

Your Complete Guide to **ethos** | **Book**



Universiteit
Leiden



The non-profit and
academic travel experts

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Part 1

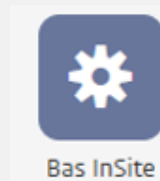
Getting Started

Logging in to ethosBook

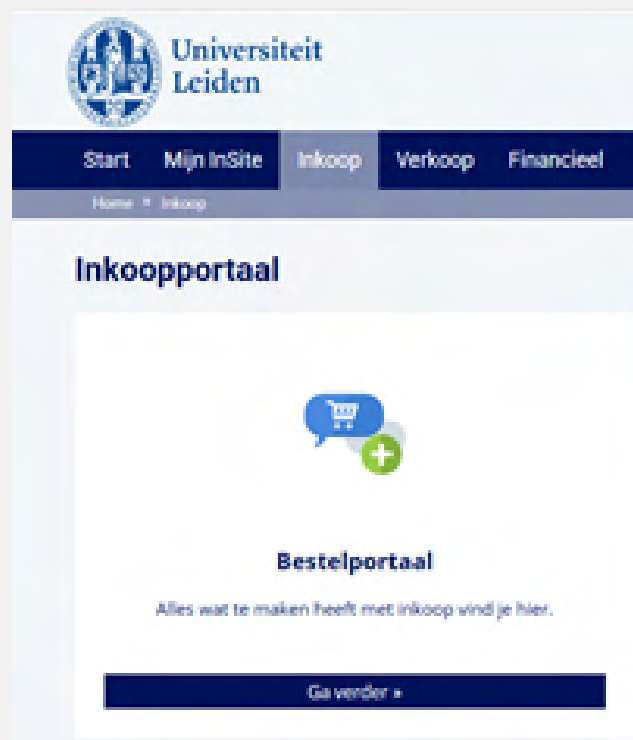
Access the online booking tool, ethosBook, through the procurement ordering portal by selecting the 'Foreign work trips' tile in BAS InSite. If the tile is not visible to you in the ordering environment, the authorised representative of your department, institute, or faculty can grant you access rights by submitting a request in BAS InSite. If you do not know who is authorised to do this, please ask your line manager.

Step 1: Go to the staff website via [Medewerkerswebsite - Universiteit Leiden](#).

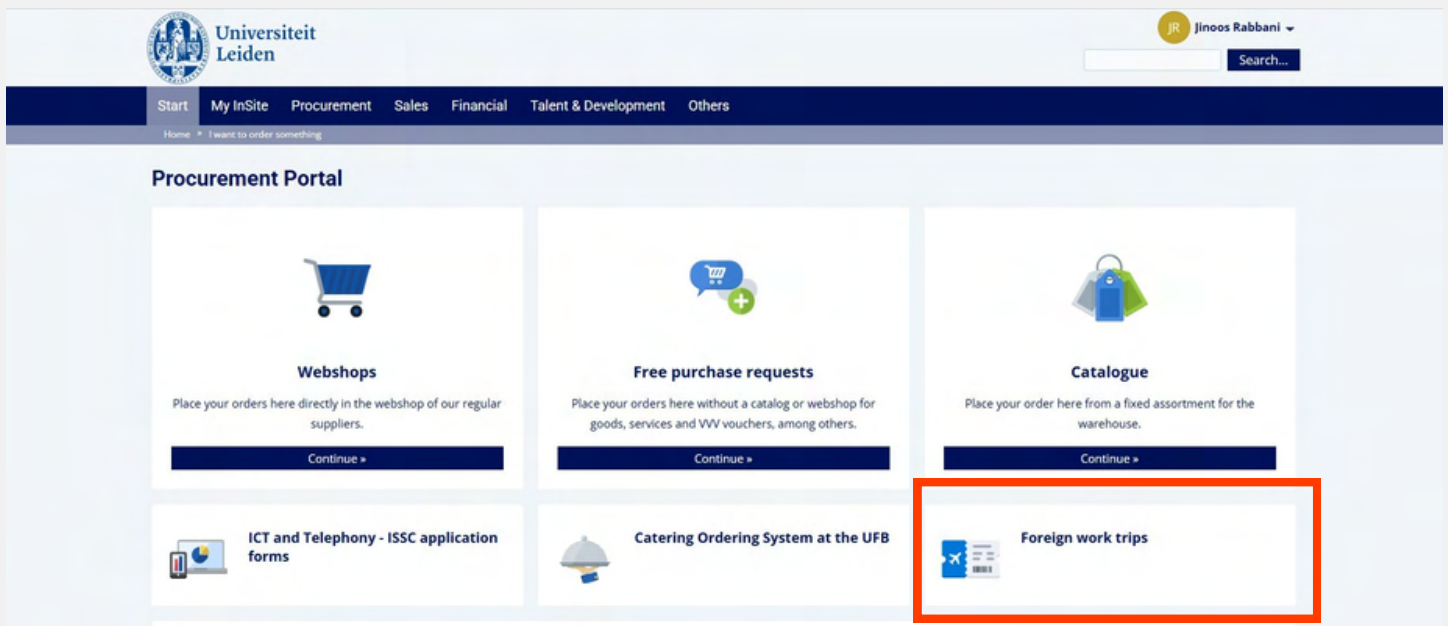
Step 2: Click the Bas InSite icon:



Step 3: Go to 'Inkoop / Procurement' and click on 'Bestelportaal / Order Portal':



Step 4: Select the tile 'Foreign work trips / Buitenlandse Dienstreizen':



Step 5: Log in using your credentials via the link. You will then be redirected to the DGI website.

Set Language Preferences

Set language preference - you can choose your desired language by clicking Settings in the top right menu of the homepage.

The screenshot shows the DGI homepage with a user profile menu open in the top right corner. The menu lists various options: Accounts, Bookings, Quotes, Approvals, Travel restrictions, Traveller Profiles, Support and Contact Details, and Settings. The 'Settings' option is highlighted with a red box. An arrow points from the 'Settings' option to a separate window showing the 'Update Subscription Preference' section. Under the 'Language' heading, a list of languages is displayed with their respective flags: English UK, English US, Español, Français, Portuguêsê, Deutsch, and Dutch. The 'Dutch' option is highlighted with a red box.

Top Navigation: Flights, Hotels, Rail, Travel restrictions

User Profile: Ms Kate Frewin-Clarke, Universiteit Leiden

Settings Menu: Accounts, Bookings, Quotes, Approvals, Travel restrictions, Traveller Profiles, Support and Contact Details, **Settings**, Log Out

Welcome to DGI, Kate!
Get started on your next trip, search for your destination and let's travel

Services: Sustainability, Travel Services, Account Management, Travel Te

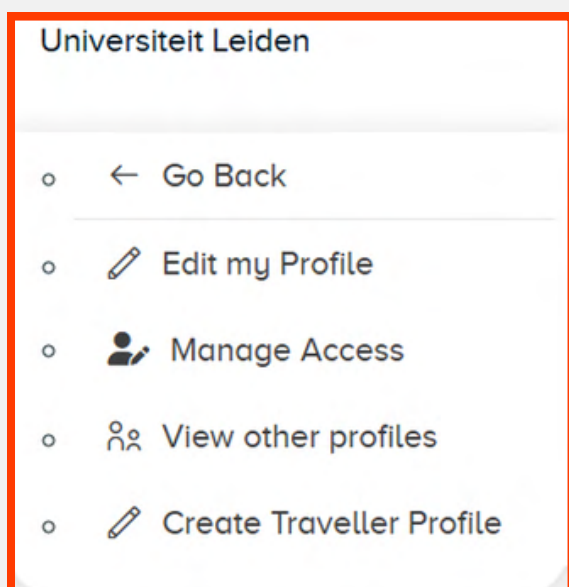
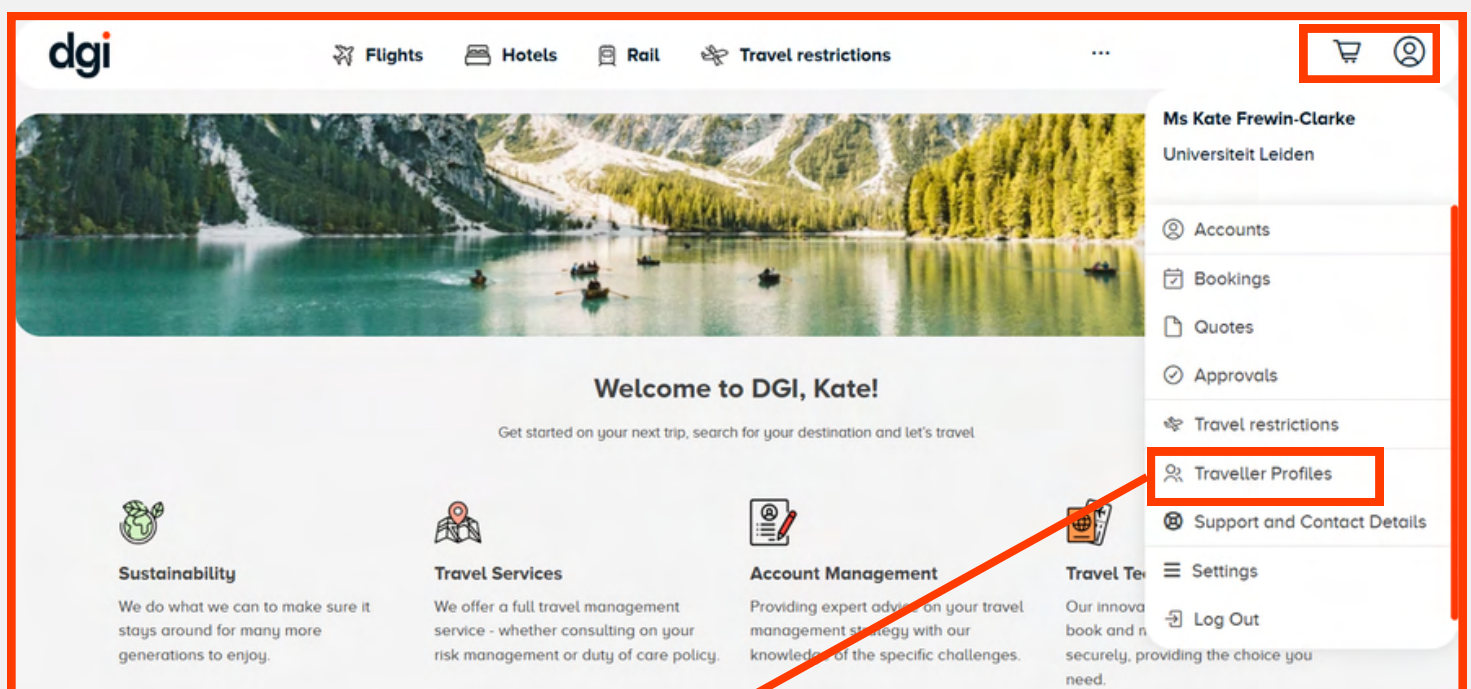
Update Subscription Preference

Language

- English UK
- English US
- Español
- Français
- Portuguêsê
- Deutsch
- Dutch**

Traveller Profiles

Set up your traveller profile - you can view and edit your traveller profile by clicking Traveller Profiles in the top right menu of the homepage.



