



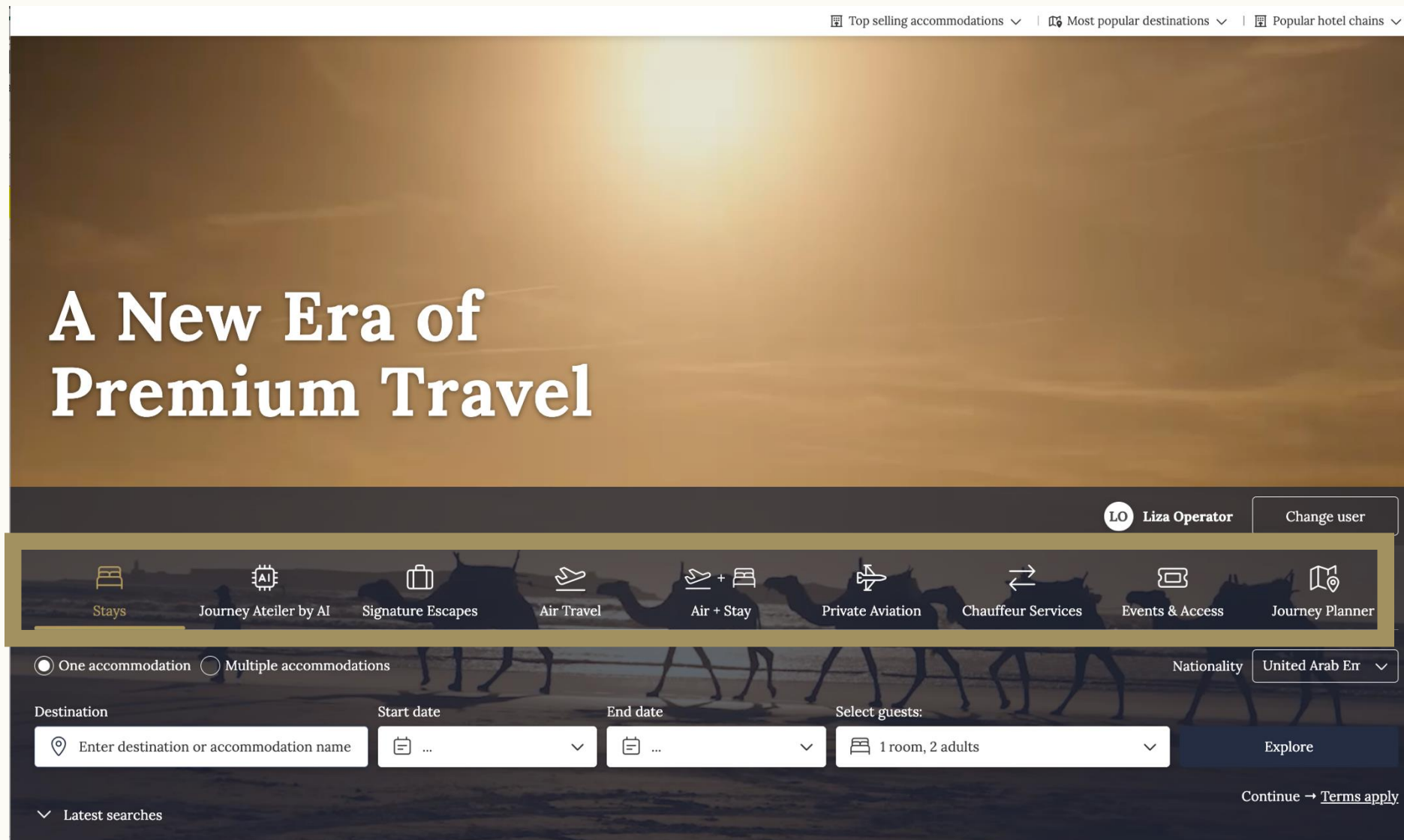
# Learning & Onboarding Guide:

*Simple Booking and Cancellation*



# Step 1. Main Dashboard — Where the Magic Begins

Crafted Journeys. Cultivated Community.



Once logged in, you arrive at the Ad Astra Home Page — your professional control center for creating luxury journeys.

