VIRGIN HOLIDAYS BOOKING – TRANSCRIPT

**Chloe:** Thank you for calling Virgin Holidays, Chloe speaking, how can I help?

**Grace:** Hi Chloe. Um, I’m interested in booking a holiday to Mexico for about probably fourteen days, and I just wanted— I thought that maybe you could give me a bit of advice?

**C:** Yeah, course. So firstly, have you been to Mexico before?

**G:** I haven’t, no.

**C:** Oh, okay. I’ve actually just returned from Mexico and it was … uh … wonderful, so good destination, tick. It’s a lovely— … uh … lovely place [*Yeah.*] to go to. So have you, like, looked at any hotels or got anywhere in mind that you wanted to stay, or just open to, kind of, recommendations?

**G:** I’m definitely open to recommendations. Um, I suppose I’m interested in seeing the city and … um … maybe going to the beaches as well, if that’s possible? I’m not sure how close by they are to the city. [*Yeah.*] Um—

**C:** Yeah, so that’s definitely a possibility. So … um … I stayed … um … when I went there at … um … a Occidental property, and that was only … um … like, an hour away from, say, Cancun. So what a lot of— wha— what we did and what a lot of other guests that we kinda made friends did … um … they booked … uh … trips to either go back into the city or to see kind of the more original, authentic side of Mexico … um … cos you’re not that far away. So they kept themselves at one hotel rather than— as it’s only, like, an hour away, rather than, you know, doing say, a few nights in one hotel in the centre of the city and then moving. But, it’s up to you. If you wanted to do, say, two different hotels you could do, but because you’re only kind of like an hour transfer away, what a lot of people did was did, like, day trips and went back into the city. But it’s to— totally up to you, [*Oh.*] what you’d like to do.

**G:** Yeah. No, that sounds perfect. Um, cos it would just be myself and one friend [*Okay.*] … um … so we’ll be travelling together. And … um … is it easy enough to organise transport back to the city? Do the buses run regularly and everything?

**C:** Yeah. When we were there we did it … um … a few different ways. So … uh … one time we just got a taxi that we organised ourself, and it was quite reasonably priced. Another time we did, like, scheduled transport, so something that was pre-organised with other people, and that was very kinda seamless as well. So I— I would say that would be the best way to do it. Um, and also [*Okay.*] it’s a bit more relaxing, I guess, cos you can get to the hotel on the first night, unpack, you know that’s where you’re gonna be, but you know that you’re gonna be going out for, like, days at a time, you know. So that— I thought that was better. So if we’re looking at the hotel, what do you kinda go for in a hotel, what— what is it that you— what’s important to you?

**G:** I suppose because there’s just two of us we’d … um … like to stay somewhere where we’ll hopefully meet people our own age [*Yeah.*] … um … maybe somewhere with a pool. And, yeah, just lively but not too noisy, I suppose [*Yeah.*] would be perfect.

**C:** Yeah, no worries. So Mexico is … um … quite a lively place, I would say. Um, we— we definitely— there are hotels that are focused on, say, just stars or real relaxation. Um, but where we went to … um … it was lovely, because they played, like, music round the pool. I mean, not like booming, you know, club— nightclub music or anything like that but … um … you know, it was just—it was a bit more relaxed whereas— they had a lovely pool bar that you could go and swim up to and you met … uh … other people, and there was a bit of music there, so it was a bit more relaxed. So … um … yeah, I’ve definitely got something that kind of could— could meet that, definitely. Yeah. [*Yeah.*] Now, what … um … dates is it that you were looking to travel?

**G:** Um, it would be August. So it would be … um … probably the 10th of August until the 24th.

**C:** Okay, I’ll take a little look at what days they fall on. Now, we don’t fly every day to Mexico, I believe we fly … uh … Saturdays, Tuesdays and Thursdays. So I’m sure [*Oh I see.*] that we’ll be able to kinda fit that in. So what I’ll need to do first of all is just take some details from yourself to set up on your system. So … um … can I take your name please?

