



RACP
Specialists. Together
EDUCATE ADVOCATE INNOVATE

Members User Guide to navigate Locomote and/or TravelBeyond

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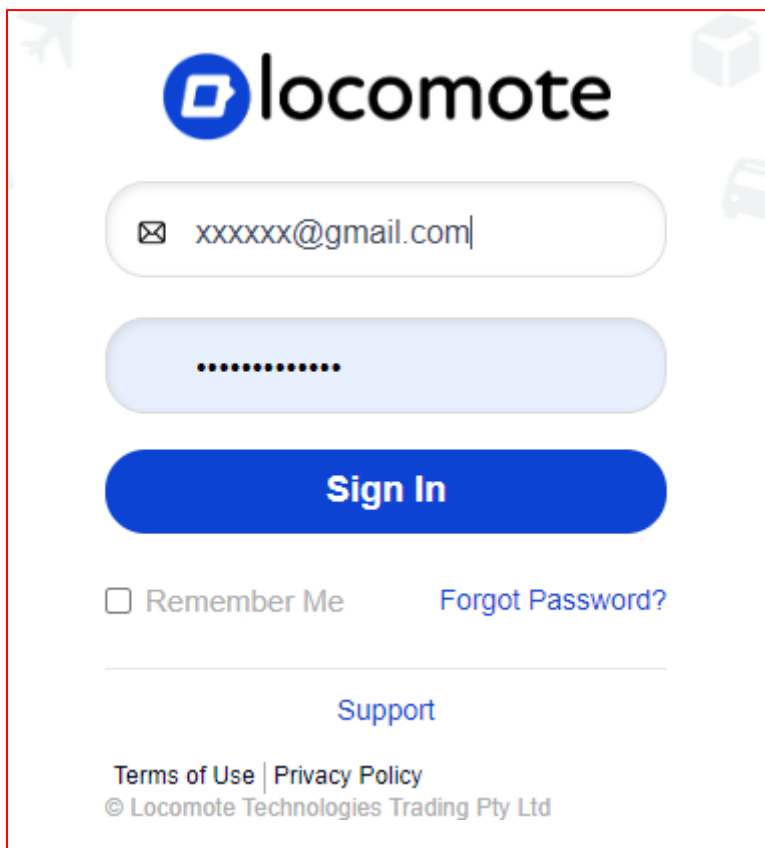
HOW TO COMPLETE BOOKING

A video walkthrough of the booking process can be accessed [here](#).

STEP 1: Log into the booking portal. ([Booking portal link](#))

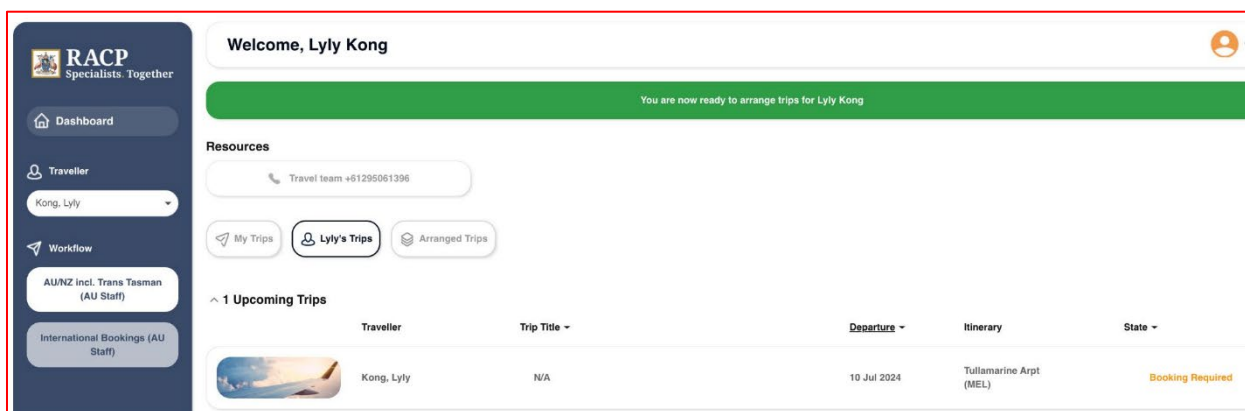
This will be setup using the email provided to the College.

Note: if it is your first-time logging in click Forgot Password to create your new password



The image shows the Locomote login interface. At the top is the Locomote logo, which consists of a blue square with a white 'L' inside, followed by the word 'locomote' in a sans-serif font. Below the logo is a white input field for an email address, containing the text 'xxxxxx@gmail.com'. Underneath the email field is a light blue input field for a password, represented by a series of dots. A large blue button with the text 'Sign In' is positioned below the password field. To the left of the 'Sign In' button is a checkbox labeled 'Remember Me'. To the right of the 'Sign In' button is a link labeled 'Forgot Password?'. Below these elements is a horizontal line, followed by a link labeled 'Support'. At the bottom of the page are two links: 'Terms of Use' and 'Privacy Policy', and a copyright notice: '© Locomote Technologies Trading Pty Ltd'.