Here you can instantly access:

- **Stays:** Search and book curated hotels and villas worldwide, for single or multi-accommodation trips.
- **Journey Atelier by AI:** Describe the journey you want in natural language. The AI interprets your intent and presents the most relevant travel options.
- **Signature Escapes:** Explore pre-designed journey concepts that can be personalized to your preferences.
- **Air Travel:** Book scheduled flights with flexible routing, dates, and class options.
- **Air + Stay:** Combine flights and accommodation into one seamless booking flow.
- **Private Aviation:** Request private jet solutions for premium and ultra-high-net-worth travel.
- **Chauffeur Services:** Add ground transportation and chauffeur-driven services to any journey.
- **Events & Access:** Book special events, experiences, and exclusive access as part of your trip.
- **Journey Planner:** Build, edit, and manage complete itineraries across destinations, services, and travel dates.



## Step 2. Accommodation booking

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The screenshot shows a dark-themed booking interface. At the top, there is a navigation bar with icons and labels for: Stays (highlighted), Journey Ateiler by AI, Signature Escapes, Air Travel, Air + Stay, Private Aviation, Chauffeur Services, Events & Access, and Journey Planner. Below this, there are radio buttons for 'One accommodation' (selected) and 'Multiple accommodations'. To the right, there is a 'Nationality' dropdown menu set to 'United Arab Em'. The main search area contains four input fields: 'Destination' with a placeholder 'Enter destination or accommodation name', 'Start date' with a calendar icon and '...', 'End date' with a calendar icon and '...', and 'Select guests:' with a dropdown menu showing '1 room, 2 adults'. To the right of these fields is a dark 'Explore' button. At the bottom left, there is a 'Latest searches' dropdown. At the bottom right, there is a 'Continue → Terms apply' link.

If you are planning to book only accommodation, please select “Stays” at the top of the page.

Then, insert the destination, choose check-in and check-out dates, specify the number of guests and rooms, select nationality, and finally click “Search.”



# Step 3. Viewing Available Hotels

The screenshot displays the AD ASTRA website interface for searching accommodations in Dubai. The search criteria are 2 Adults, 27 Nov 2025 - 2 Dec 2025, and 5 Nights. The results are sorted by Price (highest first). The page shows a list of hotels with their total prices, photos, and brief descriptions. The search criteria are 2 Adults, 27 Nov 2025 - 2 Dec 2025, and 5 Nights. The results are sorted by Price (highest first). The page shows a list of hotels with their total prices, photos, and brief descriptions.

Hotel Name	Total Price	Star Rating	Room Type
Burj Al Arab Jumeirah	AED74,194	5 Stars	Deluxe One-Bedroom Suite
Jumeirah Burj Al Arab Dubai	AED36,702	Superb 9.1	1 Bedroom Duplex Suite
The Biltmore Hotel Villas, Dubai	AED34,940	Superb 9.3	1 Bedroom Villa
[Hotel Name]	AED31,102	[Rating]	[Room Type]
[Hotel Name]	AED28,603	[Rating]	[Room Type]
[Hotel Name]	AED21,523	[Rating]	[Room Type]

After you click Search, the system will display a list of all available hotels that match your selected destination and travel dates.

Here you can:

View hotel options with photos, brief descriptions, and total prices.  
See live availability and total rates (including taxes, if applicable).

Sort and filter results according to your preferences — for example:

- Price (lowest to highest / highest to lowest)
- Star rating
- Ad Astra Selection
- Most popular



## Step 4. Reviewing Hotel Details

**Dubai**  
**Jumeirah Dar Al Masyaf** ★★★★★  
King Salman bin Abdulaziz Al Saud PO Box 75157, Dubai, 13.0 miles from Center

9.9 **Superb**  
[See scores](#)

Dubai, United Arab Emirates | 27/11/2025 - 02/12/2025 | 5 nights | 1 room, 2 Adults | [Edit your trip](#)

ACCOMMODATION | SERVICES | ROOMS | REVIEWS | SURROUNDINGS | LOCATION

Once you click on a desired property from the results list, you will be redirected to the Hotel Details Page, where you can explore complete information about the selected accommodation.