**G:** It’s Grace [*Grace.*] Roberts.

**C:** Uh, Grace Roberts. Okay Grace. And if you didn’t catch my name again, it was Chloe, okay. [*Great, thanks Chloe.*] Um, Grace, what was your postcode please?

**G:** Um, I don’t actually have one because it’s Ireland, so we don’t have postcodes.

**C:** Oh, okay, no worries.

**G:** I can give you my home address, if that’s—

**C:** Oh, that would be fantastic, yeah, if you— you could, yeah. Cos … um … if we do decide to go ahead and get this booked, we’ll obviously want to be able to send everything out to you, won’t we. [*Yeah.*] So it sounds like that’s a good idea. Yeah, so I can— … um … I can free type, so yeah, fire away.

**G:** It’s 15 Doyle Road.

**C:** Number fifteen. And it was Doyle Road, can you spell that for me, sorry, D—?

**G:** Doyle. That’s D-O-Y-L-E.

**C:** Yeah, Doyle Road, yeah. No worries.

**G:** Um, Dublin.

**C:** No worries. Let me just pop all that in for you.

**G:** So I’ll be flying from Dublin as well, is— is that okay? Do you usually organise flights from Dublin or—

**C:** Um, yeah, what we can definitely do— so … um … we only contract certain companies that we do regional flights with, [*Okay.*] but I’ll definitely see if I can do … um … Dublin flights. Um, so what the flight would be, it would be London Gatwick … um … into Cancun … um … and then we can organise transfers and everything. So let’s— … um … let’s do the bulk of the quote first with your international flights and then we can … um … go from there. [*Right.*] Now, you said it was for two of you and we were looking at the tenth of August ideally, weren’t we?

**G:** Yeah.

**C:** The tenth of August. Yeah, that falls on a Saturday, so that works perfect. [*Brilliant.*] Um, and we were looking to go until the 24th, you said, didn’t you? So it was two weeks, fourteen nights.

**G:** I— is that fourteen—yeah, fourteen nights.

**C:** Um, yep. Oh no. Right, okay.

**G:** We also wanted to have … um … we’re hoping to have probably a stopover somewhere, because I think that— my friend suggested that we don’t spend the full two weeks in Mexico and maybe have … um … somewhere on the way, but I wasn’t sure how easy that would be to organise or— … um … she’s quite— I mean, she loves the beach, [*Okay.*] so I think she would be interested in stopping somewhere else, maybe where there might be nice beaches. Is there anywhere that you could recommend?

**C:** Yeah, absolutely. So … um … if you wanted to do the full two weeks in Mexico, you could do that cos that does have some lovely beaches, or if you wanted to do— completely do a twin-centre, and do … um … say, seven nights somewhere and seven nights somewhere else, you could— you could definitely do that, it just depends on what kinda destinations you guys wanted to see. Um, I mean, if you wanted to do something like America, you could twin it with something like America for, [*I think—*] say, four or five nights.

**G:** Yeah, I think that would be great, I think we were both interested in America. Um, we— maybe somewhere like Orlando?

**C:** Yeah, that’s definitely a possibility. So what you could do is you could fly London Gatwick … um … into Orlando. Cos I’d need to look into those Dublin flights because I don’t think we contract … um … Dublin down to London Gatwick cos— … um … but I can definitely see where the closest regional airport that we can get you in— you know, like, we can fly you from. Um, I mean obviously you can do those independently and book those … um … cos I’m sure [? 8.01] obviously don’t know who is around you guys, but if you’ve got Easyjet or people like that … um … there is obviously a flight that goes, it just doesn’t mean that we, Virgin, have a contract with that airline to do it. [*Oh, okay.*] So— … um … so it’s something you could always book independently with someone like Easyjet to go from Dublin to Gatwick. Or … um … I don’t know, Monarch or whoever might do that route. It’s just Virgin only pick certain people to partner with. [*Yeah.*] Um, so yeah, what I’ll do is I can do the … um … main part of the quote for you and then I can look into … um … the regional flight for you.

