

Meal Requests/Dietary Requirements

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Creating a New Booking with a Meal Request or Dietary Requirement

In this example I will be creating a new booking for our Murder Mystery for 2 people.

If you are looking to edit an existing booking to add or change meal requests please go [here](#).

1. Firstly, make a booking for the product as you normally would by going to **Standard Booking**. Put in the booking details and select **Update**

The screenshot displays a booking system interface. On the left, there are input fields for product details, dates, party name, email, mobile phone, agent, sub-agent, pickup point, status, channel, source, and country/state. The main area shows a booking summary table with columns for Description, Qty, Broch(sp), Brochure, and Price (sp). Below this is a 'Balance Owning' section and a 'Notes' section. At the bottom, there are buttons for 'Send...', 'Changes', 'Ticket to Printer', 'Update', and 'Cancel'.

Description	Qty	Broch(sp)	Brochure	Price (sp)
FDC - Adults Return (IV)			\$0.00	\$0.0
FDC - Concessions (IV)			\$0.00	\$0.0
Adults Murder on Puffing Billy Express	2		\$150.00	\$150.0
Booking Total				\$0.00

2. You will then be met with the Booking Names window. You need to put in the **First Name**, **Surname** of **all passengers** as well as the **Meal Request** field if they have one.

If you do not see this screen, you can continue with the booking and edit the details later.

Please click here if you are unsure how to edit the booking Meal Request details.

Member #	Title	First Name	Surname	Gender	Fare Type	Mobile #	DoB	Age (at travel)	Meal Request	Meal Request Other	Room Request	Room Request Other	Fit for Travel	Email Address	Postcode	Country	Emergency Name	Emergency Number	Height(cm)	Weight(Kg)	Bkg Notes	Medic
					DMADSA	+							<input type="checkbox"/>									
					DMADSA	+							<input type="checkbox"/>									

Apply Names to all Bookings
 Copy names to Booking

Card Details	Uses	Name

3. To select a meal request click on the cell and the available pre-filled options will be selectable. When selected the background of the text will be blue. Multiple requests can be selected

Member #	Title	First Name	Surname	Gender	Fare Type	Mobile #	DoB	Age (at travel)	Meal Request	Meal Request Other	Room Request	Room Request Other	Fit for Travel	Email Address	Postcode	Country	Emergency Name	Emergency Number	Height(cm)	Weight(Kg)	
		John	Smith		DMADSA	+			Gluten Free Vegan Vegetarian				<input checked="" type="checkbox"/>								
		Jane	Smith		DMADSA	+							<input type="checkbox"/>								

Apply Names to all Bookings
 Copy names to Booking

Card Details	Uses	Name
Puffing Billy Railway #14345899	1 Bookings	John Smith John 0416006939 \johnandmargsmith@yahoo.com.au
Puffing Billy Railway #14370993	0 Bookings	John Smith +61 400753467 John Smith
Puffing Billy Railway #14371844	1 Bookings	John Smith 0427265085 \j.smith1989@hotmail.com
Puffing Billy Railway #14436125	1 Bookings	John Smith
Puffing Billy Railway #14442389	1 Bookings	John Smith

In the below example John Smith is Gluten Free and Vegan -

Member #	Title	First Name	Surname	Gender	Fare Type	Mobile #	DoB	Age (at travel)	Meal Request	Meal Request Other	Room Request	Room Request Other	Fit for Travel	Email Address	Postcode	Country	Emergency Name	Emergency Number	Height(cm)	Weight(Kg)	
		John	Smith		DMADSA	+			Gluten Free Vegan Vegetarian				<input checked="" type="checkbox"/>								
		Jane	Smith		DMADSA	+			Vegetarian				<input type="checkbox"/>								

Apply Names to all Bookings
 Copy names to Booking

Card Details	Uses	Name
Puffing Billy Railway #14345899	1 Bookings	John Smith John 0416006939 \johnandmargsmith@yahoo.com.au
Puffing Billy Railway #14370993	0 Bookings	John Smith +61 400753467 John Smith
Puffing Billy Railway #14371844	1 Bookings	John Smith 0427265085 \j.smith1989@hotmail.com
Puffing Billy Railway #14436125	1 Bookings	John Smith
Puffing Billy Railway #14442389	1 Bookings	John Smith

You also have Meal Request Other, this is a text field anything can be put into. Any additional requirements should be confirmed with Commercial management.

