



P-ARTICIPATION  
H-ONESTY  
A-WARENESS  
R-ESPECT, RESPONSIBILITY  
A-CCEPTANCE  
O-PENNESS  
H-UMOR

<b>ACCEPTING/RECEIVING CARRIER</b>	is the carrier on which the passengers departs from the connecting point, e., SQ076/PR102
<b>ARRIVING OR LANDING PASSENGERS</b>	Passengers who land at their point of destination
<b>BAGGAGE</b>	Articles, effects and other personal property of a passenger which are necessary for wear, use, comfort or convenience in connecting with his trip.
<b>BOARDING POINT</b>	The point at which the passenger is scheduled to embark on a flight of the boarding airline.
<b>BOOKING OR RESERVATION</b>	The accommodation held for a passenger on a given flight.
<b>CABIN / HANDCARRY BAGGAGE</b>	Baggage hand carried by the passengers unto the aircraft cabin. This comprises all personal articles other than the allowed carry-on items needed by the passenger during flight.
<b>CANCELLED FLIGHT</b>	A flight that will definitely not depart or arrive as scheduled on that day.
<b>CARRIAGE</b>	means transportation of persons or property by air, with or without remuneration, including all incidental services.
<b>CARRIER</b>	Pertains to the airline, e.g., Philippine Airlines, Inc.
<b>CHECKED BAGGAGE</b>	That part of the passenger's baggage which PAL takes soles custody of during carriage and for which it has issued a baggage claim check.
<b>CONDITIONS OF CARRIAGE</b>	means applicable laws, regulations, procedures and restrictions that govern the transport of passengers / items by air.
<b>CONJUNCTION TICKET</b>	means two or more tickets concurrently issued to a passenger and together constitute a single contract of carriage.

<b>CONNECTING POINT</b>	<p>is the station en route where the passenger has to change aircraft either with the same airline or with a different airline.</p> <p>e.g., PR307 / PR104</p> <p>HKG/MNL/SFO</p>
<b>CREeping DELAY</b>	<p>A delay which last more than an hour from the published departure time and the exact departure time cannot be ascertained.</p>
<b>CREW BAGGAGE</b>	<p>Standard regulation equipment issued by the company to flight deck and cabin crew, the contents of which are limited to clothing, personal effects and other items which are reasonably necessary in the performance of the functions for the duration of their assignment.</p>
<b>CUSTOMS AREA</b>	<p>Where passengers declare the contents and value of their baggage and other things they brought into the country. Passengers are asked to fill out the Customs Declaration form. They can also declare verbally to the Customs examiners the contents of their baggage.</p>
<b>DELAYED FLIGHT</b>	<p>A fight that is unable to depart or arrive as scheduled and will be re-scheduled at the later time.</p>
<b>DELIVERING AIRLINE</b>	<p>The airline on whose flight a passenger will travel to an interline point, stopover point or gap.</p>
<b>DENIED BOARDING COMPENSATION</b>	<p>is the amount payable to passengers holding a confirmed reservation on a flight to which they were denied access due to oversale.</p>
<b>DENIED BOARDING PASSENGER</b>	<p>A passenger who was not able to take the flight due to unavailability of space inspite of having a confirmed reservation of that flight.</p>
<b>DEPAINING POINT</b>	<p>The point at which the passenger is scheduled to disembark from a flight of the boarding airline.</p>
<b>DEPORTEE</b>	<p>A person who has entered a country (either legally or illegally) and who now has been formally ordered by the authorities to be removed from that country.</p>

<b>DESTINATION</b>	means the ultimate stopping space of the passenger according to the contract of carriage.
<b>DIRECT TRANSIT PASSENGER</b>	A passenger who arrives on one flight and departs on the same aircraft and / or flight.
<b>DIVERTED FLIGHT</b>	Refers to a flight that deviates from the published route and as a result, returns to the airport of origin or lands in an alternate airport other than its airport of destination.
<b>FIRST RIDER</b>	is a passenger taking a flight for the first time.
<b>GROUP</b>	when used in the Interline Reservation context means 10 or more passengers, excluding infants, travelling together.
<b>IMMIGRATION AREA</b>	where passengers present to Immigration Officers their passports, visas, E/D (embarkation or departure cards) and other documents.
<b>INADMISSABLE PASSENGER</b>	A passenger who has arrived in a country on a flight but is refused admission by the authorities of that country.
<b>INCAPACITATED PASSENGER</b>	A passenger whose physical, medical, or mental condition requires individual attention (on embarking, disembarking, during flight, in an emergency evacuation or during ground handling) which is not normally extended to other passengers.
<b>INFANT</b>	A minor less than two years of age.
<b>INTRA-CONFERENCE CARRIAGE</b>	Carriage within the same traffic conference.  e.g., PR898 from TC3-MNL to TC3-TPE  PR210 from TC3-SYD to TC3-MNL
<b>INTER-CONFERENCE CARRIAGE</b>	Carriage from one traffic conference or area to another.  e.g., PR105 from TC1-SFO to TC3-MNL  TW002 from TC1-NYC to TC2-LON

