

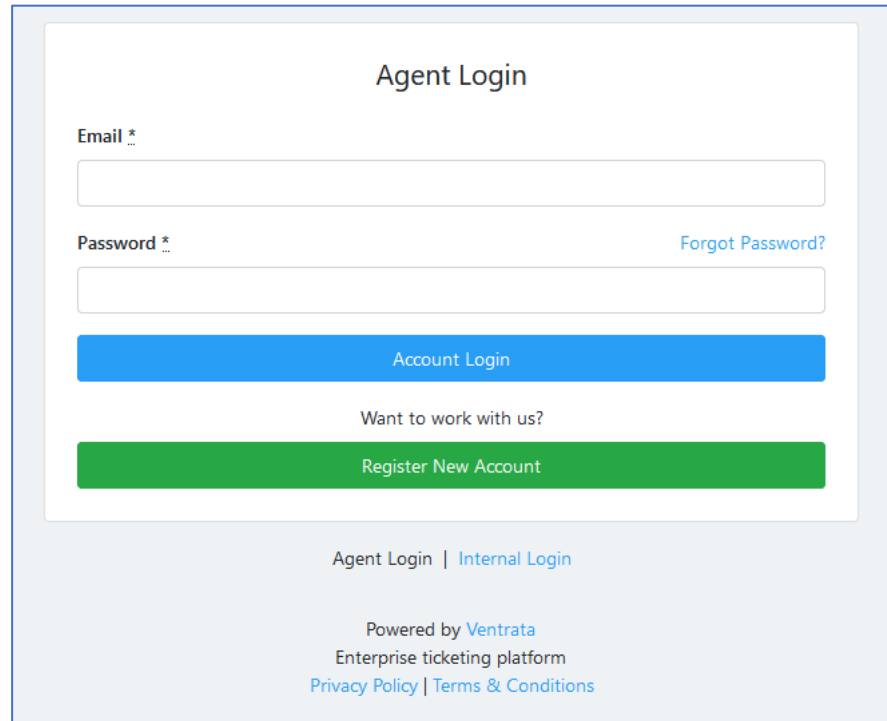
An aerial photograph of a city skyline, likely Singapore, featuring a dense cluster of skyscrapers in the background. In the foreground, there is a large green sports field and a prominent white, tent-like structure, possibly a convention center or stadium. The entire image is overlaid with a blue diagonal line pattern.

Ventrata Booking Portal

A How To Guide for Hotel Affiliates

Logging Into the Portal

- URL <https://agent.ctcexperiences.com> to log in
- All users will be provided with a Username and Password

A screenshot of the 'Agent Login' form. The form is titled 'Agent Login' and contains two input fields: 'Email *' and 'Password *'. The 'Email *' field is a white box with a light gray border. The 'Password *' field is a white box with a light gray border and a small eye icon on the right. To the right of the 'Password *' field is a blue link that says 'Forgot Password?'. Below the input fields is a blue button labeled 'Account Login'. Below the button is a green button labeled 'Register New Account'. At the bottom of the form, there is a link that says 'Internal Login'. The form is set against a light gray background.

Agent Login

Email *

Password *

[Forgot Password?](#)