Booking Names																							
Member #	Title	First Name	Surname	Gender	Fare Type	Mobile #	DoB	Age (at travel)	Meal Request	Meal Request Other	Room Request	Room Request Other	Fit for Travel	Email Address	Postcode	Country	Emergency Name	Emergency Number	Height(cm)	Weight(Kg)	Slg Notes	Medi	
		John	Smith		DMADGA	+			Gluten Free ...	No Peas			<input checked="" type="checkbox"/>										
		Jane	Smith		DMADGA	+			Vegetarian				<input type="checkbox"/>										

Apply Names to all Bookings
 Copy names to Booking

Card Details	Uses	Name
Puffing Billy Railway #14345899	1 Bookings	John Smith John 0415006939 j.johnandmargsmith@yahoo.com.au John Smith
Puffing Billy Railway #14370993	0 Bookings	+61 400753467 John Smith
Puffing Billy Railway #14371844	1 Bookings	John Smith 0427265085 j.smith1989@hotmail.com John Smith
Puffing Billy Railway #1442389	1 Bookings	John Smith

4. You can then select **Apply** then **OK** and you will be taken to the prepayment section for the booking.

Editing or Adding a Meal Request to an existing booking

1. Search for the booking and go into the booking details

The screenshot displays a travel booking system interface. On the left, there is a sidebar with various fields for booking details, including product information, dates, party name, contact details, and additional information. The main area shows a summary of the booking, including a table for the booking total and a table for the party total. The booking total table shows a quantity of 2, a price of \$150.00 per person, and a total of \$300.00. The party total table shows a date of Sat 22 Feb 2025, a pickup of 2/2, and a total value of \$300.4. The interface also includes buttons for 'Send...', 'Changes (0)', 'Ticket to Printer', 'Edit', 'New', and 'Save'.

Product *	Description	Qty	Brch(pp)	Brochure	Price (pp)
MM - 6:30pm Belgrave departure / 9:3	Adults Murder on Puffing Billy Express	2	\$150.00	\$300.00	\$150.00
Booking Total				\$300.00	

Date	Pickup	Pax	Description	Value
Sat 22 Feb 2025		2/2	MM - 6:30pm Belgrave departure / 9:30pm Nobelius Pecking Shed Return Murder on the Puffing Billy Express [911469]	\$300.4
Party Total				\$300.4

2. On the right of the party name go to click the party details icon (see below)

Product * MM - 6:30pm Belgrave departure / 9:30... Description Adults Murder on Puffing Billy Express Qty 2 Broch(pp) \$150.00 Brochure \$300.00 Price (pp) \$150.00

Departing Sat * 22/02/2025 18:30 78 Seats Available Booking Total \$300.00

Returning Sat * 22/02/2025 23:00

Party Name * DYLAN YESTING QJETARY

Email dylan.healey@pbc.org.au

Mobile Phone # 0422 245 678 Phone #

Agent Direct Booking - Australian Dollar Total Sales Tax - GST (10.00%)

Sub Agent Total Payable ex Sales Tax (10.00%)

Name / Ref Smith John | DMADSA | 15109882 | Puffing Billy Railway

Status * Confirmed Smith Jane | DMADSA | 15109883 | Puffing Billy Railway

Channel * Customer Service Party Ref 1594423

Source Booking Ref 911469

Country / State Australia Postcode

Notes

Private Notes

Additional Information

Deposit Due on 16 Oct 2024 \$300.00

Travelling on Night Train (4 Car)

Made on 09 Oct 2024 at 12:31

Made by Dylan Healey

Modified on 09 Oct 2024 at 12:42

Modified by Dylan Healey

Days to travel 136

Tax Rate 10.00%

Is a Conventional Product

Revenue Gross \$272.73

Revenue Net \$272.73

Sales GL Code 00.00.1215.00

Revenue Split 1

PBB911469-136 John Smith (AD) (0)

Receipt Promotions Options Special Prices

Date Pickup Pax Description Value

Sat 22 Feb 2025 2/2 MM - 6:30pm Belgrave departure / 9:30pm Nobelius Packing Shed Return Murder on the Puffing Billy Express [911469] \$300.00

