INTRODUCTION TO TRAVEL
CONCEPTS AND TERMINOLOGY
Reference Guide

Introduction

Welcome to the Introduction to Travel . This focuses on providing an overview of the travel industry, city, airlines, car, and hotel codes, 24-hour clock, trips, Computer Reservation Systems (CRSs), booking and ticketing overviews, airline policies, car information, hotel information, and travel considerations.

How did it all start ?

The evolution of our own organization, Sabre Holdings, gives us an insight into some of the basic technology components of the travel industry.

Fabulous 40's & 50's :

In this era an airline operated on very manual processes when it came to making reservations for the passengers on each of its flights. For example:
- The flight reservation itself was written onto 3" x 5" index cards, each card represented a flight.
- Reservations coming from different offices took 2-3 hours to reach the revolving card index via a teletype network
- For each reservation agent on the telephone another was required in the back office.
- The end to end task of looking for a flight, reserving a seat and then writing a ticket could take up to 3 hours in some cases!

If ever a mode of operation was crying out for technology it was this one!

Looking to the Future

In **1953** the President of **American Airlines** and a senior sales executive of **IBM** found themselves sat next to each other on a flight to New York.

From conversations on that flight there started a joint venture between AA and IBM with the aim of creating great efficiencies to some of the airlines antiquated manual processes.

Their idea of an automated **Airline Reservation System** (ARS) resulted in a 1959 venture known as the **Semi-Automated Business Research Environment** (SABRE) being launched the following year.

By the time the network was completed in December 1964, Sabre was the largest civil data processing system in the world.

The system solution grew quickly to encompass the management of many operational aspects of the airline including reservations, inventory management, ticketing etc.

Originally used only by American Airlines, the system was expanded to Travel Agents in 1976. The system now connects travel agents and consumers with more than 400 airlines, 76000 hotels, 28 car rental companies, 13 cruise lines and growing!

What is Travel?

So, what do you understand by the term '**Travel**'?

In very simple terms it purely means 'going from one pace to another' or It is the mode of going from the **origin** to the **destination** by air, land or water.

The Big Picture

Lets start getting an understanding of the components that make up the Travel Industry. From the image below you can see its broken down into 3 segments.
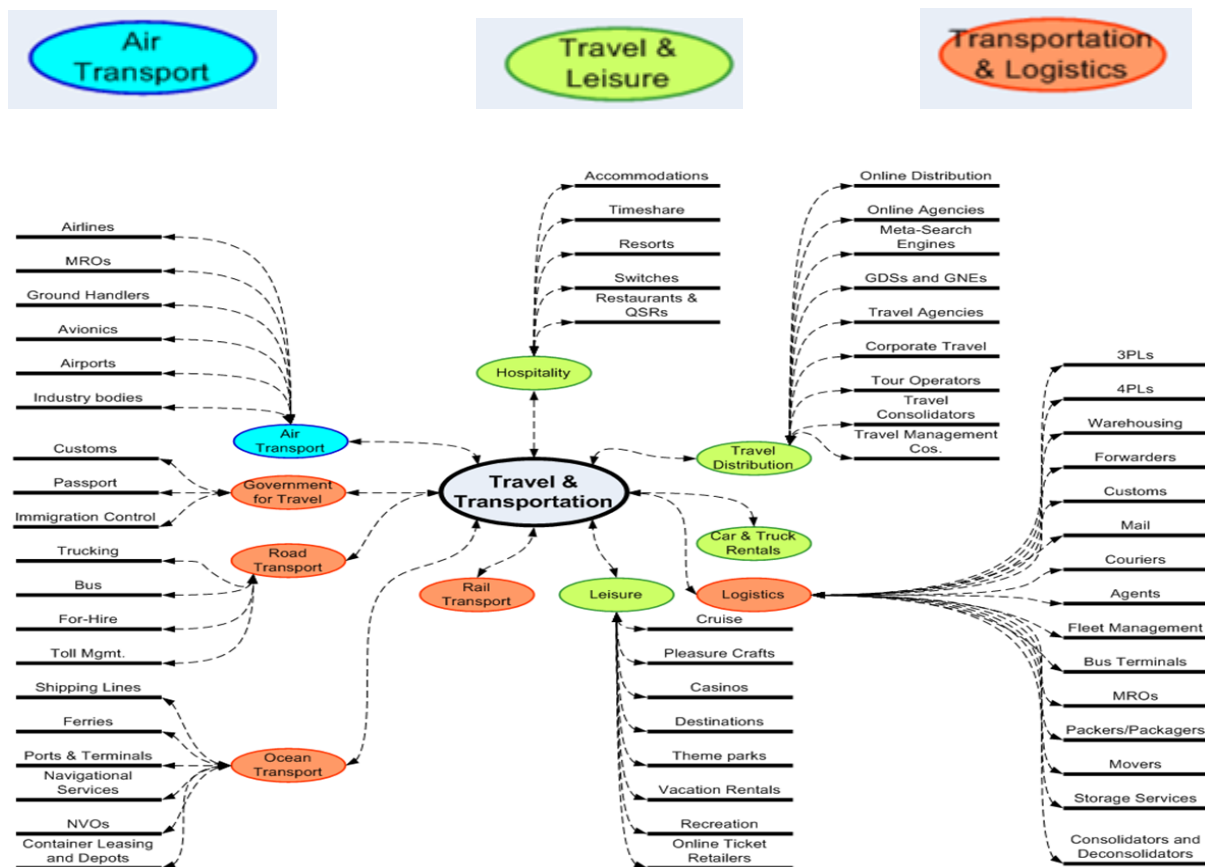

Air Transport

Air transport includes the governing bodies and aligned components such as airlines, airports and ground handlers.

Most of the worlds **airports** are owned by local, regional or national government bodies who then lease the airport to private companies who oversee the airport's operation. In the US and Canada, commercial airports are generally operated by government created airport authorities

Ground handling includes the servicing of an aircraft whilst its on the ground and parked at the airport terminal gate. Many airlines subcontract ground handling to an airport or *handling agent*.
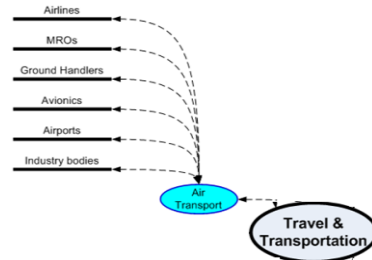
Hospitality :

Travel and Leisure are components of the travel industry that we may all be quite familiar with because we have been lucky enough to either:

- ✓ (**Leisure**) Visited a theme park, casino or been on a cruise.
- ✓ (**Car & Truck rental**) Hired a car to see the sights whilst on a holiday
- ✓ (**Hospitality**) Stayed overnight in a hotel or resort
- ✓ (**Travel Distribution**) Visited a travel agent who makes our booking through a GDS or alternatively you may have booked online through an online travel agent (portal) such as Travelocity, Lastminute.com or ZUJI.
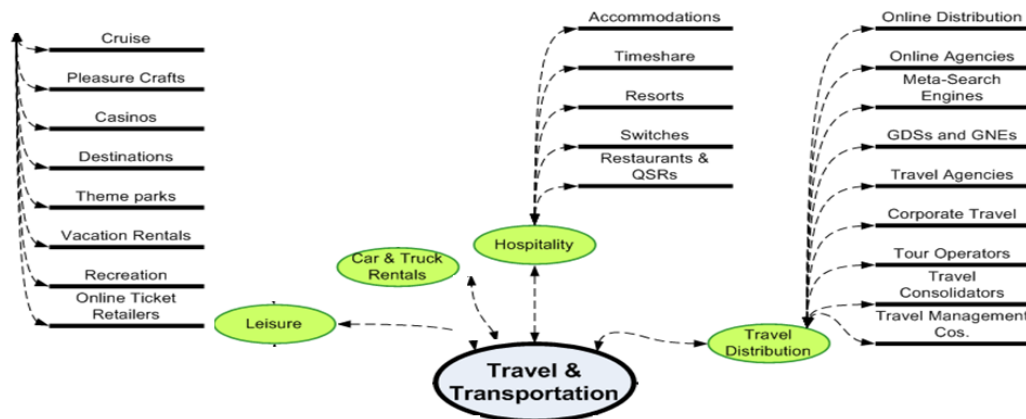

Transportation & Logistics:

Sabre as a travel technology provider, currently provides technology solutions for the travel segments of the industry, not to the transportation segment.

Here you can see that **road**, **ocean** and **rail travel** services are included under the 'transportation' label.