<b>INTERLINE</b>	Used in conjunction with another word to describe anything involving two or more airlines (not 'INTERCHANGE FLIGHT') e.g., interline itinerary, interline reservation, interline point, interline transaction, etc.
<b>INVOLUNTARY RE-ROUTING</b>	A change in the passenger's itinerary brought about by flight disruptions.
<b>ITINERARY</b>	The sum of all portions of a passenger's journey, from the beginning to the end, even though separated by a gap or gaps.
<b>LOCAL PASSENGER</b>	A passenger who is in contact with the local office of an airline, either directly, through another person, through a travel agent, or through the local office of another airline.
<b>LEFT BEHIND PASSENGER</b>	Refers to a passenger who presents himself for check-in at the airport on the day of the departure but is unable to board the aircraft.
<b>MAAS PASSENGER</b>	Passengers who need to be met and assisted upon arrival due to some special assistance they need.
<b>MISCELANEOUS CHARGES ORDER (MCO)</b>	Any accountable document issued by an airline requesting issue of an appropriate Passenger Ticket and Baggage Check or revision of services to the person named in such document, i.e., PTA transaction.
<b>MISCONNECTION</b>	A passenger who due to the late arrival or non-operation of his / her original delivering flight, arrives at the interline point by his original delivering flight, a alternative flight or surface transportation, too late to board his / her original receiving flight.
<b>MISCONNECTED PASSENGER</b>	<p>A passenger who arrives at a station after his connecting flight has departed. He will have to either:</p> <ul style="list-style-type: none"><li>● wait for the next available flight or</li><li>● be booked on another airline's flight</li></ul>

**MISROUTED PASSENGER**

A passenger who erroneously boards the wrong plane and takes the flight up to the destination of that plane. He is expected to inform the airline representative, usually the CSA of the mistake and will want to:

- proceed to his destination from the misrouted station
- will accept to be returned to his original station

**NO RECORD PASSENGER**

A passenger who presents a ticket indicating reserved space by the boarding airline has no record of ever having confirmed, or received a reservation, for that space.

**NO-SHOW PASSENGER**

A passenger who fails to join a flight on which he / she holds reserved space for reasons other than misconnection.

**ON-LINE OR INTRALINE**

Used in conjunction with another word to describe anything involving carriage on the services of a single carrier, e.g., on-line itinerary, on-line reservation, on-line connection, etc.

**ORIGINATING AIRLINE**

The airline transporting the passenger over the first portion of an itinerary.

**OVERBOOKING**

The situation which exists when more seats have been reserved on a flight than are allowable for sale.

**OVERSALE**

The situation which occurs when a passenger, who has a valid ticket indicating a first reservation or of whom the airline has a positive reservations record, is not accommodated when the flight departs, or is carried but not in the accommodation reserved.

**PASSENGER**

is any person, except member of the crew, carried or to be carried in an aircraft with the consent of the carrier.

**PASSENGER NAME RECORD (PNR)**

A record of each passenger's travel requirements which contains all information necessary to enable reservations to be processed and controlled by the booking and participating airline.



<b>PLANNED/ANTICIPATED DELAY</b>	When the delay is known (12) hours or more prior to the estimated time of departure of the flight.
<b>PREPAID TICKET ADVICE (PTA)</b>	The notification by teletype, commercial wire or mail, that a person in one city has requested issuance of prepaid transportation, as advised in the PTA, to a person in another city.
<b>QUARANTINE</b>	Area where CAA doctors check the health cards of passengers to see if they have the necessary shots or vaccinations.
<b>REROUTED / DIVERTED FLIGHTS</b>	A flight that had to make an unscheduled stop in a place not included in its flight route.
<b>RETURN FLIGHT</b>	A flight which did not continue its journey and instead returned to ramp. This may either be reset to depart at a later time unless it is canceled.
<b>RETURNING RESIDENT</b>	Passenger who temporarily stayed abroad either for visiting purposes, business or working contracts and are returning to resume their residency.
<b>SHIP'S CREW / SEAMEN</b>	is a passenger travelling and seeking admission in a country only to join a vessel docked in that country.
<b>STANDBY BAGGAGE</b>	Baggage awaiting acceptance for carriage due to overbooked flight of voluming out of cargo hold due to excessive checked baggage.
<b>STANDBY OR GO SHOW</b>	A potential revenue passenger who presents himself / herself at a designated check-in location and who is prepared to travel if space is available.
<b>STOPOVER</b>	A deliberate interruption of a journey by a passenger, at the point between the place of original departure and place of destination which was agreed to in advance by the airline.
<b>STRETCHER PASSENGER</b>	A passenger who is unable to travel in a cabin seat and must be accommodated in the aircraft in a horizontal position.

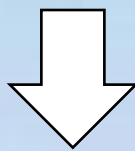
<b>TRANSFER PASSENGER</b>	A passenger who arrives on one flight to connect to another flight.
<b>A. IMMEDIATE CONNECTING PASSENGER</b>	A Transfer passenger who arrives within two hours before ETD of his connecting flight.
<b>B. STAY-IN PASSENGER</b>	A Transfer passenger who arrives from 2 to 6 hours before ETD of his connecting flight. Such passenger shall not be landed and remains at the airport terminal premises only.
<b>C. WASH- UP PASSENGER</b>	A Transfer passenger who arrives more than 6 hours before ETD of his connecting flight but departs within the same day. Such passenger shall be landed and provided wash-up and meals at a designated hotel (except for a restricted national).
<b>D. LAYOVER PASSENGER</b>	A Transfer passenger whose connecting flight departs on the following day from his arrival. Such passenger shall be landed and accommodated at a designated hotel (except for a restricted national).
<b>NON RESTRICTED NATIONAL</b>	A passenger who is allowed entry into the Philippines for a stay of 21 days or more without a visa approval provided holding onward tickets.
<b>RESTRICTED NATIONAL</b>	A passenger who is not allowed to enter the Philippines without a valid visa.
<b>TRANSIT PASSENGER</b>	A passenger who stays in a place temporarily to connect to another flight for his final destination.
<b>TRANSIT WITHOUT VISA PASSENGER</b>	is a transiting passenger who is continuing his journey to a third country, even when a change of airline is involved, without requiring a visa for such passenger provided the conditions of the particular country on transiting without visa are adhered to.
<b>UNACCOMPANIED MINOR</b>	is a passenger who is three months of age to below 12 years who is not in the custody of one who is at least 12 years old.
<b>UNCHECKED BAGGAGE</b>	Baggage of which the passenger retains custody.







