



CONNECTING THE WORLD

*with*

HJLS TRAVEL FAQ

A TRANSFORMATIVE EXPERIENCE IN  
CORPORATE TRAVEL.

# HJLSTravel - FAQ:

## 1. What is B2E travel?

Answer: B2E travel focuses on providing corporate travel solutions and exclusive discounts for employees of partner companies, with options for business and personal travel.

## 2. How is the ticket booking process different?

Answer: The process is simple and flexible. Even if you book a ticket, you can choose to hold the ticket without confirming it. You can cancel the ticket at minimal cost, reducing risk and commitment.

## 3. What are the cancellation fees?

Answer: Cancellation fees are zero or almost zero, ensuring that employees and companies don't lose significant money like in typical B2B or B2C travel scenarios.

## 4. How do I book or hold a ticket?

Answer: You can book or hold a ticket through our online portal or customer support. Holding a ticket allows you to lock in the price without confirming the booking, giving you flexibility.



### 5. Can I customize my travel package?

Answer: Yes, you can customize travel packages based on your preferences, including accommodations, flight upgrades, and additional experiences.

### 6. How do cancellations work?

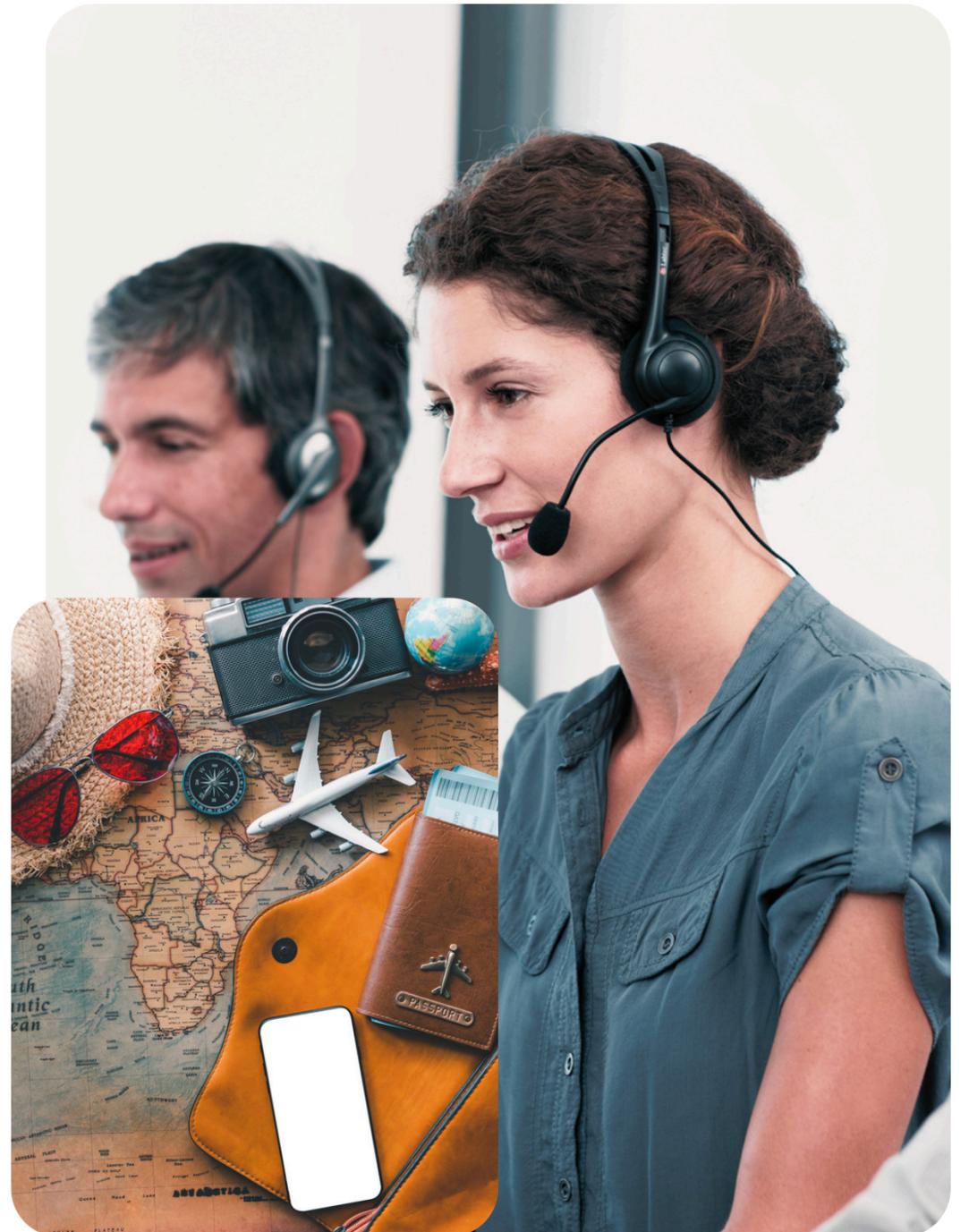
Answer: You can cancel held or confirmed tickets with almost no cancellation fees. Holding tickets allows flexibility in finalizing travel without financial losses.