Choose whether to edit your profile, manage access, view colleagues' profiles (with permission) or to create a new profile.

Edit Traveller Profiles

Complete your traveller profile so that you do not have to manually enter your details for each booking.

Traveller Profile Form

Please make sure that you provide as much detail as possible. This will enable us to process your booking quickly and ensure that you receive reward points for any frequent flyer programmes of which you are a member.
All fields marked with an asterisk * are mandatory and must be completed.

Personal Information ⓘ

Title *

Mr ▾

First Name *

John

Surname *

Smith

Gender *

Male ▾

Date of Birth *

29 Mar 1991 📅

TSA Known Traveller Number:

Email 1: *

jsmith@diversitytravel.com

Country Code *

United Kingdom ▾

Phone No *

7736758

Passport 1

Passport 1 Nationality *

United Kingdom ▾

Passport 1 Number *

XXXXXXXX

Passport 1 Place Of Issue *

United Kingdom ▾

Passport 1 Date Of Issue:

18 Mar 2019 📅

Passport 1 Date Of Expiry: *

18 Mar 2029 📅

+

Heat Course Details

Have you completed a HEAT course? ☐

On Board Preferences

Additional Assistance:

☐ Visually Impaired

☐ Hearing Impaired

☐ Wheelchair User

Seating: *

☐ No Preference

☒ Window

☐ Aisle

☐ Bassinet for Infant

Airline Membership Numbers (optional)

Airline Membership 1

Lufthansa ▾

XXXXXXXXXXXXXXXXXX

Airline Membership 2

KLM Royal Dutch Airlines ▾

XXXXXXXXXXXXXXXXXX

Airline Membership 3

-- Please Select Airline -- ▾

Membership Number

Airline Membership 4

-- Please Select Airline -- ▾

Membership Number

Airline Membership 5

-- Please Select Airline -- ▾

Membership Number

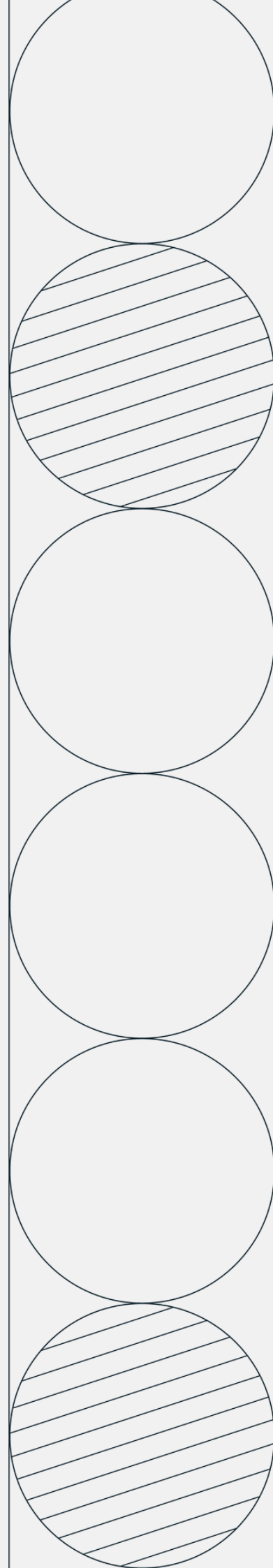
Add your airline membership numbers to collect points with each booking.



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Part 2

Travel Restrictions and Visa Requirements

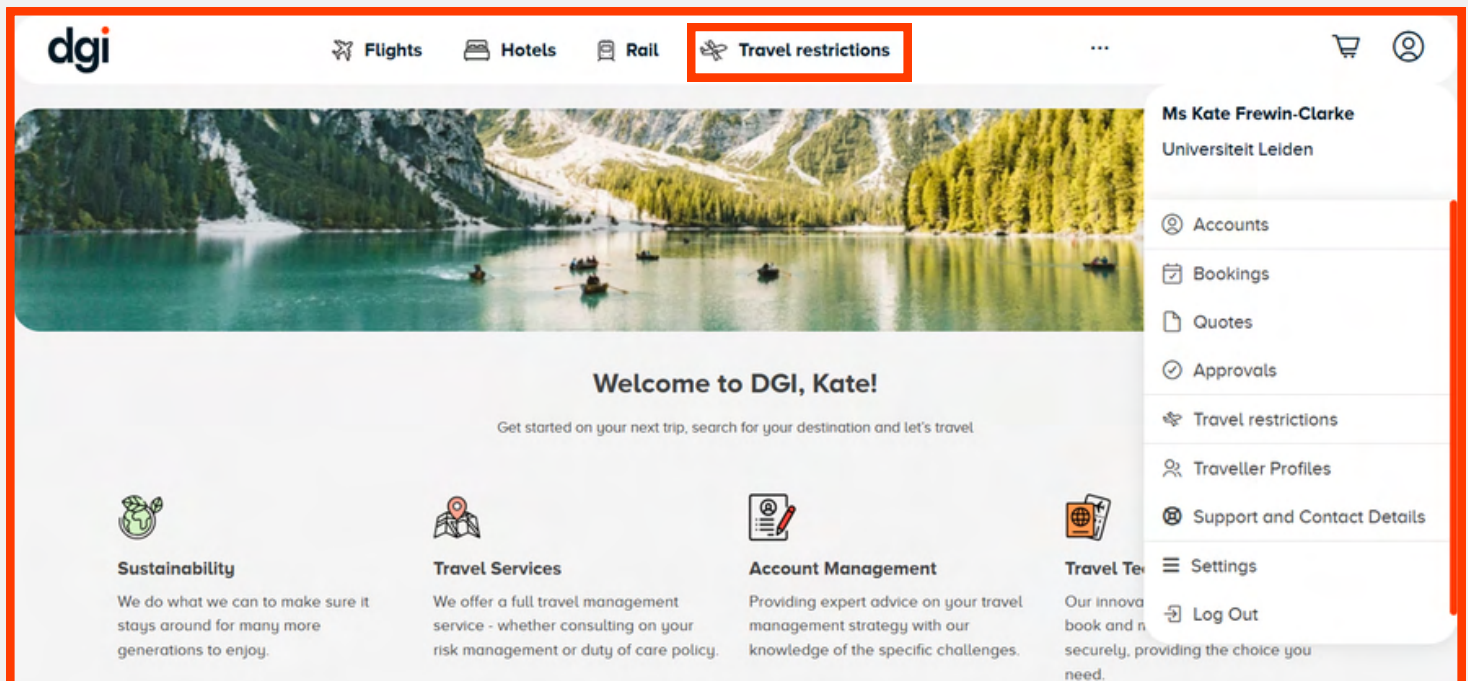


Travel Restrictions and Visas

Before booking a trip we recommend you search the travel restrictions and visa requirements.

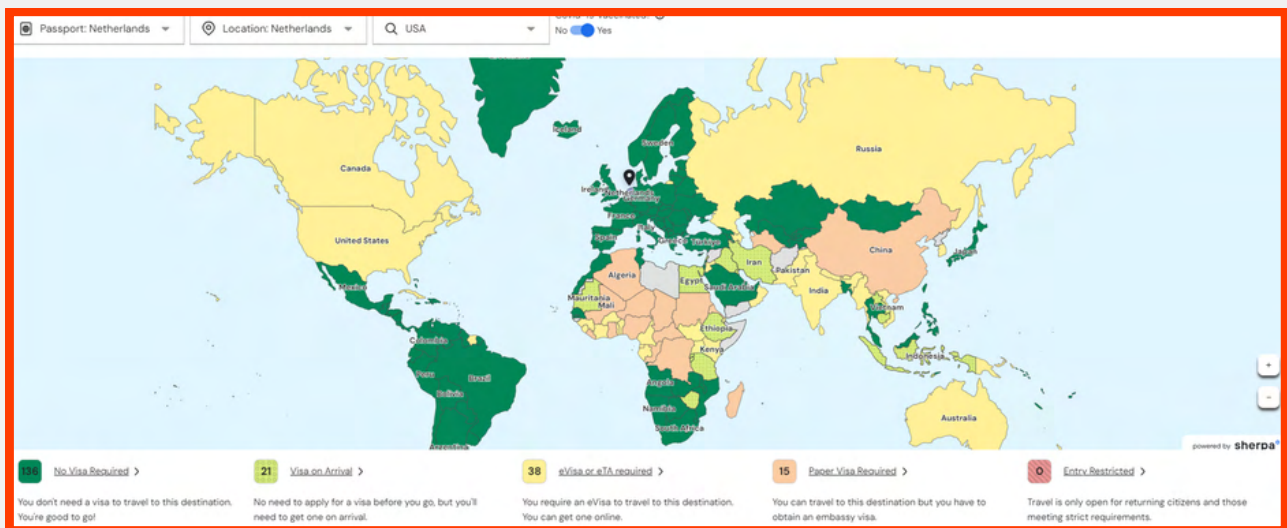
To access the Travel Restrictions, click on the 'Travel restrictions' button, along the top of the webpage.

The travel restrictions tool is only available in English.

