



**MY**  
clubeurope

A Guide to using our  
Tour Management Portal



## Step 1 Registering with My Club Europe

If this is your first tour with Club Europe, once you have accepted a quote, you will receive an invitation to register with My Club Europe. You will then be able to share the quote with other people through either a website, poster and email campaign.

If you are an existing Club Europe customer you will be automatically registered onto our new system and can use your old login details. You can decide in consultation with your account manager when your account is switched over.

**club europe**  
group travel

**My Club Europe**  
**Login**

Email address:

Password:

[Forgotten your password?](#)

Remember me

**Login**

**Need a My Club Europe account?**  
You must receive an invitation to register. Please ask a colleague with access to use the 'Share' option from the quote, or contact Club Europe.



## Step 2 Your Trip Dashboard

This screen will give you a handy overview of prices and dates, which you can go back to when setting up your promotions.

TRIP DASHBOARD
TRIP SETTINGS
TRIP PROMOTION
PASSENGERS
INSTRUMENTS
DOCUMENTS
ROOMING
APP ACCESS
FINANCE
FEEDBACK

### My Club Europe

# Concert Tour to Budapest

Your Club Europe contact for this trip is Jonathan Brewer (0800 496 4996).

**Parent deadlines:**

**Parents should register interest by**  
1 Aug 2019

**Bookings must be completed by**  
1 Sep 2019

**Passenger information must be completed by**  
1 Sep 2019

**Deposit of 300 .د.ا (AED) due by**  
10 Sep 2019

**Additional payment 1 of 300 .د.ا (AED) due by**  
1 Jan 2020

**Club Europe deadlines:**

**Deposit due by:**  
30 Sep 2019

**Final payment due by:**  
19 Jan 2020

**Completed passenger list to be submitted by:**  
5 Jan 2020

**Booking summary:**

- 39 student places (39 remaining)
- 6 free adult places (6 remaining)

**Trip status:**

**Finalising passenger list**

[Request changes to trip](#)

CHANGE TRIP SETTINGS

PROMOTE YOUR TRIP

PASSENGERS

DOCUMENTS

ROOMING

APP ACCESS

INVOICES

FEEDBACK

DEPARTING:  
29 MAR 2020

RETURNING:  
3 APR 2020

DURATION:  
6 DAYS / 5 NIGHTS

BOARD:  
HALF BOARD

TRANSPORT:  
FLIGHTS

### Need help?

We hope you'll find our portal quick and easy to use, but if you have questions or need some help, please don't hesitate to get in touch with us.

Freephone: +44 208 772 6446

travel@club-europe.co.uk

# Step 3 Setting up your Trip

Here you can name your tour. This title will be used on all the promotional items you send out through My Club Europe, such as your tour website, posters and emails. You can also add in your tour price.

TRIP DASHBOARD | **TRIP SETUP** | TRIP PROMOTION | PASSENGERS | INSTRUMENTS | DOCUMENTS | ROOMING | APP ACCESS | FINANCE | FEEDBACK

## Concert Tour to Budapest

# Set up your trip

1  
ABOUT YOUR TRIP

2  
PAYMENT SCHEDULE

3  
YOUR TRIP TIMELINE

### Enter your trip title here

Concert Tour to Budapest

i Enter the title that you will use for this trip with your group.

### Allow registration of interest

Allow parents to register their interest in the trip; further information can be provided to interested parents, when numbers are confirmed

i The is a great way of gauging interest from parents, before confirming numbers. If your trip is departing in a shorter timescale you might prefer to skip this feature and start collecting bookings straight away.

### Booking requirements

EHIC number required at time of booking

i Will you require passengers to have an European Health Insurance Card before booking a place?

### Set the price for each student

Set the price that will be advertised to parents. **Be sure to check this against your agreed prices with Club Europe.**

AED ↕

i This is the price you want to set for your students. You can also see the price we have agreed; however, sometimes it is necessary to add in some contingency, etc.