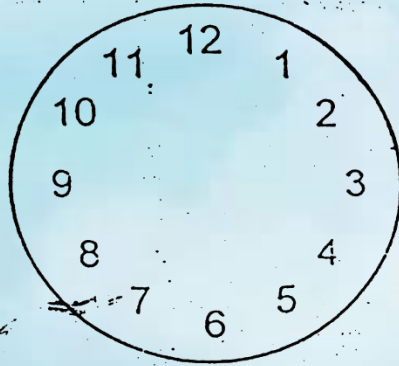
ARRIVAL  
BAGGAGE CAROUSEL  
CUSTOMS AREA



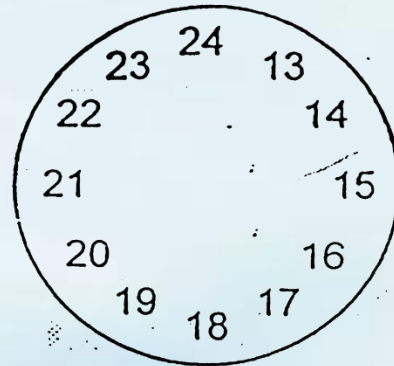


**Philippine Airlines**

24-HOUR CLOCK



a.m.



p.m.

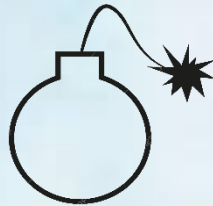
**CIVILIAN TIME**

12:01 am  
1:00 am  
6:30 am  
11:00 am  
11:59 am  
12:00 noon  
12:01 pm  
1:00 pm  
5:30 pm  
11:00 pm  
11:59 pm  
12:00 pm

**24-HOUR CLOCK**

0001H  
0100H  
0630H  
1100H  
1159H  
1200H  
1201H  
1300H  
1830H  
2300H  
2359H  
2400H

## GENERAL GUIDELINES ON PASSENGER ACCEPTANCE

**Safety**

To ensure that the passenger may not cause hazard to himself, other passengers, crew, aircraft and its load.

**Legality**

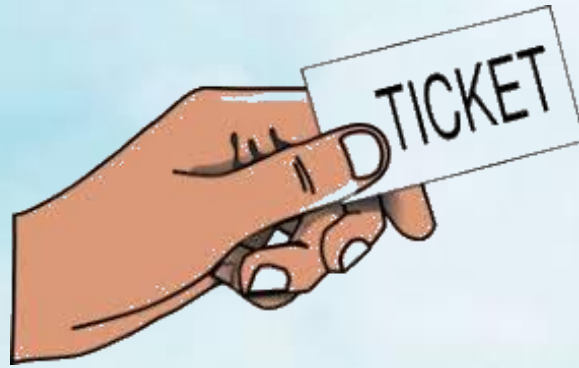
To prevent violations of pertinent laws, regulations and decrees of country/state incoming in, going through or out of that country.

**Conduct, Age, Physical Mental State**

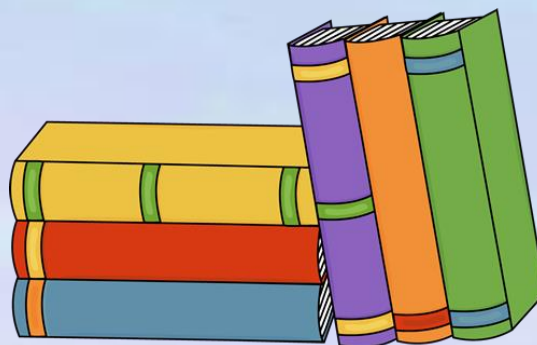
To provide special assistance so as to avoid discomfort to himself and objections from other passengers.



To establish a smooth flow of operation within and among the airlines, the passenger must comply with company requirements.



1. A TICKET SHOULD BE VALID
2. ONE PASSENGER, ONE TICKET
3. A TICKET IS NON-TRANSFERABLE
4. A TICKET SHOULD NOT BE ALTERED
5. A TICKET SHOULD NOT BE MUTILATED
6. TICKETS ISSUED IN CONJUNCTION SHOULD HAVE CONSECUTIVE NUMBERS.







**DEFINITION**

The PASSENGER TICKET is a printed document issued by the carrier that serves as a contract of carriage between the carrier and the passenger. It authorized carriage of both passenger and his baggage between the points named and via routing indicated. It also shows the class of service, carrier (s), flight number (s), date (s) of travel and all conditions of the contract of carriage.

It is an accountable form and a flight pass on a certain airline services. It is also a passenger's official receipt of the money paid the ticket issuing office. Therefore, a ticket is a very important form and it must be completed with utmost precision. Entries must be understood by the airline staff, general sales agents and travel agents worldwide. Erroneous entries may result not only in passenger inconvenience, but in certain cases, legal suits and revenue losses for the issuing airline.

**PARTS OF THE TICKET**

Generally, a ticket is composed of the following:

TICKET JACKET (front and back covers of the jacket)

AUDIT COUPON (green colored coupon)

AGENTS COUPON (pink coupon)

FLIGHT COUPONS (beige and blue colored coupon (s))

PASSENGER COUPON (white colored coupon)

INFORMATION PAGES (pages containing information relevant to the passenger travel)



**Philippine Airlines**

079:4440:211:201:6

**Passenger Ticket and Baggage Check**  
Issued by Philippine Airlines, Inc. Manila. Member of International Air Transport Association. Attention is drawn to the Conditions of Contract and Notices printed inside this ticket.

