



AMBATOVY INTERNATIONAL TRAVEL BOOKING RULES

Booking system and Profile

- Booking tool is accessible at any time as long as internet coverage is available.
- System connectivity is approved by IT, if access issue encountered, please refresh page and log in again.
- Before performing any booking, travelers must recheck all information recorded are accurate to avoid any deny at check-in.

Booking arrangement

- All eligible Ambatovy employees and relatives, vendors and consultants are eligible for economy class.
- Bookings are held and valid for 24hrs only. Traveler must restart process from the beginning once booking is expired.
- To avoid any unnecessary delay in processing, it is recommended to arrange booking from Monday to Thursday, this to ensure validation is done by travel team within 24 hours.
- Airlines multiplicity booking being limited, for any multiple airlines without through fare (1 ticket issued from origin to destination and back), the traveler must book flights separately: 1st booking departing from host country to the country gateway airport and back, 2nd booking domestic flight within the Point of Origin.
- After International booking being validated, International accommodation will be booked on line by Travel Services team during travel option validation for stop-over 6hrs and over.
- Business Travel and Vendors travel are to be booked and managed by Travel Services. The concern employee or department requester should submit request by e-mail to Travel Services as usual. The related cost will always be communicated to the department owner.

Booking approval

In order to keep control on travel transactions, all bookings require approval before final confirmation/ticket issuance.

- For governance purpose, all leave related bookings require approval from the HR Expat Affairs and Travel Services team
- Any other type of travel requires approval from Travel Services after department Manager validation (by email).



Offline booking

Offline booking must be done through Travel Services for better control and coordination with Expat Affairs team for record or for any payroll deduction requirement.

The following list of services are to be done offline:

- Any booking with upgrade request from economy to premium economy or business class. The Company will pay for the total cost of requested travel booking and fare difference to be paid by the traveler which will be processed through payroll deduction
- Any travel to Point of Origin but with stop-over incurring over cost, or alternative town in Country of Origin incurring over cost.
- Travel with Pets due to clearance request specificity. Pet fees are on travelers' expense. No request for reimbursement will be accepted.
- Wheelchair services due to request specificity. Written instruction from Medical Services is needed prior to request submission.
- Booking cancellation or/and change as booking tools is not configured to handle change or cancellation.
- For any post-ticketing request for upgrade. In this case, traveler must handle and pay directly the fare difference directly to Travel agency
- Extra luggage request with HR Expat Affairs approval.

Ancillaries services

- Seat selection for extra legroom for flight over 6hrs, if not free of charge must be handled and paid by traveler. An expense report with justification must be submitted to Expat Affairs for reimbursement.
- Lounge request for 6hrs transit and above must be handled and paid by traveler. An expense report with justification must be submitted to Expat Affairs for reimbursement.
- Taxi or other domestic transportation costs eligible for reimbursement through expense report must be submitted to Expat Affairs.

Alternative leave to other destination than Point of Origin

- Employees and relatives are allowed to book alternative leave by their own directly with any other travel agency. In this case they are entitled for alternative allowance of USD 2,500 gross/person through normal payroll
- Employee and relatives can opt to book alternative leave on the system with a cap of USD2,500.00/person for all destination and costs combined. In this case:
 - If ticket cost is lower than this capped amount, no refund will be processed.
 - If any over cost occurs, it will be charged to travelers and paid through payroll deduction

Frequently asked questions

1- What type of booking can we arrange on the booking tool?

⇒ One-way, round trip, and multicity booking can be handled on the booking tool

2- Can I book flights for multiple passengers at once?

⇒ The booking tools allow booking for up to 5 persons at once

3- Which airlines will be considered by the system?

⇒ System is able to book all airlines which inventory is available on the Global Distribution System.

4- Can I choose specific airlines, flights, and times?

⇒ If the airline appears among proposed quotes, yes, you can choose it.

5- Is it safe to book flights through this system?

⇒ The booking system is designed with consideration for both British and international applicable laws, standards, and regulations. It outlines the measures and controls implemented to safeguard the booking system service and its customers' data. Anchored in ISO 27001 standards, the program encompasses the entire booking system organization, including its employees, contractors, subcontractors, partners, and any party involved in creating, maintaining, storing, accessing, processing, or transmitting booking system or its users' information concerning the service provided by the booking system.

6- Am I allowed to book business class flight on the system?

⇒ Only economy class can be selected on the booking system. If you want to travel in higher cabin, you must proceed with Travel Service team and handle the fare difference between economy class and the cabin class you want to travel to.