Party Total \$300.00

Date/Time Subject From To Reason Type Method Attach

Send... Changes (0) Ticket to Print Edit Item

3. From here you can click into the Meal Request Cell and add a Meal Request or deselect an existing option.

Booking Names																						
Member #	Title	First Name	Surname	Gender	Fare Type	Mobile #	DOB	Age (at travel)	Meal Request	Meal Request Other	Room Request	Room Request Other	Fit for Travel	Email Address	Postcode	Country	Emergency Name	Emergency Number	Height(cm)	Weight(Kg)	E	
15109882		John	Smith		DMADSA	+			Gluten Free Vegan Vegetarian	No Peas			<input checked="" type="checkbox"/>									
15109883		Jane	Smith		DMADSA	+			Vegetarian				<input type="checkbox"/>									

Apply Names to all Bookings
 Copy names to Booking

Card Details	Uses	Name
Puffing Billy Railway #15109882	1 Bookings	John Smith
Puffing Billy Railway #14345899	1 Bookings	John Smith John 0416006939 johnandmargsmith@yahoo.com.au
Puffing Billy Railway #14370993	0 Bookings	John Smith +61 400753467
Puffing Billy Railway #14371844	1 Bookings	John Smith
Puffing Billy Railway #14436125	1 Bookings	John Smith

4. For this case I have removed Vegan from John and added Vegetarian

Booking Names																						
Member #	Title	First Name	Surname	Gender	Fare Type	Mobile #	DOB	Age (at travel)	Meal Request	Meal Request Other	Room Request	Room Request Other	Fit for Travel	Email Address	Postcode	Country	Emergency Name	Emergency Number	Height(cm)	Weight(Kg)	E	
15109882		John	Smith		DMADSA	+			Gluten Free Vegan Vegetarian	No Peas			<input checked="" type="checkbox"/>									
15109883		Jane	Smith		DMADSA	+			Vegetarian				<input type="checkbox"/>									

Apply Names to all Bookings
 Copy names to Booking

Card Details	Uses	Name

5. You can then select **OK** and you have edited the Meal Request details.

How a Customer will make Meal Requests for applicable products.

As of 09/10/2024 Meal Requests are only enabled and required on Paint & Sip and Murder Mystery products