Account Login

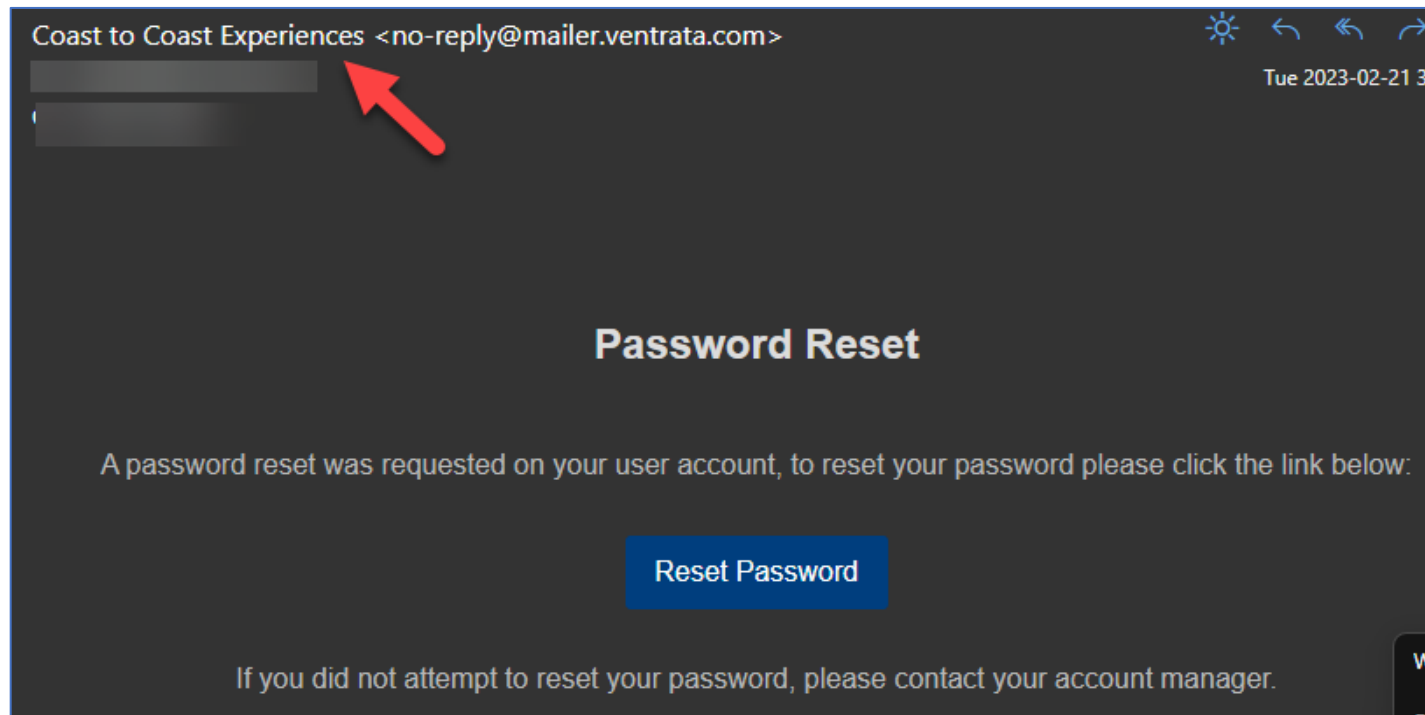
Want to work with us?

Register New Account

[Agent Login](#) | [Internal Login](#)


Powered by [Ventrata](#)
Enterprise ticketing platform
[Privacy Policy](#) | [Terms & Conditions](#)

- If a user forgets their password, press the Forgot Password
 - The user will be prompted for their email and the reset email will be sent.
 - The email will be generic and come from Coast to Coast Experiences (not Gray Line Westcoast Sightseeing)
 - Your account manager (Jackie Alanis) can also reset the password if needed. She may push through the below email for reset.



Portal First Looks

- Users will see all the products available for sale in images.
 - Below each image is the name of the tour/attraction and the operator.
 - On the right side of this page , is a Products Tab, Bookings Tab and a search bar.
 - On the left side of this page is a New Order option, the name of the logged in affiliate, language and a products drop down list.


 [Products](#) [Bookings](#)

[+ New Order](#) [GLWCS Affiliate](#) [English](#)


Vancouver

Search Products


All Products




Hop-On, Hop-Off Sightseeing
Gray Line Westcoast Sightseeing




48 hours
48 Hour Hop-On, Hop-Off + Lookout Tower Admission
Gray Line Westcoast Sightseeing




48 hours
48 Hour Hop-On, Hop-Off + Vancouver Aquarium Admission
Gray Line Westcoast Sightseeing




6.5 hours
Grouse Mountain + Capilano Suspension Bridge Tour
Gray Line Westcoast Sightseeing




12.5 hours
Victoria + Butchart Gardens Tour
Gray Line Westcoast Sightseeing




5.5 hours
Vancouver City + Capilano Suspension Bridge Tour
Gray Line Westcoast Sightseeing




4.5 hours
Vancouver City + Lookout Tour
Gray Line Westcoast Sightseeing




10 hours
Whistler + Sea to Sky Gondola Tour
Gray Line Westcoast Sightseeing




2.25 hours
Evening Tour of Vancouver
Gray Line Westcoast Sightseeing



1 day
All-Day Baggage Storage Service @ Canada Place Cruise Terminal
Gray Line Westcoast Sightseeing



Capilano Suspension Bridge - Admission
Vancouver - Capilano Suspension Bridge




Grouse Mountain - Admission
Vancouver - Grouse Mountain


- Terminology
 - Products = Tours or Attractions
- Users can search for a tour or attraction by:
 - Scrolling through the images
 - Typing in the name of the tour or attraction in the search bar
 - Using the drop down of All Products on the left and choosing a category of tours

Gray Line Westcoast Sightseeing Let's explore together! Products Bookings + New Order GLWCS Affiliate English


Vancouver Search Products




Hop-On, Hop-Off Sightseeing
Gray Line Westcoast Sightseeing




48 hours
48 Hour Hop-On, Hop-Off + Lookout Tower Admission
Gray Line Westcoast Sightseeing