#### Agreed prices with Club Europe

|                   |                  |
|-------------------|------------------|
| Price per student | 4,844 .i.a (AED) |
|-------------------|------------------|

# Step 3 Setting up your Trip

Here you can start to set up your payment schedule either as one payment or three payments, including deposits.

TRIP DASHBOARD | **TRIP SETUP** | TRIP PROMOTION | PASSENGERS | INSTRUMENTS | DOCUMENTS | ROOMING | APP ACCESS | FINANCE | FEEDBACK

## Concert Tour to Budapest

# Set up your trip

1 ABOUT YOUR TRIP
2 PAYMENT SCHEDULE

3 YOUR TRIP TIMELINE

### Set the payment schedule for your trip

The payment will be taken as

One full payment of £600 (GBP) per student  
 A deposit followed by  additional payment

Deposit amount

Additional payment 1

I prefer **not** to use My Club Europe to keep track of payments received

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#### Club Europe dates

Deposit to be received by: **30th September 2019**

Club Europe first deposit per student: **2,000 .i.a (AED)**

Final payment to be received by: **19th January 2020**

Passenger list to be received by: **5th January 2020**

Trip departs: **29th March 2020**

Continue to your trip timeline >

**i** Use this section to choose how you'd like parents to pay. This can be done in one go or in multiple instalments.

Set the price that will be advertised to parents. **Be sure to check this against your agreed prices with Club Europe.**

**DEPARTING:** 29 MAR 2020

**RETURNING:** 3 APR 2020

**DURATION:** 6 DAYS / 5 NIGHTS

**BOARD:** HALF BOARD

**TRANSPORT:** FLIGHTS

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# Step 4 Trip Promotion


In this section you can start to promote your tour. This is split into three areas: website; posters; and promotional email campaigns.

First click on the website promotion.

TRIP DASHBOARD   TRIP SETTINGS   **TRIP PROMOTION**   PASSENGERS   INSTRUMENTS   DOCUMENTS   ROOMING   APP ACCESS   FINANCE   FEEDBACK


## Concert Tour to Budapest

# Promote your trip




**MANAGE PROMOTIONAL WEBSITE**

Create a promotional website to send or present to parents. With pictures and details of your trip, this can be created in less than a minute and will feature your school's logo and any unique information about your trip agreed with Club Europe.




**CREATE A PROMOTIONAL POSTER**


Create a bespoke promotional poster for your trip, which you can display around the school to help publicise your trip.





**SEND A PROMOTIONAL EMAIL**


Using a simple-to-use mailing system, you can set up a variety of emails to parents.

 DEPARTING: 29 MAR 2020

 RETURNING: 3 APR 2020

 DURATION: 6 DAYS / 5 NIGHTS





 BOARD: HALF BOARD

 TRANSPORT: FLIGHTS

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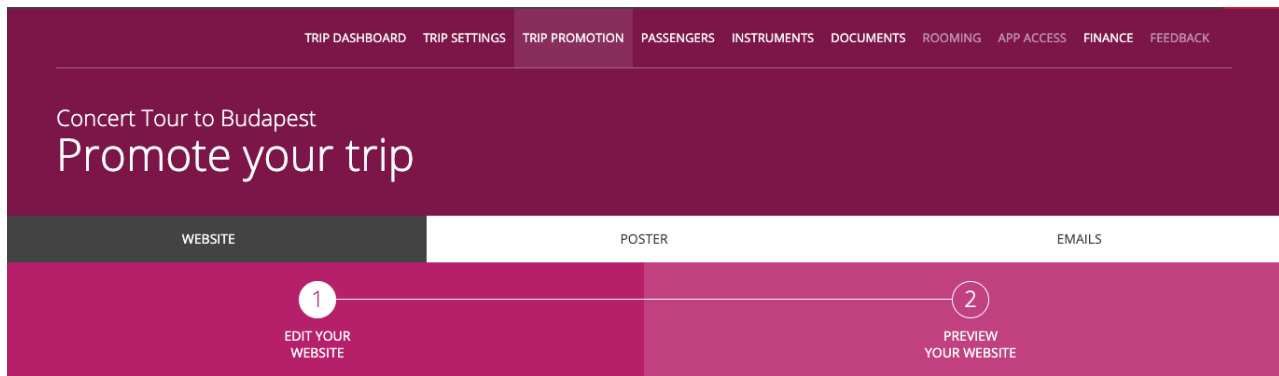
Freephone: +44 208 772 6446  
travel@club-europe.co.uk