**G:** Okay, that’d be great.

**C:** So if we looked— … um … if we look at you guys going from, say, London Gatwick into Orlando, and you could do, say, four nights in Orlando, and then fly from Orlando over to Cancun, then stay, say, ten nights in Cancun, how does that sound? [*Yeah, that sounds alright.*] And then you’d leave on the twenty-fourth from Cancun, and arrive into Gatwick on the following day. Would that— would that be okay for you?

**G:** Yeah, that sounds perfect.

**C:** Yeah, fantastic. Okay, so hotel-wise in Orlando, what is it that you would be after there, would it just be something in a good location, or—?

**G:** I— yeah, again, probably something in a good location. Um, we’ve heard how hot it is there so probably something with a pool. [*Yeah.*] Um, I was also wondering, is it easy— I don’t think that we would want to stay in Disneyland, [*Yeah.*] but maybe if there’s— do you— how easy is it to get there and then stay in a nice hotel?

**C:** Yeah, absolutely. So you can—you— I’m just trying to find— so International Drive is kind of the main place where it’s all sort of happening in Orlando … um … and what I’d probably recommend to do is to stay somewhere like that, cos it’s very central … um … and it’s got lots of kind of transport that you can get up and down the— … uh … the— it’s like a kind of huge, long road, if you will, that’s got … um … amusement parks off of it, restaurants, bars, hotels, places like that, you know, really good shops. [*Okay.*] So I’d probably stay somewhere like that cos it’s quite central … um … and then you— you guys can move around … uh … to go into the parks and places like that. So I would … uh … definitely recommend somewhere like that.

**G:** Yeah, that sounds perfect.

C: Okay, great. So let me— so we’ll see if the hotels I’ve kind of got in mind are available for those dates, let’s take a little search on the system. So we’ll look at flights first of all. So are you guys looking to travel in economy, premium economy or upper class with Virgin Atlantic?

**G:** Economy, unfortunately!

**C:** Yeah. No worries. Right, let’s— just trying to … uh … get … uh … some flights available. The system’s never too great when you’re … uh … trying to do a little bit— something a little bit complicated!

**G:** I know.

**C:** So, got that available. So when I went over to … um … America, I went quite recently to Orlando, I stayed … uh … in a Sheraton hotel, so they’re you know, quite a well-known … uh … name. And we stayed at the Four Points by Sheraton, it was called. Now, it’s a four-star hotel, extremely reasonable price— … um … price. What we went out there— it was me and my mum that I took out there, and we just went to do some shopping, we went to a park for only, like, sort of one day, and just sort of went out for nice restaurants. And for us it was perfect, we had two queen-size beds in the room, it was very clean, very central … um … you know, had a lovely pool … um … and sort of pool bar. So how does that sort of— sort of thing [*Yeah.*] sound to you? Would that be okay?

**G:** That’s— that’s exactly what we’re looking for.

**C:** Perfect. [*Yeah.*] And then the … um … Occidental, which is where I also stayed in Mexico, now that is a, like, four and a half star property. So you normally, when you’re gonna be in the hotel for a little bit longer, and— and this hotel is all-inclusive, so that’ll be all your food and all your drinks and everything. You normally wanna go … uh … and upgrade a just little bit more so you know— you know that it’s kind of just a little bit more luxurious cos you’re there for a little bit longer, aren’t you? So The Occidental … um … that I’ve kind of recommended there, was beautiful when we went there. So it’s a four and a half star property. It is quite a big property. Um, but where I stayed— in the block …um … that I—I stayed in, is where I would kind of recommend that you guys stay … um … cos it was very central, like, to the lobby … um … and kind of the main restaurants, but also right across from the pool and it was easy to access the beach as well. So I would probably recommend staying somewhere like that as well, if that … uh … kinda sounds like what you guys are after. [*Yeah, it really does.*] That sound like a plan? Wonderful! I think I’m ticking all the boxes so far!