The supporting services offered by each country for example **immigration**, **passport control** and **customs** touch every piece of international travel and Sabre *has* been able to provide some technology solutions in these areas!
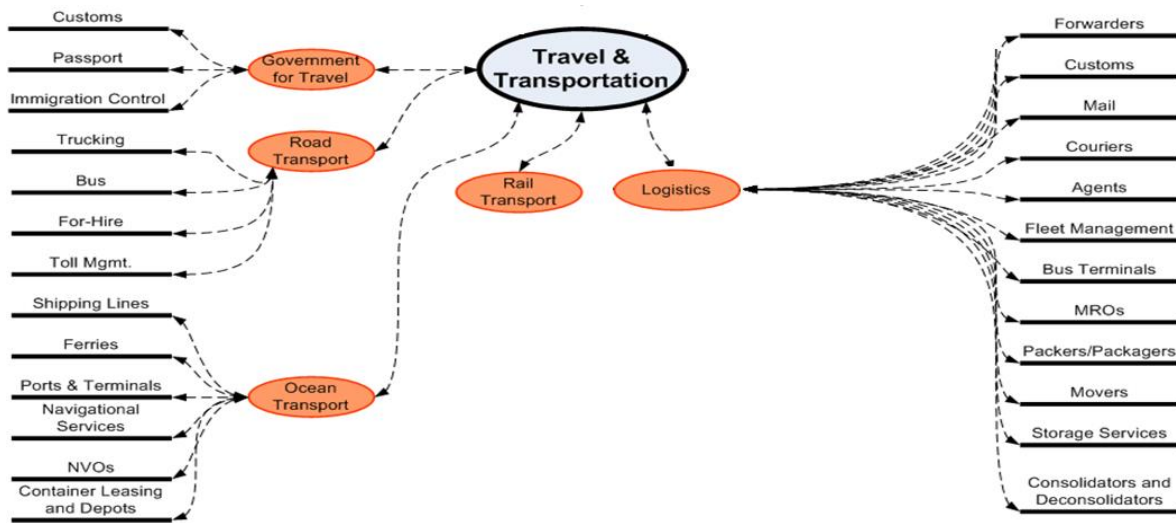
How Its All Connected
From the 'big picture', here we have a simple summary that shows how the components are connected in what we could call a '**travel supply chain**'.

These links in the chain typically connect the **suppliers** (offering product) to the **travelers** (or customers).
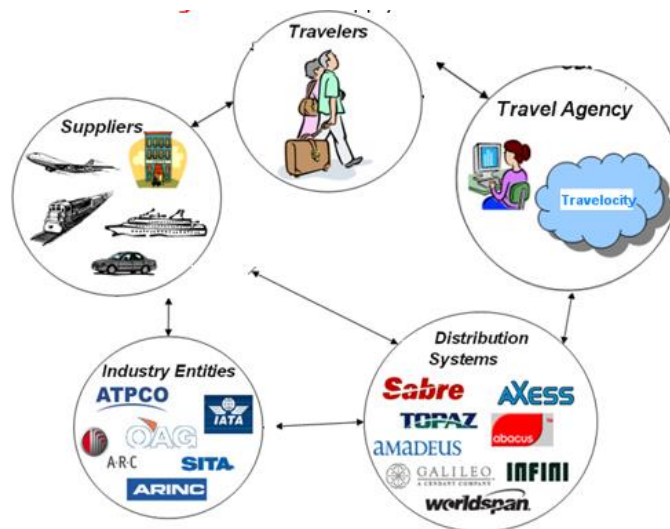
The travel **Distribution Systems** consolidate the supplier information, product inventory and pricing data, which is in-turn accessed by Travel Agents to enquire and book from.
The Distribution System acronyms you might hear about include….

- • **ARS** – airline reservation system
- • **CRS** – computer reservation system
- • **GDS** – global distribution system
  - You'll learn more about the differences later in this module.
  - In this image you can also see a selection of some of the most popular distribution system brand names – including of course Sabre which has the largest market share of all global distribution systems!

Introduction To Travel Industry
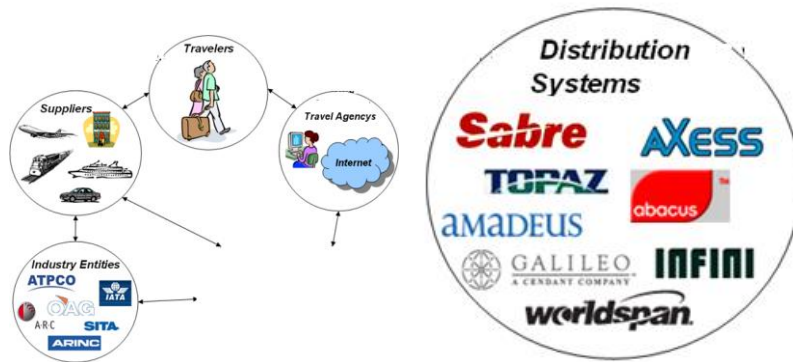
Travel Agents provide travelers with one-stop shopping guidance, pricing and schedule advice and as the name implies, act as an 'agent' making reservations on airlines, cars, cruises, hotels, railways, tours and package holidays. The agent typically receives a commission or fee for selling the products.

Travel Agents operate in a variety of different market segments including **wholesale**, **business** (corporate), **leisure** and the **specialty package market** and may be either online eg Travelocity, or physical in nature

Some agencies serve as **general sales agents (GSA)** for foreign travel companies allowing them to have offices in countries other than where their headquarters are located. Others don't sell directly to the public and instead act as wholesalers (or **consolidators**) to other travel agents.
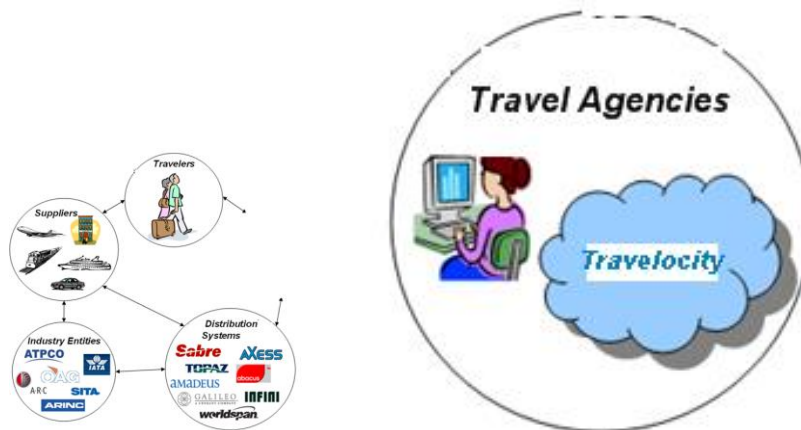
Industry Entities (Bodies) maintain policies and regulations to ensure global distribution, safety and ethics standards.
In this image you can also see the brand names of the most significant industry bodies within travel – you'll learn about most of these in the next chapter of this module.
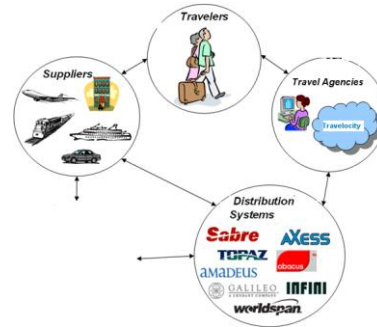
Industry Bodies

This chapter more about the Governing and Operating Travel Industry Bodies which really keep the industry in check.

Many of these groups formed in the mid 1940's as the travel industry began rapid growth.

1) IATA **- International Air Transport Association**

The **International Air Transport Association** is a trade group of the majority of the worlds airlines, and is headquartered in Montreal Canada.

Currently there are over **260 airline members** from more than 140 nations in every part of the globe.

Membership of IATA **gives each carrier a voice within industry affairs**, which are discussed during scheduled meetings throughout the year. Discussion topics may relate to air fares & competitive pricing, scheduling and airline operating standards.

IATA **publishes a wide range of standards** for use in the airline industry and is pivotal in the worldwide accreditation of travel agents to sell airline tickets of its members.

2) ICAO **- International Civil Aviation Organization**

The **International Civil Aviation Organization**, also headquartered in Montreal Canada, caters to the **standards and recommended practices** within international civil aviation to promote safety and careful growth within the industry.

ICAO sets standards of aircraft engineering and **safety standards** for airline equipment.

In addition ICAO defines the **protocol for air accident investigation** which is followed by the various transport safety authorities around the globe.

Did you know that the ICAO were the body who developed and agreed on the technical standards for machine readable passports.
Without these, when travelling internationally, our wait at passport control areas could be very very long!

3) BSP - Billing & Settlement Plan:

Billing & Settlement Plan or BSP, is an IATA system designed to facilitate and **simplify selling, reporting and remitting procedures** of IATA accredited travel agents, as well as improve financial control and cash flow for BSP airlines.

It's a truly **worldwide system** facilitating the settlement operations for airlines and agents. BSP operate in 160 countries (*not* including the US!) and over 80% of the worldwide airline revenues are ticketed via IATA travel agencies in the BSP system.

Before BSP, travel agents held stocks of tickets from individual airlines which they had to report to the corresponding airline finance departments. As you can imagine, this resulted in the maintenance of multiple reports and led to difficulty tracking payments and refunds.
Benefits of the Billing & Settlement Plan for participating travel agents and airlines.

i) BSP Makes Life Simple!
   • Agents issue **one sales report** and remit one amount to a central point
   • Airlines receive **one settlement** covering all agents
   • **Neutral Standard Traffic Documents** (STD's) replace all dedicated airline ticket stocks
   • Agents sales are reported **electronically**

ii) BSP Helps Save Money!
   • **Less resources** are required for airline ticket billing and collection
   • **Reduction in printing** for both airlines and travel agents with the use of neutral STD's and standard administrative forms.
   • **Electronic distribution** of billing reports, and the generation of airline debit and airline credit memo's (ADM's and ACM's) between airlines and the travel agents. These are distributed inexpensively via the online system known as 'BSP link'.