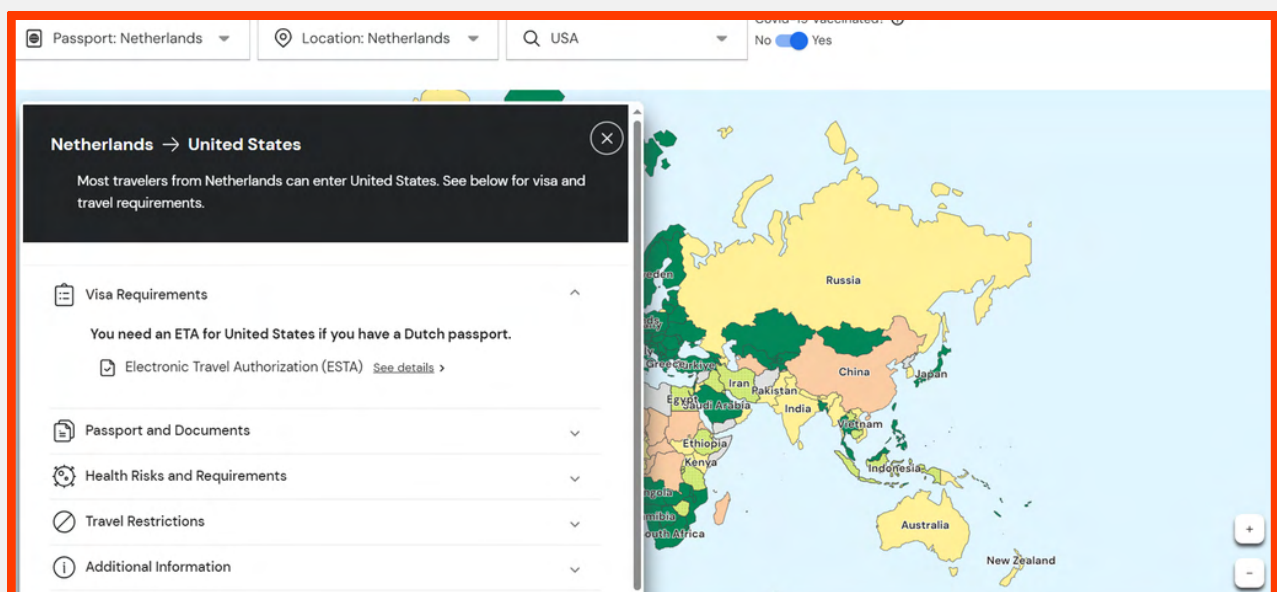


Travel Restrictions and Visas

We have an interactive map with up-to-date visa requirements. If you enter the country of your passport, your location and the destination, you will be able to see the visa restrictions per country.



Users can check passport and entry requirements for any country and nationality.





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Part 3

How to Book



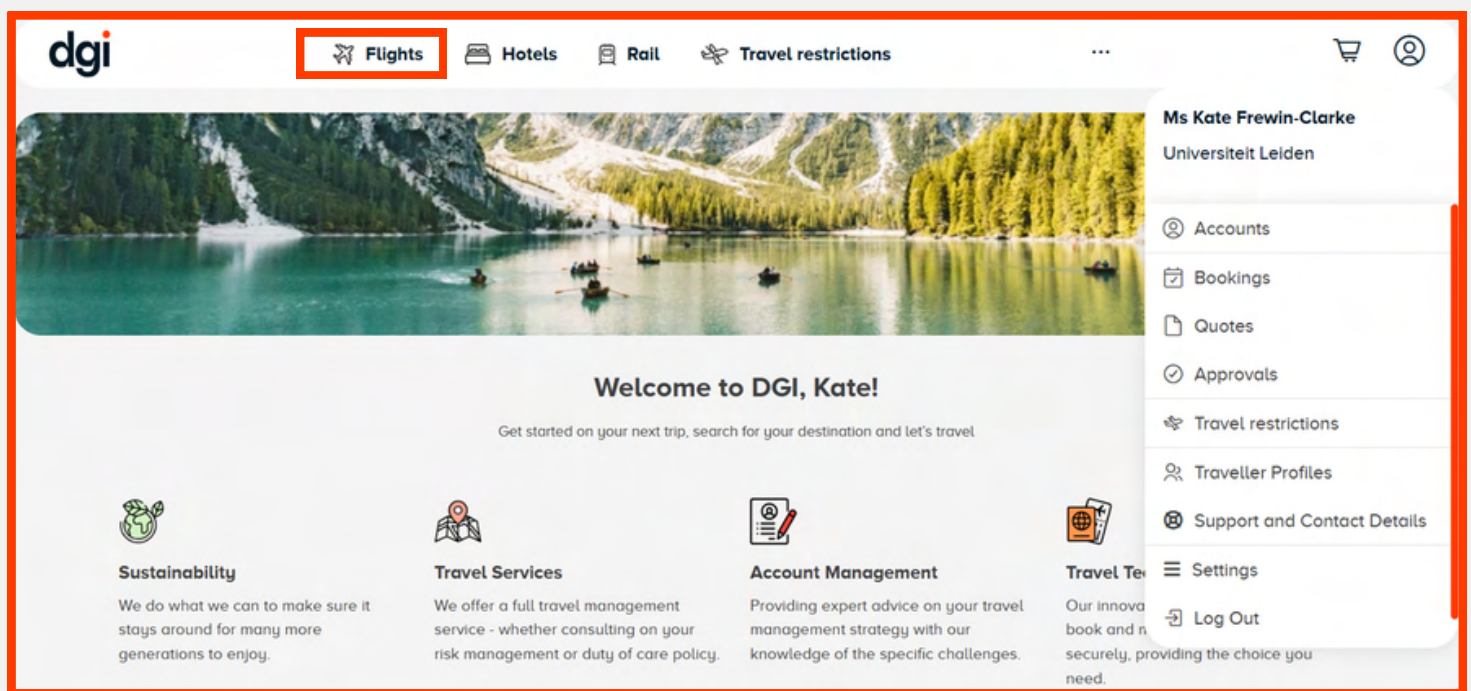


How to Book Flights



Accessing the Flight Booking Tool

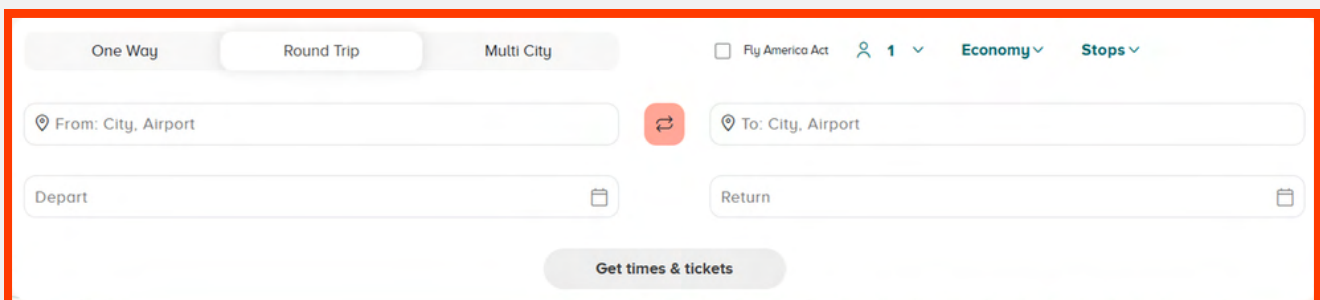
To access the Flight Booking Tool, click on the 'Flights' button, along the top of the webpage.



Searching for Flights

This is the first screen you'll see when entering the flight booking section. Here's where you can enter the details of your itinerary, using city name, airport name or airport code for origin and destination, along with your travel dates, preferred class of travel and number of travellers.

This search will consider your company's travel-related policy agreements and preferences. Please search for the English name as this is a global search too.

A flight search form interface with a white background and a red border. At the top, there are three tabs: "One Way", "Round Trip" (which is selected), and "Multi City". To the right of these tabs are several options: a checkbox for "Fly America Act", a person icon with the number "1" and a dropdown arrow, "Economy" with a dropdown arrow, and "Stops" with a dropdown arrow. Below the tabs, there are two input fields: "From: City, Airport" and "To: City, Airport", separated by a red circular button with a double-headed arrow. Below these, there are two more input fields: "Depart" and "Return", each with a calendar icon. At the bottom center, there is a button labeled "Get times & tickets".

Flight Search Results

Upon completion of your search, you will be presented with all the flights matching your criteria, as shown here:

Flight tickets

Displaying 15 of 480 Options

Sort By

Round Trip | Ethiopian Airlines | Published

€ 811.05

Outbound

From

AMS

Mon 21 Jul, 17:55

Amsterdam Airport Schiphol

To

NBO

Tue 22 Jul, 13:10

Jomo Kenyatta International Airport

18h 15m

2

2,061 kg

2

Return

From

NBO

Fri 25 Jul, 18:00

Jomo Kenyatta International Airport

To

AMS

Sat 26 Jul, 11:00

Amsterdam Airport Schiphol

18h 0m

2

2,061 kg

2

Round Trip | Ethiopian Airlines | Published

€ 893.05

Outbound

From

AMS

Mon 21 Jul, 11:55

Amsterdam Airport Schiphol

To

NBO

Tue 22 Jul, 13:10

Jomo Kenyatta International Airport

24h 15m

2

2,061 kg

2

Return

From

AMS

Mon 21 Jul, 17:55

Amsterdam Airport Schiphol

To

NBO

Tue 22 Jul, 13:10

Jomo Kenyatta International Airport

18h 15m

2

2,061 kg

2

Return

From

NBO

Fri 25 Jul, 3:45

Jomo Kenyatta International Airport

To

AMS

Sat 26 Jul, 11:00

Amsterdam Airport Schiphol

32h 15m

2

2,061 kg

2

16

Flight Search Results

Fares chart option										
	Published	Negotiated	Humanitarian							
Operator										
Direct	-	-	€ 1,426.55	-	-	€ 1,560.66	-	-	-	-
1 or less	-	-	€ 3,437.65	€ 1,525.23	€ 1,534.77	€ 1,542.61	€ 1,663.15	€ 1,701.49	€ 2,440.90	€ 4,094.67
2 or less	€ 811.05	€ 975.07	-	-	-	-	-	-	-	-

An overview of fares, suppliers, and prices are displayed at the top of your search results. You can sort them by the 3 different highlighted fare types, Published, Humanitarian/Academic and negotiated.

1. **Published** - the standard published fares by airlines.
2. **Academic/Humanitarian** - special deals we have negotiated with airlines
3. **Negotiated** - additional flight deals we have negotiated with airlines.

Amsterdam → Nairobi • Mon, July 21, 2025 to Fri, July 25, 2025 • Return • 1 • Economy
 Modify

all filters
 Fare Type ▾
 Departure Times ▾
 Stops ▾
 Airlines ▾
 Airports ▾
 Duration ▾
 Price ▾
 Stopover ▾
 Bags ▾
 Reset

Your original search parameters will appear at the top of the page and can be adjusted at any point.

Below this, you will see the option to filter your results and narrow down your search. These filters include price, departure/arrival time, baggage, trip duration, as well as possible stop overs and stop over length.

Flight Search Results

Fare Type

- ☒ Any fare ☐ Published
☐ Humanitarian ☐ Negotiated

Departure Times



Stops

- ☒ Any number of stops ☐ Only direct flights
☐ 1 stop or less ☐ 2 stops or less

Airlines

All Airlines



Airlines

- | | | |
|---|---|--|
| ☒ Air France | ☒ Austrian Airlines | ☒ British Airways |
| ☒ Emirates | ☒ Ethiopian Airlines | ☒ Gulf Air Bahrain |
| ☒ Kenya Airways | ☒ KLM Royal Dutch Airlines | ☒ Lufthansa |
| ☒ Qatar Airways | ☒ Swiss International Air Lines | ☒ Turkish Airlines |

Trip Duration

Flight duration: Any

51h 5m

Price

Price: Any price

€12,470.08

Stopover

Stopover Duration

Stopover: Any

38h 0m

Bags

- ☒ Any number of bags ☐ None
☐ 1 bag ☐ 2 bags or more

Reset

Reset
Filters at
any time

Selecting Your Flight

Once you have selected your preferred flights by clicking the tick boxes on the left and including the return if necessary, you will have 2 options:

1. **Add To Quote** - Save the details of the flight itinerary and email to a colleague if required*
2. **Add To Basket** - Add the itinerary to your shopping basket, you can then hold the option if not ready to confirm or continue shopping.