**G:** You’ve made it so easy, thank you!

**C:** That sounds good. So what I will do now is just recap everything with you, just to make sure that everything you’ve asked me for, I’m kind of meeting your needs perfectly, okay? So [*Okay, great.*] the first thing that we would do … um … is I’ve booked you into the v-room lounge before you guys travel. So the v-room lounge is a lounge that’s only for Virgin Holidays guests. Um, it’s all your Virgin only announcements, so rather than sitting on those horrendous, like, you know, blue plastic chairs that you get in the airport … uh … you’ll be in a lovely … uh … Virgin … uh … branded lounge, you know, that’s the best way to describe it. So you get all your breakfast when you walk in, all the papers … um … you know, teas, coffees, juices, it’s— it’s a really, kind of, nice way to do it … um … I— I would say.

**G:** Oh.Yeah, I didn’t realise—

**C:** So … um … I— I always think it’s a nice way to— nice way to travel. Uh, so let me add that on for you as well, cos I always think that’s … um … a nice thing to, kind of—

**G:** That’s not an extra cost or is it just included, [*It’s twenty—*] part of the Virgin—?

**C:** It’s twenty pounds per person [*Okay.*] Um, that’s for—I mean, just to give you an example, we went— about two years ago, we flew out to Jamaica from … um … Gatwick, and we were like, ‘no we’re not gonna book the v-room this time, you know, we’ll go and have a little mooch around the airport’. Um, well, we spent about sixty pound on— by the time that we’d … uh … you know, had a drink, we went and got some breakfast somewhere. I was like ‘right, we’re never doing this again! This was a big mistake!’ And … uh … it was horrendous. And we did it when we just recently went, and it’s just such a nice atmosphere to go into a lounge, I always feel. It’s a big kind of glass … um … uh … window so you’re overlooking the runway, so it gets you right in the holiday mood straightaway, [*Oh, that sounds lovely.*] It’s all your breakfast … um … yeah, the drinks, the papers. It’s got, you know, free wi-fi … um … a— like a, you know, separate kids areas so they’re kind of not running around you. Um, it’s really lovely. And one of the good things is it’s all Virgin staffed. So if— [*Oh, okay.*] we did one year was forget our accommodation voucher, they were like ‘no worries’, print it out for you. And you know when you’re like ‘oh, Jesus’, that peace of mind is priceless isn’t it? [*Yeah.*] So … um … so yeah, so we can pop you on that cos it— it is— I would definitely recommend it. So—

**G:** Yeah, I think we’ll— we’ll definitely go for that.

**C:** It’s just a bit more luxurious and a nice way to kind of start your holiday really, isn’t it. [*Yeah.*] So— … uh … and nine times out of ten they give you a little sticker to go fast-track through security so you don’t have to queue up … um … with everyone else, you go through the new— it’s sort of— I don’t know if you’ve been through it yet at Gatwick, it’s— ... um … it’s like— you don’t even show your passport to someone, you have your passport scanned now and that’s how you get through. It’s all very, very fancy. [*Oh, okay.*] I mean, that’s worth it’s weight in gold to me. [*Yeah.*] I mean, you’re going in August, the airport’s going to be packed. I mean, I’d pay probably about a hundred pounds to not have to queue up!

**G:** Yeah, I didn’t realise there was even that option.

**C:** Yeah. So it’s a few little travel tips like that which I always find— you know, it is a good thing to do before you go. So … um … we would have you … uh … sitting in that lovely lounge, having a little drink before you go, and then your flight goes from London Gatwick … uh … on Saturday the tenth of August 2013, [*Okay.*] flight departs at 1300 and arrives into Orlando at 1705. Now, I’ve got you staying at the Four Points by Sheraton in Studio City, so that’s four nights. And I’ve based that on the standard room there, and I’ll request two queen-size beds for you, is that okay?

**G:** Yes, that’s perfect.

**C:** Perfect. And then … um … we would have a flight for you going from Orlando to Cancun. Now, that flight would depart … um … at 0828 and arrive in at 0921 to Cancun. Now, did you want me to see if there’s a slightly later flight time or would you prefer to kinda get there early or— what would you—?