4) ARC - Airline Reporting Corporation

The **Airline Reporting Corporation** offers exactly the same service as BSP but within the **United States**, where BSP does not operate.

Like BSP, ARC offers financial settlement solutions, aswell as data and analytical services for the travel industry. Many of the same benefits of BSP are realized when a travel agent or airline service provider participates in ARC.

5) ATPCO - Air Tariff Publishing Company

Airlines

AA   AI   CO   DL

ATPCO

Worldspan   Galileo   Sabre   Amadeus

Global Distribution Systems
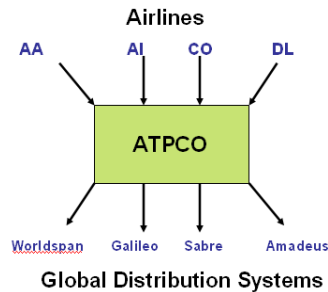
The final travel industry body that we shall consider in this module is ATPCO, or **Air Tariff Publishing Company**.

ATPCO is a corporation which **publishes the latest airfares** for more than 500 airlines multiple times a day. Based in Washington Dulles International Airport ATPCO is owned by a number of US and international airlines.

ATPCO provides fare data in an electronic format with the encoded rules associated to those fares, which makes the information only suitable for computer processing.

The only competitor to ATPCO is **SITA**, who distribute some fares in Asia, Africa and Europe.

Who uses this data? Good question! The main users are the Global Distribution Systems (GDS) such as Sabre, the Computer Reservation Systems (CRS) of airlines and online travel agencies such as Travelocity.

IATA Traffic Conference Map:

As part of their work IATA created many codes to help in the facilitation of global air pricing and **fare calculation** (*also known as fare construction*).

One step forward in creating order was to divide the world into 3 zones or **Traffic Conference areas.**
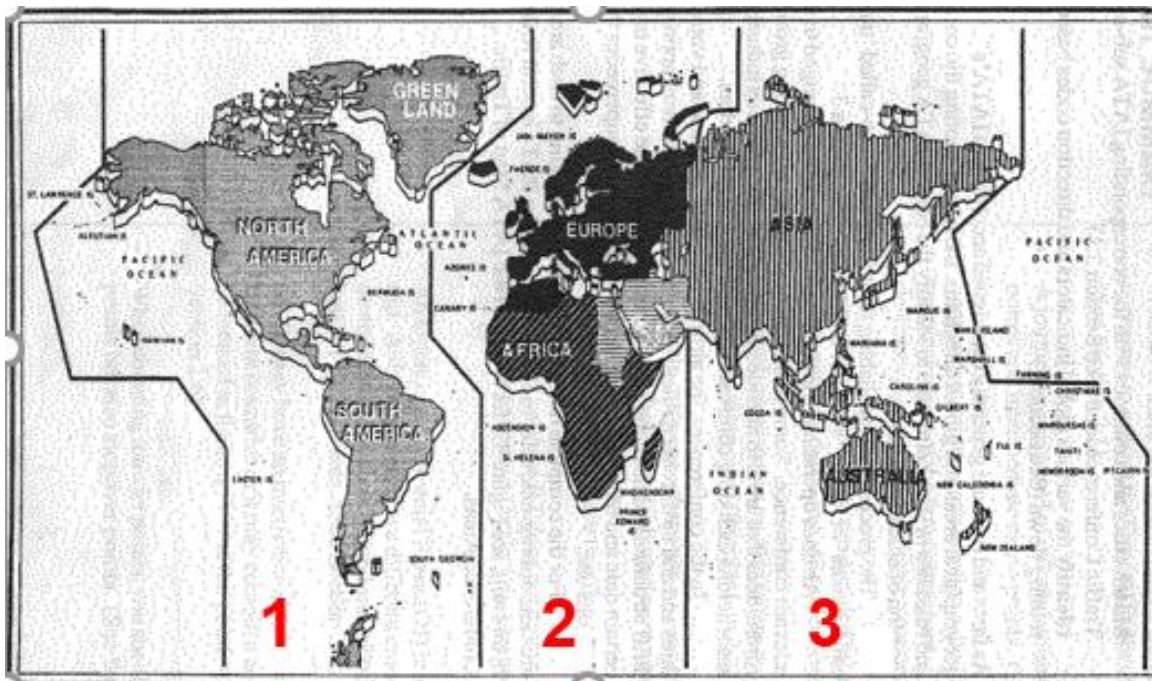
IATA Area 1 (also known as TC1)	North America South America and adjacent islands Greenland Bermuda West Indies Caribbean Islands Hawaiian Islands
IATA Area 2 (TC2)	Europe Africa and adjacent islands Russian Federation in Europe Iceland The Azores Ascension Island Part of Asia lying west of and including Iran
IATA Area 3 (TC3)	Asia and the adjacent islands Australia New Zealand and the adjacent islands in the Pacific

Global Indicators:

What is a Global Indicator?
The official term refers to the direction of travel around the globe to a destination and describes the journeys between the Traffic Conference Areas.

A global indicator (GI) has to be determined to assist in fare calculation as air fares may vary depending on the direction the passenger travels.

EH Eastern Hemisphere
WH Western Hemisphere
AT   via the Atlantic Ocean
PA   via the North, Central or South Pacific
AP   via the Atlantic and Pacific Oceans

For example an airline may offer airfares for a customer in **Sydney** Australia who wish to travel to **New York.**

The price will vary depending if the customer travelled via the **Eastern Hemisphere (EH)**, travelling across Asia and Europe versus via the **Pacific (PA),** travelling across the Pacific Ocean and the US.

The Evolution of Travel Distribution:

When we talk about distribution, we're focusing on the topic of how **suppliers share their travel products** with customers.
As you learnt earlier, back in the 1940's American Airlines, like many other airlines, had a very manual method of managing their flight reservations, with data being written on index cards and travel agents having to telex or telephone the airline to make a reservation.

American Airlines were one of the first to move into the electronic age by using an **Airline Reservation System (ARS)** to manage their flight bookings. Other US airlines including Delta, United and TWA soon followed with their own systems.

Travel Agents soon began pushing for a system that could automate their side of the process by accessing what became known as a **CRS** or **Computer Reservation System.**

For a travel agent to sell a product on behalf of a travel supplier the agent would either contact the supplier directly to make a reservation, or if they had a CRS terminal for that supplier, they could book directly. The separate CRS terminals weren't ideal if an agent wanted to sell many products from different suppliers.

Hence in the 1970's came the introduction of the **Global Distribution System (GDS).**

United Airlines began offering its own APOLLO system to agents which was developed to also allow agents to book its competitors products. Other airlines followed suit. The GDS provided a **consolidated distribution channel** for different suppliers to reach a travel agent via **one terminal**.

Typically a GDS now allows agents to book many other products besides air, including hotels, car, cruise, insurance and more!
In the modern era, suppliers now also distribute their product directly to the customer or agent via the Internet through **online distribution**.

Global Distribution Systems (GDS)

Sabre is today the market leader in this field.

The GDS provides its end users with schedules, availability pricing, policies and rules aswell as reservation and ticketing capability for travel suppliers such as airlines, hotels, car and cruise companies.
For the suppliers the **advantages** are good:
  - ✓ their products can be sold via a global network of travel agencies
  - ✓ the sale of those products is facilitated by knowledge of industry experts
  - ✓ operations are streamlined and costs reduced
  - ✓ wider distribution means higher opportunities of company revenue

Remember the Supply Chain? Airlines may also use intermediary air tariff publishing companies such as ATPCO (US) or SITA (Asia, Africa, Europe) to distribute their airfares to the GDS.

Introduction To Travel Industry
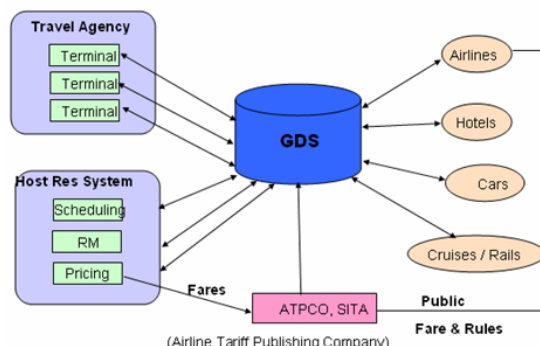
GDS – Key Market Players

Amadeus:
Like many other GDS systems, **Amadeus** was formed in 1987 by an alliance between Air France and 3 other European airlines and is headquartered in Nice, France.

As a result of its roots Amadeus an extremely popular GDS choice within the **European markets**.

Its now owned by Amadeus IT group and is a key market player in regards to number of worldwide bookings. Amadeus is accessed by both traditional travel agents and online travel agencies including Expedia. Ebookers and Opodo.

Travelport:

Travelport is one of the worlds largest travel conglomerates and the company owns 2 popular GDS brands, namely **Worldspan** and **Galileo**.

