



FREQUENTLY ASKED QUESTIONS

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Table of Contents:

1.1 QUESTION – Go2Book Link	2
1.2 QUESTION - Booking.....	2
1.3 QUESTION - Booking.....	2
1.4 QUESTION - Booking.....	2
1.5 QUESTION - Insurance	2
1.6 QUESTION – Cost split.....	3
1.7 QUESTION – Air Miles / Exec points.....	3
1.8 QUESTION – Clarity’s fees	3
1.9 QUESTION – Airport Parking.....	4
1.10 QUESTION - Air Miles / Exec points	4
1.11 QUESTION - Students	4
1.12 QUESTION - Underground.....	5
1.13 QUESTION – Confirmation email.....	5
1.14 QUESTION – Airline Class	5
1.15 QUESTION – Group Booking.....	5
1.16 QUESTION – Personal Details	6
1.17 QUESTION – Risk Assessment	6
1.18 QUESTION - Contact.....	6
1.19 QUESTION – Mobile App.....	6
1.20 QUESTION – Conference Registrations & Hotel Rates.....	7
1.21 QUESTION – Old TravelDoo.....	7
1.22 QUESTION - Booking	7
1.23 QUESTION – Sub Project Code	7
1.24 QUESTION - Sub Project Code.....	8
1.25 QUESTION – Additional Baggage(s)	8
1.26 QUESTION – Visa/Passport.....	8

1.1 QUESTION – Go2Book Link

How do I register for Go2Book and where do I find the link?

RESPONSE:

If you require access to the Go2Book portal, please first complete your online training: [Go2Book Refresher Training 2021](#) and then email Clarity@brunel.ac.uk who will set you up on the system and then issue your login details.

Go2Book is available via an app (on Android and iPhone by typing 'Clarity Go2Mobile') or your desktop ([link](#) to the Go2Book portal).

1.2 QUESTION - Booking

If I am booking on behalf of someone else, who receives the email confirmation?

RESPONSE: The confirmation will be sent to the booker and the traveller. A notification email will go to the traveller's line manager.

1.3 QUESTION - Booking

If I am set up as a booker, can I book for anyone else in the university or do I need pre-authorisation?

RESPONSE: Bookers can book travel for anyone with a profile plus guests.

1.4 QUESTION - Booking

If someone starts the booking and adds it to the basket, can someone else go into that booking and complete it?

RESPONSE: Yes, provided the original booking is in the basket.

1.5 QUESTION - Insurance

Is the insurance provision the same as before when making bookings?

RESPONSE:

All travel booked via Go2Book tool or via Clarity's Offline Team are covered by the university's travel insurance therefore there is no need to apply separately. Whilst University travel insurance covers medical treatment for overseas, it is excluded for UK travel.

In the extreme circumstances, where travel has not been booked via the university's approved travel management supplier and with express permission by the Head of Procurement, employees can apply for travel insurance on-line via the Brunel Intranet [here](#) and complete the on-line form (*which covers both UK and Overseas travel*). Once the form is completed your nominated Head of Department/Director/Dean will receive notification and the staff member will automatically receive an email with a link to the travel policy cover note and emergency contact details.

Please also see insurance section in the Go2Book Help pages. Certain countries require sanctions questionnaire completion before a booking can be confirmed.

1.6 QUESTION – Cost split

Can you split travel costs between different sub project codes?

RESPONSE: A subproject code can be selected per booking type i.e. hotel / air / rail booking per traveler. You cannot for example split across two codes for one air booking.

1.7 QUESTION – Air Miles / Exec points

Can you add on executive points when booking airline seats?

RESPONSE: In accordance the University’s Travel & Expenses Policy, when setting up a profile with the University’s approved travel management supplier in advance of booking travel or accommodation, an employee has the option to provide their loyalty programme details; for example, in respect of membership to air miles.

Please be aware that by entering your loyalty programmes into your profile and bookings there may be a tax liability which would be the employee’s responsibility to report to HMRC. There is no requirement to contact Clarity’s Offline Team to update your profile with this information, provided the loyalty programme membership details have been added to your profile in the first instance. This information will automatically populate into the booking and points, where eligible, will be accrued.

1.8 QUESTION – Clarity’s fees

What are the fees charged by Clarity and how are the fees shown?