**FRONT COVER**

- 1) Emblem and name of the issuing carrier
- 2) Type of traffic document (i.e. "Passenger Ticket and Baggage Check")
- 3) Address of the issuing carrier and its affiliation (e.g. "Member of International Air Transport Association (IATA)")
- 4) Number of the traffic document which is composed of the:
  - NUMERIC CODE of the issuing carrier (e.g. 079 for PAL)
  - FORM AND SERIAL NUMBER
  - CHECK DIGIT which comes right after the serial number of the ticket, offset to the right. This is also used for accounting purposes. It does not form part of the ticket number as the check digit may vary from one flight coupon to another.

**AUDIT COUPON**

This is the coupon actually field by the Ticket Agent. This coupon, (like the Agent and Passenger coupon) is carbon backed such that all the original entries or details of the transaction are going to be reflected on all succeeding coupons all the way down to the passenger coupon.

Color code: GREEN

**AGENT COUPON**

This coupon is for the issuing office. It is detached after the ticket completion and is retained by the issuing office. It is not good for passage.

Color code: PINK

**FLIGHT COUPON**

The flight coupon (s) contain the passenger's liability and each coupon is valid for travel only between the points outlined in heavy rule in the Good for Passage area of the ticket. These coupons are left in the ticket pass. Flight coupons must be submitted in sequence.

Color code: BUFF WITH TINTS OF BLUE



**PASSENGER COUPON**

The passenger coupon is printed on the inside back cover of the ticket. It constitutes the passenger's written evidence of the contract of carriage. It is retained by the passenger after the completion of the journey. It is merely a record for the passenger and is not good for passage.

➔ **ADDITIONAL INFORMATION PAGES**

Philippine Airlines' tickets also contain a number of additional pages preceding the Audit Coupon such as:

- ✓ Reconfirmation requirements
- ✓ Conditions of Contract (extract from the Warsaw Convention)
- ✓ Advice to International Passengers on Limitation of Liability
- ✓ Notice of Baggage Liability Limitations
- ✓ Special Condition Applicable to Carriage on Philippine Airlines
- ✓ General Information on Carriage of Dangerous Goods
- ✓ Free Baggage Allowances and Acceptable Cabin Baggage
- ✓ Conditions of Carriage for Travel wholly within the Philippines
- ✓ CAB Economic Regulation No.7



## Ticket Coupons

The coupons and number of boxes on the tickets are all the same, only the lay-out of the tickets may differ.

When you have an issued ticket, you only see the flight coupons and the passenger coupon. The audit coupon, agent coupon and the credit card charge form have already been removed for the records of the issuing office.

The flight coupons are good for the passage between the points outline in heavy rule or in green sections. Each ticket has four flight coupons this means that a ticket can be used for four different flights. If the trip consist of more than four flights, a second conjunction ticket is issued. For a trip of two flights only, the third and fourth coupons are voided and removed by the issuing office. The flight coupons can only be used for travel in the order 1-2-3-4.

The last coupon or the back cover is the passenger coupon.

This is a copy of the contract and should be kept by the passenger until the end of the trip.

**Box**
**Entry Required**

- 1) Enter the passenger's surname (family name) followed by an oblique, the given (first) name and, optionally, the title. When the given (first) name is not available or there is insufficient space on the ticket, the given (first) name may be replaced by the initials
- 2) Enter the passenger's itinerary. If no stopover is made, enter "X" preceding the city name, in the "X/O" column if such exists on the ticket. If the ticket includes more coupons than required enter "VOID" in the appropriate boxes of the unused coupons
- 3) Enter official two-character/three-letter carrier designator
- 4) Enter flight number followed by the applicable RBD
- 5) Enter scheduled date of departure in numeric followed by first three letters of month, e.g. 05MAR
- 6) Enter local departure time
- 7) Enter reservation status code
- 8) Enter codes representing the fare paid against the applicable segment. The prime code is followed, if necessary, by seasonal and/or fare type codes and/or passenger type codes, e.g. CH, AD, if applicable. There is a single box for the fare basis codes
- 9) Enter the earliest return date, if any, in the applicable box for each segment of the itinerary. Do not complete until a confirmed reservation has been entered on the ticket
- 10) Enter date by which travel must be commenced/completed for each segment of the Itinerary
- 11) Enter free baggage allowance as applicable to each segment of the journey
- 12) Insert the official tour code number in case of an Inclusive Tour on Bulk Inclusive Tour
- 13) Complete fare calculation when required
- 14) Enter applicable fare preceded by the currency code
- 15) Enter the amount of fare (excluding tax) and type of currency in which it is collected when payment is in a currency other than that shown in the fare box or other than that of the country of sale
- 16) Enter amount(s) of tax(es), fee(s) or charge(s)
- 17) Enter sum of fare and tax(es), fee(s) or charge(s) in the currency collected
- 18) Enter appropriate form of payment code(s). When issuing a ticket in exchange, enter the new form of payment, if applicable, followed by the code(s) from the previous document. (For credit card enter "CC" only)
- 19) Enter the journey origin and destination city codes. On the right hand side of this box enter the International Safe Indicator – SITI, SOTO, SOTI OR SITO
- 20) Enter document number of all ticket(s) issued to cover passenger's complete itinerary
- 21) Enter form and serial number of document being exchanged
- 22) Enter number of the original document and place and date (including year) of issue. Enter agent's numeric code (if any) of the original document
- 23) Use for endorsing ticket recording special ticket restrictions/information and showing requested flight when necessary
- 24) Validate with a validator or machine printer
- 25) Enter airline data in accordance with carrier's instructions
- 26) This box is completed when an imprinter with a date wheel is used





