Click Travel

Partner and Council Member FAQ's

❓ Will I need a Sage number to make a booking?

No Sage number is required. Please contact travel@hcpc-uk.org if you do not receive log in details within 5 days.

❓ What is bill-back?

Bill back is a method of payment which is used by HCPC and Click travel to pay for hotel accommodation. Each booking generates a unique credit card number which is sent to the hotel. This also attached to your booking confirmation. The hotel will which this card paying for the booking. As it is a unique number, if it is used for anything else it is easy identifiable.

❓ What are the custom fields?

These are fields which helps the finance department allocate the cost against the correct department and expenditure.

❓ What do I do if I need help?

Your first port of call is the on-line chat. This is available from the log in screen and all the way through your booking. There is also help guidance and videos available.

❓ Am I able to book a train / air fare and hotel all in one booking?

No – train, air and hotel bookings must be done separately. However, by doing this you are then able to amend or cancel your booking.

❓ How can I view my bookings?

All your bookings or bookings done on your behalf can be viewed on the travel cloud dashboard. This can also be viewed on a smartphone or tablet. If you arrive at a hotel and they do not have your booking, log onto travel cloud and show them your booking. You can also show them the credit card for the booking.

❓ How many rooms can I book?

You can book up to 8 rooms per night. Premier Inn will only book a maximum of 4 rooms per night.

Video Guidance

A number of short help videos are available:

👤 Signing into Travel Cloud

Hotel bookings through Travel Cloud:
➕ Hotel booking
📝 Hotel Change request
❌ Hotel Cancellation request

Rail bookings through Travel Cloud:
➕ Rail booking
📝 Rail change request
❌ Rail cancellation request

Flight bookings through Travel Cloud:
➕ Flight booking

Help

Click Travel

🌐 **Online help -** Click here to find online help

💬 **Live Chat -** You can access live chat via the main travel cloud login screen

HCPC

Email: travel@hcpc-uk.org

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