*Please note, adding an option to a quote does not hold any seats, and price and availability will be subject to change

Flight tickets | Displaying 15 of 480 Options | Sort By

Round Trip | Ethiopian Airlines | Published | € 811.05

Outbound

From **AMS** Mon 21 Jul, 17:55 Amsterdam Airport Schiphol → To **NBO** Tue 22 Jul, 13:10 Jomo Kenyatta International Airport

18h 15m | 2 | CO₂ 2,061 kg | 2

Return

From **NBO** Fri 25 Jul, 18:00 Jomo Kenyatta International Airport → To **AMS** Sat 26 Jul, 11:00 Amsterdam Airport Schiphol

18h 0m | 2 | CO₂ 2,061 kg | 2

Your journey

Mon, 21 July 17:55 - 13:10
Amsterdam Airport Schiphol(AMS) → Jomo Kenyatta International Airport(NBO)
18h 15m | 2 Stops

Fri, 25 July 18:00 - 11:00
Jomo Kenyatta International Airport(NBO) → Amsterdam Airport Schiphol(AMS)
18h 0m | 2 Stops

Total €811.05

Add to Basket **Add to Quote**

Add to Basket**Add to Quote**

Additional Benefits

If there is an alternative flight with additional benefits available to you, that fit within your search parameters, then the system will automatically suggest the alternative option for you.

If you wish to proceed with the alternative flight, simply click the price under that option. If however, you wish to carry on with your original booking, you can simply carry on to proceed as normal.

Original Selection	Same flights, additional benefits. Have you considered these options?	
☐ Published	☒ Academic Save € 374.00	☐ Negotiated Save € 229.00
0 bags	2 bags	1 bags
Hold – You can hold this fare until Nov 30, 2023	Hold – You can hold this fare until Mar 12, 2024	Hold – You can hold this fare until Dec 12, 2023
9 seats left	9 seats left	9 seats left
€ 1128.30	€ 754.30	€ 925.51

Understanding Your Selection

1. Total trip duration
2. Number of stop overs
3. Baggage allowance indicator
4. Total CO₂ emissions for journey
5. Outbound flights. (Airports, flight times and dates)
6. Airline and Flight Number
7. Stopover information
8. Additional tabs with information about fare rules, fare summary and luggage information

The screenshot displays a flight selection interface for an outbound journey. The interface is divided into several sections, with numbered callouts (1-8) highlighting specific features:

- 1:** Total trip duration (18h 15m).
- 2:** Number of stop overs (2).
- 3:** Baggage allowance indicator (2).
- 4:** Total CO₂ emissions for journey (2,061 kg).
- 5:** Outbound flights. (Airports, flight times and dates).
- 6:** Airline and Flight Number.
- 7:** Stopover information.
- 8:** Additional tabs with information about fare rules, fare summary and luggage information.

The flight details shown are:

- From:** AMS (Amsterdam Airport Schiphol) on Mon 21 Jul, 17:55.
- To:** NBO (Jomo Kenyatta International Airport) on Tue 22 Jul, 13:10.
- Itinerary:**
 - Flight 1:** 17:55 • Amsterdam Airport Schiphol to 20:10 • Leonardo da Vinci-Fiumicino Airport. Trip duration: 2h 15m. Operated by ITA Airways, Flight number 109.
 - Stopover:** 2h 50m Stopover | Change aircraft at FCO | Connecting flight may depart from a different terminal.
 - Flight 2:** 23:00 • Leonardo da Vinci-Fiumicino Airport to 05:40 • Addis Ababa Bole International Airport. Trip duration: 5h 40m. Operated by Ethiopian Airlines, Flight number 713, Boeing 787-9.
 - Stopover:** 5h 5m Stopover | Change aircraft at ADD | Connecting flight may depart from a different terminal.
 - Flight 3:** 10:45 • Addis Ababa Bole International Airport to 13:10 • Jomo Kenyatta International Airport. Trip duration: 2h 25m. Operated by Ethiopian Airlines, Flight number 318, Boeing 777-300.

Fare Rules

Our online booking tool uses AI software to summarise the often very complex airline fare rules.

Itinerary

Fare Rules

Fare Summary

Luggage Information

PENALTIES

Changes: USD 100.00 plus any fare difference. Cancellations: USD 150.00. Your contracted fees will also apply.

Please note, if you are travelling on a return or multi-leg journey, the most restrictive conditions from any single leg will apply to the whole ticket, to view the full fare rules from the airline please click below.

View more

Your Basket

When you click through to the basket, you can add your own passenger profile, other traveller's profiles that you have access to, or manually enter the traveller's details.

The screenshot shows the 'Your Basket' interface. At the top, there's a header with 'My trip to Nairobi', 'Quote Reference: Q2406211768', 'Status: Open', and a 'Share' button. Below this is a 'Passengers' section with a '1/4' indicator. The 'Passenger details' form includes fields for Title, First Name, Last Name, Gender, and Date of Birth. A 'Passenger profile' dropdown menu is open, showing options: 'Add Me', 'Traveller Profile', and 'Remove Traveller Profile'. Below the passenger details is a 'Contact details' section with fields for Primary Phone Country Code, Primary Phone Number, and Email. A 'Show traveller details' link is also present. At the bottom of the passenger section is an 'Add More Passengers' button. On the right side, there's a 'Basket Summary' section showing 'Flight to Nairobi', dates 'Mon 21 July - Sat 26 July', route 'Amsterdam - Nairobi - Amsterdam', 'Multi City', '1' passenger, and 'Item(s) €811.05'. Below this is a table with 'Item Count' (1) and 'Total Cost' (EUR €811.05). At the bottom right are 'Save Basket' and 'Proceed' buttons. An orange arrow points from the 'Share' button in the top right to a 'Share' button with a share icon in a separate box below the main form.

My trip to Nairobi

Quote Reference: Q2406211768 Status: Open

Refresh Share

Passengers 1/4

Passenger details ⓘ

Title* First Name* Last Name* Gender* Date*

Select Type Name Type Last Name Select

More info

Passenger profile ▾

Add Me

Traveller Profile

Remove Traveller Profile

Contact details

Primary Phone Country Code* Primary Phone Number* Email*

Select

Show traveller details ▾

Add More Passengers

Basket Summary Delete all

Flight to Nairobi

Mon 21 July - Sat 26 July

Amsterdam - Nairobi - Amsterdam

Multi City

1 Item(s) €811.05

Item Count 1

Total Cost EUR €811.05

Save Basket Proceed

Share

Email the draft itinerary to yourself or other travellers.

Your Basket - Financial Codes

← Items 2/4

Accounting Data Items

Faculteit/ Instituut / Faculty/ Institute *	Kostenplaats/ projectnummer/ Cost Centre/ Project No *	Is de reiziger een medewerker in loondienst? / Is traveller an employee? *
Faculteit/ Instituut / Faculty/ Institute ▾	Kostenplaats/ projectnummer/ Cost Cer ▾	Is de reiziger een medewerker in loondi ▾
Contactpersoon voor boeking/ Booker name *	Is de reis binnen het reisbeleid? / Is the trip within travel policy? *	
Contactpersoon voor boeking/ Booker nam ▾	Is de reis binnen het reisbeleid? / Is the ▾	

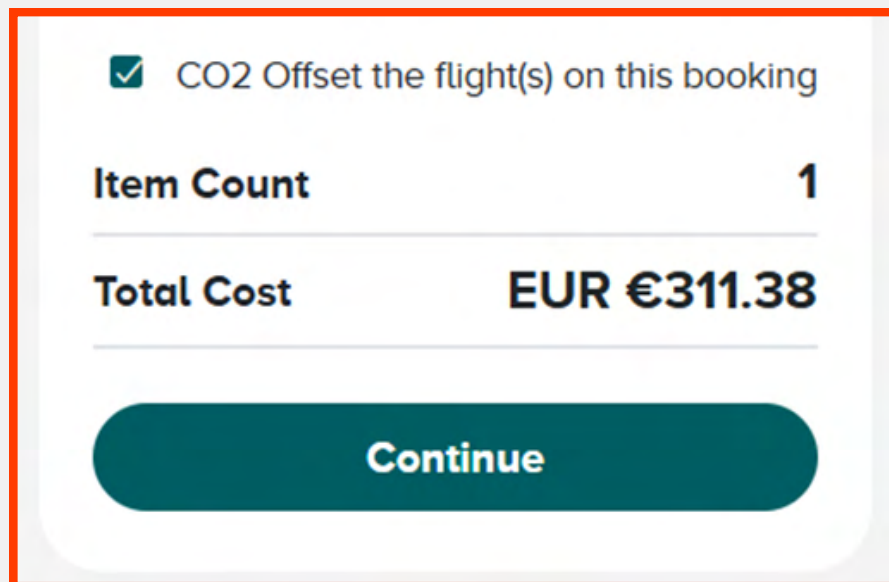
For Universiteit Leiden's invoicing and reporting purposes, several Accounting Data Items must be recorded when making a booking.

Please enter the relevant information for your booking, then proceed to the next step.

Confirming Your Booking

Once you are ready to go ahead with the booking, click the 'Continue' button. The booking will then be processed and the booker will be emailed the travel documents.

As Universiteit Leiden's policy is to collect CO2 offsetting at the point of sale, the box is automatically ticked, as shown below:



☒ CO2 Offset the flight(s) on this booking

Item Count	1
Total Cost	EUR €311.38

[Continue](#)

View Existing Bookings

You can view your existing bookings by clicking bookings in the top right menu of the homepage.

The screenshot shows the DGI homepage. At the top, there is a navigation bar with links for Flights, Hotels, Rail, and Travel restrictions. In the top right corner, there is a shopping cart icon and a user profile icon. The user profile icon is highlighted with a red box. Below the navigation bar, there is a large banner image of a lake with boats. Below the banner, there is a welcome message: "Welcome to DGI, Kate!" and a sub-message: "Get started on your next trip, search for your destination and let's travel". Below the welcome message, there are four columns of content: Sustainability, Travel Services, Account Management, and Travel Te. On the right side, there is a user menu for "Ms Kate Frewin-Clarke" from "Universiteit Leiden". The menu items are: Accounts, Bookings (highlighted with a red box), Quotes, Approvals, Travel restrictions, Traveller Profiles, Support and Contact Details, Settings, and Log Out.