RESPONSE: Below is the fees applied to bookings:

	ONLINE FEE	OFFLINE FEE
AIRLINE BOOKING		
LOW COST	£0.00	£5.00
DOMESTIC	£0.00	£5.00
EUROPEAN	£0.00	£5.00
LONG HAUL POINT	£0.00	£5.00
LONG HAUL MULTI	£0.00	£5.00
HOTELS DOMESTIC		
PRE-PAID	£0.00	£2.00
BILLBACK	£0.00	£2.00
HOTELS INTERNATIONAL		
PRE-PAID	£0.00	£2.00
BILLBACK	£0.00	£2.00
RAIL BOOKING		

DOMESTIC	£0.50	£3.00
EUROPEAN	£5.00	£10.00
EUROSTAR	£5.00	£10.00
CREDIT CARD CHARGES		
AIRLINE BOOKING	£0.00	£0.00
RAIL BOOKING	£0.00	£0.00
HOTEL BOOKING	£0.00	£0.00
HOTEL BOOKING INTERNATIONAL	£0.00	£0.00
OTHER		
UK FERRY SERVICES BOOKING		£10.00
INTERNATIONAL/ UK VEHICLE HIRE	£5.00	£10.00
AIRPORT MEET & GREET	N/A	£10.00
COACH SERVICE BOOKING	£0.00	£10.00
TAXI SERVICE BOOKING	£3.00	£10.00
AIRLINE CREDIT CARD PAYMENT	AT COST	
RAIL CREDIT CARD PAYMENT	AT COST	
HOTEL CREDIT CARD PAYMENT	AT COST	

Booking fees applied in the Go2Book tool will show on the final screen where applicable. The only exception is online Eurostar bookings where a fee will apply but cannot show online.

For any bookings that are made offline, Clarity's Offline team have been instructed to quote fees offline to assist with reconciliations.

1.9 QUESTION – Airport Parking

How can airport parking be booked in the Go2Book tool?

RESPONSE: Airport Parking is currently switched on in Go2Book.

1.10 QUESTION - Air Miles / Exec points

Can you add frequent flyer points?

RESPONSE: Please refer to Question and Answer 1.7.

1.11 QUESTION - Students

Can you book in travel for students?

RESPONSE: Yes, you can book travel for students. You can book online on behalf of the student and book them as a guest traveler. As students will not have a RESID, you can use your own RESID i.e. the booker, against the student details. Multiple guest travelers can be added.

1.12 QUESTION - Underground

Can travel codes be booked to use on London Underground across all zones?

RESPONSE: Yes, these can be booked via the Go2Book tool.

1.13 QUESTION – Confirmation email

Can you add a personal email address to the booking so the confirmation can be sent to there as well as the Brunel email address?

RESPONSE: Yes, a 2nd email address can be added to the booking.

1.14 QUESTION – Airline Class

At what point can you book other than Economy class when booking overseas air travel?

RESPONSE: In accordance the University's Travel & Expenses Policy, all overseas travel up to 5 hours duration, Economy class only should be booked. Business class will only be considered in exceptional circumstances (i.e. disability or where flight is longer than 5 hours). Prior approval from your Line Manager must be obtained before booking via the Go2Book tool.

This applies to all Brunel staff and students.

1.15 QUESTION – Group Booking

How many people can you book for via the Go2Book tool?

RESPONSE: Up to 8 passengers can be booked together for air and rail travel and up to 4 hotel rooms can be booked together via the Go2Book tool. Clarity's Offline Team can book up to 9 passengers together. For larger groups, (10 or more) these bookings can be via Clarity's MICE (Groups Dept) team on Tel: 0333 230 9105 or Email: event.management@claritybt.com. A Purchase Order is required for group bookings.

If students are part of the bookings, they can be added as a guest traveler and the booker's RESID can be applied to the student details at the time of the booking.

Important: If the group booking is made through Clarity's Meetings & Events Team you will require a **PO number** to complete the booking (so the payment is being processed smoothly further down the line by our AP department).

1.16 QUESTION – Personal Details

How can I update my personal details and preferences on my profile?

RESPONSE: You can log on the Go2Book tool, click on your user name and select from the drop-down menu 'Personal Details' this allows you to update your contact details. By selecting the next option down 'Preferences' this allows you to update any special need requirements, meal preferences, seating preferences for air travel. For rail travel, seat direction, position and location.

1.17 QUESTION – Risk Assessment

With the Go2Book tool, is there still a requirement to complete itinerary and risk assessments?