# Step 4 Trip Promotion - Website

Here you can add or change the description of your tour, making it bespoke to you. You can include any payment information and, if needed, your own terms and

conditions. You can include all the website sections or decide which particular sections you want to share.



## Enter your trip description

Budapest, Hungary's capital, is bisected by the River Danube. Its 19th-century Chain Bridge connects the hilly Buda district with flat Pest. A funicular runs up Castle Hill to Buda's Old Town, where the Budapest History Museum traces city life from Roman times onward. The "Queen of the Danube" is steeped in history, culture and natural beauty. Get your camera ready for the Roman ruins of the Aquincum Museum, Heroes' Square and Statue Park, and the 300-foot dome of St. Stephen's Basilica.



Write a brief description of your trip for passengers.

Where will this appear?

## Payment information



Enter any details for payments to your group. This could be details of how to label cheques or BACs details for the account to receive payments.

Where will this appear?

## Terms and conditions



Outline here any specific requirements or conditions you want parents to adhere to eg. payment terms, cancellation arrangements, standards of behaviour.

Where will this appear?

## Sections to include

- What's included
- Itinerary
- Concert venues
- Excursions
- Accommodation



Check the boxes here to choose which sections you'd like to include in your promotional website.

Save and preview your website

# Step 4 Trip Promotion - Poster

Set a title for your poster. You can add in specific text about the tour, including the price and when people need to book by. You can then preview your poster. Once you are happy, download and print copies to share.

TRIP DASHBOARD   TRIP SETTINGS   **TRIP PROMOTION**   PASSENGERS   INSTRUMENTS   DOCUMENTS   ROOMING   APP ACCESS   FINANCE   FEEDBACK

## Concert Tour to Budapest

# Promote your trip

WEBSITE
POSTER
EMAILS

### Set a title for your poster

Concert Tour to Budapest

### Add some text to your poster

You have 830 characters remaining.

### Include the price and/or a link to the promotional website

- Include the price of your trip
- Include a link to the promotional website

### People should book by

dd-mm-yyyy

Preview your poster

Download your poster

**i** Use this box to add any specific information you'd like to go on your poster eg. Where people can sign up, who they can contact for more information etc.

Where will this appear?

**i** You may want to include a link to your promotional website or details of prices.

Where will this appear?

**i** It's a good idea to add a date to your poster by which students need to sign up for the trip. Please keep in mind the dates below:

**Key Dates**

|                  |                   |
|------------------|-------------------|
| Deposit deadline | <b>10-09-2019</b> |
| Departure date   | <b>29-03-2020</b> |

DEPARTING:

**29 MAR 2020**

RETURNING:

**3 APR 2020**

DURATION:

**6 DAYS / 5 NIGHTS**

BOARD:

**HALF BOARD**

TRANSPORT:

**FLIGHTS**



# Step 4 Trip Promotion - Email Campaign

Here you can start to create your first email campaign. First enter the email you want the responses to come to and name the email. Manage the content and then

manage your contacts. You are given a choice of what you want your recipients to see and the way they can respond. You can preview your email before you send it.

TRIP DASHBOARD   TRIP SETTINGS   **TRIP PROMOTION**   PASSENGERS   INSTRUMENTS   DOCUMENTS   ROOMING   APP ACCESS   FINANCE   FEEDBACK

## Concert Tour to Budapest

# Promote your trip

WEBSITE

1

CREATE YOUR EMAIL

POSTER

2

MANAGE CONTACTS

EMAILS

3

PREVIEW AND SEND

### Start creating your email

Reply-to email address:

Subject:



Enter the email address you'd like replies to go to and the subject line you'd like the email to use.