STEP 2: Click on the Trip with the status “Booking Required”



The image shows the RACP booking portal dashboard. On the left is a dark blue sidebar with the RACP logo and the tagline 'Specialists. Together.' Below the logo are several menu items: 'Dashboard', 'Traveller', 'Workflow', 'AUNZ Incl. Trans Tasman (AU Staff)', and 'International Bookings (AU Staff)'. The main content area is white and features a welcome message 'Welcome, Lyly Kong' at the top. Below this is a green banner that says 'You are now ready to arrange trips for Lyly Kong'. Underneath the banner is a 'Resources' section with a 'Travel team +61295061396' button. Below the resources are three buttons: 'My Trips', 'Lyly's Trips', and 'Arranged Trips'. Below these buttons is a section titled '1 Upcoming Trips' which contains a table. The table has five columns: 'Traveller', 'Trip Title', 'Departure', 'Itinerary', and 'State'. The first row of the table shows a traveller named 'Kong, Lyly', a trip title of 'N/A', a departure date of '10 Jul 2024', an itinerary of 'Tullamarine Arpt (MEL)', and a state of 'Booking Required'.

Traveller	Trip Title	Departure	Itinerary	State
Kong, Lyly	N/A	10 Jul 2024	Tullamarine Arpt (MEL)	Booking Required

Step 3: Click on the trip and “Continue Booking”

**RACP**
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Dashboard

Trip Details



Messages

Quotes

Company: Royal Australasian College of Physicians RACP
Code: royal_australasian_college_of_physicians
1103143090

Change Password

Quotes -



10:26AM March 28 2024 This trip requires a booking by the traveller or travel arranger

Traveller Information

Traveller Lyly Kong lyly.kong@racp.edu.au	Company Royal Australasian College of Physicians (RACP)	Department N/A	Cost Centre AFFRM
Trip ID TMP-297ZAJ	Auth Code R938QD		

There are currently no uploaded itineraries


Discuss

Continue Booking

Cancel Trip

Back to Trip Details

Step 4: Click “Edit Trip”

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Dashboard

Trip Details



Messages

Quotes

Company: Royal Australasian College of Physicians RACP
Code: royal_australasian_college_of_physicians
1103143090

Change Password

AU/NZ incl. Trans Tasman (AU Staff)





Edit Trip

Travellers

★ Miss Lyly Kong


Passport: No passport

Flight requests

	Provider To Be Determined	Depart Kingsford Smith (SYD) Wed 10th Jul 12:00 Comments GF flight cheapest	Arrive Tullamarine Arpt (MEL)	Approx cost AU\$200.00	Cabin class
	Provider To Be Determined	Depart Tullamarine Arpt (MEL) Fri 12th Jul 17:00 Comments GF flight flexible	Arrive Kingsford Smith (SYD)	Approx cost AU\$200.00	Cabin class

Hotel request

All requests are subject to availability and may incur an additional fee for this booking from your travel agency. Total cost to be confirmed.

	Melbourne (MEL)	Check-In 14:00 Wed 10th Jul Comments Close to 157 Collins St	Check-Out 10:00 Fri 12th Jul	Nightly Rate AU\$300.00(per night)	Length of Stay 2(nights)
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Step 5: Click “Continue Editing”

The screenshot shows the RACP system interface. The top header includes the RACP logo and the text "Specialists. Together". The main header displays "AU/NZ incl. Trans Tasman (AU Staff)". A warning message is shown in a yellow box: "Warning: Changing your trip will require re-approval. Your authoriser, travel arranger and travel consultant will be notified upon resubmission." Below the warning are two buttons: "Return to Dashboard" and "Continue Editing". The left sidebar contains navigation links: Dashboard, Trip Details (selected), Travel Details, Additional Information, Department, Reason for Travel, Personal travel is not covered, Email My Trip Details, Travel Declaration, Messages, and Quotes.

Step 6 : Click “Edit Trip”

The screenshot shows the RACP system interface with the "Edit Trip" form. The top header includes the RACP logo and the text "Specialists. Together". The main header displays "AU/NZ incl. Trans Tasman (AU Staff)". A warning message is shown in a yellow box: "Warning: Changing your trip will require re-approval. Your authoriser, travel arranger and travel consultant will be notified upon resubmission." Below the warning is a button: "Return to Dashboard". The left sidebar contains navigation links: Dashboard, Trip Details (selected), Travel Details, Additional Information, Department, Reason for Travel, Personal travel is not covered, Email My Trip Details, Travel Declaration, Messages, and Quotes. The "Edit Trip" form includes a "< Edit Trip" button, a "Trip Title" field with a placeholder "Insert a trip name for future reference...", an "Authorisation" section with two rows of dropdown menus for "Authoriser Group L1:*" (Manager - Verifier) and "Authoriser L1:*" (Haare, Ashley), and "Authoriser Group L2:*" (SLT - Final Approver) and "Authoriser L2:*" (CHAND, LALESH). Below the authorisation section is a yellow bar with the text "Please use the Forward Authorisation functionality to change the Authoriser of your trip request". The "Meeting Details" section includes a "Meeting Name*" dropdown menu (Accreditation) and a "Meeting Venue*" dropdown menu (RACP Adelaide). At the bottom, it says "Meeting date and time, please add start and finish details".