RESPONSE: Yes, all existing risk assessment are still required to be completed in accordance with Brunel travel insurance policy. In the Go2Book tool, when booking flights, there will be a series of questions asked to ensure the necessary risk assessment forms have been completed, these are set below and mandatory:

- Have you complied with all medical requirements?
- Do you have all required travel documents?
- Has your itinerary & risk assessment been agreed?

1.18 QUESTION - Contact

How can I contact Clarity?

RESPONSE:

There are a number of ways Clarity can be contacted:

- For any support using the Go2Book tool or changes to bookings made on Go2Book please call 0333 230 9131 or email onlinehelp@claritybt.com
- For new bookings or to speak with a member of the Clarity Team you can email them at Bristol@claritybt.com or call 0333 230 9105
- Contact details for the teams are also held on the Go2Book help pages and also on the Clarity Go2Mobile app

1.19 QUESTION – Mobile App

How do I access the Go2Mobile App?

RESPONSE:

You can download the Go2Mobile App android via Google Play or via the App store on iPhone and register using your Go2Book username and email.

Links can also be found on the Go2Book Help Pages.

The Go2Mobile App gives you access to your business travel itinerary, for all flight, rail and hotel bookings. It provides the latest travel alerts, push notifications on flight delays, view airport guides, be informed about the local weather, local maps and shares your location.

Click on the link [here](#) and scroll down to the bottom of the page and click on “**Go2Mobile Quick User Guide**” for help to download and register the app.

1.20 QUESTION – Conference Registrations & Hotel Rates

If I have a conference to attend, can this be booked via Clarity?

RESPONSE: Yes, Clarity can book conference rates in both the UK and overseas. However please note that they cannot take over bookings already made by travellers to arrange payment and cannot process any conference registrations.

Please also note that if you have sourced a direct hotel rate through a conference link/3rd party, you must book your accommodation by yourself direct as unfortunately Clarity are unable to process these bookings.

1.21 QUESTION – Old TravelDoo

I have a profile registered on the old booking tool, TravelDoo, will my details be transferred into Go2Book?

RESPONSE: All profiles that were held in the old booking tool, TravelDoo have been transferred over to Go2Book, however no personal details have been transferred over to Go2Book due to GDPR requirements. Personal information includes passport information, mobile numbers, date of birth. It is the traveler’s responsibility to update all their personal information. Users will need to go into their profile in Go2Book and update their profile if required. Travelers are only permitted to update their own profile, nominated bookers are not allowed.

Passport & dates of birth are encrypted therefore are not visible in the booking process when populated from the profile.

1.22 QUESTION - Booking

As a Department Administrator/ Department Administrator Assistant etc., I don’t travel myself but book travel for others, do I need to update the date of birth when making a booking?

RESPONSE: It is a traveler’s responsibility to update their personal details in their profile, a booker will not have access to the profile. This is only required when API (advanced passenger information) is needed and a mandatory field will highlight this when travelling from the UK to certain countries.

1.23 QUESTION – Sub Project Code

Is there an option to edit the sub project code once a booking has been made in case the incorrect sub project code has been selected?

RESPONSE: It is your responsibility to ensure the correct sub project code is selected. Once a booking is made an invoice is automatically generated. Should you be aware of an error please contact Clarity's Offline team immediately and they will endeavor to amend however it may need to be adjusted in Chime during your reconciliation. Clarity's Offline Team - 0333 230 9105.

1.24 QUESTION - Sub Project Code

How do I get a new sub project code updated in Go2Book?

RESPONSE: To get a new sub project code updated you will need to contact the CHIME team with the new sub project code and description.

1.25 QUESTION – Additional Baggage(s)

For flight bookings on budget airlines such as Ryanair and Easyjet, can you book in additional bags?

RESPONSE: Yes, you can book in additional bags but this may incur an additional charge by the airline. Please refer to the University's Travel and Expenses policy for additional baggage booking rules.

1.26 QUESTION – Visa/Passport

I am travelling overseas; can Clarity provide support in getting a visa/ passport?

RESPONSE: Clarity can offer support in obtaining a visa. You can contact Clarity's Offline Team who can assist in some instances and there are applicable fees for this service:

	ONLINE	OFFLINE
VISA/ PASSPORT SERVICE		
Handling fee	£25.00	£25.00
Courier fee	AT COST	

Please note that a CIBT link will be added to the help pages for reference to visa requirements and Brexit assessments. Charges will be billed to the account for any visa applications / Brexit assessments arranged through CIBT. Consular costs and CIBT handling fees will also apply.