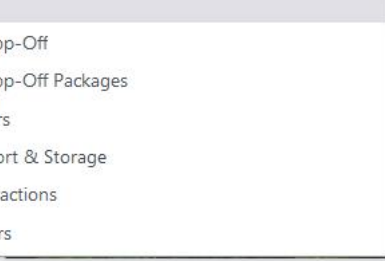
48 hours
48 Hour Hop-On, Hop-Off + Vancouver Aquarium Admission
Gray Line Westcoast Sightseeing



6.5 hours
Grouse Mountain + Capilano Suspension Bridge Tour
Gray Line Westcoast Sightseeing



Victoria + Butchart Gardens Tour
Gray Line Westcoast Sightseeing



Vancouver City + Capilano Suspension Bridge Tour
Gray Line Westcoast Sightseeing


All Products

- All Products
- Vancouver - Hop-On, Hop-Off
- Vancouver - Hop-On, Hop-Off Packages
- Vancouver - Guided Tours
- Vancouver - Port Transport & Storage
- Vancouver - Partner Attractions
- Vancouver - Partner Tours


Gray Line Westcoast Sightseeing Let's explore together! Products Bookings + New Order GLWCS Affiliate English

Vancouver Search Products

Vancouver - Hop-On, Hop-Off Packages



48 hours
48 Hour Hop-On, Hop-Off + Lookout Tower Admission



48 hours
48 Hour Hop-On, Hop-Off + Vancouver Aquarium Admission

←

↑

Making a Booking

- Let's Make a Booking

- Click on a Product image such as Hop-On, Hop-Off or a Guided Tour. We will start with a Hop-On, Hop-Off tour.
- The Booking screen will open displaying an option to view Product Description, FAQ and Cancellation Policy.
- Tour option (if applicable), Passenger Type, Calendar.
- Never fill in Skip Confirmation Email or Reseller Reference. Ignore these.*

Hop-On, Hop-Off Sightseeing

BookingProduct DescriptionProduct FAQProduct Cancellation Policy

CurrencyCAD

☐ Skip Confirmation Email

Reseller reference

Voucher Number

Option

☒ 24 Hour Classic Pass

24 Hour Ticket

Explore the city with our Hop-On, Hop-Off Experience! With the Hop-On, Hop-Off Classic Pass explore the entire downtown area of Vancouver including Stanley Park, the Shopping District, Yaletown, Gastown and Granville Island!

☐ 48 Hour Classic Pass

48 Hour Ticket

Add an additional 24 Hours of fun.

Adult ^{13+ Years}

C\$59.00

0

Child ^{3 - 12 Years}

C\$30.00

0

Subtotal

C\$0.00

Total

C\$0.00

Travel Date

← MAR

2023-04

→ MAY

SUN	MON	TUE	WED	THU	FRI	SAT
☐	☐	☐	☐	☐	☐	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

All Day Available

Public Notes


Add Notes

Add to Cart and Reload

Checkout

Hop-On, Hop-Off Sightseeing

BookingProduct DescriptionProduct FAQProduct Cancellation Policy



Inclusions

✓ Hop-On, Hop-Off ticket valid for 24 or 48 hours

✓ Multilingual commentary

✓ Hop-On, Hop-Off at any of the multiple stops on the route

Exclusions

✗ Driver Gratuities

✗ Food/Drink

✗ Admissions to attractions located at stops

Hop-On our open top buses to explore multiple unique stops that showcase beautiful Vancouver with English commentary.

Hop-On, Hop-Off Sightseeing

BookingProduct DescriptionProduct FAQProduct Cancellation Policy

Are the buses wheelchair accessible?

Unfortunately, we are unable to accommodate motorized scooters/wheelchairs or folding wheelchairs, walkers or strollers on our Hop-On, Hop-Off buses due to limited storage capacity and provincial laws prohibiting luggage and other items which are not securely or properly stored onboard.

What does it mean to have a 24 or 48 Hour Ticket?

To give you the most out of your Pass, we have based the service on the number of hours instead of the day. If you Hop-On at 3:00 pm, then a 24 Hour ticket is valid until 2:59 pm the next day!

Where can I start the Hop-On, Hop-Off tour?

Our main starting location is Canada Place. Please view our Live Map to view all stops.

Do you accept Luggage on the Hop-On, Hop-Off Bus?

Unfortunately, we are unable to accommodate luggage on our Hop-On, Hop-Off buses due to limited storage capacity and provincial laws prohibiting luggage and other items which are not securely or properly stored onboard.