### 7. Is multi-currency support available?

Answer: Yes, our system supports multiple currencies, including USD, British Pound, Euro, Australian Dollar, Indian Rupee, and Saudi Riyal. This feature allows seamless international travel.

### 8. Do you offer international travel packages?

Answer: Yes, we offer both domestic and international travel packages with options for business, leisure, and corporate retreats.





### 9. What integration options are available with company systems?

Answer: Our system integrates easily with existing business applications and systems, such as ERP, HR, and finance tools. We also offer in-built options for seamless integration at an additional cost.

### 10. Can we enable specific dashboards for companies?

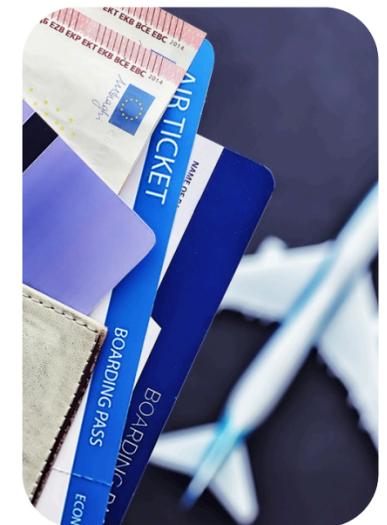
Answer: Yes, we offer API integrations for company-specific dashboards and BI tools. This allows companies to track employee travel data and generate custom reports based on their needs.

### 11. What types of trips can I book?

Answer: You can book a variety of trips, including business trips, personal vacations, corporate retreats, and team-building events.

### 12. How does the workflow for ticketing work?

Answer: The workflow allows you to hold tickets before confirming, cancel at minimal cost, and finalize your booking at a later stage, ensuring flexibility.



### 13. What is the cost for system integration?

Answer: Basic API integrations for company-specific needs are free. However, if there's additional development required, it may involve a small additional cost.

### 14. Is travel insurance included?

Answer: Travel insurance is not automatically included but can be added to your booking at an additional cost.

### 15. Who can use your services?

Answer: Employees of partner companies can use our travel services, and in some cases, their family members can also benefit from special offers.

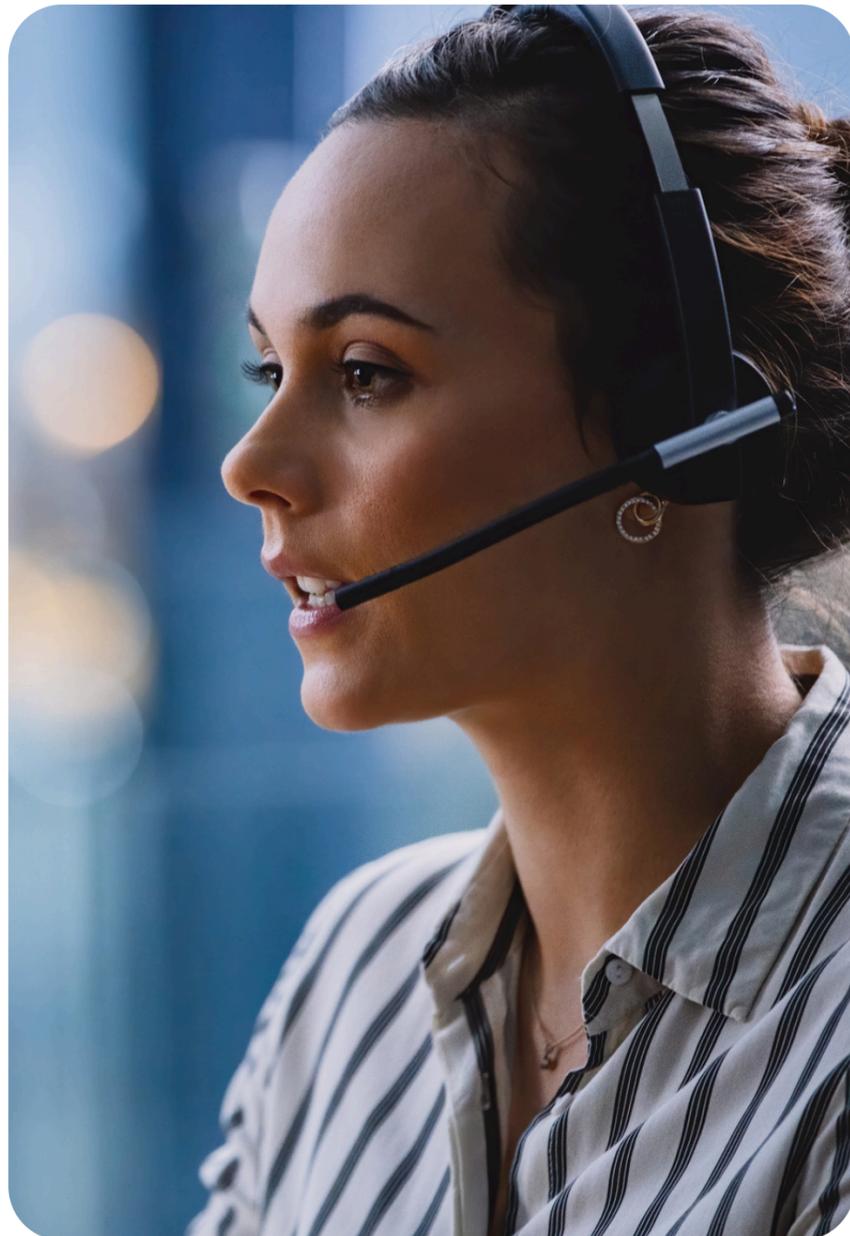
### 16. Do you offer loyalty programs for frequent travelers?