You can filter, view and share any of your existing bookings.

Jw boekingen

Zoeken **Vertrek van** **Vertrek tot**

QID ^	Offertenaam	Type offerte	Hoofdpassagier	Vertrekdatum	Bestemming	Status
Q2410078716	My trip to Le Grand-Saonnex	Online	Ms Kate Lily Frewin Clarke	4 Dec 2024	Le Grand-Saonnex	Geboekt ...
Q2408124578	My trip to Juba	Online	Ms Kate Lily Frewin Clarke	9 Sep 2024	Juba	Geboekt ...
Q2406124184	My trip to Manchester	Online	Ms Kate Lily Frewin Clarke	18 Jul 2024	Manchester	Geboekt ...
Q2406035324	My trip to Geneva	Online	Ms Kate Lily Frewin Clarke	21 Oct 2024	Geneva	Geboekt ...
Q2406035182	My trip to Stratford International	Online	Ms Kate Lily Frewin Clarke	19 Jun 2024	Stratford International	Geboekt ...

1

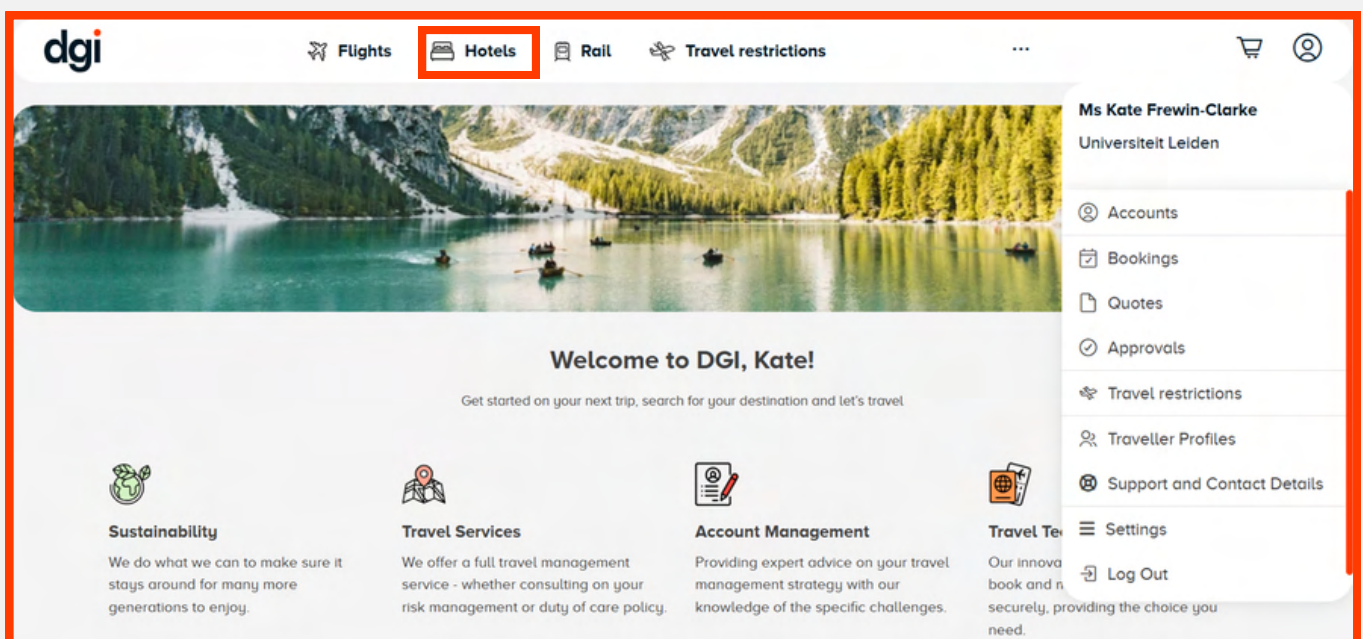
A person wearing a white shirt is pulling a teal suitcase through a modern building. The building features prominent yellow structural beams and a blurred background showing other people and architectural details. The text "How to Book Hotels" is overlaid on the image, followed by a bed icon.

How to Book Hotels



Accessing Hotels in the Booking Tool

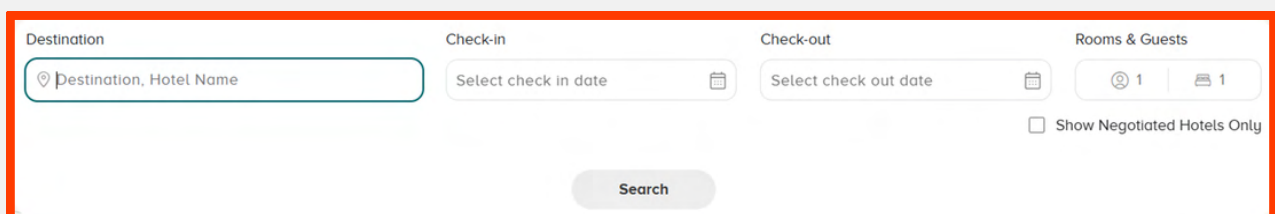
To access the Hotel Booking Tool, click on the 'Hotels' button, along the top of the webpage.



Searching for Accommodation

This is the first screen you'll see when entering hotels section of the booking tool. Here's where you can enter the details of your itinerary, using the destination or Hotel name, along with your travel dates, number of travellers and number of rooms.

This search will consider your organisation's travel-related policy agreements and preferences. Please search for the destination name in English as this is a global search tool.



The screenshot shows a search interface for hotels. It is enclosed in a red rectangular border. The interface is divided into four main sections: 'Destination', 'Check-in', 'Check-out', and 'Rooms & Guests'. The 'Destination' section has a text input field with a location pin icon and the placeholder text 'Destination, Hotel Name'. The 'Check-in' section has a text input field with the placeholder 'Select check in date' and a calendar icon. The 'Check-out' section has a text input field with the placeholder 'Select check out date' and a calendar icon. The 'Rooms & Guests' section has two dropdown menus, each showing '1'. Below these sections is a checkbox labeled 'Show Negotiated Hotels Only'. At the bottom center is a 'Search' button.

Search Results

Once the search results have loaded, all available accommodations will be displayed below.

Frankfurt am Main, Germany • Mon 08 Sep 2025 to Wed 10 Sep 2025 • 1 • 1

Modify



Centro National Frankfurt Trademark Collection ^
3 ★ CO2e: 26.4 Kg
Wi-fi
Living room
1.35 km
Disability-friendly bathroom
[View details](#)

View rates



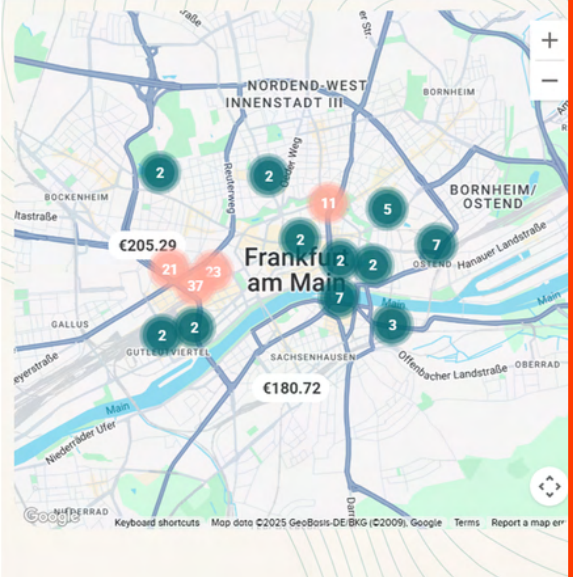
City Hotel West ^
3 ★ CO2e: 26.4 Kg
Wi-fi
Dry cleaning/laundry service
119 km
Wheelchair accessible (may have limitations)
[View details](#)

View rates



Hotel Am Zoo ^
3 ★ CO2e: 26.4 Kg
Wi-fi
Off-street parking
120 km
Wheelchair accessible (may have limitations)
[View details](#)

View rates



Search Filters

Once the search results have loaded, you can filter these to your criteria.

Search Radius

Radius: 2 km

0.1 0.25 0.5 1 2 5 10 25 50

Price & Payment

Price: €0.00 - €210.49

☐ Refundable

☐ Pay on Departure

Meals

☐ Room Only

☐ Breakfast

☐ Dinner

☐ Half Board

☐ Half Board

Property Name

Search hotel name

🔍 Search hotel

Commodities

☐ Free Wi-Fi	☐ Restaurant
☐ Bar	☐ Gym
☐ Room service	☐ Pool
☐ Free Parking	☐ Parking
☐ All inclusive	☐ A/C
☐ Children Allowed	☐ Pets Allowed
☐ Beach Access	☐ Wheelchair Access

Reset



Reset Filters
at any time

View Hotel Information

If you want to see more information about a specific accommodation, click 'View Rates'.

You will then see detailed information about the hotel and a list of available room options, such as refundable rooms, breakfast included, double beds, and more.

Once you have chosen your preferred option, simply click the 'Select' button to proceed with your booking.

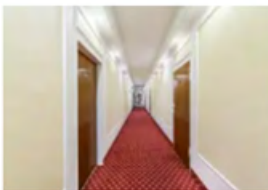
←

Hotel Continental Frankfurt

3 ★

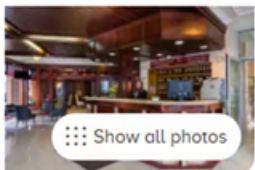
• Baseler Straße, 56, Frankfurt











Show all photos

Hotel Description

This hotel enjoys a central location in Frankfurt, steps away from the main railway station and within walking distance of the city's trade fair, financial district and tourist attractions. Boasting over 100 years of history, the Novum Hotel Continental offers spacious en suite rooms with all modern amenities, such as cable TV and free WiFi in all areas. From the nearby station, guests enjoy excellent transport connections to all parts of Frankfurt. Frankfurt Airport is a direct S-Bahn (city rail) journey away, and the Messe (exhibition centre) is just 2 short stops away. The Novum Hotel Continental is an ideal base for a shopping trip or a cultural and leisure break. The Zeil shopping mile is nearby, and the Museumsufer (museum mile) is just across the River Main. Get your day's business or leisure activities in Frankfurt off to an energetic start with the rich buffet breakfast.