Both brands had development roots within airlines. Worldspan by Delta, Northwest and TWA and Galileo a mixture of European and two other US carriers.

A private organization with headquarters in New Jersey, it also owns (and therefore supports) approximately 60% of **Orbitz** a competing online travel company with Sabre's own brand, Travelocity.

Online Distribution:

In the modern day, travelers now have the flexibility of searching for supplier's travel product and information using the internet and bypassing travel agents.

If we're looking at the travel supply chain from terms of traveler here are some of the options available, depending on the suppliers mode of distribution.

Airline Online Distribution:
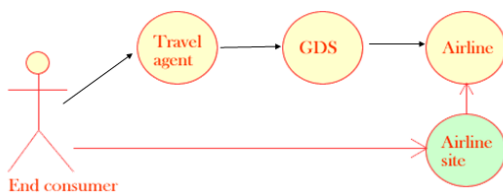
Many airlines will distribute their products using traditional or online channels. Here the traveler may choose to book using the travel agent method, OR directly with the airlines own online booking portal.

In the latter, the airline need not pay anymore to the GDS or the travel agent in commission.

Low Cost Carrier (LCC) Online Distribution :

LCC's may choose to really keep costs low by not distribution through the GDS at all. They see the cheapest distribution method being the internet.

Do note that airlines will typically also offer travel agents an online booking portal for them to book product without the GDS and to still receive a commission payment.

Supplier distribution via Online Travel Agents (OTA) :

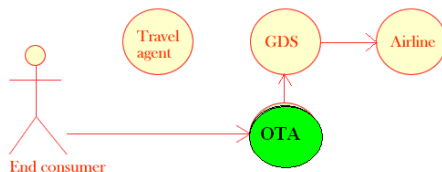Many traditional travel agencies have developed an **internet** presence of their own by posting a website with detailed travel information.

Full travel booking sites (such as Travelocity, Lastminute.com, ZUJI, and our competitors Expedia, Opodo etc) are complex and require a connection to the GDS to assist in providing up to the minute information on tens of thousands of flights, hotels, cars etc.

Travel e-commerce in general is definitely building steam and travel is now one of the most popular products to book online with individual airlines, hotels, cruise lines, car rental companies and other travel service providers maintaining their own websites.

What is a reservation?

In airline terminology, a reservation is a journey where seats have been blocked, but the purchase is not complete. It is the process of blocking space in a particular airline for a passenger. In the process, the passenger's name, destination, date of travel, and other crucial information is taken into consideration.

A sample PNR as seen on the CRS:

A Computer Reservation System (CRS) is the primary reference of the travel professional. A CRS is a storehouse of information on fares, flight schedules, railroads, cruises, world weather, international documentation, and travel advisories. A CRS is also known as a Global Distribution System (GDS).

Codes: City, Airport, Airline, Car, and Hotel Codes

In aviation's early days, airlines simply used the local weather station's two letter code combinations. In the 1930s, the rapid boom of the aviation industry taxed the two letter code designators prompting existing airports to add a third letter (most commonly the letter X) to expand the pool of airport designators.

At present, a lot of two and three letter codes are used in the travel industry. Airports, cities, airlines, car companies, and hotels are identified by a two or three letter code. In this section, we would familiarize with city and airport codes.

A volume of traffic and flights are monitored by Traffic Controllers everyday. Tons of cargo and baggage are tagged and carried by baggage handlers day in and day out. In addition to maintaining this data, there are millions of flight data processed by pilots, travel and airline agents daily. It therefore makes the use of codes convenient and efficient. For example, truncating Detroit Metropolitan Wayne County Airport or Detroit to DTW.

City, Airport, Airline, Car, and Hotel Codes

There are three different ways that city / airport codes can be derived:

- The first 3 letters of the city
- 3 letters taken from the city and/or state
- 3 letters partially derived from the city name or the airport name.

Internet Reference Site

To know more about codes discussed in the sections above, please visit http://www.world-airport-codes.com/.

Air Travel

Booking Class

The booking class is usually the first letter of the fare basis that was used for each flight. It directly corresponds with the class of service that's booked (see below)

Class of Service

There are only three sections (sometimes only two) of a plane: First, Business, and Coach / Economy. When flights are booked in a reservation system, they are booked in a specific class of service for the section of the plane that was requested. The passenger always has a choice of what section of the plane to sit in, but what section they choose will have an effect on the price (fare) of their ticket. Now, since there are only three sections of a plane, you would think that there are only three fares that the customer can be charged. There are many different fares for every flight. The fare depends on many factors, one of which is the class of service.

First Class

First class seating is generally located right behind the cockpit of the aircraft. The seats are wider than coach class with wider armrests. They receive complimentary alcoholic and non-alcoholic beverages, meals, and headsets in First Class. The classes of service usually associate with first class are listed below:

P	First class Premium
F	First class Jet
A	First class Discounted

Business Class

Business class is normally located directly behind the First class section of the plane or right behind the cockpit if there is no first class cabin on that plane. The seats are bigger than those in coach class. Complimentary drinks and meals are served in this section as well. Not every plane has a Business class section. Usually, overseas and transcontinental flights will have a Business class section. The classes of service usually associate with business class are listed below:

J	Business class Premium
C	Business class
D	Business class Discounted

Coach / Economy Class

This is the largest section of the aircraft. The seats in this section are narrower than those in First or Business class. Complimentary non-alcoholic beverages and (sometimes) light meals are served. Alcoholic beverages are sold and headsets can be rented for a fee. The classes of service usually associate with economy are below:

Y	Full coach – not restricted
B	Coach class – (usually) not restricted
M	
H	
Q	Restricted Coach class
K	
L	

Airlines differ in the use of booking codes to define their fare structure. The booking class indicates whether the fare is discounted or not.

Booking Codes

While there are only three sections of the aircraft, there are many booking codes in which a traveler can be reserved. There are several booking codes for the coach section of the aircraft. Each booking code corresponds to a different fare. Therefore, passengers may pay different fares for their ticket even though they are sitting right next to each other. The first step in understanding the different fares is to know about the booking code hierarchy. Generally, the codes listed first (reading from left to right) are the most expensive. As you move to the right, the fares get less expensive.

Example:

```
1    FL 412  A7 J7 D7 Y7 W7 B7 M7 K.  ATLLAX-1015A1225P    U 73G OE
2*S#DL1655  F9 P9 AO Y9 B9 M9 H9 Q9  ATLLAX- 945A1158A    7 757 OE
3*S$CI9001  F4 A4 C4 D4 Y7 B7 T7 M7  ATLLAX- 945A1158A    *  757 OE
4*S$KE7018  F- Y- K- M- H- L- S- T-  ATLLAX-1115A 123P    *  737 OE
     KE7018  INTL ONL CNX/STP TFC
5*S#DL1554  F5 P5 AO Y9 B9 M9 H9 Q9  ATLLAX-1115A 123P    7 737 OE
6*S#DL 201  J9 C9 D9 I8 S4 Y9 B9 M9  ATLLAX- 830A1044A    8 763 OE
```

DL1655 offers booking codes F, P, A, Y, B, M, H, and Q. The numbers following each booking code indicate the number of seats available to sell for that particular code. Y9 indicates nine or more seats are available to sell in that code. Any number less than 9 indicates only that many seats are available to sell in that code.

Fare Basis Codes

There may be several fares for each flight. Each fare has a different code in the GDS. If you follow all the rules for that fare, you can get the flight at the price shown (plus taxes & fees of course). See the section on Fare Basis to get more information.

```
4FATLLAX20FEB-DL   NLX FARES
ATLLAX-DL 20FEB12 $$ AA AS CO F9 FL NK UA US WN
US TAXES VARY / SEG/PFC CHARGES MAY APPLY
LINE FARE    RT   FARE  TRAVEL DATES   TKT DTE   RTG AP MIN/   BKG
NBR  CODE    OW    USD   EFF    DISC   FST/LST   NBR DT    MAX CDE
 1 #UD10R2SG R  298.00 18JAN2 14MAR2*    -       501 ## V/ 30 U
 2 #LD10A0SA R  314.00 30JAN2  9MAY2*    -       501 ## V/ 30 L
 3 #LD10B3SA R  314.00 30JAN2  9MAY2*    -       501 ## V/ 30 L
 4  LD21A0NJ R  318.00 19JAN2    -       -       501 ## V/ 30 L
 5  LD14A0NJ R  344.00 19JAN2    -       -       501 ## V/ 30 L
 6  LD07A0NJ R  368.00 19JAN2    -       -       501 ## V/ 30 L
 7  LD21A0UJ R  454.00 19JAN2    -       -       501 ## V/ 30 L
 8  KD21A0VJ R  554.00 19JAN2    -       -       501 ## V/ 30 K
```

Airline Codes

Each airline has a 2 letter code that is used in the GDS. The codes will be printed on itineraries and on airline tickets.

Airline	Airline Code
Air France	AF
AirTran Airlines	FL
Alaska Airlines	AS
America West	HP
American Airlines	AA
British Airways	BA
Continental Airlines	CO
Delta Airlines	DL
Lufthansa Airlines	LH
Northwest Airlines	NW
Quantas	QF
Southwest Airlines	WN
United Airlines	UA
US Airways	US

Agreements

In the airline industry, there are many different types of agreements. There are codeshare agreements between airlines and there are Alliance Partner Groups that allow you to book with one of their members and receive the benefits for any of the members.

