Your home screen is the central hub for your travel bookings. Select your product, book on behalf of, find recent searches, browse notifications or manage your bookings.

The Go2Book home page adapts to the booker, so the more you use it the more personalised it becomes.

You will also manage your personal details via the home page, simply click on your email address at the top of the page.
After clicking on your email address, you will be taken to the admin section of Go2Book.

Here you can check and amend your personal details including your name, address, date of birth, email, contact number and emergency contacts.
Preferences allows you to add specific requirements to the system related to your mode of travel.

For example, you can add your preferred direction of travel for rail seating and any special requirements for air travel.

You can also store important information such as employee number, cost centre and business purpose for travel.
Documents and Loyalty

Documents and loyalty is where passport information, visa details and notes, and loyalty information is kept.
Help and Extras

Help and extras contains any contact information for Clarity including your online team, support and refund information.

You can also download user guides (such as this one your reading now!) and view any related video reference guides.
Basket Manager

Basket manager is a quick access area to any upcoming, unbooked and past travel bookings.

With the relevant admin rights you are also able to search for bookings made by other members of your organisation.
Go2Book guide to booking a flight
Flight Search

When searching for a flight, you are met with a simplified search screen designed to get you to the results screen in the fewest possible clicks.

Booking a frequent journey? Simply add it to your favourites for quick access when booking a future journey.

More options provides additional choice with negotiated fares, flexible or restricted fares and the ability to select a preferred airline when searching.
One of the first things you’ll notice when the flight results load is a full, clean and easy to understand flight matrix of all available providers and the number of stops (unless direct flight selected on the flight search screen).

The matrix also tags and highlights the cheapest option to provide a quick reference if you’re in a hurry.
Results are paginated for improved speed, defaulted by price from cheapest first.

Preferred airlines are marked with a star and out of policy fares are marked with an orange exclamation icon.

Filters on the left allow you to break down the results by price, duration, flight times, policy, flight number and more.
Flight Results – more fares

Click on the more fares button to provide a list view of the various fares available including class, baggage and fare rules.

Once you’ve selected a fare, click the basket icon to add it to your basket or book now.
Once the fare is added to your basket you are able to save it for later or begin the booking process.

Before you proceed, double check the times, dates and price.
Flight – add passenger

The first step when booking the flight is the passenger select screen.

Here you can add your details (taken from your profile) or add another company user. You can search via email, surname or employee number.

Don’t forget to check the box to confirm the passenger details match the passport.
The booking details screen is split into a few quick segments, which can be skipped if not applicable to the journey.

Special requests captures any special requirements for the flight and meal and seating preferences when possible.
To add your frequent flyer number, simply select your airline membership club from the dropdown and add your frequent flyer number.

Your passport information should pull through from your profile. If you haven’t added the details, please fill them in on the page.
Flight – confirm booking

Once the details are added, confirm your booking.
Flight – confirm booking

You will then be taken to a screen confirming your booking and providing a reference. You will then receive your Trip Planner confirmation email.

You will able to given links to download our interactive itinerary mobile app, Go2Mobile.
Go2Book guide to booking a rail journey
Train Search

When booking your train journey the default search will be for National Rail, although you can quickly change to Airport Express using the radio button at the top of the search section.

More options allows you to select a number of options including disable auto discounts, prioritise by price, open return and whether you would like to apply a railcard / concessions to the booking.
London Underground

The search function also allows you to open up a map of the London Underground in a new tab which can be saved to access offline.
Train Results

Rail results are displayed with the cheapest ticket first.

Calling points can be displayed by clicking on the ‘Direct + time’ link.

Split ticketing will appear automatically on available routes.
Once you’ve identified a suitable fare, click on it to add it to the basket at the bottom of the screen.

To remove a fare from the basket, simply click it again.
Fare rules are available in the basket for both the outbound and return legs of the journey.
If the rail fare is out of policy, you will be asked to add a booking reason from a drop down list.

This pop up appears for all out of policy bookings across air, hotel, rail and parking.
Once the fare is added to your basket you are able to save it for later or begin booking.

Before you proceed, double check the times, dates and price.
Train Results – add passenger

Before proceeding you need to add the passenger details.

Here you can add your details (taken from your profile) or add another company user. You can search via email, surname or employee number.
Train Results – seat selection

Next, you can select your seat for the journey (on available routes) based on the direction of travel, location and position.

You can also select special preferences such as near plug sockets, toilets or luggage racks.
Train Results – business purpose

When completing your details in the booking screen you will need to add the purpose of your journey.

You can select this from the drop down box provided.
Train Results – ticket queue

Select your method of delivery from the ticket queue.

Select from fast ticket collection from the station of your choice, mobile ticketing or self print ticketing.
Train Results – add passenger

Before completing the booking, confirm your seat selections on the outbound and return legs of your journey.

If you are unhappy with your selection you can check the change seat selection box to be reallocated.
You will then be taken to a screen confirming your booking and providing a reference. You will then receive your Trip Planner confirmation email.

You will able to given links to download our interactive itinerary mobile app, Go2Mobile.