Step 7: Click “Search” for each travel item and select each item.

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Dashboard

Trip Details

Travel Details
Additional Information
Department
Reason for Travel
Personal travel is not covered
Email My Trip Details
Travel Declaration

Messages

Quotes

Company: Royal Australasian College of Physicians RACP
Code: royal_austrasian_college_of_physicians_1703743659
Change Password

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AU/NZ incl. Trans Tasman (AU Staff)

When you place your travel request, please ensure you remain within the financial thresholds in the RACP Travel Policy.
Financial Thresholds: Air - Restrictive flights only / Hotel - \$302.50 (inc GST)

Travellers: Lyly Kong

Flight Search

From: MEL - Melbourne, Tullamarine Arpt To: SYD - Sydney, Kingsford Smith Departure Date: 12-07-2024 Time: 17:00

SEARCH

Flight Search

From: SYD - Sydney, Kingsford Smith To: MEL - Melbourne, Tullamarine Arpt Departure Date: 10-07-2024 Time: 12:00

SEARCH

Hotel Search

Location*: Melbourne (MEL) Hotel Name: Check-In*: 10-07-2024 Check-Out*: 12-07-2024 Search radius*: 5km

SEARCH

ADD FLIGHT **ADD HOTEL** **ADD CAR**

SEARCH ALL **CONTINUE**

Step 8: From the availability screen choose your flights by clicking “Select”

Preferred airline carriers are identified with the **“P”**

RACP Specialists. Together

Dashboard

Trip Details

Travel Details
Additional Information
Department
Reason for Travel
Personal travel is not covered
Email My Trip Details
Travel Declaration

Messages

Quotes

Company: Royal Australasian College of Physicians RACP
Code: royal_austrasian_college_of_physicians_1703743659
Change Password

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AU/NZ incl. Trans Tasman (AU Staff)

When you place your travel request, please ensure you remain within the financial thresholds in the RACP Travel Policy.
Financial Thresholds: Air - Restrictive flights only / Hotel - \$302.50 (inc GST)

Travellers: Lyly Kong

Flight

Depart - Fri 12th Jul 2024

Filters: Airline Direct Duration Depart Arrive Price

Sort: T1

Virgin AU VAS59 • Boeing 737 16:00 Fri 12th Jul 2024 MEL → 17:25 Fri 12th Jul 2024 SYD 1h 25m	CHOICE AUS\$ 155.00 SELECT More details	FLEX AUS\$ 428.48 SELECT More details	NO OPTION AVAILABLE	NO OPTION AVAILABLE
Qantas Airways QF462 • Boeing 737 16:00 Fri 12th Jul 2024 MEL → 17:25 Fri 12th Jul 2024 SYD 1h 25m	RED EDEAL AUS\$ 171.24 SELECT More details	FLEX AUS\$ 611.05 SELECT More details	NO OPTION AVAILABLE	NO OPTION AVAILABLE
P This indicates a Preferred Regional Express ZL142 • Boeing 737-800 16:00 Fri 12th Jul 2024 MEL → 17:30 Fri 12th Jul 2024 SYD 1h 30m	SAVER AUS\$ 200.30 SELECT More details	FLEX AUS\$ 370.10 SELECT More details	NO OPTION AVAILABLE	NO OPTION AVAILABLE

Step 9: Select Accommodation by clicking “View Rooms” (see screen shot below)

- Hotels are listed by Preferred Hotel then by Price
- The display shows an Approximate rate, view rooms to get the actual cost of the room
- Preferred hotels are shown with the “P” (same as airline carriers), any hotel out of Policy will be shown with a red exclamation mark and will be sent for re approval.

Hotel

Check in: Wed 10th Jul 2024 Check out: Fri 12th Jul 2024 Rooms: 1

Filters Price Per Night Hotel Chain Hotel Amenities Excluding Sold Out Find hotels by text... Sort

Radisson On Flagstaff Gardens
2 km from location
380 William St, MEL
AU\$ 167.03
Approx. nightly rate / room
[VIEW ROOMS](#)

Punthill South Yarra Grand
5 km from location
7 Yarra Street, MEL
AU\$ 122.83
Approx. nightly rate / room
[VIEW ROOMS](#)

Map showing locations in Melbourne: Airport West, Strathmore, Coburg North, Coburg, Preston, Thornbury, Northcote, Alphington, Kew East, Balwyn North, Kew, Deepdene, West Melbourne, Footscray, Kensington, Ascot Vale, Moonee Ponds, Brunswick, Carlton North, Prahran, St Kilda, Mordialloc, Murrumbeena, Elwood, Port Melbourne, Kingsville, Essendon, Niddrie, Pascoe Vale, Pascoe Vale South, Coburg, Strathmore, Macleod North, Macleod South, Heidelberg West, Heidelberg North, Ivanhoe, Bulleen, Kew, Balwyn North, Kew East, Balwyn North, Kew, Deepdene.