Alliance Partner Groups

Alliance partners are carriers that participate with a primary airline or alliance in a publicly recognized commercial relationship while being marketed under a single brand or name. By participating in this kind of partnership, airlines expand their flight offerings to cities they do not fly to themselves. Usually the parent airline handles booking and baggage at all points in an itinerary to benefit the passenger. Alliance partner services can include, but are not limited to:

- Frequent traveler mileage accrual
- Reciprocal access to alliance partner airport facilities and other amenities
- Code Share flights
- Redemption

The popular Alliances existent today are as follows:
- Star Alliance
- Skyteam
- Oneworld

Codeshare

A codeshare agreement is an aviation business arrangement where two or more airlines share the same flight. A seat can be purchased on one airline but is actually operated by a cooperating airline under a different flight number or code.

The first airline is known as the *marketing carrier* and the second airline is known as the *operating carrier*. These airlines validate tickets on each other's planes without any restrictions. Code sharing allows the carriers to expand their scope of service and fly to many more destinations without having to increase the size of their fleet. It is a win-win situation for all parties involved.

Interline Practices

This is an agreement between two or more airlines to facilitate the carriage of passengers and cargo, transfer of baggage, and ticketing. For example, a customer could begin a trip with United airlines and then connect to a Northwest flight. These interline agreements allow baggage to be automatically be transferred from one airline to another. These agreements also allow one ticket to be issued for flights on different airlines. However, not all airlines participate in these agreements so this has to be checked before a ticket is issued for flights on more than one airline.

Types of Trips

A trip is an entire flight itinerary and all of the flights in that itinerary. A segment, or leg, is a portion of a journey between two consecutive stops. One itinerary can have many segments, or it can have only one.

Let's take a look at the different types of trips.

One-Way Trip

A trip that begins in one city and ends in another.

MIA ⟶ TPA

Roundtrip

A trip that begins and ends in the same city.

MIA ⟶ TPA ⟶ MIA

Circle Trip

A trip that involves at least three different flights, and returns to the point of origin.

DEN ⟶ STL
⟶ MIA
MIA ⟶ DEN
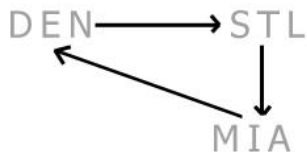
Open Jaw Trip

A circle trip with a flight segment missing. The passenger returns to a different city (other than the origin), or departs from a city that was not one of their destinations.

LAX ⟶ ORD   LAX ⟶ BWI
SAN   IAD

or

ARUNK

ARUNK is an acronym for Arrival Unknown. ARUNK is used to indicate a surface sector in a PNR when the passenger has made his / her own arrangements between cities in an itinerary.

Types of Flights

The terms on the previous page apply to the entire trip (entire itinerary). Now we'll define the different types of flights.

1. **Non-Stop Flight**
    A flight that makes no stops until it gets to its final destination.

    DL 234 ATL ➡ LAX

2. **Direct Flight**
    A flight that makes a stop en route, but continues on to the destination without a change in planes (equipment). For example, DL293 flies from Atlanta to Los Angeles. This flight makes a stop in Dallas before continuing on to Los Angeles. Passengers do not have to get off the plane in Dallas to get to their destination.

    FL474 ATL ➡ LAX   (Flight stops in DFW)

3. **Connection Flight**
    A flight that stops in a city other than the final destination where the passenger has to change planes (and will have another flight number) to get the passenger to his final destination. On a ticket, or in a PNR, an X by the city code indicates a connecting flight. For example, a customer wants to go from Atlanta to Honolulu on American Airlines. AA does not have one non-stop flight that will take the customer directly from Atlanta to Honolulu, so they have to use 2 flights to get the customer to his / her destination. In the example below, the connecting city is LAX and the connecting flight is AA 738.

    AA 3831 ATL ➡ LAX   X
    AA 738 LAX ➡ HNL   O

    A connection flight where the passenger stays on the same airline is considered an ***on-line connection flight***. When more than one airline is used between the origin and destination cities, the connection flight is considered an ***off-line*** or ***inter-line connection flight***.

4. **Stopover**
    A voluntary break in travel that is 4 hours or more for domestic flights and 8 hours or more for international flights. It is a stop at an intermediate point before continuing on to another destination. In a PNR or on a ticket, an O next to the airport code indicates a stopover. If the stopover is overnight, it is usually called a Layover.

Feb 20	US 1564	MCI	10:02am	MSY	**11:22am**
Feb 20	US 234	MSY	**5:35pm**	JFK	8:02pm
Mar 01	US 364	JFK	1:08pm	MCI	4:15pm

5. **Layover**
    A stop on a trip, usually overnight and usually associated with a change of planes or other transportation.

Feb **20**	US 1564	MCI	10:02am	MSY	**11:22am**
Feb **24**	US 872	MSY	2:22pm	JFK	5:20pm
Mar 01	US 364	JFK	1:08pm	MCI	4:15pm

Airline Policies

Airline policies are guidelines with respect to booking and service information, airline agreements, passenger programs, passenger-related issues, ticket types, fare information, refund information, travel packages, and so on.

In this section, we'll define what a frequent flyer program is and how it works, how children are designated, and what a seat assignment is.

1. Frequent Flyer Programs

These are programs set up to lure travelers to book on a particular airline on a regular basis by offering them awards.

The more a customer travels on a specific airline, the more miles he / she accumulates and more awards can be earned. Hotels, car rental companies, credit card companies, and almost any company that is associated with the travel industry provide some type of loyalty program. After a passenger has accumulated the required amount of miles, these can be redeemed towards purchasing an award ticket. The airline Frequent Flyer numbers can be entered into the Facts Field of a PNR. Car and Hotel frequent traveler programs can be put into the car or hotel reservation itself. Some of the popular mileage programs of airlines are:

- Delta: *Skymiles*
- United Airlines: *Mileage Plus*
- American Airlines: *AAdvantage*
- Northwest: *WorldPerks*
- Continental: *OnePass*
- British Airways: *Executive Club*
- Lufthansa: *Miles & More*
- Singapore Airlines: *Krisflyer*
- Qatar Airways: *Privilege Club*
- Emirates: *Skywards*
- Air India: *Flying Returns*

2. Children and Infants

The ages of consideration for children and infants are:

- CHILD = ages 2-11 (for air travel)
- INFANT = under age 2

Unaccompanied Minor – is a child over the age of five (or eight depending on the airline) who is traveling without an adult. Special arrangements have to be made directly with the airline to ensure the child's safety. This includes providing the airline with the name, address, and telephone number of the person dropping off and picking up the child.
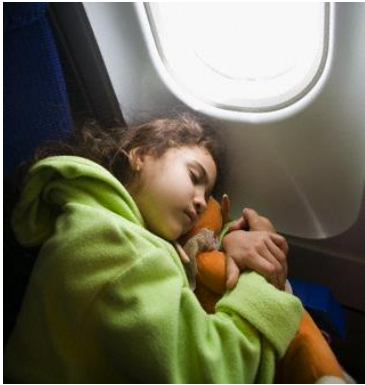
An infant can travel free of charge on an American domestic flight if he / she doesn't require a seat (sit on a parent's lap). No reservation is needed for an infant sitting on a parent's lap, but the airline still needs to be notified of this. On international flights, an infant is charged 10% of the paying adult's fare or just the tax of an adult fare (depends on the airline and destination).

3. Seat Assignments

Seat Assignment is a service that allows a passenger to choose a specific seat before boarding a flight. A passenger can choose between an aisle seat and a window seat. Although reservations (a seat or space) are confirmed, there are times that seat assignments are not confirmed until you get to the airport.

4. Security Policies, Check-In, and Baggage

Airlines have increased security measures following recent security threats. It is advisable to arrive early at the airport, if the passenger needs to check in heavy baggage or register for special needs. Passengers should carry valid identification proof, tickets, and boarding passes. Passengers should not be intimidated by additional security checks.

At an airport, check-in is normally handled by the airline. In case a passenger is carrying hand baggage only, he / she can check-in directly. Airlines now offer:

- Check-in through the Web, kiosks, or telephone if you have a confirmed seat and plan to travel with hand baggage only
- Check-in at the city office of an airline
- Check-in for return flights if they are operating the same day or the next
- Check-in for connecting onward flights.

Check-in procedures vary per airline, and occasionally the same airline at two separate airports may have different check-in procedures due to security restrictions or other factors.

- Baggage is allowed in the luggage compartment as well as in the cabin. However, a passenger needs to comply with the regulations.
- All baggage needs to be checked through an X-Ray machine at the airport. Each airline has their respective baggage allowance specifications and excess baggage charges apply for all carriers.

- Hand Baggage restrictions have been revised in view of the security concerns and Government directives.
  - In order to ensure safety of aircraft and passengers as well as the convenience of fellow passengers, only one piece of cabin baggage of specified dimensions can be carried in the cabin.
  - Due to security requirements passengers may be asked to physically identify their checked baggage before boarding.
  - Despite all efforts to transport the baggage along with passengers, there may be stray cases of non-receipt of baggage or occasional damage during transportation.