Amenities

Wi-fi

1.32 km

Beach

Location

Baseler Straße, 56, Frankfurt

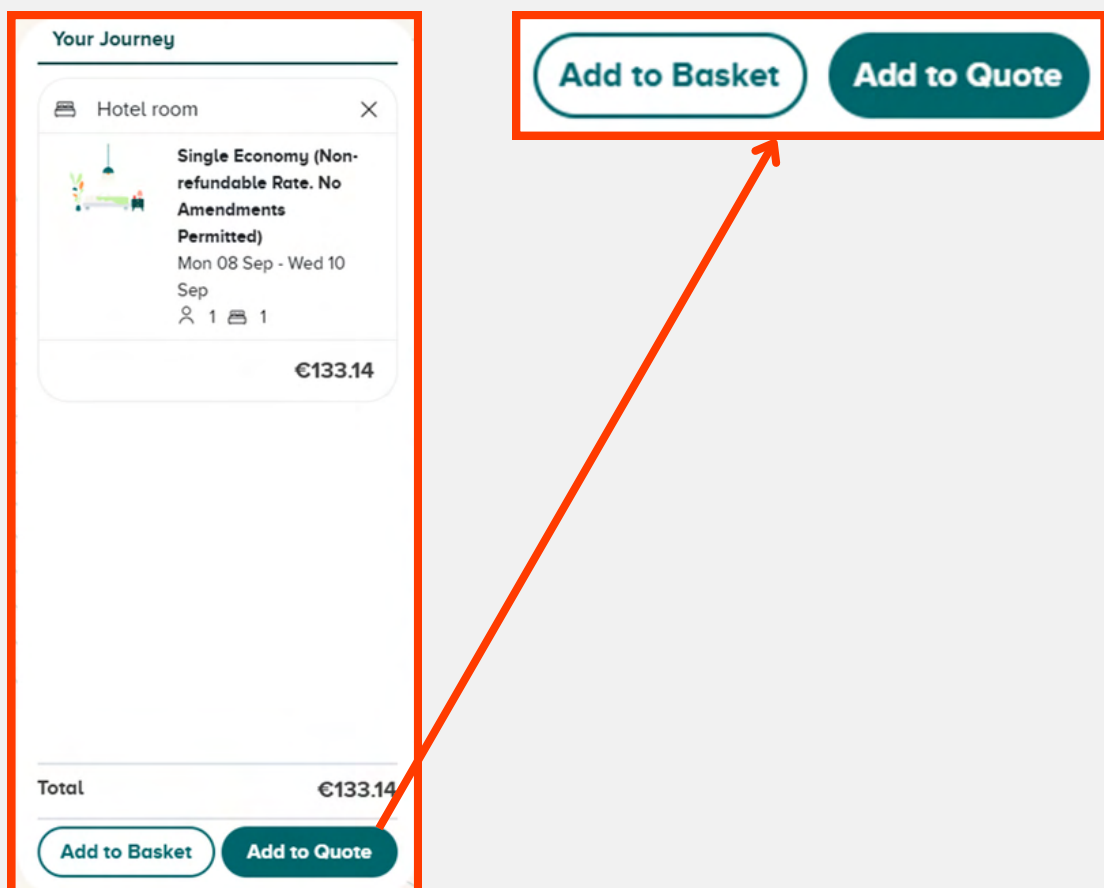


Selecting Your Accommodation

Once you have selected your preferred accommodation, you will have 2 options:

1. **Add To Quote** - Save the details of the accommodation for later. You can also email the quote to yourself or other travellers if required*
2. **Add To Basket** - Add the itinerary to your shopping basket to continue with the booking

*Please note, adding an option to a quote does not hold a room, and price and availability will be subject to change



Your Basket

When you click through to the basket, it asks for passenger details. You can select your own passenger profile, other traveller's profiles that you have access to, or manually enter the travellers details.

Once the details are completed, click 'Proceed'.

The screenshot displays the 'Your Basket' interface. At the top, it shows 'My trip to Frankfurt', 'Quote Reference Q2406211768', 'Status: Open', and buttons for 'Refresh' and 'Share'. Below this is the 'Passengers' section, indicating '1/4' passenger. The 'Passenger details' form includes fields for 'Title', 'First Name', 'Last Name', and 'Gender'. A 'Passenger profile' dropdown menu is open, showing options: 'Add Me', 'Traveller Profile', and 'Remove Traveller Profile'. The 'Contact details' section includes fields for 'Primary Phone Country Code', 'Primary Phone Number', and 'Email'. A 'Basket Summary' on the right shows 'Hotel in Frankfurt' for 'Mon, 8 September - Wed, 10 September' at a 'Single economy' rate, with a total cost of 'EUR €133.14'. At the bottom right, there are 'Save basket' and 'Proceed' buttons. A red arrow points from the 'Share' button in the top right to a larger 'Share' button in a separate box below.

Email the draft itinerary to yourself or other travellers

Share

Your Basket – Financial Codes

The screenshot shows a mobile application interface for 'Accounting Data Items'. At the top, there is a back arrow and a header 'Items 2/4'. Below this is a progress bar. The form is titled 'Accounting Data Items' and contains several input fields with dropdown menus. The fields are arranged in two rows. The first row includes 'Faculteit/ Instituut / Faculty/ Institute', 'Kostenplaats/ projectnummer/ Cost Centre/ Project No', and 'Is de reiziger een medewerker in loondienst? / Is traveller an employee?'. The second row includes 'Contactpersoon voor boeking/ Booker name', 'Is de reis binnen het reisbeleid? / Is the trip within travel policy?', and 'Is de reiziger een medewerker in loondienst? / Is the traveller an employee?'. Each field has a dropdown arrow indicating it is a selection menu.

Items
2/4

Accounting Data Items

Faculteit/ Instituut / Faculty/ Institute *

Kostenplaats/ projectnummer/ Cost Centre/ Project No *

Is de reiziger een medewerker in loondienst? / Is traveller an employee? *

Contactpersoon voor boeking/ Booker name *

Is de reis binnen het reisbeleid? / Is the trip within travel policy? *

For Universiteit Leiden's invoicing and reporting purposes, several Accounting Data Items must be recorded when making a booking.

Please enter the relevant information for your booking, then proceed to the next step.

Confirming Your Booking

Once you are ready to go ahead with the booking, click the 'Continue' button. The booking will then be processed and the booker will be emailed the travel documents.

Quote Reference **Q2406211768** Status: Open Refresh Share

←

Payment
3/4

Choose payment method

☒ Invoice

☐ Credit/Debit card

Basket Summary

Hotel in Xemxija

Mon, 15 June - Fri, 19 June
Triple Inland with Balcony
Xemxija Bay Hotel
 1 1 Item(s) **€511.19**

Item Count

1

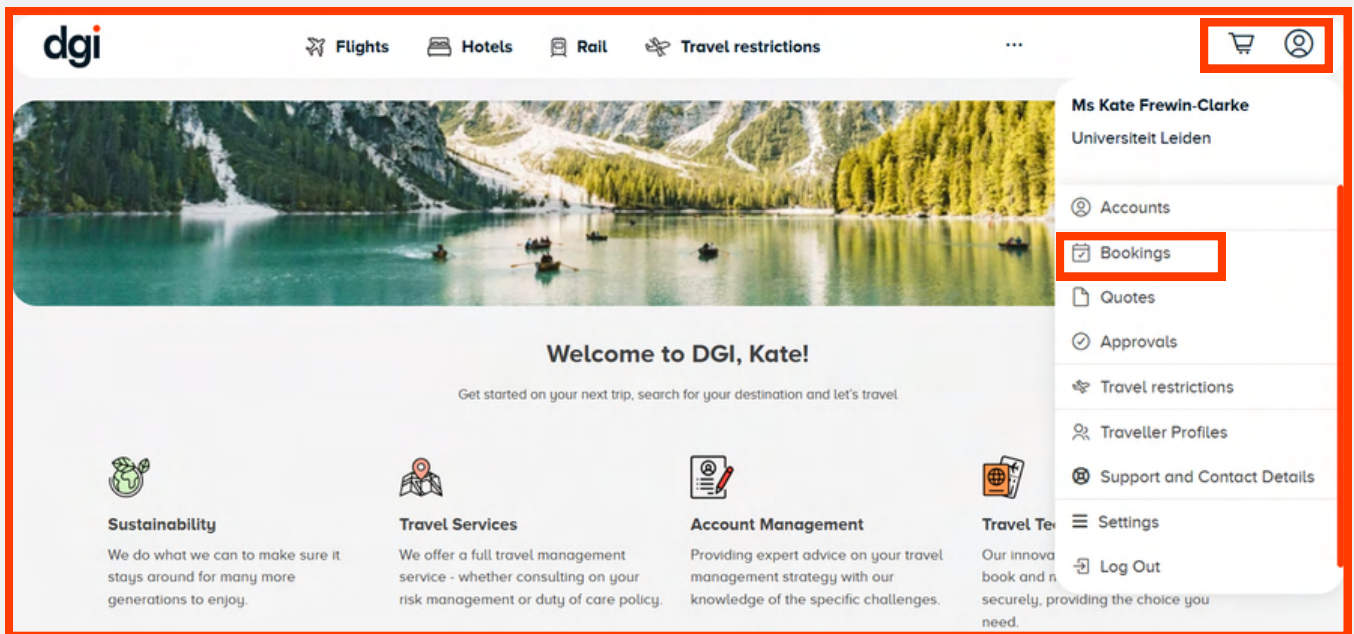
Total Cost

EUR €511.19

Continue

View Existing Bookings

You can view your existing bookings by clicking bookings in the top right menu of the homepage.



The screenshot shows the DGI homepage. In the top right corner, there is a user menu for 'Ms Kate Frewin-Clarke' from 'Universiteit Leiden'. The menu includes options: Accounts, **Bookings** (highlighted with a red box), Quotes, Approvals, Travel restrictions, Traveller Profiles, Support and Contact Details, Settings, and Log Out. The main content area features a welcome message and four service categories: Sustainability, Travel Services, Account Management, and Travel Te.

You can filter, view and share any of your existing bookings.