Once you view rooms choose the room required (be careful to check for any cancellation penalties)

City getaway [More Details](#)

[Room Description](#) ▲

Standard room

[Cancellation Penalties](#) ▲

This room is refundable


The cancellation deadline is 8th Jul 2024 18:00

CXL: CANCEL BY 1800 ON 08 JULY NO PENALTY LATE CANCEL WILL BE CHARGED 151.45 AUD CC ACCEPTED AX CU DC JC MA CA VI

AU\$ 167.03
Average Nightly Rate / room

[SELECT](#)

Step 10: Once your itinerary has been selected click “CONTINUE” and then “Continue Editing” (to update any details as required). Click “Continue” to complete the booking

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[Dashboard](#)

[Trip Details](#)

[Travel Details](#)

[Additional Information](#)

[Department](#)

[Reason for Travel](#)

[Personal travel is not covered](#)

[Email My Trip Details](#)

[Travel Declaration](#)

[Messages](#)

[Quotes](#)

Company: Royal Australasian College of Physicians RACP
Cnr 170/172, Stephenson, College of Physicians
170/172/173/174/175/176/177/178/179/180/181/182/183/184/185/186/187/188/189/190/191/192/193/194/195/196/197/198/199/200/201/202/203/204/205/206/207/208/209/210/211/212/213/214/215/216/217/218/219/220/221/222/223/224/225/226/227/228/229/230/231/232/233/234/235/236/237/238/239/240/241/242/243/244/245/246/247/248/249/250/251/252/253/254/255/256/257/258/259/260/261/262/263/264/265/266/267/268/269/270/271/272/273/274/275/276/277/278/279/280/281/282/283/284/285/286/287/288/289/290/291/292/293/294/295/296/297/298/299/300/301/302/303/304/305/306/307/308/309/310/311/312/313/314/315/316/317/318/319/320/321/322/323/324/325/326/327/328/329/330/331/332/333/334/335/336/337/338/339/340/341/342/343/344/345/346/347/348/349/350/351/352/353/354/355/356/357/358/359/360/361/362/363/364/365/366/367/368/369/370/371/372/373/374/375/376/377/378/379/380/381/382/383/384/385/386/387/388/389/390/391/392/393/394/395/396/397/398/399/400/401/402/403/404/405/406/407/408/409/410/411/412/413/414/415/416/417/418/419/420/421/422/423/424/425/426/427/428/429/430/431/432/433/434/435/436/437/438/439/440/441/442/443/444/445/446/447/448/449/450/451/452/453/454/455/456/457/458/459/460/461/462/463/464/465/466/467/468/469/470/471/472/473/474/475/476/477/478/479/480/481/482/483/484/485/486/487/488/489/490/491/492/493/494/495/496/497/498/499/500/501/502/503/504/505/506/507/508/509/510/511/512/513/514/515/516/517/518/519/520/521/522/523/524/525/526/527/528/529/530/531/532/533/534/535/536/537/538/539/540/541/542/543/544/545/546/547/548/549/550/551/552/553/554/555/556/557/558/559/560/561/562/563/564/565/566/567/568/569/570/571/572/573/574/575/576/577/578/579/580/581/582/583/584/585/586/587/588/589/590/591/592/593/594/595/596/597/598/599/600/601/602/603/604/605/606/607/608/609/610/611/612/613/614/615/616/617/618/619/620/621/622/623/624/625/626/627/628/629/630/631/632/633/634/635/636/637/638/639/640/641/642/643/644/645/646/647/648/649/650/651/652/653/654/655/656/657/658/659/660/661/662/663/664/665/666/667/668/669/670/671/672/673/674/675/676/677/678/679/680/681/682/683/684/685/686/687/688/689/690/691/692/693/694/695/696/697/698/699/700/701/702/703/704/705/706/707/708/709/710/711/712/713/714/715/716/717/718/719/720/721/722/723/724/725/726/727/728/729/730/731/732/733/734/735/736/737/738/739/740/741/742/743/744/745/746/747/748/749/750/751/752/753/754/755/756/757/758/759/760/761/762/763/764/765/766/767/768/769/770/771/772/773/774/775/776/777/778/779/780/781/782/783/784/785/786/787/788/789/790/791/792/793/794/795/796/797/798/799/800/801/802/803/804/805/806/807/808/809/810/811/812/813/814/815/816/817/818/819/820/821/822/823/824/825/826/827/828/829/830/831/832/833/834/835/836/837/838/839/840/841/842/843/844/845/846/847/848/849/850/851/852/853/854/855/856/857/858/859/860/861/862/863/864/865/866/867/868/869/870/871/872/873/874/875/876/877/878/879/880/881/882/883/884/885/886/887/888/889/890/891/892/893/894/895/896/897/898/899/900/901/902/903/904/905/906/907/908/909/910/911/912/913/914/915/916/917/918/919/920/921/922/923/924/925/926/927/928/929/930/931/932/933/934/935/936/937/938/939/940/941/942/943/944/945/946/947/948/949/950/951/952/953/954/955/956/957/958/959/960/961/962/963/964/965/966/967/968/969/970/971/972/973/974/975/976/977/978/979/980/981/982/983/984/985/986/987/988/989/990/991/992/993/994/995/996/997/998/999/1000/1001/1002/1003/1004/1005/1006/1007/1008/1009/1010/1011/1012/1013/1014/1015/1016/1017/1018/1019/1020/1021/1022/1023/1024/1025/1026/1027/1028/1029/1030/1031/1032/1033/1034/1035/1036/1037/1038/1039/1040/1041/1042/1043/1044/1045/1046/1047/1048/1049/1050/1051/1052/1053/1054/1055/1056/1057/1058/1059/1060/1061/1062/1063/1064/1065/1066/1067/1068/1069/1070/1071/1072/1073/1074/1075/1076/1077/1078/1079/1080/1081/1082/1083/1084/1085/1086/1087/1088/1089/1090/1091/1092/1093/1094/1095/1096/1097/1098/1099/1100/1101/1102/1103/1104/1105/1106/1107/1108/1109/1110/1111/1112/1113/1114/1115/1116/1117/1118/1119/1120/1121/1122/1123/1124/1125/1126/1127/1128/1129/1130/1131/1132/1133/1134/1135/1136/1137/1138/1139/1140/1141/1142/1143/1144/1145/1146/1147/1148/1149/1150/1151/1152/1153/1154/1155/1156/1157/1158/1159/1160/1161/1162/1163/1164/1165/1166/1167/1168/1169/1170/1171/1172/1173/1174/1175/1176/1177/1178/1179/1180/1181/1182/1183/1184/1185/1186/1187/1188/1189/1190/1191/1192/1193/1194/1195/1196/1197/1198/1199/1200/1201/1202/1203/1204/1205/1206/1207/1208/1209/1210/1211/1212/1213/1214/1215/1216/1217/1218/1219/1220/1221/1222/1223/1224/1225/1226/1227/1228/1229/1230/1231/1232/1233/1234/1235/1236/1237/1238/1239/1240/1241/1242/1243/1244/1245/1246/1247/1248/1249/1250/1251/1252/1253/1254/1255/1256/1257/1258/1259/1260/1261/1262/1263/1264/1265/1266/1267/1268/1269/1270/1271/1272/1273/1274/1275/1276/1277/1278/1279/1280/1281/1282/1283/1284/1285/1286/1287/1288/1289/1290/1291/1292/1293/1294/1295/1296/1297/1298/1299/1300/1301/1302/1303/1304/1305/1306/1307/1308/1309/1310/1311/1312/1313/1314/1315/1316/1317/1318/1319/1320/1321/1322/1323/1324/1325/1326/1327/1328/1329/1330/1331/1332/1333/1334/1335/1336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HOW TO CANCEL A BOOKING -