**G:** Uh, I think we’d like to get there early so we can make the most of— of the day.

**C:** Yes, that’s fine. [*Yeah, that’s— that’s fine, thank you.*] You’re arriving at— … um … at half nine. Cos, yeah, you’re right, by the time you kind of get your bags that’s ten o’ clock and then it takes about an hour or so to get across so yeah, midday, so I would recommend maybe taking an earlier flight. And then I’ve got you staying for ten nights at The Occidental … um … Grand Flamenco hotel and I’ve gone with the deluxe room there, and again I will request two queen-size beds for you. And then [*Great.*] it would be travelling on the Saturday the twenty-fourth of … uh … August, departing from Cancun at 1901, so you’ve really got the full day … uh … in Cancun there. Um, [*Okay.*] and then it arrives in the following day at 1010, so it’s a night flight … um … on the way home. [*Oh right, okay.*] Okay? So … um … what we can look at doing there is getting all that booked up for you … um … the deposit that we’d ask for today … um ... oh we would actually ask for full payment, sorry, because you’re travelling … um … within twelve weeks of departure. [*Okay.*] So the total cost of that holiday comes to 4845 and 97p. So we would ask to take full payment from you today [*Yeah.*] and we would send all confirmation out to you by email straightaway, and then tickets and everything would come to you … um … sort of, normally seven to ten days before travel. [*Okay.*] So how does that kind of all sound to you?

**G:** Yes, that all sounds great. Um, I was— I was expecting to make the payment today anyway, so that’s fine.

**C:** Perfect. Excellent. So what I would need if we want to go and get this all booked up for you is to take everyone’s names and dates of birth as per passport as well. And something else I’d like to talk to you about, just before we go ahead and confirm the booking, is just transport for being out in the hotel. So at The Occidental hotel you can— … um … now, we offer something called a concierge service. So what will happen is once we go ahead and make the booking … um … probably— it’s normally about a week before you travel … uh … we have our overseas team that will contact you … um … and what you can do is you can pre-book any excursions … um … that you’d like to with them. Cos obviously they’re the exports, they’re in the resort, they tell you what the best … uh … kind of things to do are. So a few things that we did while we were out there that I would recommend is we went and saw … um … we— we went and saw, like … uh … you know, like the pyramids— not the pyramids, the ruins, sorry … um … we went and did that. And we saw … um … like, an authentic town in Cancun and how they used to live, and you— you know, you cook your lunch in a banana leaf under the … uh … under the ground [*Oh.*] and it was— it was, you know, a really good experience to kind of, you know, appreciate how life really was for them. And— or how it is, I guess they still live like that, don’t they. So all of those sort of trips and excursions you can book for Mexico through the reps. But if you wanted to do any … uh … excursions when you’re in Florida, we can pre-book any tickets for you. So if you wanted to do— … um … and I know you’re only there for four days, but if you wanted to see some of the parks, I’d maybe recommend taking … uh … one of the tickets to— to do something— at least doing something like Disney, or … um … something like a Universal ticket. If you’re wanting just a one day Disney ticket, we don’t do that, that would have to be booked locally, but … um … we could [*Okay.*] maybe give you something like— something … um … called, like, a two-park bonus ticket, and that’s for Florida. So Disney is a fantastic park, but it’s aimed at— mainly at younger children. Um, so something like Universal Studios, have you ever heard of that one? [*I have, yeah.*] Yeah, so that’s a more, kind of, what I would say— a more adult park, if that makes sense. So it’s got, kind of … um … it— it’s got something called City Walk in it, which is really— is … um … kind of bars and restaurants, and in the night that’s a really good place. They’ve got a— a fantastic karaoke, a bar there which is really good fun. So it’s— it’s just a bit more adult focused … um … the— Universal is. So I would definitely, definitely say to go and visit that cos that’s got all the … uh … kind of, more grown-up rides, if you will, it’s got … um … the Hulk ride, the Spiderman ride … um ... you know, really big kinda crazy rollercoasters. So I mean that’s a definite visit for me … um … Universal. So if you wanted us to add that on, we can— we can do that for you.

