UNSW SERKO® ONLINE

CHANGE BOOKING

Web Address: https://unsw.serko.travel/Login/unsw

BOOKING PAGE

From the Booking page select the booking you wish to change.

Notes:
1. Select ‘Apply Filters’ to alter the bookings displayed.
2. To display the booking click on the booking ID or PNR

FAQs:
When can a booking be changed via SERKO® Online?
• The air portion can be changed up until the time the tickets are issued or the TMC takes control of the booking. The ticketing date can vary depending on the airline and the fare selected.
• The car and hotel portion can be changed at any time.

How will I know if the air portion has been ticketed?
• If the air sectors have been ticketed the status of the booking, at the top of the screen, will be set to ticketed.

Where can I find the option to change my air travel?
• The ‘Change Departure/Return Date/Time’ options can be found under the ‘More Actions’ drop down to the right of the air sector and under the ‘More Actions’ drop down at the top right of the screen.
• The ‘Move Whole Trip’ option can be found under ‘More Actions’ at the top right of the screen. Note: This option will only be displayed if the booking meets certain criteria.
• The ‘Advanced Flight’ option can be found under ‘More Actions’ at the top right of the screen.

Which change option should I use to change my flights?
• If you need to change the date and/or time but not airlines or the type of fare for one sector, the ‘Change Departure/Return Date/Time’ option should be used.
• If you need to change the date and/or time but not airlines or the type of fare for both sectors, the ‘Move Whole Trip’ option should be used.
• If you need to change the airline, type of fare, date and/or time the ‘Advanced Flight’ option should be used.

Why can’t I see the options to change my flights?
• This is because your flights have been ticketed or the Travel Consultant has made changes to your booking. You will need to contact your Travel Consultant to make any changes.
MORE ACTIONS

From within the More Actions drop down select the type of change required.

MOVE TRIP, DEPART DATE/TIME, RETURN DATE/TIME

Select Dates and Times then select ‘Search for Air Availability’

Note: Move Trip, Depart Date/Time, Return Date/Time will change air/car/hotel sectors to new travel dates. This option is only available when booking contains direct flights.
Available flights will be displayed. Select flights as required and click OK.

Notes:-
1. SERKO® Online will only display flights for the original airline and class of travel. Use ‘Advanced Changes’ to change the airline or class of travel.
2. Preferred seats will need to be re-requested for changed flights.
ADVANCED FLIGHT

By default, the Date and Time will be available to change.

To change the routing, select ‘Make Changes to the route’.

Enter cities, dates and times as required then select ‘Search for Air Availability’.

Select flights and fares in the normal manner.

Notes:-
1. Advanced Flight will not change any car/hotel sectors, only changes to flight sectors can be made by selecting this option.
2. Preferred seats will need to be re-requested for changed flights.
**CHANGE CAR**

From the car sector, within the More Actions drop down select ‘Change: This Car’

Make changes as required and select ‘Search for Car Availability’.

Select car and rate in the normal manner.

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**FAQs:**

Where can I find the option to change my car?

The change ‘This Car’ option can be found under the ‘More Actions’ drop down to the right of the hotel sector.
CHANGE HOTEL

From the hotel sector, within the More Actions drop down select either:
‘Change: This Hotel’; or
‘Change: Dates’

‘Change: This Hotel’ will allow you to change the Hotel and Dates.
Make changes as required and select ‘Search for Hotel Availability’.
Select room and rate in the normal manner.

‘Change: Dates’ will allow you to change the Dates (and Time) only.
Make changes as required, and then select ‘OK’.

FAQs:
Where can I find the option to change my hotel?
• The change ‘This Hotel’ option can be found under the ‘More Actions’ drop down to the right of the hotel sector.
• The change ‘Dates’ option can be found under ‘More Actions’ to the right of the hotel sector.

Which change option should I use to change my hotel?
• If you need to change the hotel, the change ‘This Hotel’ option should be used.
• If you need to change the dates, the change ‘Dates’ option should be used.