

**COMPUTER CLUB**  
(www.wvsc.cc)  
**MINUTES**

**WVSC**  
**Computer Club**

**25 February, 2009**



**West Vancouver Seniors' Activity Centre  
Computer Club**

Maureen opened the meeting at 1:15 pm and welcomed guests and new visitors. She noted the \$2.00 drop in fee which goes to the Seniors Centre and the \$5:00 annual fee to the Club for new and returning members.

**Announcements**

Maureen introduced Helen Canvin from BCAA presenting 'Booking Travel Online 101' – some of the advantages and cautions around travel planning using the web.

**Presentation**

Helen described the changes that have taken place in travel planning and booking arrangements particularly over the last 10 years including:

- Personal discussion/interaction service vs. automated kiosks and technology applications
- Reduced fare costs, but major expansion of fees/taxes/surcharges
- Expansion of destination options
- Expansion of cruising
- Expansion of all-inclusive resorts
- An abundance of information from which is becoming hard to choose confidently.
- Over-arching security issues

She discussed the range of options around research on-line and procedures:

- For airline flight bookings and multitude of ticket price options and availability
- Resort and hotel room bookings
- The rate of change of costs information
- Holiday options – the sun packages vs. adventure packages
- Car rentals – risks and cautions
- Comparing costs – prices and availability change rapidly
- Cancellation charges

Helen noted that with the increasing security requirements, it is vitally important that personal data which is increasingly required for airline flight bookings is completely accurate – spelling of names, nationality, passport data etc. She noted the new travel requirements which are required for entry into the USA.

She demonstrated the versatility of the BCAA website [www.bcaa.com](http://www.bcaa.com) and outlined the links to other third party sites. She noted that the most reputable sites also offer phone customer service.

Some of the other third party sites which provide very helpful information include:

[www.tripadvisor.com](http://www.tripadvisor.com)

[www.cruisecritic.com](http://www.cruisecritic.com)

[www.seatguru.com](http://www.seatguru.com)

[www.timeanddate.com](http://www.timeanddate.com)

[www.worldairportguide.com/airport](http://www.worldairportguide.com/airport)

[www.voltagevalet.com/idx.html](http://www.voltagevalet.com/idx.html)

[www.bringyourpet.com](http://www.bringyourpet.com)

Helen responded to a wide range of questions from members and observed that a good guideline is, *'if you don't know who you are booking with, don't book it'*

Maureen thanked Helen for her very interesting presentation and everyone for their participation and meeting closed at about 3:15pm. Helen's PowerPoint presentation is available on the Club website

### **Next Meeting**

Wednesday 4 March 2009 at 1:15 pm

*Peter Thompson*