1. They will go through the normal webpages and select a product, in this example Murder Mystery.

RAILWAY

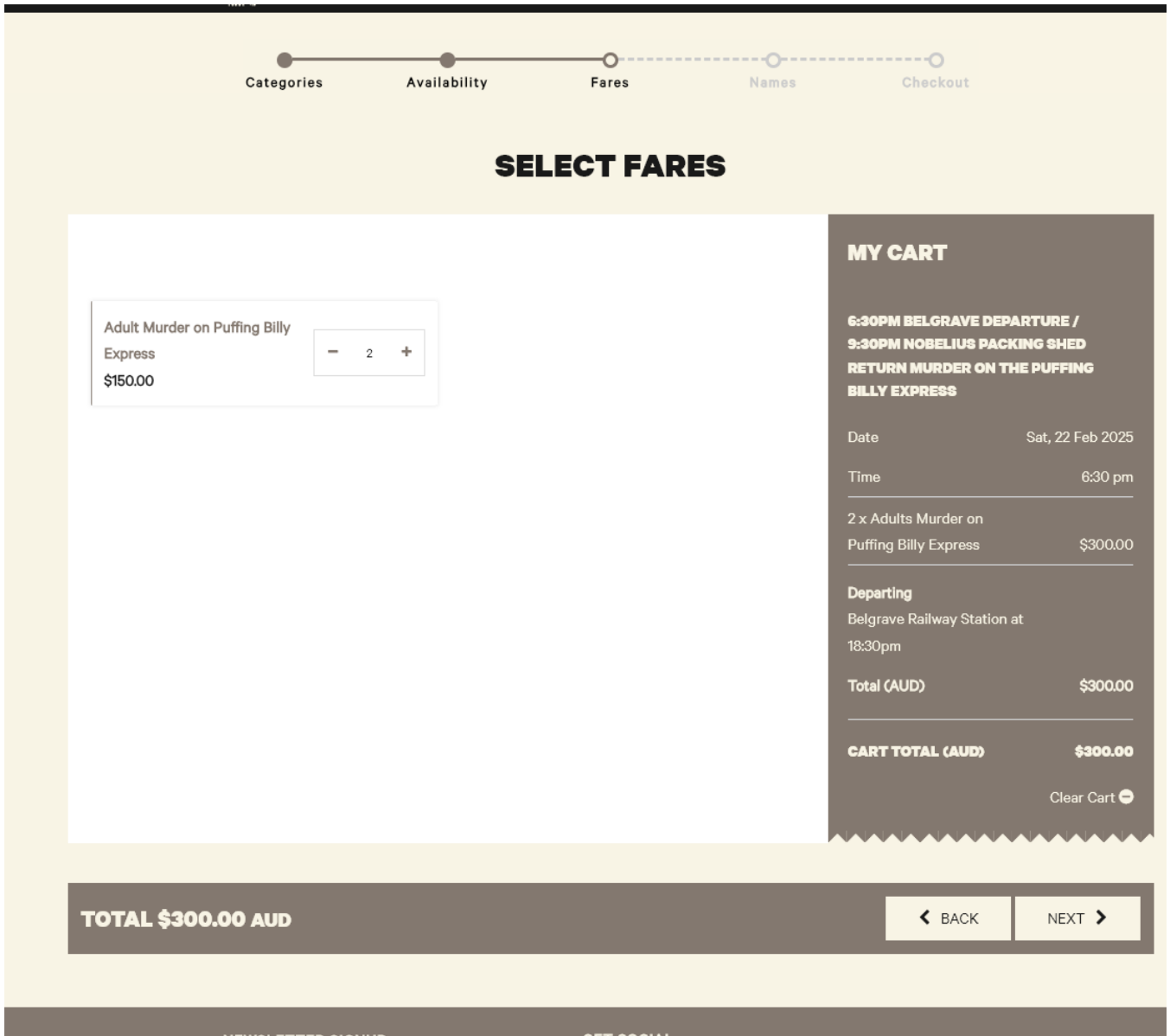
Categories Availability Fares Names Checkout

Please select the date of travel above. The table will only show available services following the selected date.

23/11/2024

	Sat 23rd Nov	Fri 13th Dec	Sat 14th Dec	Fri 21st Feb	Sat 22nd Feb
6:30pm Belgrave departure / 9:30pm Nobelius Packing Shed return Murder on the Puffing Billy Express	Fully Booked	Fully Booked	Fully Booked	Fully Booked	Book Now

2. They will then select what fares and how many they would like as usual.



3. If the product they have selected has a dietary selection they will be prompted to fill in the **Name**, and **Dietary Request** for each person they have booked for.

As of writing this document both of these fields are **Mandatory**.



GUEST DETAILS

Adult 1

First Name*

Last Name*

First name is required

Dietary Requirements*

No Dietary Requirement

Gluten Free

Vegan

Vegetarian

Additional Information:

Adult 2

First Name*

Last Name*

Dietary Requirements*

No Dietary Requirement

Gluten Free

Vegan

Vegetarian

Additional Information:

MY CART

**6:30PM BELGRAVE DEPARTURE /
9:30PM NOBELIUS PACKING SHED
RETURN MURDER ON THE PUFFING
BILLY EXPRESS**

Date Sat, 22 Feb 2025

Time 6:30 pm

2 x Adults Murder on

Puffing Billy Express \$300.00

Departing

Belgrave Railway Station at
18:30pm

Total (AUD) \$300.00

CART TOTAL (AUD) \$300.00

Clear Cart

TOTAL \$300.00 AUD

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4. They have the ability to select one or multiple options AND can fill in Additional Dietary Information.

GUEST DETAILS

Adult 1

First Name*

John

Last Name*

Smith

Dietary Requirements*

 No Dietary Requirement Gluten Free Vegan Vegetarian

Additional Dietary Information:

No Peas

Adult 2

First Name*

Jane

Last Name*

Smith

Dietary Requirements*

 No Dietary Requirement Gluten Free Vegan Vegetarian

Additional Dietary Information:

TOTAL \$300.00 AUD

MY CART

**6:30PM BELGRAVE DEPARTURE /
9:30PM NOBELIUS PACKING SHED
RETURN MURDER ON THE PUFFING
BILLY EXPRESS**

Date Sat, 22 Feb 2025

Time 6:30 pm

2 x Adults Murder on
Puffing Billy Express \$300.00

- John Smith

- Jane Smith

Departing

Belgrave Railway Station at
18:30pm

Total (AUD) \$300.00**CART TOTAL (AUD) \$300.00**

Clear Cart

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5. They can then hit next and go through the normal payment process

Dietary Requests on Manifests

When a meal request is filled out it shows in the manifest next to each passengers name.