**Philippine Airlines**

FACSIMILE OF A MANUAL  
PASSENGER'S TICKET

FROM/TO		CARR		FARE CALD		Issued By <b>Philippine Airlines</b>		Passenger ticket and baggage check Subject to conditions of contract in the back		ORIGIN/DESTINATION (19)		BOOKING REFERENCE (25)		DATE AND PLACE OF ISSUE											
ENDORSEMENTS/RESTRICTIONS (23)						NAME OF PASSENGER (1)						NOT TRANSFERABLE		ISSUED IN EXCHANGE FOR (24)		AUDIT COUPON									
						CONSUMPTION TICKETS (20)						ORIGINAL AIRLINE FORM (22)						AGENT'S NUMERIC CODE		AGENT					
NO GOOD FOR PASSAGE						CARRIER (3)		FLIGHT/CLASS (4)		DATE (5)		TIME (6)		STATUS (7)		FARE BASIS (8)		NOT VALID BEFORE (9)		NOT VALID AFTER (10)		ALLOW (11)		BAGGAGE QUANTITY	
						FROM (2)		TO (12)		TOUR CODE (12)		ADDITIONAL ENDORSEMENTS/RESTRICTIONS (RANDOM)		FORM OF PAYMENT (18)											
TAX (15)						TAX (16)						TAX (17)													
TIME (14)						TIME (17)																			
TIME (17)																									


079 4107814686 3 0

4 0 0 7 9 4 1 1 0 7 8 1 4 6 8 6 3 0

1. A ticket which is completed manually

MUL AMB K 100 33 MUL KL 602 51		KLM Royal Dutch Airlines DECK / M MRS		MUL / MUL VOIRING 1	
10-16-53 MUL 725 14		DEM 1226 DEM 1238 30		DEM 1238 30	

## 2. A computer-printed ticket

ISSUED BY <b>BRITISH AIRWAYS P.L.C.</b>		CONJUNCTION TICKET		ORIGIN/DESTINATION <b>LNRLMR SITI</b>		EASTMAN TRAVEL						
ENDORSEMENTS/RESTRICTIONS (CARBON)		EXCHANGE/ISSUE AND LOGGING SHEET DATE OF ISSUE <b>10 DEC 96</b>		ISSUE DATA <b>2HE1AS/1G C</b>		AGENCY /GDSL						
PASSENGER NAME (NOT TRANSFERABLE) <b>WHYMAN/DNR</b>		<b>IATA</b>		ISSUED IN EXCHANGE FOR		LONDON GB						
						<b>91234474</b>						
X-NO GOOD FOR PASSAGE FROM		CARRIER	FLIGHT	CLASS	DATE	TIME	STATUS	FARE BASIS	NOT BEFORE	NOT AFTER	ALLOW	
LONDON		LHR	BA	123	K	17 DEC	1015	OK	YHPX2M	17 DEC	17 DEC	20K
DUBAI			KL	550	H	14 FEB	0345	OK	YHPX2M	14 FEB	14 FEB	20K
X	AMSTERDAM		BA	427	K	14 FEB	1015	OK	YHPX2M	14 FEB	14 FEB	20K
LONDON		LHR		VOID		VOID						
--VOID--		BAGGAGE CHECKED PCS UNCHECKED		WTS	UNCKD	PCS	WT	UNCKD	PCS	WT	UNCKD	PCS
FARE GBP824.00		FARE CALCULATION LON BA(RH)DXB M638.89YHPX2M KL X/AMS BA(RH)LON M638.89YHPX2M										
EQUIV FARE PD		2 NUC 1277.78 END ROEO.64486										
TAX GBP10.00GB												
TAX												
TAX												
TOTAL GBP834.00		PORT OF PAYMENT NONREF		APP. CODE		TOUR CODE						
AGENCY INFO 7733/36923		CFR		AIRLINE CODE		POSTERIOR SERIAL NUMBER		CK		ORIGINAL ISSUE		
STOCK CONTROL NUMBER 01234567891		2 125		1691753445		5 H						
												





**Philippine Airlines**

BASIC GROUND HANDLING SELF STUDY  
Passenger Service

### 3. An Automated Ticket and Boarding Pass (ATB)

ISSUED BY SWISSAIR NOT TRANSFERABLE		PASSENGER TICKET AND BAGGAGE CHECK ISSUED BY THE ISSUING OFFICE OF THE AIRLINE		SWISSAIR	
FLIGHT COUPON 3 of 4		TOWN CODE SITI		BOARDING PASS	
NAME OF TRAVEL AGENT SWISSAIR TOWN OFFICE / EVRICH		PLACE OF ISSUE ZRM		DATE OF ISSUE 07/1726354	
NAME OF PASSENGER PANC/SKRS		FARE BASIS 090GK/SR CRT		CLASS OF SERVICE Y	
CARRIER BANGKOK		FLIGHT SR 113		CLASS C	
DATE 23 JUN 1997		TIME 2320		OK	
CITY BANGKOK		CITY SITI		CITY BANGKOK	
CITY CHONGBA		CITY CHONGBA		CITY CHONGBA	
BY NOMIN/NOMINORN LTD /FC 19JAN97		ZRM SR (RM) SIN		ZRM SR (RM) SIN	
M2544.57CRT SQ BKK SR CVA SR (RM) XRM M2544.57CRT		M2544.57CRT		M2544.57CRT	
NWC 5889.14 RND R0X1.20472		SITI		SITI	
FARE CHF 6131.00		TAX CHF 28.00CH		TOTAL CHF 6159.00	
TOWN CODE 01234567891		CITY 3 085 2143459241 1		CITY 3 085 2143459241 1	
CITY C01726354		CITY C01726354		CITY C01726354	

