

B2C / TRAVELLERS

Book in a few steps

For your own trip, family or friends.

- 1 Start.** Open onlinersv.com. Choose your language and service.
- 2 Choose.** Select dates, travellers and a room or programme.
- 3 Review.** Check the total, inclusions, payment and cancellation terms.
- 4 Enter details.** Add your email and mobile. Sign in when asked.
- 5 Pay and check.** Pay the required amount. Open My bookings in the relevant service and save your reference.

Choose your service

Hotels: Destination, dates, guests, room, then checkout.

Umrah packages: Programme, travellers, room, then payment.

Your Umrah Your Way: Flight, hotels and nights, extras, then payment.

Live Deals: Open the offer and follow its booking or contact action.

Charter flights: Choose an itinerary and send a confirmation request.

Flights and Visa: A Coming soon label means booking is not open yet.

■ B2B / TRAVEL AGENCIES

Book for your clients

Use your approved agency account.

- 1 Sign in.** Open the B2B agency workspace and select your agency.
- 2 Choose a service.** Use New booking for hotels or Umrah packages for programmes.
- 3 Add your client.** Check dates and guest details. Set your selling markup where offered.
- 4 Fund the booking.** Use the payment options shown: wallet, approved credit or card, where available.
- 5 Follow up.** Use Agency bookings, or My bookings inside Umrah packages, to check status and customer documents.

Keep these three things in mind

Payment. Pay the amount and any balance by the due date shown. Wallet funds and credit are separate.

Confirmation. On Request needs an approved offer. A paid Umrah purchase may still have visa and travel steps to complete.

Changes or a missing confirmation. Check the current status before paying again. Contact reservations with your booking reference. Changes and refunds follow the offer terms.

Need help?

rsv@onlinersv.com

WhatsApp: +966 50 555 7966