**G:** That sounds great. I’ll probably—I’ll have a chat with my friend about that and … um … maybe we’ll decide together what exactly we want to do just because I don’t want to book it without conferring [*Yeah, consulting her.*] with her first.

**C:** Well what I can always do is we can go ahead and book the— the basic package and then anything like park tickets, or if you guys decide you want to add any transfers on or anything like that, you can do that … um … with our after sales team. [*Yeah.*] So you can either give us a buzz back and speak to them or, I mean, I’m happy to leave you my contact details if you need any more help from me so— so yeah, we— we can do all of that for you.

**G:** Okay, great.

**C:** So … um … we’ve got a hotel— so we’ve got your flights, your v-room and your hotels confirmed. Would you like us to go ahead and get that booked up for you?

**G:** Yes please.

**C:** Fantastic. So I’ll need to take everyone’s names and dates of birth as per passport. So, Grace, is it Miss or Mrs on your passport?

**G:** Miss.

**C:** Perfect. And can I take your date of birth please?

**G:** The ninth of the third, eighty-seven.

**C:** Wonderful. And your friend, what was her name, sorry?

**G:** Um, Katie.

**C:** Katie, was that, sorry?

**G:** Yep. So that’s K-A-T-I-E.

**C:** Wonderful. And what was her surname?

**G:** Appleton.

**C:** Appleton. Wonderful. And Katie’s date of birth, please?

**G:** Um, the eighth of the eleventh, eighty-eight.

**C:** Did you forget then?

**G:** I did for a second!

**C:** And then you think, ‘oh my god, I’m such a terrible friend!’ [*Yeah.*] So what I’m gonna do is just phonetically read them back to you to make sure we’ve got them all correct. We have to have them as per … uh … your passport, otherwise … uh … they obviously don’t let you check in, cos it has to be what you say on the ticket, you say on the passport. So Grace, we’ve got yourself, and that’s … uh … G— G for golf, R for Romeo, A for alfa, C for Charlie, E for echo. And I’ve got Roberts, that’s R for Romeo, O for Oscar, B for Bertie, E for echo, R for Romeo, T for Tommy, S for sugar. And that’s the ninth of the third, nineteen eighty-seven. [*Okay.*] And then I’ve got your friend as Miss Katie, and that’s K for kilo, A for alfa, T for tango, I for India, E for echo. And it was Appleton. A for alfa, P for papa, P for papa, L for lima, E for echo, T for tango, O for Oscar, N for November. And she was the eighth of the eleventh, nineteen eighty-eight. Was that all correct?

**G:** Yes, good, perfect.

**C:** Fantastic. So what I’ll need to do now is just take the long number on your credit or debit card? [*Okay.*] So how’re you— was it a credit or a debit card that you were looking to pay with?

**G:** Um, it’s a credit card.

**C:** Lovely, so just to let you know, we do charge a surcharge on a credit card and it’s three and a half per cent, okay?

**G:** Yep, that’s fine.

**C:** Lovely. When you’re ready with that long card number then please.

**G:** So it’s 6-9-2-3 [*Yeah.*] 8-3-2-6 [*Yeah.*] 4-3-8-2 [*Yeah.*] 8-9-6-0.

**C:** Yeah. Wonderful. And the expiry date on that.

**G:** The second of 2016.

**C:** Wonderful. And the last three digits on the back of the signature strip?

**G:** 1-3-8.

**C:** Fantastic. Right, that’s just going through now. [*Okay.*] Lovely, that’s gone on to the booking, so that is all paid for and booked. You are going on holiday!