### 4. An Electronic Ticket (E-Ticket)

**Jetstar Asia** Your Jetstar Asia Itinerary  
JetstarAsia.com

Jetstar Asia Airways Pte Ltd  
Level 11, Singapore Airlines Building  
PO Box 115  
Singapore 911154  
Reservations Tel: 6342 0000

**booking reference**

Passenger Name	Date	Class of Service
QZNLHQ	22 Jun 2005	Y

Name: ALEXANDER THEOCHARIS  
Address: SINGAPORE AIRLINES PTE LTD, SINGAPORE  
CHONG JIN L, SINGAPORE  
VIRAL SINGAPORE

**your itinerary**

Flight	Class	From	To
QZ801	Y	MANILA	SINGAPORE
QZ802	Y	SINGAPORE	MANILA

**receipts and payments**

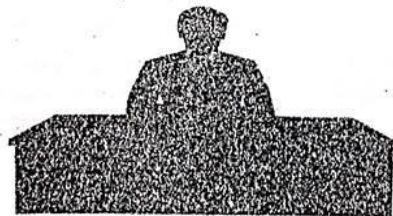
Description	Amount	Payment Method
Ticket Price	100.00	USD
Tax	8.00	USD
Total Price	108.00	USD

Electronic Tickets (E-Tickets) are travel tickets that allow someone to travel without carrying a paper ticket; usually purchased over the internet.

CONJUNCTION TICKET (Complete boxes 1 to 12 only.)

FROM/TO		CARR		FARE CALC		PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY		ORIGIN/DESTINATION		AIRLINE DATA		DATE AND PLACE OF ISSUE	
						SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET							
						ENDORSEMENTS/RESTRICTIONS (CARBON)						FLIGHT COUPON	
						NAME OF PASSENGER						NOT TRANSFERABLE ISSUED IN EXCHANGE FOR	
						CONJUNCTION TICKETS						ORIGINAL ISSUE	
						S/O: GOOD FOR PASSAGE BETWEEN POINTS OUTLINED						AGENT	
						CARRIER						FLIGHT CLASS	
						DATE						TIME	
						STATUS						FARE BASIS	
						NOT VALID BEFORE						NOT VALID AFTER	
						ALLOW						BAGGAGE ALLOWANCE	
						FROM						PCB	
						TO						PCB	
						TO						PCB	
						TO						PCB	
						TO						PCB	
						TOUR CODE						ADDITIONAL ENDORSEMENTS/RESTRICTIONS (CARBON)	
						EQUIV FARE PD						FORM OF PAYMENT	
						TAX						TAX	
						TAX						TAX	
						CPN						AIRLINE CODE	
						FORM						SERIAL NUMBER	
						CR							
						000 4434567890 6 □							
						DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE							

FROM/TO		CARR		FARE CALC		PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY		ORIGIN/DESTINATION		AIRLINE DATA		DATE AND PLACE OF ISSUE	
						SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET							
						ENDORSEMENTS/RESTRICTIONS (CARBON)						FLIGHT COUPON	
						NAME OF PASSENGER						NOT TRANSFERABLE ISSUED IN EXCHANGE FOR	
						CONJUNCTION TICKETS						ORIGINAL ISSUE	
						S/O: GOOD FOR PASSAGE BETWEEN POINTS OUTLINED						AGENT	
						CARRIER						FLIGHT CLASS	
						DATE						TIME	
						STATUS						FARE BASIS	
						NOT VALID BEFORE						NOT VALID AFTER	
						ALLOW						BAGGAGE ALLOWANCE	
						FROM						PCB	
						TO						PCB	
						TO						PCB	
						TO						PCB	
						TO						PCB	
						TOUR CODE						ADDITIONAL ENDORSEMENTS/RESTRICTIONS (CARBON)	
						EQUIV FARE PD						FORM OF PAYMENT	
						TAX						TAX	
						TAX						TAX	
						CPN						AIRLINE CODE	
						FORM						SERIAL NUMBER	
						CR							
						000 4434567891 0 □							
						DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE							





PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY		ORIGIN/DESTINATION		AIRLINE DATA		DATE AND PLACE OF ISSUE	
SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET		FRAPRA SITO		PR/63RCU2		MACHINE VALIDATED 1995	
ENDORSEMENTS/INSTRUCTIONS (CARBON)		COUPON					
NAME OF PASSENGER		NOT TRANSFERABLE		ISSUED IN EXCHANGE FOR			
MAGNO/MARIFE MRS.							
CONNECTION TICKETS		ORIGINAL ISSUE		AGENT'S NUMERIC CODE			
0004434567890/91							
NO: 0000 FOR PASSAGE BETWEEN PORTS OUTLINED		CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS
FROM	FRANKFURT	PR	730 Y	05 JUN	0840	OK	Y
TO	LONDON LGW/LHR	AZ	841 Y	24 JUN	1125	RQ	Y
TO	ROME FCO	TG	0	P	E	N	Y
TO	BANGKOK	PR	0	P	E	N	Y
TO	MANILA						
EQUIV FARE PD		TAX	TAX	TAX	FORM OF PAYMENT		
CPN		AIRLINE CODE	FORM	SERIAL NUMBER	CR		
000		4434567890		6		□	
DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE							

