certificate of training for a Galileo training course followed by agency experience (maximum 12 months; minimum 1 month prior to course)
- Basic understanding of fares and ticketing terminology and procedures

Galileo Desktop Advanced Ticketing (2 Day)

Pre-requisites

- Current certificate of training for a Galileo training course followed by agency experience.

Or have completed either:

- Galileo Basic Ticketing 1 Day course
- Travelport e-Learning Ticketing modules
- 6 months agency ticketing experience

CCT Enterprise Client Management (3 Day)

Pre-requisites

- Before registration of this course it is compulsory to complete CCT tutorial modules 1 to 4.
- Current certificate of training (within previous 12 months) for a Galileo training course.

CCT Enterprise Account Management (2 Day)

Pre-requisites

- Compulsory prior knowledge of accounting terminology, book keeping & bank reconciliation procedures.

For full list of prerequisites please refer to the course outline on the home page of the Travelport Learning and Development Portal.



Conference Call Details

Australia toll-free: 1800 824 571

New Zealand toll-free: 0800 451 885

An automated voice will prompt you to enter the following pass code: 8019412 followed by #

WebEx Launch Details

1. At the scheduled start time log into the Travelport Learning & Development Portal.
2. Go to your Learn menu and select Training Schedule, and locate your course registration.
3. Only at the scheduled start time, will the green launch icon for the class become available. When you can see the launch icon, click on it and you will be directed to the WebEx Training Centre.
4. **POP-UP BLOCKER WARNING:** If the Training Centre doesn't launch in a new pop-up window, you will probably encounter the response: Have you completed this activity? - Yes/No
You must deactivate all pop-up blockers in your browser. Holding down the Ctrl key as you click on the launch icon will temporarily deactivate most blockers. If this fails, refer to the Technical Help Guide.
5. If this is your first experience using the WebEx Training Centre, you will be prompted to install the Training Centre client software on your computer prior to the class. This one-time setup usually takes up to 5 minutes.

Classroom Arrivals

Please ensure prompt arrival to courses, you should arrive 15 minutes prior to the course start time. Please be advised that if participants arrive later than 30 minutes after the course starts, admittance is at the discretion of the course trainer and we do reserve the right to refuse attendance.

Classroom Dress

We at Travelport aim to promote a happy and comfortable environment for all our participants. Participants are therefore requested to act and dress in a appropriate manner and show consideration and respect for others. We reserve the right to ask a participant to leave our premises if they do not abide by these standards.