On the Locomote portal users can select "Cancel Trip," which sends an email to the travel team to cancel the entire booking. **Please note that the "Cancel Trip" button will cancel the entire trip.**

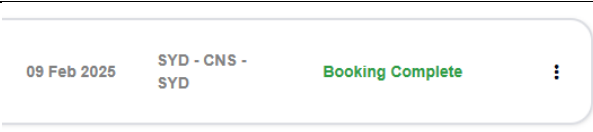
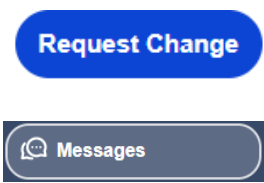
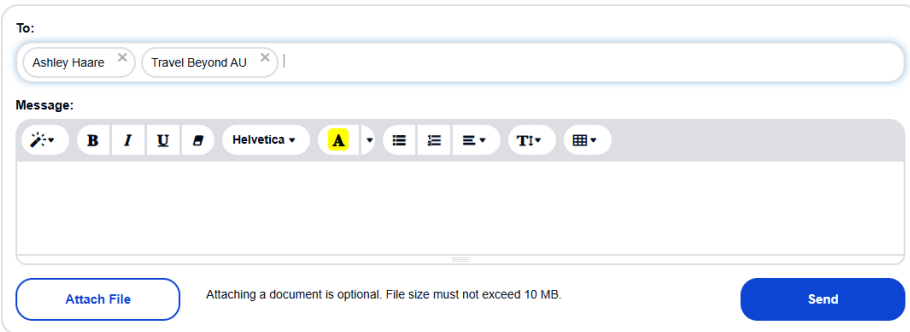
- For flight cancellations, the fare rules will be assessed, and any cancellation penalties will be communicated. The consultant will also advise whether the ticket can be placed into credit or refunded and inform about any applicable penalties. The fees and penalties will be communicated to the travel arranger.
- For hotel cancellations, the consultant will review the cancellation policy and advise if any fees are applicable.