Answer: Yes, frequent travelers can enroll in our loyalty program, which offers additional discounts, priority booking, and other exclusive benefits.

### 17. How do I pay for my booking?

Answer: We accept various payment methods, including credit cards, company expense accounts, and multicurrency payments.





### 18. Do you offer 24/7 support during trips?

Answer: Yes, we provide 24/7 customer support to assist with any travel issues, including flight changes or accommodation concerns.

### 19. Can I access corporate deals for personal travel?

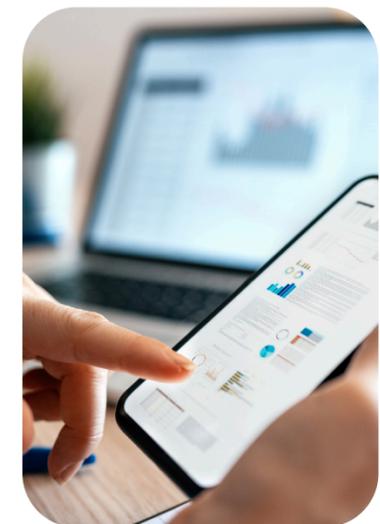
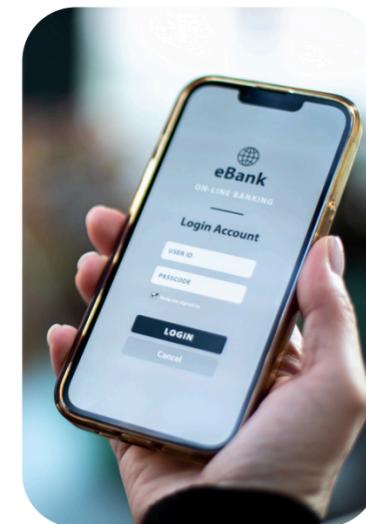
Answer: Yes, employees can take advantage of exclusive corporate discounts for personal travel, including vacation packages, flights, and hotels.

### 20. What happens if I need to modify my trip after booking?

Answer: Modifications depend on the type of booking, but we allow flexible changes with minimal or no fees, especially when holding tickets.

### 21. Do you assist with visa processing?

Answer: Yes, we offer visa assistance for international travel, ensuring that all necessary documentation is in order.



**22. How do I check if my company is a partner?**

Answer: You can check your company's partnership status by visiting our website or contacting your HR department.

**23. Are there mobile app services?**

Answer: We do not offer mobile app services, but all bookings can be made through our web portal and customer support.

**24. How can companies track employee travel expenses?**

Answer: We offer a BI dashboard for companies to monitor travel expenses, with detailed reports on booking history and travel spend.

**25. What payment options do you provide for companies?**

Answer: Companies can pay via credit card, direct company billing, or multicurrency options, supporting six major currencies to ensure smooth payments.