Mijn boekingen

Zoeken: Q ex. QID, Lead pax, Bestemming, Status, quote Type. Vertrek van: Selecteer een datum. Vertrek tot: Selecteer een datum. [Wis] [Zoeken]

QID ^	Offertenaam	Type offerte	Hoofdpassagier	Vertrekdatum	Bestemming	Status
Q2410078716	My trip to Le Grand-Saconnex	Online	Ms Kate Lily Frewin Clarke	4 Dec 2024	Le Grand-Saconnex	Geboekt
Q2408124578	My trip to Juba	Online	Ms Kate Lily Frewin Clarke	9 Sep 2024	Juba	Geboekt
Q2406124184	My trip to Manchester	Online	Ms Kate Lily Frewin Clarke	18 Jul 2024	Manchester	Geboekt
Q2406035324	My trip to Geneva	Online	Ms Kate Lily Frewin Clarke	21 Oct 2024	Geneva	Geboekt
Q2406035182	My trip to Stratford International	Online	Ms Kate Lily Frewin Clarke	19 Jun 2024	Stratford International	Geboekt

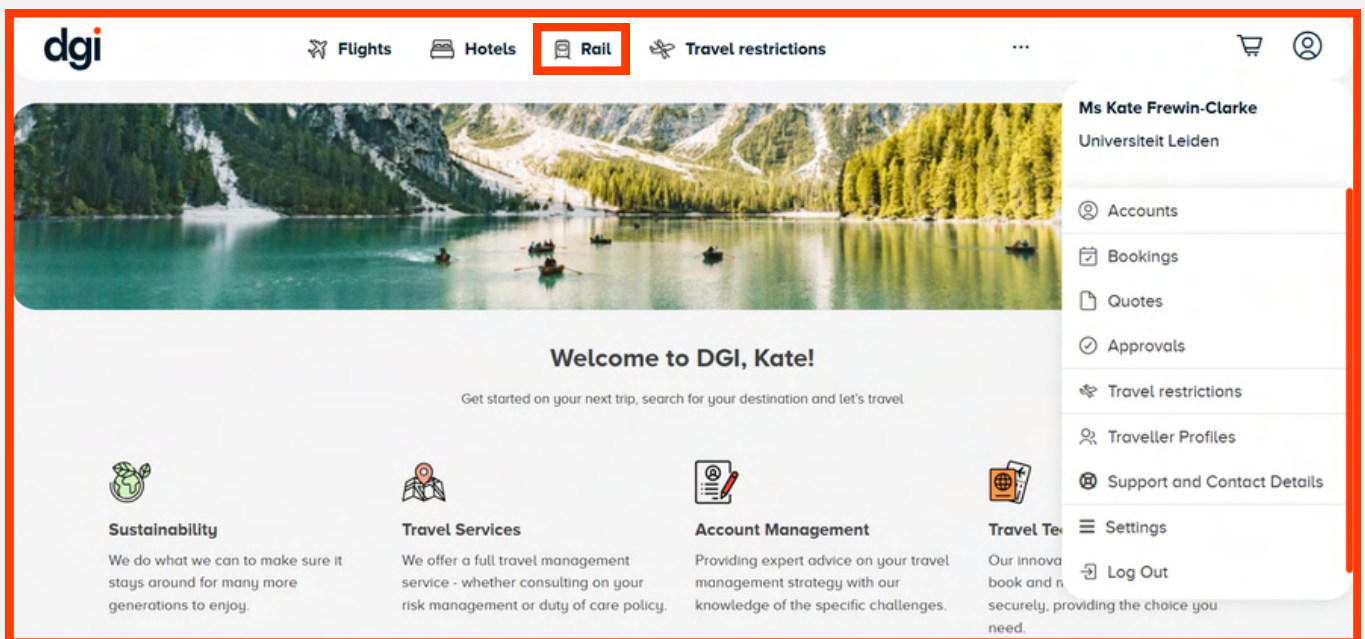
1



How to Book Rail

Accessing Rail in the Booking Tool

To access the Rail Booking Tool, click on the 'Rail' button, along the top of the webpage.



Searching for rail

This is the first screen you will see when entering the rail section of the booking tool. Here is where you can enter the details of your itinerary.

First, select whether you would like one-way, return or open return. Then enter details of the trip including 'from: city or train station' and 'to: destination city or train station', along with your travel dates, number of travellers and railcards.

This search will consider your organisation's travel policy and preferences. Please search for destination in the local language.

The screenshot shows the rail booking tool interface. The main form includes options for 'One-way', 'Return', and 'Open Return'. The 'Via' field is set to 'Enter Station'. The 'From' field is 'City, Station' and the 'To' field is 'City, Station'. The 'Departing' date is '28-May-25' and the 'Leaving at' time is '10:00'. The 'Return' section has 'No Return' selected. A 'Get times & tickets' button is at the bottom. A 'Select Passengers' modal is open, showing 'Adults (16+)' with a count of 1. The 'Add railcard' button is highlighted. The modal also shows 'Children (5-15)', 'Infants (3-4)', and 'Newborn (0-2)' with counts of 0. A 'Done' button is at the bottom of the modal.

One-way Return Open Return

Via Enter Station

From: City, Station To: City, Station

Departing 28-May-25 Leaving at 10:00

Return No Return

Get times & tickets

Select Passengers

Adults (16+) 1

Adult 1

+ Add railcard

Children (5-15) 0

Infants (3-4) 0

Newborn (0-2) 0

Done

Search Results

All available rail journeys will be displayed. Click 'Show details' to expand the details of the journey. Add a ticket to the basket by choosing the desired flexibility: non-flexi, semi-flexi, or flexi. Click 'View full ticket conditions' to see the specific conditions for each ticket.

The screenshot shows the search results for a train journey from Delft to Frankfurt (Main) Hbf. The journey is scheduled for Saturday, 20 June, from 11:37 to 16:27, with a duration of 4h 50m and 1 change. The CO2e is 7.30 kg. The journey is displayed in two rows: the top row shows the journey details and the bottom row shows the ticket flexibility and conditions. The ticket flexibility options are Nonflexi, Semiflexi (+€11.00), and Flexi (+€58.61). The prices for Standard Class and First Class are €115.99 and €171.99 respectively. A red box highlights the 'Show details' link, and a red arrow points from it to the 'Journey Detail' section below. The 'Journey Detail' section shows the journey from Delft to Utrecht Centraal (11:37 AM to 12:48 PM, 1h 11m) and then from Utrecht Centraal to Frankfurt (Main) Hbf (1:03 PM to 4:27 PM, 3h 24m). The 'Your journey' sidebar on the right shows the outbound journey details, including the date, time, and route, and a red box highlights the 'Super Sparpreis Europa 2nd Class' offer with a link to 'View full ticket conditions'. The total price is €117.99 (1 adults), and a booking fee of €2.00 is included. The 'Add to Basket' and 'Add to Quote' buttons are at the bottom right.

Search Results Summary:

- Journey:** Delft to Frankfurt (Main) Hbf, Sat 20 Jun, 11:37 - 16:27, 4h 50m, 1 change, CO2e: 7.30 kg.
- Ticket Flexibility and Conditions:**
 - Nonflexi
 - Semiflexi +€11.00
 - Flexi +€58.61
- Prices:** Standard Class €115.99, First Class €171.99.
- Actions:** [Show details](#), [View full ticket conditions](#), [Add to Basket](#), [Add to Quote](#).

The 'Journey Detail' section shows the train route from Delft to Frankfurt (Main) Hbf. The journey is scheduled for Saturday, 20 June, from 11:37 to 4:27 PM. The route is Delft to Utrecht Centraal (11:37 AM to 12:48 PM, 1h 11m) and then Utrecht Centraal to Frankfurt (Main) Hbf (1:03 PM to 4:27 PM, 3h 24m). The total trip duration is 4h 25m. The CO2e is 7.30 kg. The journey is displayed in two rows: the top row shows the journey details and the bottom row shows the ticket flexibility and conditions. The ticket flexibility options are Nonflexi, Semiflexi (+€11.00), and Flexi (+€58.61). The prices for Standard Class and First Class are €115.99 and €171.99 respectively. A red box highlights the 'Show details' link, and a red arrow points from it to the 'Journey Detail' section below. The 'Journey Detail' section shows the journey from Delft to Utrecht Centraal (11:37 AM to 12:48 PM, 1h 11m) and then from Utrecht Centraal to Frankfurt (Main) Hbf (1:03 PM to 4:27 PM, 3h 24m). The 'Your journey' sidebar on the right shows the outbound journey details, including the date, time, and route, and a red box highlights the 'Super Sparpreis Europa 2nd Class' offer with a link to 'View full ticket conditions'. The total price is €117.99 (1 adults), and a booking fee of €2.00 is included. The 'Add to Basket' and 'Add to Quote' buttons are at the bottom right.

Journey Detail:

- Sat 20 Jun 11:37 → 4:27 PM**
- 11:37 AM · Delft**
 - Trip duration: 1 h, 11 m
- 12:48 PM · Utrecht Centraal**
 - 15 minutes transfer
- 1:03 PM · Utrecht Centraal**
 - Trip duration: 3 h, 24 m
- 4:27 PM · Frankfurt (Main) Hbf**

Selecting Your Rail Journey

Once you have selected your preferred rail journey, you will have 2 options:

1. **Add To Quote** - Save the details of the rail journey for later. You can also email the quote to yourself or other travellers if required
2. **Add To Basket** - Add the itinerary to your shopping basket to proceed with the booking

Your journey

Outbound ×



Sat, 20 June
11:37 - 16:27
Delft to
Frankfurt
(Main) Hbf

4h 50m | 1 change [Journey details](#)

Super Sparpreis Europa 2nd Class
[View full ticket conditions](#)

Total **€117.99**
(1 adults)

*A booking fee of €2.00 has been
included in this transaction.*

Add to Basket **Add to Quote**

Add to Basket **Add to Quote**

Your Basket

When you click through to the basket, it asks for passenger details. You can select your own passenger profile, other traveller's profiles that you have access to, or manually enter the travellers details.

Once the details are completed, click 'Proceed'.

My trip to Frankfurt ✎ Quote Reference Q2406211768 Status: Open Refresh Share

Passengers 1/4

Passenger details

Title* First Name* Last Name* Gender*

Select Type Name Type Last Name Select

More info

Contact details

Primary Phone Country Code Primary Phone Number Email*

Select Show traveller details

Add More Passengers

Basket Summary Delete all

Train from Delft

Mon 9 June
Delft to Frankfurt (Main) Hbf
One Way Trip
1 Item(s) €174.00

Item Count 1
Total Cost EUR €174.00

Save Basket Proceed

Email the draft itinerary to yourself or other travellers

Share

Your Basket – Financial Codes

The screenshot shows a mobile application interface for booking travel. At the top, there is a back arrow and the title 'Items' with a progress indicator '2/4'. Below this is a section titled 'Accounting Data Items'. It contains five dropdown menus arranged in two rows. The first row includes: 'Faculteit/ Instituut / Faculty/ Institute *', 'Kostenplaats/ projectnummer/ Cost Centre/ Project No *', and 'Is de reiziger een medewerker in loondienst? / Is traveller an employee? *'. The second row includes: 'Contactpersoon voor boeking/ Booker name *' and 'Is de reis binnen het reisbeleid? / Is the trip within travel policy? *'. Each dropdown menu has a placeholder text and a downward arrow icon.