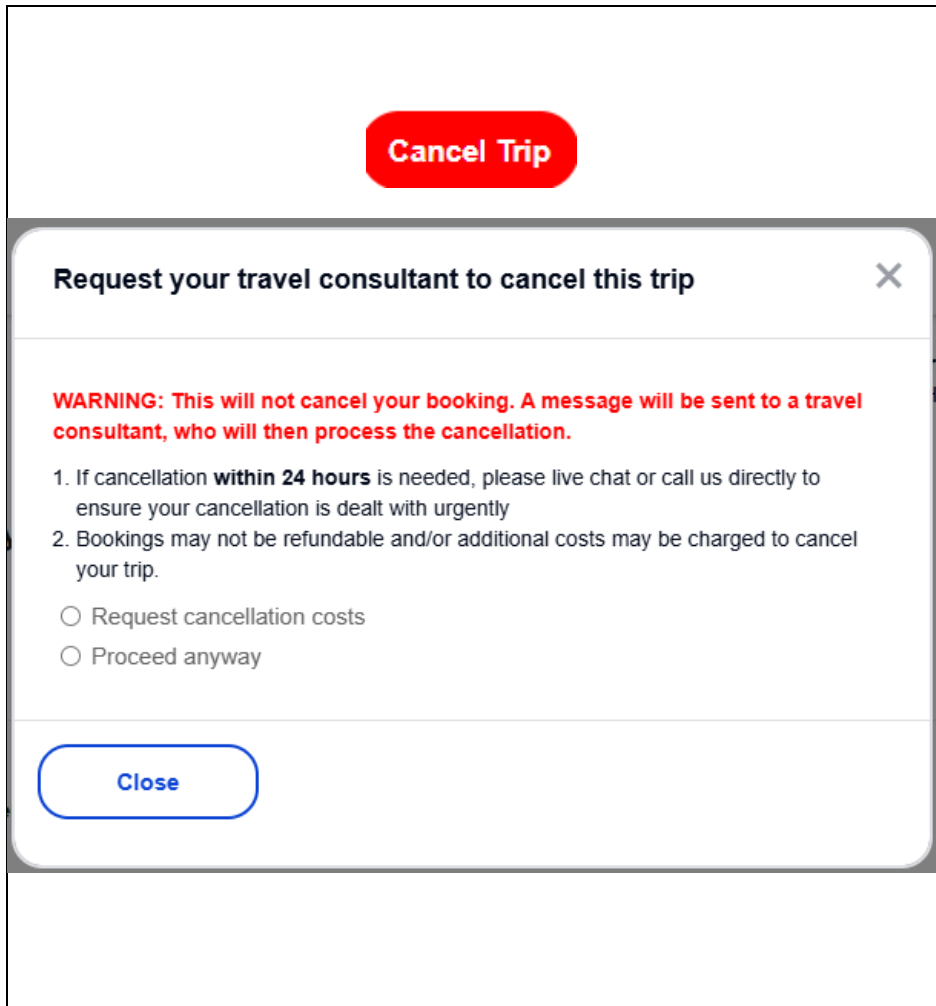
Cancel Trip

Request Change

sends
note

Steps:

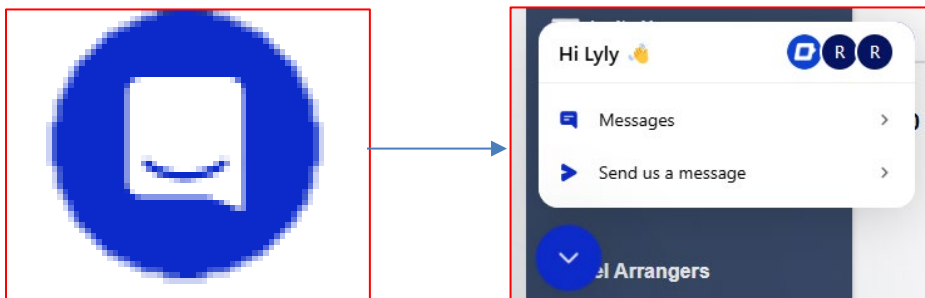
	<p>Select the trip you want to cancel or make changes to</p>
	<p>Making changes to your trip by clicking on this icon will link to the message tab. Message will be between TravelBeyond team, Traveller and Travel arranger.</p>
	<p>You can request for changes to the trip by sending a message direct to the TravelBeyond team (AU or NZ). Example: Modify travel dates/ name adjustment/ accommodation change/ flight time adjustment in message field and send.</p> <p>People in the "To:" field will be notified of your message. When there's a reply, you will be alerted from email- notifications@locomotetmp.com</p>