- Booking continued...
 - Choose the option of a 24 Hour Classic Pass or a 48 Hour Classic Pass
 - Choose number of passengers and date of travel.
 - Pricing and availability will show on the calendar. Unavailable dates will show with a closed symbol.
 - Under the calendar, it will state a colour coded seats available legend. Hop-On unlimited seats so this will always display green. Tours with specific seats will display differently.
 - If there is an available promotion, please add it here.

Option

☒ **24 Hour Classic Pass**
 24 Hour Ticket
 Explore the city with our Hop-On, Hop-Off Experience! With the Hop-On, Hop-Off Classic Pass explore the entire downtown area of Vancouver including Stanley Park, the Shopping District, Yaletown, Gastown and Granville Island!

☐ **48 Hour Classic Pass**
 48 Hour Ticket
 Add an additional 24 Hours of fun.

Adult *

13+ Years

C\$59.00

2

Child *

3 - 12 Years

C\$30.00

0

Promotion

[Check Code](#)

Subtotal

C\$112.38

☒ Vancouver 5%

C\$5.62

Total

C\$118.00

Travel Date

← MAR



2023-04

MAY →

SUN	MON	TUE	WED	THU	FRI	SAT
⊘	⊘	⊘	⊘	⊘	⊘	1 \$118
2 \$118	3 \$118	4 \$118	5 \$118	6 \$118	7 \$118	8 \$118
9 \$118	10 \$118	11 \$118	12 \$118	13 \$118	14 \$118	15 \$118
16 \$118	17 \$118	18 \$118	19 \$118	20 \$118	21 \$118	22 \$118
23 \$118	24 \$118	25 \$118	26 \$118	27 \$118	28 \$118	29 \$118
30 \$118	1 \$118	2 \$118	3 \$118	4 \$118	5 \$118	6 \$118

All Day
 Available

- Booking continued...
 - Under the passengers, the below will show up per passenger. **Ignore this completely.**

<div><div> Adult</div><div>1E1BSKEA</div></div> <div><div>Voucher Number</div><div><input type="text"/></div></div> <div><div>Barcode Alias</div><div><input type="text"/></div></div> <div><div>Subtotal</div><div>C\$56.19</div></div> <div><div>Vancouver 5%</div><div>C\$2.81</div></div> <div><div>Total</div><div>C\$59.00</div></div>	<div><div> Adult</div><div>TRSSR19P</div></div> <div><div>Voucher Number</div><div><input type="text"/></div></div> <div><div>Barcode Alias</div><div><input type="text"/></div></div> <div><div>Subtotal</div><div>C\$56.19</div></div> <div><div>Vancouver 5%</div><div>C\$2.81</div></div> <div><div>Total</div><div>C\$59.00</div></div>
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- Time to check out
 - Do not press, Add to Cart and Reload. This is not a continue shopping feature.
 - Select Checkout



- Booking continued...
 - The check out page is a large space.
 - From here, either information can be added for the guests
 - Or if another tour needs to be booked, click Continue Shopping. Do not fill in guest information until all tours have been selected with passengers and dates added. This way, the guests information is added just once.

Checkout

Shopping Cart:



