FCM HUB – Traveller User Guide

Mandatory profile information

When you first log in you may find some mandatory profile information is missing. Look out for the alert at the top of the page and update any missing details in the relevant section. Should the mandatory missing profile information not be updated you will not be allowed to proceed with making a booking. You will not be able to access the online booking platform.

Key profile information

It is important to always ensure your profile information is complete and correct. This must be done before you make your first booking. You must also update any changes (such as contact details or passport details) if and when they change.

There are 4 main areas to check when you first log in to HUB:

- Personal
- Contact info
- Membership numbers
- Passport/Visa

The following pages will explain what to check, and why, in each of these sections.
Personal

Your Legal Name MUST match what is shown in your travel documents (e.g. passport or national ID card).

This is the information that will be displayed on your travel documentation. It is the traveller’s/travel arranger’s responsibility to check their personal details are correct before making a booking.

Your gender and date of birth MUST be added to your profile before you proceed. This information is required by certain countries and airlines prior to travel.

Other useful areas are listed below.

Contact info

Make sure your contact details are always up-to-date. This is important so you receive important information such as changes or emergencies whilst travelling.
**Membership numbers**

Store your loyalty program details here to have them automatically added to your bookings, allowing you to take advantage of the benefits that go with your membership.

**Passport/Visa**

Storing passport details is very useful for two reasons:

- Details are automatically added to bookings for countries who require this before travel.
- A warning will be triggered on your homepage when your passport is within 6 months of expiry.