



Status of my reservation

Elisabeth - 2022-04-20 - My Booking

Need to check the status of your booking, your flight details or your luggage allowance? No sooner said than done!

You can now easily access all your travel details online. Whenever and wherever you want! Just access to your itinerary through our website or here: <https://viewtrip.sky-tours.com/> with your Sky-tours booking number and last name in the booking.

Once you have opened your booking on our website, you will see the status of your booking, which can be one of the following:

- **Issued:** Congrats! You are ready to fly! You just need to print your booking confirmation email and proceed with your check-in.
- **Processing:** You're almost there! We may need some more time to process your booking, either because the booking is still being verified by the Internet Fraud Prevention Department or you have requested a special service that needs confirmation from the airline or because of your payment still being processed. Don't worry, you don't need to contact us or make a new booking, we will get in touch with you within 24 hours to give you a final update.
- **Booking canceled:** Oops, it seems that something didn't go as expected. We may have experienced problems when processing your payment or issuing your ticket. If this ever happens, we will send you an email with clear instructions.

If there's been a schedule change on your booking, the following sentence will appear at Sky-tours Trip Viewer:

"ViewTrip has recognized a flight schedule change; therefore, unable to display your itinerary, please contact our support service."

In this case, please contact our customer support immediately and they will guide you through.