

BEDSONLINE TRAVEL ADVISOR SUPPORT NORTH AMERICA



PRE AND POST TRAVEL BOOKINGS

USA: +1-844-812-4459

Canada: +1-416-840-4407 - please enter booking number when prompted

Live chat connect with a representative directly via the website for pre-travel inquiries during business hours (M-F 8am-8pm EST)

Online HelpDesk

» Direct from your booking, click **“Open a Ticket”**

» Access the HelpDesk via the **“Support”** section, click on **“View or open a ticket”**

EMERGENCY ON-THE-SPOT ASSISTANCE (When clients are travelling and in destination)

USA: +1-844-812-4459 and select Prompt 2 - please enter booking number

Canada: +1-416-840-4407 and select Prompt 2 - please enter booking number

PAYMENTS & COMMISSIONS: prepayment.na@bedsonline.com

WEBSITE REGISTRATION

Register online under the **“Register your travel agency”** button on the Bedsonline homepage

INQUIRE ABOUT ACCOUNT MANAGER, REGISTRATION FOLLOW-UP, AGENT TRAINING

Email : insidebol@bedsonline.com

CONTACTING BEDSONLINE TIPS

- » For in **destination situations**, always contact Bedsonline at the time of the event and ensure booking number is provided. Use the dedicated Emergency number for in destination assistance.
- » Use **“Chat with an Expert”** to instantly connect with a representative via the website for help with:
 - Pre travel inquiries/questions
 - Pre travel modifications
 - Available during business hours
- » Once accessing the HelpDesk you can easily create a new ticket, view your current tickets and their status, check for replies on existing tickets or chat with an Agent.
- » In case you wish to reopen your ticket simply add a new comment (pre-arrival queries - up to 7 days after closing the ticket, post-travel - up to 15 days after closing the ticket)

Registrations & account manager enquiries:

Register your travel agency and insidebol@bedsonline.com



bedsonline

NORTH AMERICA SALES TEAM

REGIONAL DIRECTOR



TOMMY RYDER

**Regional Manager
North America**

1-917-288-6044

tommy.ryder@bedsonline.com

USA and Canada

Your Account Manager is committed to navigating your journey towards success by helping you to create better experiences for your customers.

Rely on them to:

- PROVIDE YOU WITH PERSONALIZED INSIGHTS
- CREATE BETTER EXPERIENCES
- PROVIDE SUPPORT FOR YOUR CUSTOMERS
- KEEP YOU INFORMED ABOUT THE LATEST DEALS AND PROMOTIONS

Click on the image or the email address of the account manager you'd like to contact.

ACCOUNT DIRECTORS



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Director of Business Development

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NORTH AMERICA SALES TEAM

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Post-travel customer service: posttravel.northamerica@bedsonline.com • Refunds, commissions, ACH: queries at prepayment.na@bedsonline.com