  Please note that the liability of all airlines in case of mishandling is restricted and all IATA airlines follow the principle of limited liability. Items of value like currency, precious metals, jewelry, negotiable instruments, securities and personal identification documents are best carried in cabin baggage or in person, as the airline has no liability for the same.

Passenger Type Codes (PTCs)

A Passenger Type Code (PTC) in the Passenger Name Record (PNR) provides information about the passenger. The passenger type select option will be used when there is a need to override the existing PTC in the PNR. When the issuing agent specifies a fare related classification other than adult, the issuing agent assumes responsibility for ensuring that the passenger meets all applicable sales restrictions set forth by the Airline. Certain PTCs, such as CHD, SRC, GVT, FFY, etc., alter the standard data and have certain sales restrictions such as age, form of payment, possession of a valid frequent flyer identification card, sales location that can only be enforced by the ticket issuer at the time of ticketing. The ticket issuer is responsible for ensuring that the passenger meets all applicable qualifications. Here are some examples of PTCs (this is not a full list):

Passenger Type Codes (PTC)	
Code	**Definition**
ACC	Accompanied Passenger
ADT	Adult
AGT	Agent
CLG	Clergy
CMA	Adult with companion
CMM	Commuter
CMP	Companion
CNN	Accompanied Children (Max. 11 years of age)
C08	Numbers can be used in place of NN (C08)
CHD	CHD prints on the ticket
CPN	Coupon Discount
FFY	Frequent Flyer
GCF	Government Contract
GCT	City / County Government Travel
GST	State Government
GVT	Government Travel
INF	Infant without Seat
INS	Infant with Seat
MCR	Military charter
MDP	Spouse, dependent children, and immediate family members of Military Personnel
MED	Patients traveling for medical treatment
MIL	Military Confirmed
OTS	Passenger occupying two seats
SRC	Senior citizen
STU	Student
TNN	Frequent Flyer Child
UNN	Unaccompanied Child
WEB	Internet Fare

Tickets Types

An airline ticket is an essential part of travel and it has become a common everyday document to travelers. There are different types of ticket formats that are standardized in accordance to the International Air Ticket Association (IARA) format. There are three major types of ticket formats

1. **Paper Ticket**

    OPTAT is an Off-Premise Transitional Automated ticket sold mostly through International Air Transport Association (IATA)-licensed Travel Agencies. It is a standard universal travel document that is issued by airlines to passengers.

    The ticket is in a format of four flight-coupons. The valid segment of the journey in the coupon is highlighted by a brighter color against the other invalid portion segment. The valid flight coupon segment will be taken upon check-in according to the routing portion of the journey. The ticket also consists of light coupons, passenger receipt coupon and the cover, which are attached with notices as well as other information related with the air passage.

2. **Conjunctive Ticket**

    Conjunctive tickets are two or more tickets issued on the same itinerary for the same passenger. If an itinerary has more than four flights, then more than one ticket will be issued for that itinerary because one ticket can only contain four flights.

    Conjunctive tickets may contain up to four ticket numbers. The conjunctive ticket indicator is a dash (-), and is placed after the coupon numbers of the first conjunctive ticket, followed by the last three digits of the last conjunctive ticket number. The last conjunctive ticket number does not require check digit or coupon numbers. An example of a conjunctive ticket (highlighted) is given below:

    CUSTOMER NUMBER - 931000
    INVOICED
    PRICE QUOTE RECORD EXISTS
    GENERAL FACTS
     1.OSI YY **TKNO 0017815741086-87** 07FEB 1752
     2.OSI YY FBC-QR3QNR//AA 2035 Q 13FEB

3. **Electronic Ticket (E-Tkt)**

    An E-ticket is a paperless ticket. All the ticketing data is stored electronically. Upon check-in at the airport, the traveler will have to provide a valid picture ID and then they will be issued a boarding pass for that part of their trip.

Fares and Fare Basis Codes

Fare and fare basis codes are some of the most difficult things to understand about the travel industry. How can someone sitting next to me on the plane have paid $250 less than I did? Why is my ticket refundable and theirs is is not? These questions can be answered by determine what fare was booked for the ticket & what fare basis codes were used for each flight.

1. Unrestricted Fares and Restricted Fares
Based on booking classes, fares can be divided into two categories:

1. Unrestricted or Normal Fares
2. Restricted, Excursion, Special, or Discounted Fares

An unrestricted fare is a higher fare for a ticket offering maximum flexibility. Typically, unrestricted fares require no advance purchase, no Saturday night stay, no roundtrip purchase, and are fully refundable without penalty or fee.

Restricted fares can possibly require an advance purchase, a minimum and maximum stay; they are mostly non-refundable fares that have change fees that apply. They have routing restrictions and require that the same carrier be used in both directions. In short, there are certain restrictions to be followed if these fares are to be availed.

2. Fare Basis Codes
A **fare basis code** consists of two basic elements – the booking code and the applicable fare elements. Together they make up a fare basis code that will be up to, but no longer than, eight (8) characters in length.

The **booking code** refers to the letter representing the class of service in which the fare has been published and the inventory that you will use to confirm the booked flight segment.

In general, the following table lists the most commonly used booking codes and the classes of service they represent (these may vary per airline).

P, F, A	First Class
J, C, D	Business Class
Y, S, W	Economy /Coach - Unrestricted
B, H, K, L, M, N, Q, T, V, X	Economy / Coach - Restricted

Caution should be used as there are some markets on some airlines, particularly internationally, that will have a fare basis listed and the booking code will not be the first letter of that fare basis. Many business fares can start with J and yet require a C or D booking code.

Fare basis elements are individual letters and or numbers used in combination to further define, in basic terms, the rules that will accompany the fare that the code represents. These elements often refer to the advanced purchase, seasonality, refund restrictions, and minimum and / or maximum stay requirements. Further details on a fare's rules can be found in the actual rules display.

Let's take a look at some examples of fare basis codes & their explanations.

V30X7MN	Booking class V, Midweek, 30 days AP, 7 Day Max, Non Ref
ME14NQ	Booking Class M, Excursion fare, 14 day AP, Non-Ref
V14X77NN	Booking class V, 14 Day AP, Midweek, 77 days Max Non-Ref
V14W77NN	Booking Class V, 14 Day AP, Weekend, 77 days Max Non-Ref
VA0GNR	Booking Class V, One Way, Non-Ref
YUP6	Pay Coach fare Upgrade to First or Business Class
F10BIZN	Discount First Class fare, 10 day AP, Non-Ref
B26	Un-restricted coach fare, limited number of seats available.

Voids, Exchanges, and Refunds

When an itinerary either needs to be changed or canceled, the original airline ticket will not be usable. If changes are made to the itinerary, another ticket has to be issued for the new itinerary, so the original ticket will be exchanged for this new one. If an itinerary needs to be canceled, but the passenger will not be rebooking, then the ticket either needs to be refunded, voided, or held by the passenger for a future exchange.   In this section, we'll discuss each of these terms and when they are used.

1. Voids

A void is a canceled ticket where the charge to the customer's credit card is removed & is never even seen by the customer. It's as if the charge never went through. A void can only be done within the voiding period

Voiding Period

The current voiding period within the United States is the next business day.

Outside the US, it is the same, but can vary by location. Some areas allow a void within the ARC / BSP reporting period in which all agencies have to report all documents issued and voided that are accountable. Each agency needs to verify their voiding period or they face debit charges from the airline for the amount of the original ticket.

For example, if the voiding period is the next business day, and a ticket was issued on Sunday, then it needs to be voided by EOD (6:30 PM) of Monday. A ticket cannot be voided after departure.

Ticket Issued	Void Period
Monday	Tuesday
Tuesday	Wednesday
Wednesday	Thursday
Thursday	Friday
Friday, Saturday, Sunday	Monday

2. Exchanges

An exchange is a new ticket that is purchased against the value of an old ticket (or any other ARC / BSP document that is accountable). The travel agent will have to determine the fare(s) used on the original ticket and look at the fare rules to determine what flights, airlines, routings, etc. can be used for the new ticket. The new (exchange) ticket will have a different ticket number and will hold all the restrictions of the new fare.

3. Refunds

A refund is the process of returning money to the passenger for unused portions of a ticket. If a ticket has a refundable fare, the part(s) of the ticket that was not used and has been canceled, will be refunded to the customer.

A *full refund* means that the customer canceled all parts (flights) of a ticket and will receive all moneys back and a *partial refund* means that the customer used a portion of the ticket (some of the flights) but has canceled the remaining portion and will receive only the worth of that canceled/unused portion.

Note: Canceling an itinerary is the releasing of blocked or purchased space in an itinerary.

LTA / PTA / MCO

These are different types of accountable documents that can be issued to a customer. That means that they are issued to a specific person and can only be used by that person, they hold a certain monetary value, and they have to be reported to ARC/BSP.