7- What document are required for online booking?

⇒ No specific document is required for international online booking, OTR will be needed for domestic flights and accommodation in Madagascar only.

8- Can I choose my seat?

⇒ As long as airline allows free-seating, yes, you can choose your seat. Otherwise, you have to handle it after ticket issuance and handle extra payment. If the flight is 6hrs or more, you can submit reimbursement with Expat Affairs.

9- Who should I contact if I encounter issue while managing my booking?

- ⇒ You can contact either Travel Services or Expat Affairs to request support.
Expat Affairs : Corinne Velonjara 03237 271 09 – Hasina Ranivoharijaona 03237 507 89
Travel Services: Tsaroana Mosa 03237 806 11 – Mamitiana Andrianomenjanahary 03237 638 70

10- How do I update my personal details?

- ⇒ Users can click on your initial in the top right-hand corner of the home page: select 'Profile Settings' to review & update all the information accuracy.

11- Will I earn frequent flyer miles?

- ⇒ Once your frequent flyer is added on your profile, it will be automatically applied to each booking you make with the airline you are member of. Therefore, the applicable miles will be credited to your loyalty program.

12- What do I have to do if I need to book a last-minute flight?

- ⇒ Log into the system and if flights are available, then you book. Booking tool is a real time booking system. Flights can be requested at any time. Approval by the Travel Services/ Expat affairs is subject to their working hours.
- ⇒ If flights are not available, Travel Services will support.

13- If I book my alternative leave ticket on the booking system and if the fare is lower than USD2,500.00, can I claim the remaining amount as allowance?

- ⇒ No, no reimbursement will be provided by the company.

14- Can the Travel Agency request upgrade on my behalf with airlines?

- ⇒ Due to information privacy, Travel Agency does not have ability to request any upgrade on your behalf via airline loyalty program. Please contact our travel services team.

15- How can I upgrade my seat to a higher cabin class?

- ⇒ If your ticket is not yet issued and you want to upgrade your booking and pay through payroll deduction, you must inform Expat Affairs who will instruct Travel Services to handle the booking. The Company will pay for ticket full cost and you settle fare difference through payroll deduction.
- ⇒ If ticket is already issued, you must contact the travel agency and settle payment directly with them by credit card.

16- How do I know if my flight is confirmed and how I will receive my tickets?

- ⇒ You can track your booking validation on the system by checking traffic light status update within the trip. Once the trip shows at 'Ticketing Complete', the flights have been secured and users will be emailed a full confirmation including airline reference and ticket number.



17- What should I do if I don't receive my confirmation email?

- ⇒ You can contact Travel Services team and they will do the follow-up on your behalf.

18- Who should I contact in case of flight disruption?

- ⇒ If during Ambatovy working hours, you can contact Travel Services to support you.
- ⇒ For afterhours services, you must contact directly the Travel Agency at +4420 8810 0888 and waytelondon@afterhours.travel if your travel is within 48hrs.

19- If I am not able to travel on the planned date, what should I do?

- ⇒ You must inform Travel Services and Expat Affairs no later than 24h prior your departure date for booking cancellation. Some airlines require new date of departure to be provided and change to be processed the moment of booking cancellation, you should have to communicate also a new date of travel.
- ⇒ In case of no show, any fare difference or the new ticket cost if applicable will be on your charge. However, you can request the company to handle the change and proceed with payroll deduction if you are not ability to bear the charge in due time.

20- How do I proceed with my flight change?

- ⇒ During working hours, you have to contact Travel Services and cc Expat Affairs if the travel is related to a leave or your manager if a business trip.
- ⇒ During afterhours, contact directly our Travel Agency and put on copy Travel Services and Expat Affairs if the travel is related to a leave or your manager if a business trip.

21- Will company take in charge my travel date change?

- ⇒ Company takes in charge the 1st change of the year due to personal reason, and subject to additional charge cost. The remaining change will be at your own charge.
- ⇒ if change is due to business requirement confirmed by your department manager, additional charge will be assigned to the department cost center.

22- What is the process if my luggage is loss or delayed?

- ⇒ If you are landing in Antananarivo, a lost luggage form will need to be filled with all luggage information and to be handed to Meet and Greet tracking. Meet and Greet and Travel Services will assist forwarding your luggage to your location (Mine Site or Plant Site) by car or according to charter availability.
- ⇒ If your flight is from Madagascar to your POO, a lost luggage form needs to be filled with all luggage information and follow-up with airline.