Hop-On, Hop-Off Sightseeing

24 Hour Classic Pass

Wed 12 Apr, 2023

C\$118.00

2x Adult

Delete Booking

Currency

CAD

Notification Emails

Notes

First Name *

Last Name *

Email

Mobile

☐ Email Receipt

☐ SMS Receipt

Continue Shopping

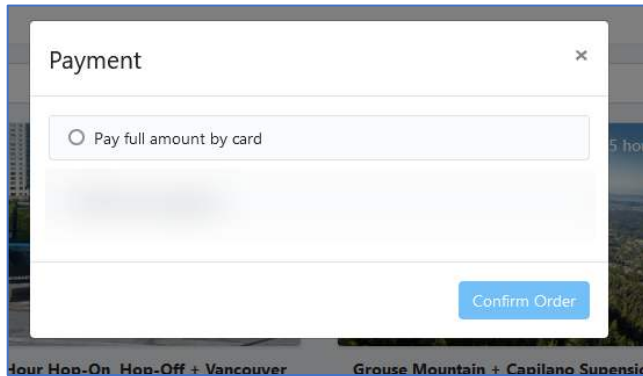
Clear Cart

Continue to Payment

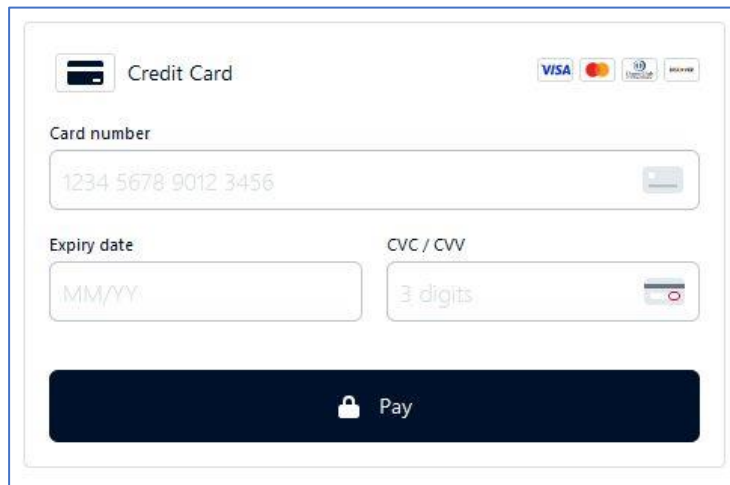
- Booking continued...
 - If Continue Shopping is selected, users are brought back to the main page that has the images.
 - However, at the bottom of the screen is a timer and a held tour that is in a cart.
 - If the guests no longer wants to add another tour/attraction, simply press Checkout.
 - However, if a guest does want to add, select your new tour, passengers and date.
 - Click on Checkout.



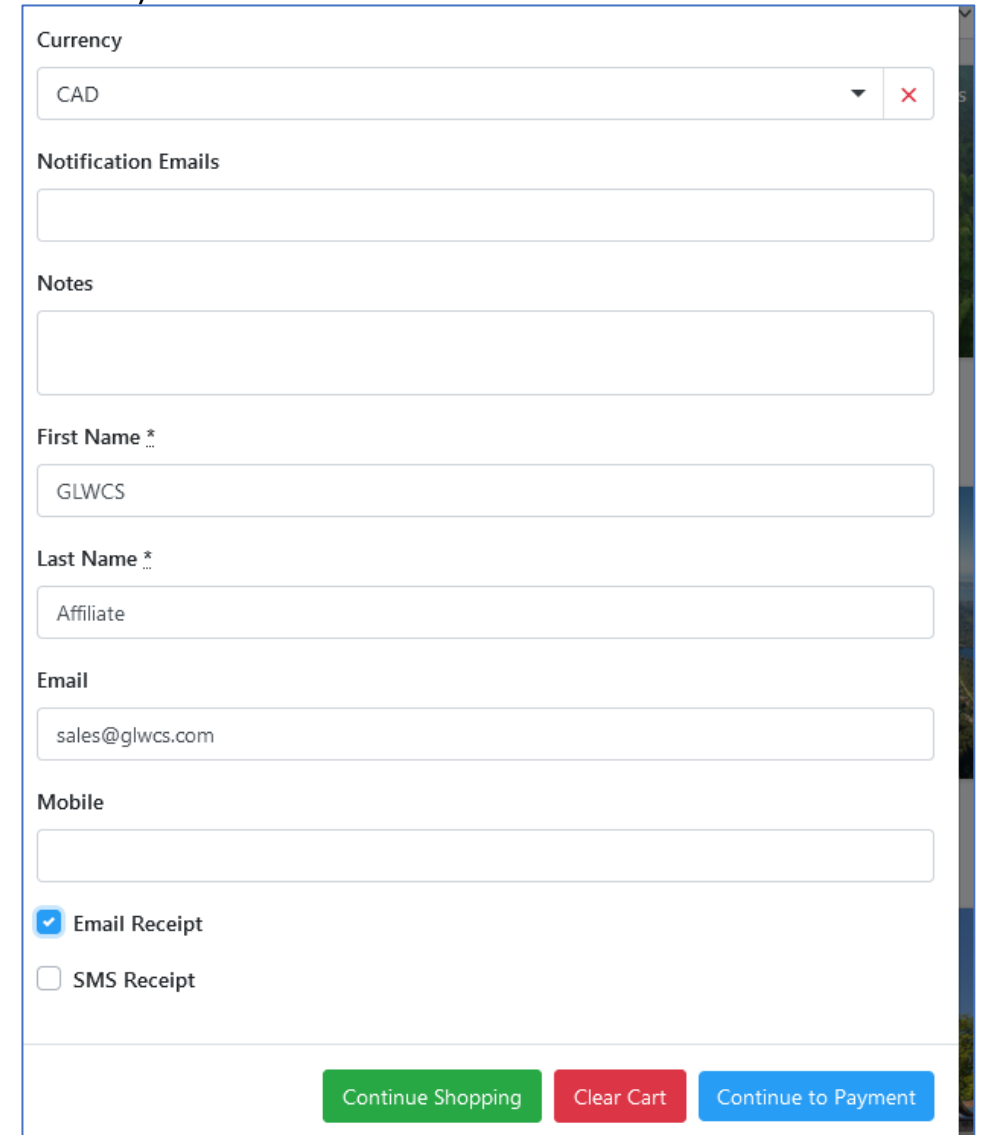
- Booking continued...
 - Fill out: First Name, Last Name, Email address of the guest and mobile is desired
 - Check Email Receipt. (If this is not checked, the guest will receive no confirmation on their email)
 - Tickets can be printed separately if needed
 - SMS Receipt will send the tickets to the guests phone
 - Continue to payment
 - Full Credit Card Payment will only be accepted.