	<p>Clicking “Cancel Trip” will trigger this pop-up message. You will have to select one of the options so a “Continue” tab will pop-up so you can proceed with the cancellation.</p> <p>Note: Once the cancellation request is received, the travel team will assess the booking: (it is important that the traveller and travel arranger reads and understand the conditions of airfares, and hotels prior to submitting a booking).</p>
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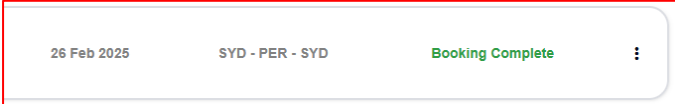
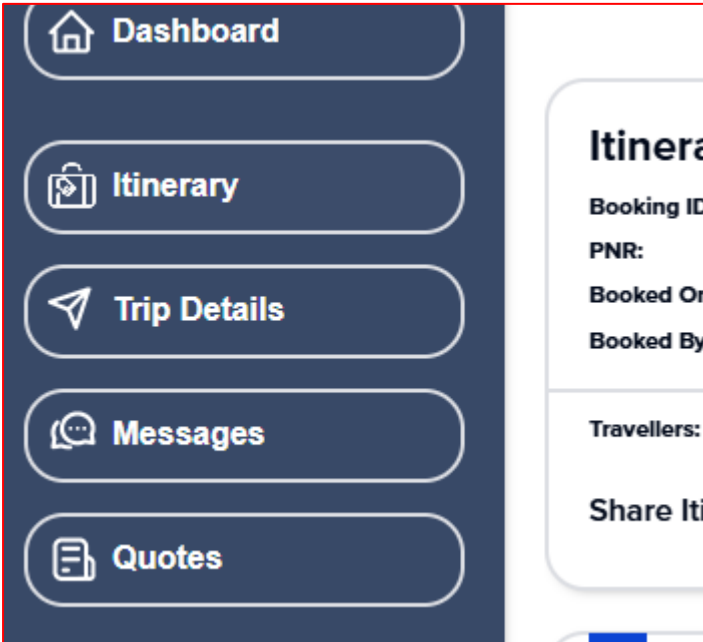
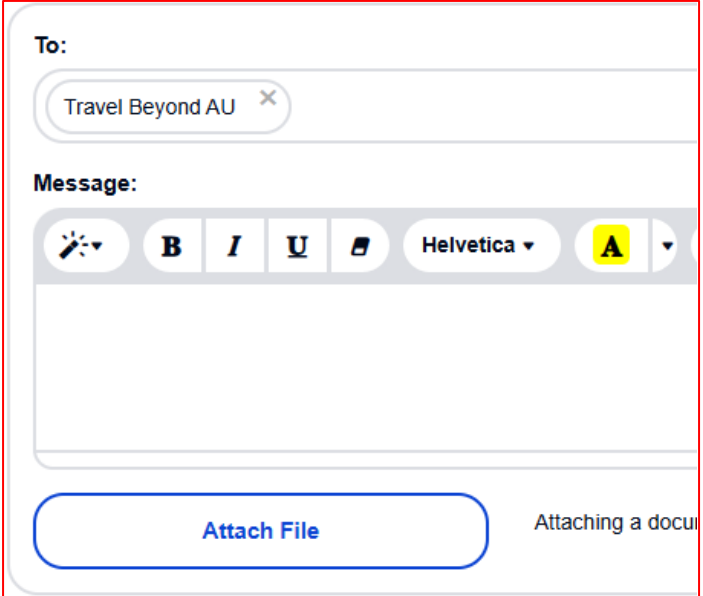
Note: if you need to cancel the trip urgently, please call **1300 239 663 (for AU TravelBeyond Team)** or **+64 9 303 9252 (for NZ TravelBeyond Team)**

Ways to communicate with Locomote and/or TravelBeyond

The chatbox at the bottom of page can be used to communicate with the Locomote support team when you have a question regarding the Locomote platform., ie: profile/workflow updates, error messages on the platform, how to navigate the platform or assist with searching for a specific stay/flight.
NOTE: Locomote is the platform which we’re using.



To communicate with TravelBeyond (our travel provider) about an existing trip request-

	<p>1. Click on the trip you're after.</p>
	<p>2. On the left side of the screen, find and click on "Messages" tab.</p>
	<p>3. Here you can message TravelBeyond (AU/NZ) directly with your request, ie: request with name change, stay/flight change, adding a car and/or confirming stay/flight details.</p> <p>In the "To:" field you can include or exclude other travel arrangers/traveler if needed.</p>

CONTACT DETAILS

Profile access/management and pre-trip requests contact details	
Locomote portal and profile queries	<p>Email: travelap@racp.edu.au (for profile queries)</p> <p>Locomote support chat: This is for locomote platform query. Located bottom left-hand corner of portal.</p>