1. **Lost Ticket Application (LTA)**
    Passengers who lose their tickets and wish to obtain a refund must complete a Lost Ticket Application (LTA), which may be obtained at any Airport Ticket Counter, City Ticket Office or by calling the airline's Passenger Refund Department. The LTA must be received by the airline within 12 months after the date of issuance of the lost ticket. To verify that the ticket has not been used, Lost Ticket Applications are subject to a holding period of up to 90 days before the refund is processed. Refunds of lost tickets are subject to a USD $100.00 processing fee.

2. **Prepaid Ticket Advice (PTA)**
    You use a Prepaid Ticket Advice (PTA) when you purchase a ticket on behalf of someone who needs to pick it up at an airport or somewhere other than the place of purchase. If you issue it for a journey that commences outside an agency's home country, it involves two currencies. PTAs detail passenger travel data, form of payment, and sponsor information. It is an ARC document used to pay for a ticket in one city that is to be issued and picked up in another city. This would be used when the itinerary does not permit the issuance of an electronic ticket. Most airlines charge a $100.00 fee to issue a prepaid ticket.

3. **Miscellaneous Charge Order**
    A Miscellaneous Charges Order (MCO) is an ARC-accountable document that records charges when standard ticket stock cannot be used. Issued by an agent or airline as proof of payment for accommodations, ground transportation, or special services, or as a credit toward future air transportation. TRX mainly uses the MCO as travel voucher for exchange differentials. An MCO is alternatively termed as a Multi Purpose Document (MPD).

Packages and Schedule Changes

Packages can either be itinerary items that are bundled and sold together or they can be itinerary items sold together that are fixed (they have a certain itinerary, you have to stay at certain hotels, etc.). Schedule changes are changes made to the flight (air or rail) such as time changes, date changes, flight number changes, etc.

1. **Package Travel**

    Like group tours, packages tend to have fixed itineraries, with ground transportation and hotels booked in advance and that have to be paid for in advance. But like independent travel, there's no organized group; clients are on their own, free to do as they please at each destination, but they still have the convenience and reliability that come with booking through a tour operator.

2. **Vacation Packages**

    Vacation packages are designed for those traveling independently. They include a combination of two or more travel services (air, car, hotel, tours, etc.) that are offered at a package price.

    Many vacation packages offer a choice of components and options, thereby enabling you to customize the package to your tastes, interests and / or budget. However, the individual parts of a package cannot be sold separately for the same price as they are in a package. Vendors normally give discounts on items when they are purchased together.

3. **Schedule Changes**

    Airlines and tour operators reserve the right to make schedule changes to flight times, airlines, and aircraft, within a twenty-four hour period of the planned departure and arrival times. This provision is a commonly located on the back page of the supplier brochure in the fine print terms and conditions of sale.

    You may read, "We, or any other travel agency, cannot guarantee the published flight times. We strongly suggest that you consider an overnight prior to departure when making connecting flight arrangements to a charter package-holiday." This way, in the unlikely event of a major schedule change, you will not be out of pocket for change fees and penalties to connecting tickets.

    In some cases, it is written, "We will send you a revised itinerary in writing upon notification of a schedule change by the supplier. Within two weeks of departure, we will call you to advise schedule changes, mail, and / or email." Sometimes it becomes impossible to reach customers who may be out of town, or if the phone numbers provided were wrong, or incomplete. Ultimately, it is the responsibility of the traveler to reconfirm all flight times directly with the airline within twenty-four hours of departure (in both directions). This is the only way to ensure that you will be aware of any schedule changes that could cause you to miss your flights. Many people skip this step, and in rare cases, it can be a costly mistake, as one-way tickets at the airport are very expensive.

    Rule 240 is a term that describes the obligations that an individual airline has for late or stranded passengers, for delays caused by airlines. Individual airlines have filed conditions of carriage with the U.S. Department of Transportation stating their respective Rule 240 provisions. Rule 240 does not include flight delays or cancellations that result from bad weather or other factors that are outside of the airliner's control (sometimes called Acts of God).

International Travel Documentation

International Travel Documentation has come under strict observation following security threats in the recent past. It is always necessary to have all necessary documentation ready at the time of travel.

Travel Documentation

When traveling to a country outside your own, you are required to carry and show certain documentation that will allow you entry into other countries. Each country has their own requirements and those requirements may be different depending on the country you're coming from. They could even have restrictions based on the country you're traveling to or from. This section will outline certain types of documents that are used on a fairly wide basis.

1. **Passport**

   A passport is a document, issued by a national government, which certifies, for the purpose of international travel, the identity and nationality of its holder. The elements of identity are name, date of birth, sex, and place of birth.

   A passport does not of itself entitle the passport holder entry into another country, nor to consular protection while abroad or any other privileges. It does, however, normally entitle the passport holder to return to the country that issued the passport. Rights to consular protection arise from international agreements, and the right to return arises from the laws of the issuing country. A passport does not represent the right or the place of residence of the passport holder in the country that issued the passport.

   When traveling internationally, make two copies of your passport identification page. This will help speed up the replacement of your passport should it be lost or stolen. Leave one copy at home with friends or family and carry the other with you. Make sure the copy is not in the same place as the original passport. A passport is a document issued by an authorized official that is usually necessary for exit and reentry into a country, allows travel in a foreign country in accordance with visa requirements, and requests protection for a citizen while abroad.

2. **Visa**

   A visa is an endorsement or stamp placed in your passport by a foreign government that permits you to enter that country for a specified purpose and a limited time – for example a 3-month tourist visa. It is advisable to obtain visas before you leave because you may not be able to obtain visas for some countries at your point of entry. You should apply directly to the embassy or nearest consulate of each country that you plan to visit.

3. Vaccination Records

If a traveler is required to be vaccinated for certain diseases prior to arrival within a country, they need to obtain the vaccinations 4-6 weeks prior to travel and get the vaccination/immunization records from their doctor.

Immunizations

Under international health regulations adopted by the World Health Organization, a country may require international certificates of vaccination against Yellow Fever and Cholera. Typhoid vaccinations are not required for international travel, but are recommended for areas where there is a risk of contagion. Smallpox vaccinations are no longer given. Check your health care records and make sure your Measles, Mumps, Rubella, Polio, Diphtheria, Tetanus immunizations are up-to-date. Medication to deter malaria and other preventative measures are advisable for certain areas. No immunizations are needed to return to the United States. Some counties are now requiring visitor be tested for Human Immunodeficiency Virus (HIV) before they can enter that country.

Internet Reference Site

To know more about international travel documentation, please visit
http://travel.state.gov/travel/cis_pa_tw/cis_pa_tw_1168.html.

Cars

Passengers intending to spend some time in their destination cities require car services for commuting, sight seeing, and so on. There are several can rental services in each city that a passenger can choose from.

A car rental agency is a company that rents automobiles for specific periods of time for a fee. Car rental companies have branches primarily located near airports or busy city areas. There are several different types and sizes of cars or other vehicles available for rental.

Car Types

There are numerous car rental companies. Each company is noted by a specific code, which makes it possible to book these vehicles through various Global Distribution Systems (GDSs). Each code is the same for each GDS and is known throughout the industry.

There are about 10 car rental categories that ***most*** car rental agencies use. These include:

1. Economy
2. Compact
3. Midsize
4. Standard
5. Full size
6. Premium
7. Luxury
8. Minivan
9. Convertible
10. Sport utility
11. Truck

These car groups vary by each rental company and may have different codes within the GDS. Some rental car companies break the term compact into two different car types: economy and compact. An example of an economy car through Avis Rent-a-Car would be a Chevrolet Metro while a compact car would be a Chevrolet Cavalier. The difference is the model of the car.

Other car companies may consider a standard size vehicle as either a mid-size or full-size, while a classification of premium could be considered as either full-size or luxury. Again the only difference is the car model. This is why it is extremely important to check the car details page.

With the travel industry vehicle types are classified by a set 4 digit alpha code. The table below explains some of the codes.

Car Type	# of Doors	Transmission	Air Conditioning
E = Economy C = Compact M = Midsize S = Standard F = Full size P = Premium L = Luxury V = Van or minivan	C = 2 or 4 D = 4	A = Automatic M = Manual	R = Air Conditioning N = No Air Conditioning

For example, the vehicle code **FCAR** would be a full size car, with 2 or 4 doors, automatic transmission, and air conditioning.

Car Rates & Policies

When booking a car, each car rental company has their own set of policies, but there are some policies that are similar to all companies. We're going to explain some of those policies along with car rates in this section.

1. **Rates**

   Many things can determine the rate of a car. Here are some of them:

   a) **Weekday vs. Weekend Rates** –Weekday rates are more expensive than weekend rates. Weekend rates typically start on Friday and end on Sunday.

   b) **Hourly, Daily, Weekly Rates** – A car company will show rates depending on the number of days asked for in availability. If the car is rented for less than 24 hours, it could show an hourly rate or a daily rate. If more than 24 hours and possibly 4 days or more, then it could show a daily rate or a weekly rate. It really depends upon the number of days for the car rental and the car company.

   c) **One-way rental rates** – If you pick up a car in one location and drop it off in another location, the car rental company will show one way rental rates or assess a drop off fee.