# Step 5. Selecting Room Type & Rate Plan

The screenshot displays a hotel booking interface. On the left, a 'Filters' panel includes a price range slider for 'Price per night (AED)' set between 3,914 and 11,829, and a 'Meal plan' section with three options: 'Room only', 'Bed and breakfast', and 'Half board', all of which are currently unselected. The main area is titled 'Booking Options' and is divided into two sections. The top section, 'Palm House (Garden View)', lists three options: 'ROOM ONLY' for AED19,575, 'BED AND BREAKFAST' for AED20,636, and 'HALF BOARD' for AED24,523. Each option is marked as 'Non refundable' and includes a 'VIEW CONDITIONS' link and a 'Select' button. A green WhatsApp icon is visible on the right side of this section. The bottom section, 'Palm House', lists two options: 'ROOM ONLY' for AED19,958 and 'BED AND BREAKFAST' for AED20,928, also with 'Non refundable' status, 'VIEW CONDITIONS' links, and 'Select' buttons.

After reviewing the hotel's information, scroll down the page to view available room types, meal plans, and booking conditions.

# Step 6. Booking Summary & Add-Ons



The screenshot displays a travel booking interface. On the left, a sidebar titled "Your trip summary" shows a price of AED2,040 per person (AED4,081 total) for 2 adults from Nov 27 to Dec 2, 2025, with 5 nights and 1 accommodation. A "Confirm" button is visible. The main area features a "Dubai" header with a cityscape image and a call to action: "Do you want to add something else to your trip?" with buttons for "Add Activity", "Add Transport", and "Add Transfer". Below this is a listing for "Samaya Hotel Deira" (4.5 stars, Good 7.9), described as a "ROOM ONLY Classic Room" with "Free cancellation". A "Do you want to add more accommodation options?" section is at the bottom with an "Add" button.

After selecting your preferred room and rate, you'll be redirected to the Booking Page, where you can review all the details of your stay and customize the client's trip further by adding activity, transfer or flight.

# Step 7. Final Confirmation and Commission Setup



Agency information

Base commission	Management fee		
AED0.00	0.0	AED	Apply

Total

AED0.00 + AED0.00 = AED0.00 (.00%)

Add manual service

CONFIRM TRIP:

Total price

**AED3,081**

AED1,540 Per person

No need to pay now!

YOU CAN PAY LATER  
UNTIL DAY 17/11/2025

Save Confirm

Agency information

Base commission	Management fee		
AED0.00	1000.0	AED	Apply

Total

AED0.00 + AED1,000.00 = AED1,000.00 (24.50%)

Add manual service

CONFIRM TRIP:

Total price

**AED4,081**

AED2,040 Per person

No need to pay now!

YOU CAN PAY LATER  
UNTIL DAY 17/11/2025

Save Confirm


After reviewing the booking summary and optional add-ons, scroll down to the bottom of the page to view the Agency Information section.

- Add your commission by entering the amount or percentage you wish to apply as your agency's service fee.
- This commission is kept by you, and the final total price shown to the client will automatically include it.
- The system will instantly recalculate the total trip price, including your added commission.
- Review the payment conditions, for example: "No need to pay now — you can pay later until 17/11/2025."
- You can save the trip for later or click Confirm to finalize the booking.



# Step 8. Enter Traveller Details

**Your trip summary**



Accommodations in  
**Dubai**

**AED4,080.92**  
Final price

2 Adults

27 Nov 2025 - 2 Dec 2025

Ad Astra Test Agency

**Enter traveller details**

**First name \***  **Last name \***  **Email address \***

**Do you need an invoice?**  Request an invoice  
Tell us your billing information


**Remarks**  
Please take into account our instructions and responsibilities before your reservation. [More info](#)

Once you click Confirm, you will be redirected to the page where you must enter the client's information to finalize the booking.

# Step 9. Payment Options



**Your trip summary**



Accommodations in  
**Dubai**

**AED4,080.92**  
Final price

**Passengers**

Passenger 1  
**Lisa, Lisa**  
elizavetakovalenko028@gmail.com

Passenger 2

2 Adults

27 Nov 2025 - 2 Dec 2025

AdAstra Test Agency

**Warning:** You now have 7 minutes to complete your payment. If you need more time, please return to the previous section and confirm the trip again before resuming payment. \*Please note - prices and availability are not guaranteed until you have completed payment.


