

How: A user can edit their service booking in the Annual Pass Portal

A user can see upcoming travel dates on the **Dashboard**

DASHBOARD NEW BOOKING RENEW MEMBERSHIP TRAVEL SEARCH MY PROFILE CHANGE PASSWORD SIGN OUT

DYLAN ADULT

Dylan Adult
Puffing Billy Railway
Membership # 15081577
Expiry 12 Nov 2025

Dylan Child
Annual Pass
Membership # 15081578
Expiry 30 Jul 2025

Dylan Child Under 4
Annual Pass
Membership # 15081579
Expiry 30 Jul 2025

Dylan Conc
Puffing Billy Railway
Membership # 15123635
Expiry 14 Nov 2024

Dylan Child
Annual Pass
Membership # 15123636
Expiry 12 Nov 2025

Dylan Child Under 4
Annual Pass
Membership # 15123637
Expiry 12 Nov 2025

UPCOMING TRAVEL

	Reference	Status	Date	Product	Party	Qty	Amount	
▼	1601789 / 918862	CANCELLED	10 Jan 2025	12:35pm Lakeside departure / 3:05pm Gembrook Return	ADULT DYLAN	0	\$0.00	
▼	1604968 / 922045	ACTIVE	17 Feb 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	2	\$0.00	...
▼	1603023 / 920098	CANCELLED	07 Mar 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	0	\$0.00	

- If they want to edit their booking they can click the three dots ... on the relevant booking and click **Edit**

▼	1604968 / 922045	ACTIVE	17 Feb 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	2	\$0.00	⋮
▼	1603023 / 920098	CANCELLED	07 Mar 2025	10:00am Belgrave departure / 12:25pm Lakeside Return	ADULT DYLAN	0		<ul style="list-style-type: none"> Edit Print Agent Confirmation Print Ticket

- From here they can Change Date of the booking, Cancel or Send their Confirmation Email

PARTY REFERENCE 1604968

Booking Ref: #922045 Product: 10:00am Belgrave departure / 12:25pm Lakeside Return Fares: 1 x Adult Return 1 x Child (4-15yrs) Return AD REQ Date: 17 Feb 2025 10:00 Status: Confirmed Names: Dylan Adult Dylan Child	BOOKING ACTIONS CHANGE DATE/TIME SEND CONFIRMATION EMAIL CANCEL BOOKING SHOW TICKETS
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Change Date

If Change Date/Time is selected, they will only be able to move the date, due to our current CustomLinc configuration.

Booking Ref:	#922045	BOOKING ACTIONS	
Product:	10:00am Belgrave departure / 12:25pm Lakeside Return	CHANGE DATE/TIME	
Fares:	1 x Adult Return 1 x Child (4-15yrs) Return AD REQ	SEND CONFIRMATION EMAIL	
Date:	17 Feb 2025 10:00	CANCEL BOOKING	
Status:	Confirmed	SHOW TICKETS	
Names:	Dylan Adult Dylan Child		

Availability table

17/02/2025

	Mon 17th Feb	Tue 18th Feb	Wed 19th Feb
10:00 Belgrave dep - 12:25 Lakeside Ret	Book Now	Limited Seats 11 Available	Book Now

- Once a new date is select they MUST Save booking changes.

PARTY REFERENCE 1604968

Booking Ref:	#922045	BOOKING ACTIONS	
Product:	10:00am Belgrave departure / 12:25pm Lakeside Return	CHANGE DATE/TIME	
Fares:	1 x Adult Return 1 x Child (4-15yrs) Return AD REQ	SEND CONFIRMATION EMAIL	
Date:	18 Feb 2025 10:00	CANCEL BOOKING	
change to:	17 Feb 2025 10:00	SHOW TICKETS	
Status:	Confirmed		
Names:	Dylan Adult Dylan Child		

This booking needs to be saved or undo changes

SAVE BOOKING CHANGES ←

- The customer will then get a new confirmation for the new date

Booking Confirmation

ABN 99 299 638 143

Tax Invoice

10:00am Belgrave departure / 12:25pm Lakeside Return

Thank you for booking with Puffing Billy Railway, Australia's favourite steam train.
Please find following details of your booking.

Details:

Reference: **1604968**
Date of Reservation: 24 Nov 2024
Name: ADULT DYLAN
Contact Details: dylan.healey@pbr.org.au

Booking Details:

Mon 17 Feb 2025

**10:00am Departure from Belgrave to Lakeside
- Return Trip departs Lakeside at 12:25pm**

Net (AUD)
\$93.00



Booking Ref: 922045
/Dylan Adult/Dylan Child

(X)10:00BEL-LAKR2)

1 Adult Return	(1 x \$62.00)
1 Child (4-15yrs) Return AD REQ	(1 x \$31.00)
Promotion - Annual Pass x1 (\$-93.00)	

ARRIVING ON TIME

CHECK-IN: Check-in commences 60 minutes prior to the train's scheduled departure.

For any pre-booked Grazing Boxes or Classic Scones and Tea or High Tea for two, please collect from the Railway Cafe and present your ticket. For dining at the Lakeside Visitor Centre Railway Café, please view the [menu here](#).

Cancel Booking

- If they select **Cancel Booking** they will be asked to confirm.



CANCEL BOOKING

Are you sure you want to cancel this booking?

YES

NO

[DASHBOARD](#)

[NEW BOOKING](#)

[R](#)

[CHANGE PASSWORD](#)

[SIGN OUT](#)

PARTY REFERENCE 1604968

Booking Ref:	#922045
Product:	10:00am Belgrave departure / 12:25pm Lakeside Return
Fares:	1 x Adult Return 1 x Child (4-15yrs) Return AD REQ
Date:	17 Feb 2025 10:00
Status:	Confirmed
Names:	Dylan Adult Dylan Child

BOOKING ACTIONS

[CHANGE DATE/TIME](#)

[SEND CONFIRMATION EMAIL](#)

[CANCEL BOOKING](#)

[SHOW TICKETS](#)

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Revision #2

Created 2024-11-24 14:20:30 UTC by Dylan Healey

Updated 2024-11-24 14:30:36 UTC by Dylan Healey