### Edit the email content

Title:

Message body:



What would you like to appear at the top of your email? eg. 'Come with us to Budapest!'

Give a brief outline of what you'd like the email to say, what you'd like to tell parents.

### Include these buttons on your email

- Find out more (will link to the promotional website)
- Book now (will link to a booking form)
- Email back (will create a new email to the reply-to address)



Check the boxes if you'd like to include these in your email.

✔ Save and continue to manage contacts



DEPARTING:  
29 MAR 2020



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DURATION:  
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BOARD:  
HALF BOARD



TRANSPORT:  
FLIGHTS

# Step 5 Passenger Management

Here you can manage all aspects of the passenger list: names, ages passports, dietary requirements etc.

Once you are happy that you have all the information you need, you can submit the passenger list to Club Europe.

TRIP DASHBOARD   TRIP SETTINGS   TRIP PROMOTION   **PASSENGERS**   INSTRUMENTS   DOCUMENTS   ROOMING   APP ACCESS   FINANCE   FEEDBACK

## Concert Tour to Budapest

# Passengers

+ Manually add a passenger

Submit final passenger list to Club Europe

There are currently no passengers booked on this trip

**DEPARTING:**  
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FLIGHTS

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travel@club-europe.co.uk

## Step 6 Instruments and Equipment

This section is to manage what passengers are bringing, or will need to bring, with them eg. if this is a music tour this will be instruments, sizes and weights etc.

TRIP DASHBOARD   TRIP SETTINGS   TRIP PROMOTION   PASSENGERS   **INSTRUMENTS**   DOCUMENTS   ROOMING   APP ACCESS   FINANCE   FEEDBACK

### Concert Tour to Budapest Instruments

#### Passengers with instruments

There are currently no passengers with instrument details entered

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# Step 7 Document Section

All your documents will be filed in the Documents section. You will be alerted if any documents are missing or if any still need to be added, before you depart on your tour.

TRIP DASHBOARD   TRIP SETTINGS   TRIP PROMOTION   PASSENGERS   INSTRUMENTS   **DOCUMENTS**   ROOMING   APP ACCESS   FINANCE   FEEDBACK

## Concert Tour to Budapest Documents

**Trip documents**

Please ensure you read all documents attached by Club Europe that relate to your trip. They contain important information; if you have any queries please get in touch with Jonathan Brewer (0800 496 4996), your Club Europe contact.

|  |  |   |   |
|--|--|---|---|
| <div style="background-color: #800040; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">2</div> <p style="font-size: 0.8em;">FILES</p> <p><b>CONFIRMATION OF BOOKING</b></p> | <div style="background-color: #ccc; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">0</div> <p style="font-size: 0.8em;">FILES</p> <p><b>TRAVEL DOCUMENTS</b></p>                   | <div style="background-color: #ccc; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">0</div> <p style="font-size: 0.8em;">FILES</p> <p><b>FINAL PACK</b></p>                        | <div style="background-color: #ccc; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">0</div> <p style="font-size: 0.8em;">FILES</p> <p><b>COMPLETION REQUIRED</b></p> |
| <div style="background-color: #ccc; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">0</div> <p style="font-size: 0.8em;">FILES</p> <p><b>COMPLETED</b></p>                                | <div style="background-color: #800040; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">1</div> <p style="font-size: 0.8em;">FILES</p> <p><b>HEALTH AND SAFETY</b></p> | <div style="background-color: #800040; color: white; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">1</div> <p style="font-size: 0.8em;">FILES</p> <p><b>TRAVEL INSURANCE</b></p> | <div style="background-color: #ccc; border-radius: 50%; width: 30px; height: 30px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">0</div> <p style="font-size: 0.8em;">FILES</p> <p><b>FINANCE</b></p>             |

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MY  
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If you have any queries regarding our new  
management portal please contact us on  
[travel@club-europe.co.uk](mailto:travel@club-europe.co.uk)