**Payment options**

**Pay total now**  
AED3,080.92  
Retail price - agency commission

**Pay later**  
Pay AED0.00 now, AED3,080.92 later  
The deadline to pay the deferred amount is Monday, November 17, 2025

**Payment system**

Use my payment systems



For properties that offer free cancellation, you will be able to choose the preferred payment option before completing the booking.

You can select between:

- Pay the full amount immediately.
- Pay AED 0 now and pay the remaining amount before the hotel's specified cancellation deadline.

# Step 10. Booking Confirmation and Voucher



**Accommodations in Dubai**  
Pending payment

My profile Add your trip to the calendar Save Options

**Final price**  
**AED4,080.92**

**Vouchers**

**Passengers**

Passenger 1  
**Lisa, Lisa**  
elizavetakovalenko028@gmail.com

Passenger 2

**Microsite**  
Ad Astra Lifestyle - AdAstra Test Agency

**Booking successful!** We have sent you an email to elizavetakovalenko028@gmail.com

**Your booking reference**  
**ADA-9**

Pending payment

**This reservation is pending of second payment**  
On this date 17/11/2025 03:30 (GMT+04:00) if the reservation is NOT paid, IT WILL BE AUTOMATICALLY CANCELED applying the cancellation fees that may be applicable.

**Pay pending amount**

After the payment option is selected and the booking is completed, the page will update automatically and display the Booking Confirmation screen.

You can access the voucher by:

- Clicking the Options button and selecting Print or Download, or
- Checking your email — the voucher is automatically sent to the email address you entered earlier.

# Step 11. Booking Payment (Pay later option)



**User panel**

- Home
- Bookings
- Pending payments**
- My Ideas
- My purchase attempts
- My Holidays
- My data
- Your agency data
- Agency Deposit
- Rewards (0)

**Liza Agent**  
elizavetakovalenko.pro@gmail.com

4 BOOKINGS | 4 DESTINATIONS | 2 HOTELS | TRANSPORTATIONS

**Pending payments**  
You have the following pending payments

Surname:  From:  To:  Search Clear

Booking reference	Surname	Limit date	Pending to pay (Client)	Agency comission	Pending (Agency)
ADA-10	Kovalenko	13/12/2025 03:30 (GMT+04:00)	3,917.06	AED0.00	3,917.06

If you have placed a booking using the Pay Later option, you can complete the payment at any time before the payment deadline.

To proceed with payment:

- Open your Profile from the main menu.
- Select Pending Payments from the left-hand panel.
- You will see a list of all bookings that require payment, including the booking reference, client surname, payment deadline, and outstanding amount.
- Locate the booking you want to pay for.
- Click on the yellow credit card icon in the right corner of the booking row.
- You will be redirected to the payment page to complete the transaction.