A modal window titled "Payment" with a close button (X) in the top right corner. It contains a radio button labeled "Pay full amount by card". Below this is a blurred area, likely for a credit card image. At the bottom right is a blue button labeled "Confirm Order".



A credit card payment form. At the top, it says "Credit Card" with icons for Visa, Mastercard, American Express, and Discover. Below this are fields for "Card number" (containing "1234 5678 9012 3456"), "Expiry date" (containing "MM/YY"), and "CVC / CVV" (containing "3 digits"). At the bottom is a dark blue button with a lock icon and the text "Pay".



A form for guest information and payment options. It includes a "Currency" dropdown menu set to "CAD". Below is a "Notification Emails" text input field. Then a "Notes" text input field. Followed by "First Name *" and "Last Name *" text input fields, both containing placeholder text. Below these are "Email" and "Mobile" text input fields. At the bottom are two checkboxes: "Email Receipt" (checked) and "SMS Receipt" (unchecked). At the very bottom are three buttons: "Continue Shopping" (green), "Clear Cart" (red), and "Continue to Payment" (blue).

- Booking continued...
 - Order Success!
 - The guest will receive their receipt and tickets via email or sms.
 - Alternatively, the tickets can be printed here. Press Print Voucher and a PDF version of the voucher will be available for printing.
 - Printing receipts from this screen will only work with thermal printers (a main reason to email the guest their receipt).
- From here, users can access the booking. Click on Go to Order.
- The booking will then appear.
- To open the full booking click the side arrow.


GLWCS Affiliate
sales@glwcs.com

Reseller
 GLWCS Test Affiliate
 Camilla Escajeda

Concierge ×
 7 minutes ago
 Order #A78QVR
 by Camilla Escajeda

Hop-On, Hop-Off Sightseeing	Travel Date	Tickets	Booking Ref	Booking Total	
🇨🇦 Vancouver Gray Line Westcoast Sightseeing 24 Hour Classic Pass Standalone Confirmed	Tue 18 Apr, 2023	2x Adult	ZW1JH7AB	C\$106.20	⌵

Order Complete ×



Order Success!

[Go to Order](#)

HOP-ON, HOP-OFF SIGHTSEEING
ZW1JH7AB

[Print Voucher](#)

[Print Receipt ▾](#)

[Print Receipt](#)

- Booking continued...
 - The entire booking is now revealed including the guest name, email, Order #, travel date, pricing and tour
 - At the bottom lists the Total, Tax and Commission earned for that booking
 - The colourful buttons in the middle allow to print & email voucher, (don't print receipt unless there is a connected thermal printer), SMS Voucher, Make Changes or Cancel the Booking
- Users can make changes to a booking including adding or taking away people, adjust names, emails, dates etc. After changes are made, the booking will be updated at check out and either an additional payment will be required, a refund or nothing at all (if no \$ are owing)
- Users can also cancel a booking. Users will be asked for a reason and then prompted to cancel & refund the credit card.
- Note: Booking changes and Cancellations will only be accepted until about 24 hours prior to travel. This could change depending on the tour. Please contact our office if changes/refunds are unable to be made.

GLWCS Affiliate
sales@glwcs.com

Reseller
 GLWCS Test Affiliate

Concierge ×
 7 minutes ago
 Order #A78QVR

Hop-On, Hop-Off Sightseeing
 🇨🇦 Vancouver
 Gray Line Westcoast Sightseeing
 24 Hour Classic Pass
 Standalone Confirmed

Travel Date
 Tue 18 Apr, 2023
 24 hours

Tickets
 2x Adult

Booking Ref
 ZW1JH7AB

Booking Total
 C\$106.20

ITEM	QTY	AMOUNT
Adult	2	C\$112.94
Vancouver - 10% Richmond Transfer	10%	C\$-11.80 OFF
Vancouver 5%		C\$5.06
TOTAL	2	C\$106.20

