

## Bedsonline Call Center and Operations Important Update

19 Mar 2020

Dear Travel Partner,

I am contacting you to advise you of a change to the way in which we handle customer support calls. While I fully understand that the timing may seem unusual, we believe that given the elevated call volume that we are experiencing it is right to proceed with the planned roll-out.

### Why change?

This is an upgrade of our entire telephony infrastructure, much of which was legacy, so that we now operate on a single platform globally.

### What does this mean for you?

Improvement in:

- **Call stability**
- **Audio quality**
- **Eliminate dropped calls.**
- **Integration with our CRM** system meaning that on receipt of a call, we can access your company details automatically in real time
- **Shorter call answer times and increased call answers** due to seamless call flow management between locations
- And finally, it means that we operate on **local call rates which will save you money!**

### What do you have to do?

Starting now, when you call any of our support numbers you will hear a voice message advising you of the change and providing you with the new telephone number. In a month from now, the existing number will cease to operate as we complete the transition.

**Please start using the new number right away so you benefit from the enhanced system. Our new numbers are :**

**USA Travel Advisors [1- 844-8124459](tel:1-844-8124459)**

**Canada Travel Advisors [1-929-458-0934](tel:1-929-458-0934)**

These can also be found on our website under [Contact Us](#).

### COVID-19: Our Current Operational Situation

I would like to take a moment to update on our operations situation. Like you, we are experiencing a significant uplift in customer contacts due to the evolving situation with COVID-19. Our objective is to offer a best-in-class service and policies. At this point maximum call answer times are less than 30 minutes on average, with most calls addressed within just a few minutes. However, the following are a few tips to help you minimize wait times:

1. Most bookings made on Bedsonline are **'book & hold'** and do not require payment until just prior to travel;

2. **Flexible rates** with money down outside cancelation deadline can be cancelled online with refunds executed automatically;
3. For paid bookings within cancelation deadline and non-refundable bookings we operate a **force majeure policy** with refunds for affected bookings;
4. For bookings due to travel in greater than 72 hours from now we recommend that you contact us only within 72 hours of travel. This will allow us to better manage immediate bookings, and it is possible that bookings that are currently outside FM will fall within policy as the situation develops;
5. Due to this unprecedented situation, as of 17 March, you no longer need to put a ticket in for bookings falling within our Force Majeure, just cancel online at [www.bedsonline.com](http://www.bedsonline.com).
6. All **refunds and waivers** will be processed within 10 working days from being actioned;
7. For any issue not relating to the current situation the best way to contact us is via email or live chat;
8. And don't forget, by typing in the **Bedsonline booking reference** when prompted your query will land in the appropriate spot in the queue!
9. Our **sales team** are available to support you, do reach out to your regional account manager.

I want to thank you for your patience, and our operations team for doing a great job under pressure. We have contact centers in Orlando, Barranquilla, Cancun, Palma de Mallorca, Dubai, Bangkok and Manila, the majority of which are in-house and staffed by our employees. In most cases we have seamlessly moved staff to remote working, and our very robust customer support set up has enabled us to manage the uplift in contacts in a way that would not have been possible had we operated from a single location, on one time zone, or in a more centralized format.

You can keep updated on the situation and our Force Majeure policies through our travel advisor resource at [Bedsonline-update-covid-19](#).

Please keep safe!

Yours faithfully,

James