# Step 12. Booking Cancellation (Unpaid booking)

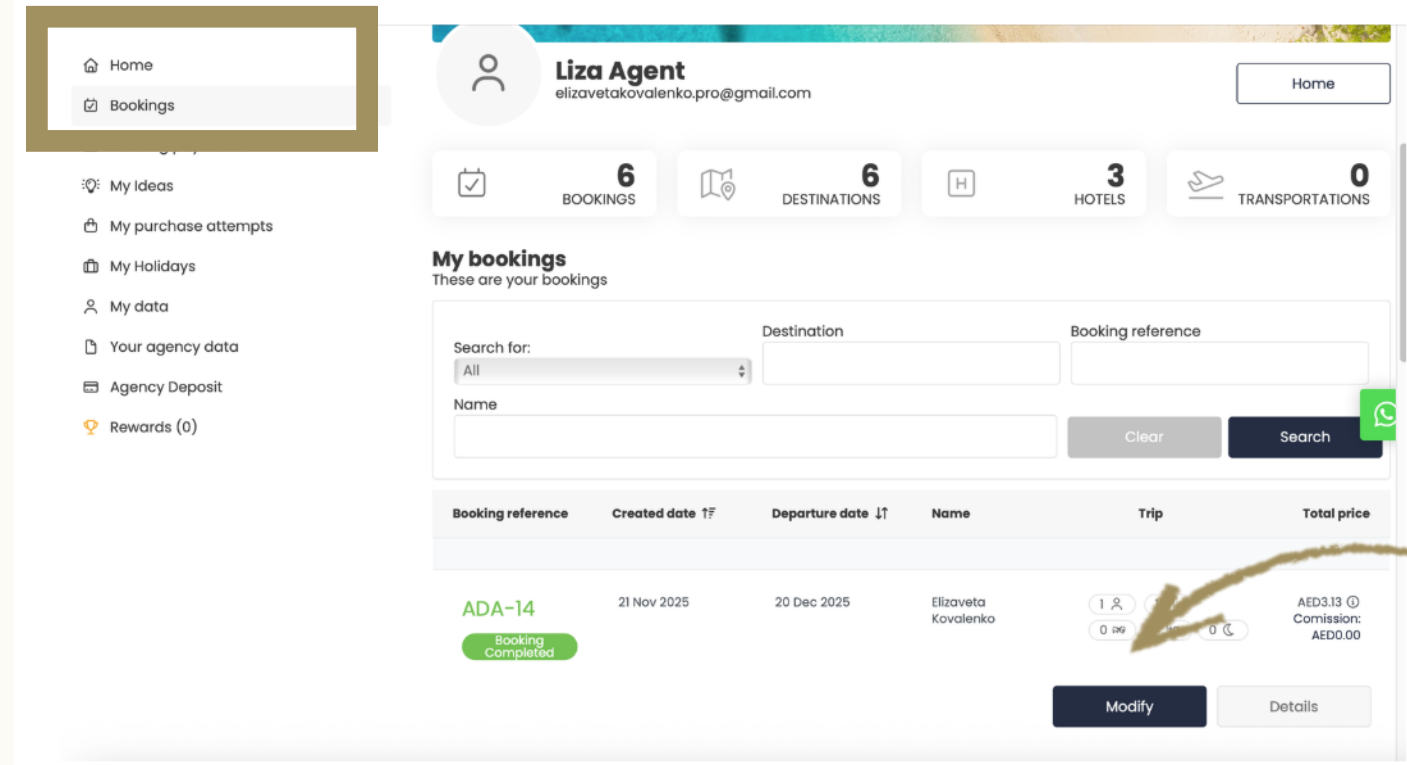


The screenshot shows a user's dashboard for 'Liza Agent'. The left sidebar contains navigation options: Home, Bookings, Pending payments, My Ideas, My purchase attempts, My Holidays, My data, Your agency data, Agency Deposit, and Rewards (0). The main area displays a profile for Liza Agent with a 'My bookings' button. Below this are statistics for 4 bookings, 4 destinations, 2 hotels, and 0 transportations. A 'My management fees' section shows a value of 1000.0 AED with a 'Save' button. The 'Your last bookings' table lists two bookings: ADA-10 (Pending payment) and ADA-9 (Booking cancelled). The ADA-10 row has buttons for 'Modify', 'Cancel', and 'Details', with a hand-drawn arrow pointing to the 'Details' button.

Booking reference	Created date	Departure date	Name	Trip	Total price
ADA-10 Pending payment	17 Nov 2025	23 Dec 2025	Elizaveta Kovalenko	2 P, 1 V, 0 RF, 1 BA, 7 CL	AED4,917.06 Comission: AED1,000.00
ADA-9 Booking cancelled	14 Nov 2025	27 Nov 2025	Lisa Lisa	2 P, 1 V, 0 RF, 1 BA, 5 CL	AED1,000.00 Comission: AED1,000.00

If the booking is unpaid, you can cancel it at any time through your Home or Bookings sections by clicking Cancel next to the reservation. No charges will apply as long as the cancellation deadlines are met according to the rate conditions.

# Step 13. Booking Cancellation (Unpaid booking)



If the booking has been paid, cancellation follows the policy.

Please always check the cancellation deadline before proceeding.