Print Voucher

Print Receipt

Email Voucher

Make Changes

Cancel Booking

SMS Voucher

Public Notes
 Add public notes...
 SAVE PUBLIC NOTES

Total
C\$106.20

Net Tax
C\$5.06

Commission
C\$10.62

TICKET	PRICE	STATUS	TYPE
S9GXB1HH	C\$53.10	Confirmed	Adult
T6ZN02X6	C\$53.10	Confirmed	Adult

- Booking continued...Guided Tours
 - Booking a tour with seat inventory will require a little more information to be populated.
 - Most tours will have a time and hotel pick up to be selected
 - The rest of the booking process will be the same

Travel Date

← MAR

2023-04

MAY →

SUN	MON	TUE	WED	THU	FRI	SAT
⊘	⊘	⊘	⊘	⊘	⊘	⊘
⊘	⊘	⊘	⊘	⊘	⊘	⊘
⊘	⊘	⊘	⊘	⊘	⊘	15 \$214
16 \$214	17 \$214	18 \$214	19 \$214	20 \$214	21 \$214	22 \$214
23 \$214	24 \$214	25 \$214	26 \$214	27 \$214	28 \$214	29 \$214
30 \$214	1 \$214	2 \$214	3 \$214	4 \$214	5 \$214	6 \$214

Morning

☒ 10:30 AM
40 Remaining
C\$214.00

☐ Hotel Search

☐ Address Search

Fairmont Pacific Rim
1038 Canada Place Way, Vancouver, British Columbia

✕

Pickup Notes

- Booking continued...Packages

- A package may or may not require additional information to be added.
- Packages that do not require pre-booking of individual tours/attractions, the booking process is no different than booking a normal tour.
- Below is an example of package booking that requires no additional information other than a date.
- However, guests will still get 2 separate tickets for the Hop-On, Hop-Off and the Lookout Tower.

48 Hour Hop-On, Hop-Off + Lookout Tower Admission

Booking

Product Description

Product FAQ

Product Cancellation Policy

Currency ☒ CAD

☐ Skip Confirmation Email

Reseller reference

Voucher Number

Adult *
13+ Years

C\$84.00

0

Child *
3 - 12 Years

C\$45.00

0

Promotion [Check Code](#)

No Promotion

Subtotal

C\$0.00

Total

C\$0.00

Travel Date

← MAR

2023-04

MAY →

SUN	MON	TUE	WED	THU	FRI	SAT
☾	☾	☾	☾	☾	☾	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

All Day
Available

Public Notes

Add Notes

Add to Cart and Reload

Checkout

- Booking continued...Packages
 - Displayed is an example of a package that does require a date to be selected for each tour/attraction.
 - Choose a date for each tour/attraction.
 - Depending on the type of package, the system will either allow or not allow each tour/attraction to be booked on the same date.
 - Complete the booking as normal.

48 Hour Hop-On, Hop-Off + Vancouver Aquarium Admission

Booking

Product Description

Product FAQ

Product Cancellation Policy

Currency

CAD

☐ Skip Confirmation Email

Reseller reference

Voucher Number

Adult

13+ Years

CS\$84.00

0

Child

3 - 12 Years

CS\$45.00

0

Promotion

Check Code

No Promotion

Subtotal

CS\$0.00

Total

CS\$0.00

Hop-On, Hop-Off Sightseeing

Travel Date

← MAR

2023-04

MAY →

SUN	MON	TUE	WED	THU	FRI	SAT
⊘	⊘	⊘	⊘	⊘	⊘	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

All Day Available

Vancouver Aquarium - Admission

Travel Date

← MAR

2023-04

MAY →

SUN	MON	TUE	WED	THU	FRI	SAT
⊘	⊘	⊘	⊘	⊘	⊘	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

All Day Available

Public Notes

Add Notes

Add to Cart and Reload

Checkout

Bookings Tab

- Users can see their own bookings & Owed Commissions at any time.
- Click on the Bookings tab
 - The view of columns can be customized (explained in the next segment)
 - Users can search for bookings with the search bubble. Order / Booking references and names.
 - Alternately, bookings can also be sorted by column

Gray Line

Westcoast Sightseeing

Let's explore together!

Products

Bookings

+ New Order

Camilla Escajeda

English

Search...