   Things to remember about car rental rates and fees:

   - **Fees & Penalties** – Based on the rate quoted, cars must be returned on time to avoid any extra penalties or fees.

   - **24 hour period** – All car rental reservations are based on a 24 hour period.

   - **Late Fee** – Car rental companies will charge a late fee if a vehicle is returned after the designated time.

   - **Drop Fee** – For one-way rentals, customers will usually incur a penalty known as a drop fee.

   - **Mileage fees** – Vehicles are rented either with a certain amount of mileage allowed or unlimited miles driven. If a car is rented allowing 500 miles driven and that mileage is exceeded, a mileage fee per mile may be charged. Car rates that have a mileage restriction are usually lower than rates with unlimited miles.

   - **Gas Policy** – It is a standard policy to return the vehicle with the same amount of gas as you received it, usually a full tank. If you do not, a high premium fee is charged. Most companies now allow a Fuel Option to be purchased at the time of rental. This will allow the renter to return the vehicle with any amount of gas, but a full tank must be purchased in advance.

   - **Taxes and surcharges** – These vary from state to state, airport to airport and can increase a rental rate substantially.

2. Rental Requirements

In addition to having a valid driver's license and method of payment (most require a credit card), many car companies have minimum rental requirements that must be met in order to rent a vehicle. Renters have to:

- Meet the minimum age requirements. A standard industry rule is that one must be 25 years or older to rent. This is not true for all rental companies.
- Present a valid driver's license at the time of rental.
- Present a valid credit card in the driver's name. A deposit is usually held against the credit card.
- Have a good driving record.

3. Taxes and Fees

Low quoted prices may grow into larger charges for the customer. There are fees and taxes that are charged to a customer once they rent a car. They can be charged state, county, city, and airport taxes. Additionally, some companies may charge fees such as registration, customer facility, and concession recoupment, which is a charge to pay for the land the rental agency leases at the airport.

Some companies may also add refueling charges for bringing the car back without a full tank of gas, additional driver fees, and possibly an age requirement fee if the driver is not 25.

4. Special Requests

In addition to renting a car, customers can also request that special equipment be included in their rental.

However, special equipment is a request and is not guaranteed. Additional charges will most likely apply, with prices ranging from $7 per day for a car seat to as much as $25 per day for a luggage rack. Customers should also check the rules and restrictions for making special requests.

5. Frequent Renter Program

Some companies, such as Hertz, have programs where frequent customers get perks such as covered parking and express check-in. Other companies have partnerships with airlines so that you can receive airline miles with each car rental.

6. Insurance Coverage

In addition to taxes, customers may elect to be covered by a variety of insurance. The following are insurance policies that are offered from rental car agencies:

- Lost damage waiver (LDW) – LDW provides the renter relief of all financial responsibility for loss or damage to the car as long as they comply with the terms of the rental agreement.
- Personal accident insurance (PAI) – PAI provides accidental death and medical expense benefits to the renter and all passengers.
- Personal effects protection (PEP) – PEP insures the personal belongings of the renter and the immediate family members who are traveling with the renter.
- Supplemental liability insurance (SLI) – SLI provides primary protection for liability claims against the renter and authorized drivers for injury / death or property damage.
- Uninsured and underinsured motorist protection (UMI) – UMI provides protection to the renter for any uninsured motorist that might hit the vehicle.

Some states have additional insurances that the customer can purchase depending on the state laws.

Hotels

Passengers traveling between cities and intending to spend the night in a destination city require hotel services to avail from. Each city has a variety of hotels to choose from. Rates of stay differ from property to property. Passengers can select from luxury to budget properties according to their convenience.

Hotel Chains

A hotel chain is a group of hotels with the same parent name. Marriott, Hyatt, Hilton, are all hotel chains. Specific hotel properties have their own names, but they fall under these hotel chain names. Each hotel chain has a corresponding code. See below for some of the most notable codes within the US.

Code	Hotel / Group Name
AH	Aston Hotels
BW	Best Western
CI	Comfort Inns
CH	Concorde
CX	Country Inn/Ste
CY	Courtyard Marriott
OO	Crown Sterling
DI	Days Inn
EO	Econolodge
ES	Embassy Suites
FN	Fairfield Inn
FA	Fairmont
FE	Forte Hotels
FK	Forte Resorts
FS	Four Seasons
HX	Hampton Inn
BH	Hawthorn Suites
HH	Hilton
HL	Hilton Intl
HI	Holiday Inn
HG	Homewood Suites
HJ	Howard Johnson
HY	Hyatt
IC	Intercontinental
MC	Marriott
ME	Meridien
OB	Oberoi Group

Hotel Property Name

This is the actual name of the hotel. The hotel property name can be listed differently depending on how it was loaded into each system's (GDS, Hotel website, Travel Website, internal corporate website) database. This is why there can be so many different names for the same hotel.

Within a GDS, each hotel property also has a hotel number that is assigned to it.

Examples are: Atlanta Marriott Downtown, Courtyard Atlanta Downtown, The Ritz Carlton Atlanta, *Hilton Hawaiian Village* (see picture), Hyatt Regency Maui

Room Types & Rates

Within each hotel, there could be several different types of rooms that can be sold at many different rates. This section will give you basic information on the room types as well as the different room rates.

1. Room types

The room type depends on the amenities and the size of the room as well as how many beds are in the room. There are rooms with one double bed, two queen beds, or a suite that includes a seating area. There are rooms that are non smoking or smoking, rooms that have a refrigerator and rooms that don't. Normally rooms are presented with a room type code.

2. Room type codes

Room type codes are codes that describe the hotel room. STD for standard rooms, LUX for luxury rooms, 1Q for rooms with one queen bed, etc. These codes can vary from hotel to hotel. Hotels continued

3. Room rates

Just like airline tickets, hotel rooms may have different rates depending on who is booking them, where they book them, and what dates they book them for. Let me give you some examples:

- The number of beds, the view, the dates you want to book can all affect the hotel rate.
- A room with two queen beds is more expensive the a room with one double bed.
- A room that has a garden view is less expensive than one with an ocean view.
- A hotel room in Hawaii in February is more expensive than it is in June because February is High Peak travel times in Hawaii.
- If you book a hotel by calling that specific hotel directly, you may be able to get discounted rates that are not available on travel websites or even on that hotels website.

4. Room rate types

When hotels are booked in a GDS, on a travel website, on an internal corporate booking application, or on the hotel's website, there are several different rates that are available if you meet the criteria.

Some of the rates can have restrictions like minimum night stay requirements, day of the week that check in is allowed, maximum nights stay allowed, etc.

Here is a list of just some of the different rate types:

- **Corporate Rates** – These are rates that may give a discount to all corporate clients. They probably don't need you to enter a rate code to book them.

- **Negotiated Rates** – These are rates that are negotiated (per company, per group, etc.) for a discounted rate. They normally require a rate code of some kind in order to book them. If they are booked within an internal travel application, the application may already be loaded with these rates and these codes.

- **Package Rates –** These are rates that are only available when a hotel is booked as a part of a package.

- **AAA Rates, Senior Rates, Government/Military Rates, Travel agent rates –** These are rates that only apply to certain groups of people. They are required to show some kind of verification that they belong to these groups in order to receive these rates. That means that they may book something at one of these discounted rates, but if they don't show verification at time of check-in or check-out, they will be charged a higher rate.

PNR

PNR stands for Passenger Name Record. This is the reservation in the GDS. It is also called a record or a reservation though it is technically neither of those. PNRs consist of many items, some that are required and others that are only required because your company says they are. Let's take a look at a PNR and break it down.

Itinerary

The itinerary portion of a PNR consist of the air, car, hotel, rail, tour, and/or cruise segments that are booked. One PNR can hold up to and is limited to16 airline flights, rail segments, cruise segments, or tour segments. Only 4 tickets can be issued for the same person on one PNR and only 4 segments can be included on one ticket, therefore, only 16 segments can be included in the PNR.

Here is an example and an explanation of an itinerary:

```
1 DL1889T  30MAY  W  BOSLAS  HK1  723P  1020P  HRS /DCDL*P3OFND /E
2DL 788U  05JUN  T  LASATL  HK1 1043P  527A 06JUN W HRS /DCDL*P3OFND /E
3
5DL 552L  06JUN  W  ATLBOS  HK1  705A  938A  HRS /DCDL*P3OFND /E
6OTH ZZ    16FEB  J  GK1   INFO/RETENTION
```

Let's decode the first line

Itinerary Item	Explanation
1	The segment number. This is the first itinerary segment in this PNR
DL	The airline code for the airline that operates this flight (DL = Delta)
1889	The flight number
W	Booking class is W
BOSLAS	City pair – This example is from BOS (Boston) to LAS (Las Vegas)
30MAY	Date of travel for this segment (in this case, for this flight)
HK1	HK = Holding confirmed 1 = 1 seat. This means that one seat is confirmed on this flight.
723P	Time this flight departs from the origin city, which is Boston (BOS)
1020p	Time this flight arrives into the destination city for this city pair, which is Las Vegas (LAS)
HRS/DCDL*P3OFND	This is the location, airline, and agent sign that confirmed this flight.
/E	This is the E-tkt indicator that says this flight will be e-ticketed.