**G:** Brilliant, thank you so much [*So let me just give you—*] for your help, Chloe.

**C:** That’s alright, let me give you that booking reference. [*Okay.*] So the booking reference is 2-9 [*Yep.*] 5-2 [*5-2.*] 4-5-3. [*4-5-3. Okay.*] That was 2-9-5-2-4-5-3. So what I’m just gonna do is just check everything and confirm everything with you once more, cos I’d hate for you to kind of go away and everything not be booked … uh … kinda perfectly. Okay, so [*Okay.*] I’ll just recap everything with you if that’s okay. So we have you guys travelling out on Saturday the tenth of August 2013, we’ve got the v-room booked for you before you travel. The flight departs from London Gatwick at 1300 and arrives into Orlando at 1705. Then we’ve got you staying for four nights at the Four Points by Sheraton in Studio City, then on the 14th August departing from London— from, sorry, Orlando at 0828 and arriving into Cancun at 0921, staying for ten nights at The Occidental Grand Xcaret from the 14th to the 24th, and then on the fourteenth— on the twenty-fourth, sorry, departing at 1900 and arriving in at 1010 the following day. [*Okay.*] And then that’s— for all of those travel components are for two passengers, and the total cost of the holiday is 2798 and 79p. Was that all correct?

**G:** It was.

**C:** Fantastic! So what I will do is I’ll pop some notes into the booking and I will contact the hotel … uh … asking them to have two beds in each room.

**G:** Great, that would be great. [*Wonderful.*] And then if I have any questions I can just call you with my booking reference, and you’ll be able to—?

**C:** Yeah, yeah, you can— what you would like to do now, is I’d probably recommend contacting our after-sales team, so our customer service team, and if you have any questions just give them a buzz and if you do want to kind of go on and add those excursions we spoke about on to the booking, you can definitely do that, or if you guys decide that you want … um … any … uh … transfers or anything extra like that, you can definitely, yeah, go ahead and add that on for— through them.

**G:** That sounds great.

**C:** Wonderful. Um, so that is everything from me, is there anything else that I can help you with today, Grace?

**G:** Not that I can think of at the moment [*Wonderful.*] but I’ll probably— I’ll definitely get on to … um … the after-sales team with any other questions.

**C:** No, that’s no worries. Um, what I will do is I will take a little look and see if we’ve got those flights … um … from Dublin down to Gatwick, I’m just trying to search our system now to see if we’ve got anything … um … available for those dates, cos ideally we’d obviously kind of like you to book them through us. Um, but yeah, like I said, they’re only ... um … we only do, you know, selected contracts … um … with selected airlines, we don’t obviously contract with everyone. I’m just trying to see if we’ve got anything with … um … Aer Lingus, cos sometimes we do … uh … do— do that. I’m just trying to see … uh … if we’ve got that, so we’re looking to do Dublin down to Gatwick and then Gatwick back to Dublin, wouldn’t we. I’ll just see—

**G:** I can probably book those at a later stage anyway, so … um—

**C:** Yeah, I mean, again you can add those on with our customer service team [*Yeah.*] if you wanted to. Um, yeah of course, noth— nothing’s a problem so you can add— … uh … add anything on. I’m hoping that we might have a contract with— cos I’ve just thought about Aer Lingus might do it.

**G:** Yeah, that is— … um … I usually fly with them.

**C:** Yeah. We do have some available with Aer Lingus actually, and we’ve got quite a varied few flight times, so we could— we could actually definitely do those … uh … for you. [*Okay, okay.*] Excuse me. And the flight times are actually … uh … not— not too bad at all, so yes, we can add those on for you. [*Okay.*] If you want to add on the— the— the Dublin flights into Gatwick you’re— you’re, you know, more than welcome to. We are—

**G:** Um, I might— [*Go on, sorry.*] I might give you a call back about that [*That’s fine.*] flight and then, yeah, book it at a later stage, [*Yeah, that’s fine.*] if that’s okay.

**C:** Yeah, course, no worries. Um, I will leave— I will make a note to say that we’ve spoken about them in your booking, if you want to add them on of course you can do. Alright, Grace?

**G:** That would be great. Thanks so much for your help, [*You’re more than wel—*] you’ve made it so easy.

**C:** You’re more than welcome! I hope you have a fantastic time, be it on my head, cos both of those hotels … uh … I absolutely loved, so I think—I think you’ll have a very good time anyway.

**G:** Thank you.

**C:** No worries. Thanks.

**G:** Bye.

**C:** Bye.