Q Saved Searches

Reset All Filters

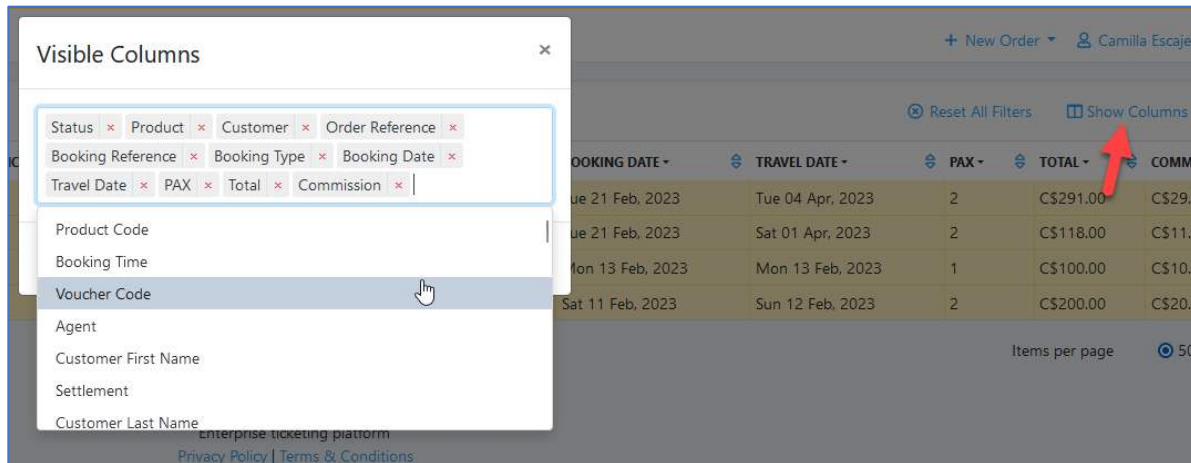
Show Columns

Export

STATUS	PRODUCT	CUSTOMER	ORDER REFERENCE	BOOKING REFERENCE	BOOKING TYPE	BOOKING DATE	TRAVEL DATE	PAX	TOTAL	COMMISSION
Confirmed	48 Hour Hop-On, Hop-Off + Vancouver Aquarium Admission	SMITH, Jackie	646GWY	FGD59XQC	Package	Tue 21 Feb, 2023	Sat 01 Apr, 2023	1	C\$84.00	C\$8.40
Cancelled	Whistler + Sea to Sky Gondola Tour	BATES, Carolyn	R3T8XZ	GYPD5XQ8	Individual	Tue 21 Feb, 2023	Tue 04 Apr, 2023	2	C\$291.00	C\$29.10

Customize the Look of Your Booking Columns

- The look on the Bookings Columns can be customized per user.
 - Columns can be added or taken away for temporary or permanent display.
 - If a user simply wants to add a column to view instant information, click Show Columns, click on a white space and a pick from the drop down list and Set Columns
 - The information will populate just for the remainder of the session.
 - The columns can be re-ordered by dragging and dropping columns within the rectangle.
 - **Column additions cannot be saved. Customized columns will need to be added at each log in**



- Information Export

- If needed, information can be exported in as a CSV, Excel or SQL Report
- Users can narrow down searches by Booking Date, Travel Dates, Passenger, Customer, Commission etc.
- Click on the down arrow next to the column name and add the parameters

Search... Saved Searches

Reset All Filters Show Columns Export

STATUS	PRODUCT	CUSTOMER	ORDER REFERENCE	BOOKING REFERENCE	BOOKING TYPE	BOOKING DATE	TRAVEL DATE	PAX	TOTAL	COMMISSION
Cancelled	Whistler + Sea to Sky Gondola Tour	BATES, Carolyn	R3T8XZ	GYPD5XQ8	Individual	Tue 21 Feb, 2023	Date: Quick Links mm / dd / yyyy	2	C\$291.00	C\$29.10
Confirmed	Hop-On, Hop-Off Sightseeing	BATES, Carolyn	R3T8XZ	Z7QNNRC2	Individual	Tue 21 Feb, 2023	to: mm / dd / yyyy	2	C\$118.00	C\$11.80
Cancelled	Test Hop On Product Vancouver	TEST, Test	WH00DM	CW0E98G5	Individual	Mon 13 Feb, 2023		1	C\$100.00	C\$10.00
Cancelled	Test Hop On Product Vancouver	TEST, terst	GDSD91	4YGAHEEB	Individual	Sat 11 Feb, 2023		2	C\$200.00	C\$20.00

Page 1

Items per page 50 250 500

- There are quick link options to make searches easier.
- Then export your information in the format desired.

TRAVEL DATE

Date: Quick Links

- Today
- Day after Tomorrow
- Tomorrow
- Next 3 Days
- Next 7 Days
- Next 30 Days
- Next Month
- Future
- Yesterday
- Last 3 Days

An aerial photograph of a city skyline, likely Vancouver, featuring a dense cluster of skyscrapers and a large stadium with a white, sail-like roof in the foreground. The entire image is covered with a blue diagonal line pattern.

Thank you!

We are always available for questions and feedback at:

hotelteam@glwcs.com

1-604-451-1600