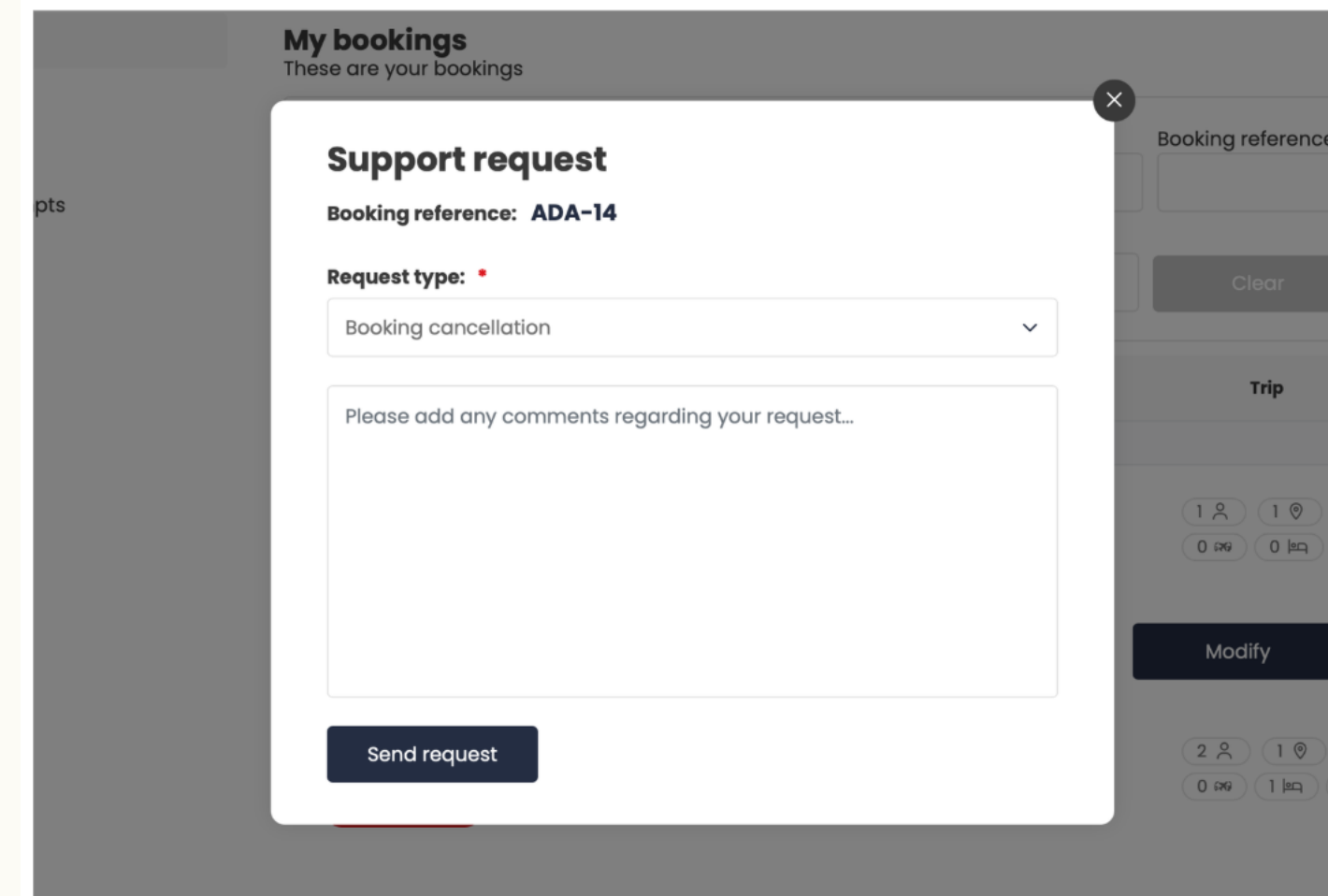
To proceed with cancellation:

- Go to My Profile, Bookings or Home

From any of these sections you can access your full list of reservations.

- Select the Booking You Wish to Cancel

- Click on Modify Button



A support request window will automatically open — this is where all changes, amendments, and cancellations are submitted;

- Choose Request Type: “Booking Cancellation”

- Select the cancellation option from the dropdown menu.

- Add a Comment (Optional)

- You may briefly explain the reason for cancellation or add internal notes.

- Click Send Request.

Our operations team will review your request and process it accordingly.

*Once your cancellation request has been processed by our team, the system will automatically send you an email confirming that the booking has been successfully cancelled and the booking will also appear as cancelled inside your My Profile section*



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