In this case you can see **John Smith** has selected **Gluten Free and Vegetarian** , they have also given additional information being **"No Peas"**.

Manifest for Sat 22 Feb 2025 Murder on the Puffing Billy Express (MM)

Vehicle: Night Train (4 Car)		Departed:			
Captain / Crew:		Returned:			
Pax Name	Paid	# Pax	Product	Pickup / Notes / Options	PartyRef
ANDREWS HANNA	Paid	2 x Adults	Murder MM on Puffing Billy Express	61 0412844772 61 0412844772	1558934
1 Andries Araceli 2 Woodbridge Adrian					
CHAWRYLAK KAROLINA	Paid	2 x Adults	Murder MM on Puffing Billy Express	61 403974816 61 403974816	1559212
3 Chawrylak Karolina 4 Kidd Karyn					
DE LA HARPE LIAM	Paid	2 x Adults	Murder MM on Puffing Billy Express	61 432010018 61 432010018	1553512
5 De La Harpe Liam 6 Lumbantobing Rahel					
DEVIS NIKKI ***D	Paid	9 x Adults	Murder MM on Puffing Billy Express	Dietary requirements: - Nikki Devis - Coeliac vegetarian - Jemiah Devis - Vegetarian 61 0432808253 61 0432808253	1553427
7 Devis Nikki 8 Devis Kiani 9 Devis Jemiah 10 Granger Deborah 11 Gaeth Robyn 12 Scott Jennifer 13 Phillips Kelda 14 Smith Wendy					
HEALEY DYLAN TEST DIETARY	\$300.00	2 x Adults	Murder MM on Puffing Billy Express	+61 0412533935 +61 0412533935	1594433
15 Smith John				Meal Request: Gluten Free;Vegetarian Other:No Peas	
16 Smith Jane				Meal Request: Gluten Free	
HUNTER BIANCA	Paid	4 x Adults	Murder MM on Puffing Billy Express	61 0415768900 61 0415768900	1564893
17 Hunter Bianca 18 Scollo Michael 19 Sim Madeline 20 Court Laura					
JARVIE REBECCA ***D	Paid	2 x Adults	Murder MM on Puffing Billy Express	1 Vegetarian Meal for Rebecca 61 0432432576 61 0432432576	1559203
21 Jarvie Rebecca 22 Fallace Linda					
LENNE LYNN***D	Paid	2 x Adults	Murder MM on Puffing Billy Express	***D - Lynn has nut allergies 61 0417343112 61 0417343112	1520870
23 Lenne Lynn 24 Lenne Neil					
MITCHELL LEANNE ***D	Paid	2 x Adults	Murder MM on Puffing Billy Express	1 x GLUTEN FREE MEAL 61 0467643225 61 0467643225	1559742
25 Burgess Leanne 26 Weir Doug					

This information is gathered during the booking process from a customer.

Categories Availability Fares Names Checkout

GUEST DETAILS

Adult 1

First Name* Last Name*

John Smith

Dietary Requirements*

No Dietary Requirement Gluten Free Vegan

Vegetarian

Additional Dietary Information:

No Peas

Adult 2

First Name* Last Name*

Jane Smith

Dietary Requirements*

No Dietary Requirement Gluten Free Vegan

Vegetarian

Additional Dietary Information:

MY CART

6:30PM BELGRAVE DEPARTURE / 9:30PM NOBELIUS PACKING SHED RETURN MURDER ON THE PUFFING BILLY EXPRESS

Date Sat, 22 Feb 2025

Time 6:30 pm

2 x Adults Murder on Puffing Billy Express \$300.00

- John Smith
- Jane Smith

Departing
Belgrave Railway Station at 18:30pm

Total (AUD) \$300.00

CART TOTAL (AUD) \$300.00

Clear Cart

TOTAL \$300.00 AUD

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