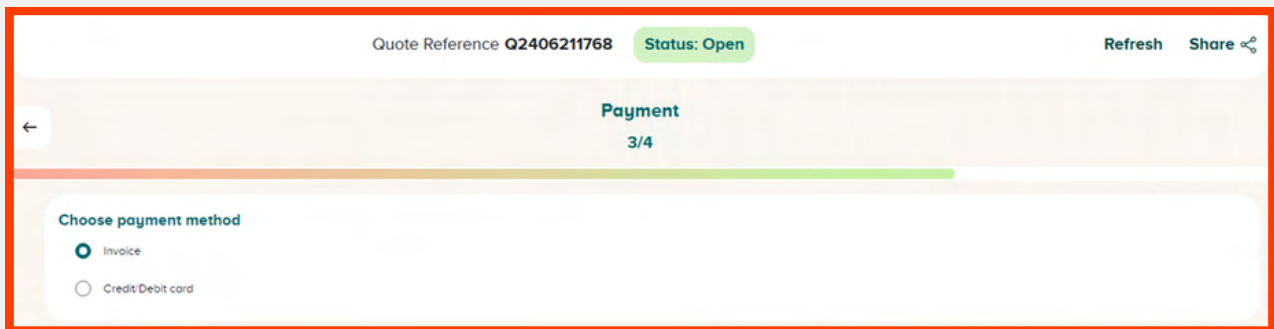
For Universiteit Leiden's invoicing and reporting purposes, several Accounting Data Items must be recorded when making a booking.

Please enter the relevant information for your booking, then proceed to the next step.

Confirming Your Booking

Once you are ready to go ahead with the booking. Click the box to accept the terms and conditions for your booking.

Once ready, click 'Continue' to complete the booking. The booker will be emailed the travel documents.



Quote Reference: Q2406211768 Status: Open Refresh Share

← Payment 3/4

Choose payment method

☒ Invoice

☐ Credit/Debit card

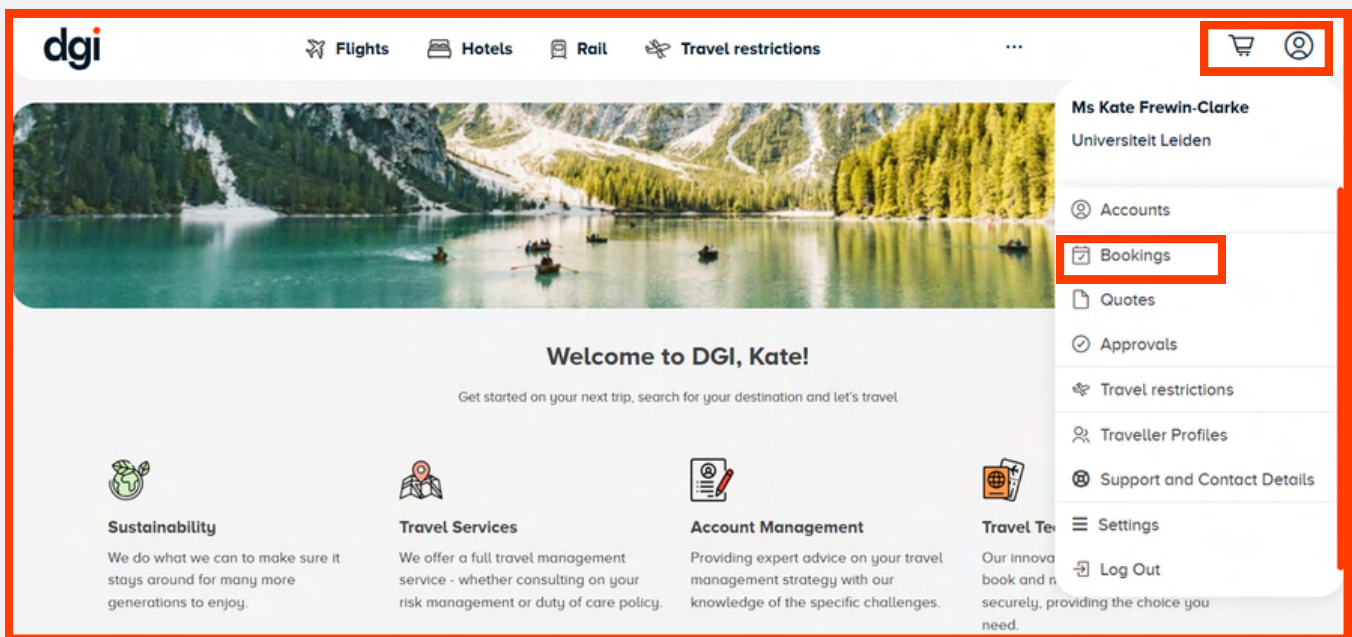


Item Count	1
Total Cost	EUR €511.19

Continue

View Existing Bookings

You can view your existing bookings by clicking bookings in the top right menu of the homepage.



The screenshot shows the DGI homepage. In the top right corner, there is a user menu for 'Ms Kate Frewin-Clarke' from 'Universiteit Leiden'. The menu options are: Accounts, Bookings (highlighted with a red box), Quotes, Approvals, Travel restrictions, Traveller Profiles, Support and Contact Details, Settings, and Log Out. The main content area features a welcome message 'Welcome to DGI, Kate!' and four service categories: Sustainability, Travel Services, Account Management, and Travel Te.

You can filter, view and share any of your existing bookings.

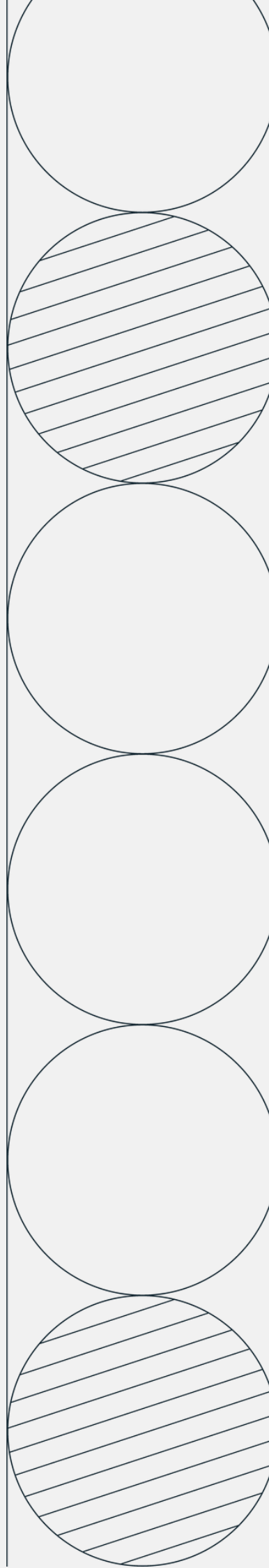
Jw boekingen						
Zoeken		Vertrek van	Vertrek tot			
Q ex. QID, Lead pax, Bestemming, Status, quote Type		Selecteer een datum	Selecteer een datum		Wis	Zoeken
QID ^	Offertenaam	Type offerte	Hoofdpassagier	Vertrekdatum	Bestemming	Status
Q2410078716	My trip to Le Grand-Saonnex	Online	Ms Kate Lily Frewin Clarke	4 Dec 2024	Le Grand-Saonnex	Geboekt ...
Q2408124578	My trip to Juba	Online	Ms Kate Lily Frewin Clarke	9 Sep 2024	Juba	Geboekt ...
Q2406124184	My trip to Manchester	Online	Ms Kate Lily Frewin Clarke	18 Jul 2024	Manchester	Geboekt ...
Q2406035324	My trip to Geneva	Online	Ms Kate Lily Frewin Clarke	21 Oct 2024	Geneva	Geboekt ...
Q2406035182	My trip to Stratford International	Online	Ms Kate Lily Frewin Clarke	19 Jun 2024	Stratford International	Geboekt ...



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Part 4

Changes and Cancellations



How to Change or Cancel a Booking

You can submit a change or cancellation request directly through our online booking tool.

Navigate to **Your Bookings** and scroll down to locate the item you wish to amend or cancel.

Click the three dots next to the booking, then select 'Amend'.

QID ^	Quote Name	Quote Type	Lead pax	Departure date	Destination	Status
Q2509182215	My trip to Manchester	Online	Mr Christopher Green	16 Oct 2025	Manchester	Booked
Q2509172202	My trip to Hanoi	Online	Mr Christopher Greens	10 Oct 2025	Hanoi	Booked
Q2508260783	My trip to Manchester	Online	Mr Christopher Greens	12 Sep 2025	Manchester	Booked

Select the travel you wish to change or cancel.

Amendments

My trip to Lisbon

Quote Reference: Q2510273492

Status: Booked

Passenger Details

Title *

Mr

First Name *

Mikey

Itinerary Items

Hotel 0

Flight 2

Airline	Departure Date		No. of Pax	Action
KLM Royal Dutch Airlines 1987	Nov 10, 2025 - 9:15 PM	Amsterdam Airport Schiphol AMS Lisbon Portela Airport LS	Mr Mikey Seddon	1

Change Request

Select options

AMS → LIS

Description of request

Enter your comment

☒ AMS → LIS, Nov 10 2025, 9:15 PM - M.Seddon

☐ LIS → AMS, Nov 20 2025, 5:00 AM - M.Seddon

0/500

Cancel

Send

Change Request

Email *

mseddon@diversitytravel.com

How to Change or Cancel a Booking

Enter a description of the change or cancellation required, and then click 'Send'.

The screenshot shows the dgi website interface. A modal window titled 'Change Request' is open in the center. The modal contains a dropdown menu for 'Select options' with 'AMS → LIS' selected. Below this is a text area for 'Description of requested changes' with the text 'Please switch my outbound flight to the 13th November'. At the bottom of the modal are 'Cancel' and 'Send' buttons. The background shows a booking summary for 'My trip to Lisbon' with a quote reference of Q2510273492 and a status of 'Booked'. It also displays passenger details for Mr. Mikey Seddon and a table of itinerary items including a flight on KLM Royal Dutch Airlines.

Your request will then be sent to our Online Team. They will process the change or cancellation, advising you of any applicable costs before finalising the booking amendment.

This screenshot shows the same dgi website interface after the request has been submitted. A blue information box in the top right corner displays the message: 'Info: Your change request has been sent.' The background booking details remain visible, including the passenger information for Mr. Mikey Seddon and the flight itinerary.



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Part 5

After Care





After Care



Online Booking Tool Support

Use the online chat function

Email: online@dgitravel.com

Phone: +31 (0) 70 808 0325



24/7 Emergency Support

Within business hours

+31 (0) 70 808 0323

Out-of-hours

+44 (0) 161 884 5395



Account Manager

Stefania Paolini - email:

SPaolini@dgitravel.com

Phone: +31 (0) 70 808 1369



Full-service team

Email: Olive@dgitravel.com

Phone: +31 (0) 70 808 0323

WhatsApp: +44 (0) 161 884 5388