PASSENGER TICKET AND BAGGAGE CHECK - ISSUED BY		ORIGIN/DESTINATION		AIRLINE DATA		DATE AND PLACE OF ISSUE	
SUBJECT TO CONDITIONS OF CONTRACT IN THIS TICKET		FRAPRA SITO				MACHINE VALIDATED 1995	
ENDORSEMENTS/INSTRUCTIONS (CARBON)		COUPON					
NAME OF PASSENGER		NOT TRANSFERABLE		ISSUED IN EXCHANGE FOR			
MAGNO/MARIFE MRS							
CONNECTION TICKETS		ORIGINAL ISSUE		AGENT'S NUMERIC CODE			
0004434567890/91							
NO: 0000 FOR PASSAGE BETWEEN PORTS OUTLINED		CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS
FROM	MANILA	PR	0	P	E	N	Y
TO	FRANKFURT					VOID	
TO	VOID					VOID	
TO	VOID					VOID	
TO	VOID					VOID	
EQUIV FARE PD		TAX	TAX	TAX	FORM OF PAYMENT		
CPN		AIRLINE CODE	FORM	SERIAL NUMBER	CR		
000		4434567891		0		□	
DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE							





**PURPOSE**

The **Miscellaneous Charges Order (MCO)** may be issued to cover collections for such services as listed below but shall not be used for transmittal of funds only:

- Air or Surface Transportation
- Excess Baggage Charges
- Baggage Shipped as Cargo
- Land Arrangements or Inclusive Tours
- Car/Hire Rental
- Superior Air or Surface Accommodation
- Extra Fares
- Additional Collections in Connection with Upgrading or Under collections
- Taxes
- Deposits / Down Payments
- Refundable Balances
- Hotel Accommodations
- Collection for PTAs
- Charges to be collected for services (carrier-provided or not) for incapacitated passengers, e.g. oxygen, ambulance, special equipment
- Sleeper / Berth Surcharges
- Collection of Sundry Charges, e.g. a charge for a reservation or routing change

The MCO is provided in four versions: one, two, three or four exchange coupons in addition to the Audit Coupon, Agent Coupon and Passenger Coupon. Bar coding may be used to represent the document number, coupon number and check digit. An MCO shall be valid for one year from date of issue.

Issue a separate exchange coupon for each service and honoring party.

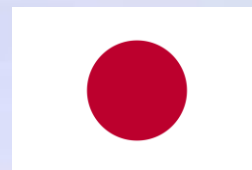
**BASIC TRAVEL DOCUMENT REQUIREMENTS**

- A. THE PASSENGER MUST HOLD A TICKET VALID FOR TRAVEL FROM POINT OF EMBARKATION TO THE SPECIFIED DESTINATION.
- B. THE PASSENGER MUST HOLD A PASSPORT VALID FOR ALL THE COUNTRIES TO OR THROUGH WHICH HE TRAVELS, UNLESS:
- An exemption to that effect is allowed by the country concerned.
  - He passes through a country without leaving the airport.
- C. THE PASSENGER MUST HOLD A VISA REQUIRED BY THE AUTHORITIES OF:
- The country of destination
  - The country of departure (if returning to this country)
  - The transit stations, unless he can comply with the TWOV conditions of the country concerned.

**NOTE:**

IN GENERAL, THE PERMISSION TO ENTER A COUNTRY WITHOUT A VISA IS BASED ON THE NATIONALITY AS SHOWN UNDER "NATIONALITY STATUS" IN HIS TRAVEL DOCUMENT AND NOT ON THE COUNTRY WHICH ISSUED HIS TRAVEL DOCUMENT.

- D. THE PASSENGER WHO JUST HAS BEEN FROM AN INFECTED AREA, MUST COMPLY WITH THE HEALTH REGULATIONS OF:
- The country of destination
  - The country of departure (if returning to this country)
  - The Transit Stations



**DEFINITION**

An official document issued by a competent public authority to nationals or to alien residents (mostly stateless persons) to be used for travel outside of the territorial domain of such country.

**FEATURES**

- A. Bears the nationality of the holder
- B. Indicates the identity (biographical data) of the passenger

**VALIDITY**

The validity of the passport depends on the requirements of the country issuing the passport. Normally it is for a period of so many years after date of issuance depending on the type of passport (e.g. Philippines – valid for 5 years and renewable).

**RESTRICTIONS**

Admission of passports/nationals depends of the restrictions established by a country towards the entry of such. Some restrictions in the passport prohibit the holder from travel to specified countries.

## TYPES OF PASSPORT

- A. **Normal or Regular Passport** – issued to ordinary citizens
- B. **Official, Special or Service Passport** – issued to government officials or other persons on government mission.
- C. **Diplomatic or Consular Passport** – Issued to Diplomatic, Consular and other government officials on missions entitling the bearer to diplomatic or consular status under International Laws and Customs
- D. **Alien Passport** – issued to alien residents of the issuing country.
- E. **Children's Identity Card** – issued to minors instead of a passport (e.g. Germany's *KINDER AUSWEIS*)
- F. **Joint Passport (Family Passport)** – issued to members of a family travelling together. For travel alone, the person named first in the passport may only use such Passports.
  - Husband and wife with or without children
  - Parent and one or more children
  - Two or more children
- G. **International Red Cross Passport**
- H. ***Laissez – Passer*** – issued by the United Nations

## OTHER DOCUMENTS IN LIEU OF A PASSPORT

- A. Certification of Identity
- B. Identification Card
- C. Travel Certificate
- D. Military I.D Card
- E. International Civil Aviation Organization (ICAO) Card – issued to crew members
- F. Seaman Discharge Book – issued to Merchant seamen with declaration of their Shipping Company that they are travelling on duty.