AUSTRALIA - Approved bookings, booking changes contact	
<p>Travel Management Team (Domestic and International)</p> <p>Office Hours: 08h30 – 18h00 (Monday to Friday)</p> <p>After Hours Assist: in the event of an emergency.</p>	<p>Email: RACP@travelbeyond.com.au</p> <p>Phone Toll free: 1300 239 663 +61 2 9506 1310</p> <p>Calling From Overseas: +61 2 9571 5555</p>
<p>For personal holiday bookings contact the team at Escape Beyond 'Travel by Design'</p>	<p>Email: emma@escapebeyond.com.au</p> <p>Web: www.escapebeyond.com.au</p>

NEW ZEALAND - Approved bookings, booking changes contact	
<p>Travel Manager Nikki Bligh</p>	<p>Email: Online@travelbeyond.co.nz</p> <p>Or: nikki@travelbeyond.co.nz</p>
<p>Operations Manager: Jessica Laing</p>	<p>Email: online@travelbeyond.co.nz</p>
<p>Office Hours (Travel Beyond): 09:00 – 17:30</p> <p>After Hours Assist: in the event of an emergency.</p>	<p>Monday to Friday</p> <p>Ph: +64 9 303 9252</p>
<p>For personal holiday bookings contact the team at Escape Beyond 'Travel by Design'</p>	<p>Email: emma@escapebeyond.com.au Web: www.escapebeyond.com.au</p>

FREQUENTLY ASKED QUESTIONS

Q: I can't remember my password?

A: Follow the 'Forgot My Password' prompts on the login screen - a reset password link will be emailed to you. Alternatively email TravelAP@racp.edu.au

Q: Where do I find my airline reference/locator (for pre-seating or flight check-in)?

A: The airline reference/record locator is referred within the itinerary as "confirmation". It is located within the respective air segment (to the right) and appears as: **Confirmation: WBCKM2** (example only)

Q: Can I book personal trips in Locomote?

A: No – personal trips should not be booked via Locomote.

Q: How can I add personal travel to an existing trip that's been approved?

A: Please contact racp@travelbeyond.com.au via this email or call **1300 239 663** (AU toll free) / +61 2 9571 5555 (caller not from AU). You will need to let TravelBeyond know that you have an existing trip booked on locomote that's for business, and you would like to add in personal travel onto the existing trip. You'll need to make payment directly to TravelBeyond as this is personal travel. A new itinerary should come through to your email soon after.

Q: How do I book personal trips not related to any business trips?

A: Contact "[Escape Beyond](#)" – Travel Beyond Group's specialist leisure travel managers. They can assist with domestic and international travel arrangements. Payment will be made directly with Travel Beyond.

Q: I am making a booking in Locomote and can't find a hotel I usually stay at. What do I do?

A: Complete your booking as usual, then use the "**REQUEST**" option (next to Search) to send an email to TBG add a comment. Your designated Travel Beyond consultant will respond to you directly with options.

Q: My booking is "hotel only". How do I make a booking when my hotel does not display in Locomote?

A: For hotel only bookings where the preferred hotel "**REQUEST**" option (next to Search) to send an email to TBG add a comment. Your designated Travel Beyond consultant will respond to you directly with options.

Q: It's late at night and I have a business trip departing tomorrow that I can no longer travel on - what are my options?

A: Contact Travel Beyond after-hours support team (contact details appear on your dashboard) and they will assist with your cancellation/rescheduling. [Contact page](#). 1300 239 663 (AU) or +64 9 303 9252 (NZ)

Q: I've arrived at my hotel to be told that a booking is not held. What do I do?

A: Contact your Travel Beyond team – 24/7/365.

Q. How do I amend my reservation (booked via Locomote)?

A: During business hours add a note to the trip via the messages tab within a trip, and if within 48hrs of departure call the TBG team to action. If outside of business hours call the number on your dashboard which will go to an after-hours service (as above) Contact Travel Beyond for any amendments/cancellations. Please refer to [page11](#)

Q. What is the travel allowance?

A: Please refer to the travel policy guidelines - [RACP Travel Policy and Guidelines.pdf](#)

Q. How to make an insurance claim?

A: The travel arranger will need to contact Risk@racp.edu.au.





Q. How do I make a claim for reimbursement of traveling expenses?

A: Please refer to [RACP Travel Policy and Guidelines.pdf](#)

Q. When can I book for a business class?

A: If you're flying 6hours (or more) per leg of flights, you're eligible for business class seats.

Locomote symbols/icons index:

	Locomote support chatbox	Users can use this chatbox to speak directly with the locomote team about any issues they're having on the locomote platform. Located on the bottom left corner of your screen. Ex: profile issues, platform system error, booking request not submitting,
	No baggage included	This icon shows during the flight selection process. Selecting a flight with this icon, means no check-in bags included. Only carry-on is allowed. Carry-on weight limit is max 7kg.
	Preferred	This shows on some flights and accommodation.
	Exceed maximum permitted rate	This shows on accommodation that exceed our policy allowance.