### Note:

The above mentioned documents may not always have the same legal effects as Passports do and are valid only for their limited countries and purposes. It is, therefore, necessary to find out whether such documents are recognized by the country of the passenger's destination and transit points, even if such documents bear an endorsement for such countries.

## DEFINITION

An entry in the passport, or other travel documents, made by a consular officer of a government to indicate that the passport holder has been granted authority to enter or re-enter the country concerned.

## FEATURES

The entry is stamped on the page of the passport and states the number of application or entry granted to the bearer, i.e., single, double or multiple.

## VALIDITY

The validity period varies according to the type of VISA granted. Validity expires after the visa is used for the number of times indicated or when the validity period has lapsed.

## RESTRICTIONS

- A. The bearer of a passport with a visa of a country is allowed to stay in that country for as long as stated.
- B. Some countries may issue visas which limit the stay of the passenger.
- C. Others require visas for transit passengers who land enroute to their destination,
- D. Others allow Transit Without Visa provided the passenger can show a ticket for onward / return journey and / or sufficient funds.

## TYPES OF VISA

### A. IMMIGRANT VISA

### B. NON-IMMIGRANT VISA

- 1. **Tourist Visa** – issued to those who travel for pleasure
- 2. **Traders Visa** – issued to those who travel mainly for business
- 3. **Student Visa** – issued to those who will take up further studies in the country concerned



**TYPES OF U.S. VISA**

- A. **Immigrant Visa** – those who wish to remain in the United States indefinitely
- B. **Non-Immigrant Visa** – those who wish to visit the United States for a limited for some particular reasons

**Notes:**

- ☼ A visa stamped on the page of one's passport is not a full guarantee for entry. The final consent to enter the country is up to the Immigration Authorities upon arrival.
- ☼ Unexpired Visa in an expired passport may be used provided the passenger also carries a valid passport for multiple entries.

**COUNTRIES WHICH DO NOT REQUIRE VISAS TO PHILIPPINE PASSPORT HOLDERS:**

BRAZIL	-	3 months
BRUNEI	-	14 days
FIJI ISLAND	-	4 months
HONGKONG	-	14 days
INDONESIA	-	60 days
ISRAEL	-	3 months
MALAYSIA	-	1 month
MOROCCO	-	3 months
NORTHERN MARIANAS	-	30 days
SINGAPORE	-	14 days
SRI LANKA	-	90 days
THAILAND	-	30 days

**Notes:**

- ☼ The only conditions to be met by the passenger (Philippine passport holders) is that they must have a valid document bound to a third country or returning back to the last point of embarkation.
- ☼ Confirmation of seats depends on the country concerned.

## DEFINITION

This is a document stating that the passenger has been vaccinated against diseases that need to be quarantined.

## FEATURES

- ◇ Bears the name, signature, sex and date of birth of the holder;
- ◇ Reflects the date of vaccination, signature of administering health officer and stamp of the health administration where inoculation is made.

## TYPES OF VACCINATION

### A. **Small Pox**

1. Primary Vaccination – 3 years beginning 8 days after successful vaccination.
2. Re-vaccination (within the 10-year period) – 10 years begins on the date of re-vaccination.

### B. **Yellow Fever**

1. Primary Vaccination – 10 years beginning 10 days after vaccination
2. Re-vaccination (within the 10-year period) – 10 years begins on the date of re-vaccination.

### C. **Cholera**

1. Primary Vaccination – 6 months beginning 6 days after injection.
2. Re-vaccination (within 6 months period) – 6 months begins on date of re-vaccination.



Government regulations is a course which embraces the study of laws imposed by various governments to regulate the entry and the exit of passengers to and from their respective countries. Such rules were formulated to protect the country's citizens, security, health, etc.

This study will impart to airline personnel the knowledge of existing rules governing documentation requirements for passage; proper steps in checking travel documents in order that such will conform with prescribed regulations.

There have been unnecessary expenditures and inconveniences suffered by carriers and passengers due to failure to comply with government regulations. Presumably due to ignorance of such rules or oversight on the part of the airline personnel.

## REPERCUSSIONS OF NON-COMPLIANCE

Following is a list of possible repercussions that may be brought about by violations of these regulations:



- Inconvenienced passengers
  - Surveillance
  - Quarantine
  - Unnecessary expenses



- Payment of fines by the airline



- Aircraft Impounded



- Quarantine of entire crew and passenger load



- Curtailment or total cancellation of commercial flights

AIRLINE OFFICE	SCOPE OF ENDORSEMENT
<b>ISSUING AIRLINE</b>  This is the airline whose name appears in the "Place of Issue" box of the passenger ticket.  Its traffic document may have been issued by the travel agent or its BSP plate has been used by the travel agent to validate the ticket.	May endorse the whole document or coupons thereof.
<b>ORIGINATING ISSUING AIRLINE</b>  This is the airline mentioned in the "Original Issue" box of the passenger ticket.  It may also be the carrier whose name (if different from the one whose ticket has been used) is shown in the validation box.	May endorse the whole document or coupons thereof.
<b>"CARRIER BOX" AIRLINE</b>  The carrier designated in the "Carrier" box of the flight coupon(s) concerned.	May endorse only the coupon(s) on which its code is shown.  When no carrier code has been reflected in the "Carrier" box of the flight coupon to be used, any airline is entitled to use that coupon without endorsement.