

# **Travel Terms and Definitions**

## **What is Tourism?**

Tourism is generally regarded as traveling to a different location for business or pleasure purposes. However, it has quite a specific definition: traveling to another environment for at least 24 hours, but for no longer than one year, for purposes related to business or leisure.

A tourist is generally only classed as such if they stay in overnight accommodation situated in the location they travel to. By its very nature, tourism involves a round trip rather than travel in one direction only. With this in mind, the tourism industry refers to all aspects of the service industry that cater to tourists.

## **What is Travel?**

Travel refers to the act of moving from one location to another. This can refer to long-distance, short-distance, overseas, domestic, and various other forms. Crucially, travel also includes both round trips and one-way journeys, and it covers a wide variety of different travel purposes.

The travel industry, therefore, refers to the numerous aspects of the wider service industry which cater to the needs and desires of those who have traveled from one part of the world to another.

## **Difference between travel and tourism**

Given the definitions above, it is understandable that many people struggle to see much of a distinction between the tourism industry and the travel industry. Indeed, there is clearly a significant overlap between the two, and many of the businesses and services that cater to tourists also cater to travelers more generally.

Nevertheless, there are some notable differences. Essentially, the tourism industry is concerned with people traveling for business or pleasure purposes, staying at their destination for at least one night, and returning. By contrast, the travel industry has a wider scope, covering more travel purposes and durations.

## **Transportation**

The transportation sector is one of the most obvious sectors that falls under both the travel and tourism umbrellas and is concerned with the movement of people from one location to

another. This includes various types of travel, including air, road, rail, and water-based methods. This sector enables tourism in the first place, but also provides tourists with a means of getting around after they arrive at their destination.

## **Airline Industry**

Air travel is one of the main ways that tourists and travelers reach their chosen destinations, and the airline industry provides various services, including scheduled and chartered flights. Companies within this sub-category may offer flights to domestic and international destinations and long-haul and short-haul flights.

## **Car Rental**

Car rental services provide customers with temporary access to a car. These services can enable tourists or travelers to actually get to their chosen destination in the first place. Still, many customers use them after arriving, as they provide more freedom for exploration than relying on public transport.

## **Water Transport**

As the name suggests, the water transport sub-category includes all forms of transport that carry passengers across the water. This includes ocean liners and ferries, which tend to voyage from point A to point B, and cruise ships, where transportation is not the only purpose, and the voyage itself is a huge part of the travel experience.

## **Coach Services**

In many cases, coach services are one of the most cost-effective ways for tourists or travelers to reach their chosen destinations, and they are especially popular for day trips. However, coach travel does cater for international travel too. Moreover, local bus services also fall under this umbrella.

## **Railway**

Railways are another popular transportation method, helping passengers to get from one location to another easily. Rail services are especially popular with domestic travelers, due to their convenience and regularity. Moreover, many major cities use subway-style rail services, facilitating quick and easy movement.

## **Accommodation**

The travel and tourism industries also contain the accommodation sector, with people requiring overnight accommodation for varying lengths of time. The accommodation industry offers various options for customers, catering to different tastes, budgets, and requirements. In addition to providing shelter and a place to sleep, many companies in the accommodation sector also provide various other services.

## **Hotels**

The most popular form of accommodation for tourists, hotels are establishments that offer overnight stays on a short-term basis. They provide guests private rooms, typically including an en suite bathroom and other facilities. Most hotels also provide housekeeping, room service, and laundry.

## **Shared Accommodation**

The rise of platforms like Airbnb has increased the popularity of shared accommodation, which typically consists of a space in a house that may be shared with the owners. The accommodation itself may consist of a private room, or maybe a room shared with other guests using the facility simultaneously.

## **Hostels**

Hostels are a form of shared-room lodging where guests pay for a bed in a dormitory-style setup. Rooms will each provide multiple beds, with guests sharing kitchen and bathroom facilities. They are typically classed as a budget option and are usually provided on a self-catering basis.

## **Camping**

A form of outdoor accommodation that uses temporary shelter, usually in a tent. Tourists and camp travelers may opt to stay at a commercial campsite, providing additional facilities or amenities. Alternatively, they might prefer to make their own campsite in a publicly accessible area, like a national park.

## **Bed and Breakfast**

Most bed and breakfast accommodation is situated in a converted private house or pub, and will provide guests with a private room for the night and breakfast in the morning. In many cases, the owner of the B&B will live in the building too. Guests may be offered en suite bathroom facilities, or they may need to share them.

## **Cruises**

Cruises are classed as both a form of transportation and accommodation. This is because those on the cruise are allocated their cabin, where they can rest, relax and sleep.

Passengers spend most of the cruise on the cruise ship, benefiting from classic accommodation services.

### **Farmhouse Accommodation and Agri-Tourism**

Agri-tourism remains a fairly niche concept, but one which is gaining increased traction, with tourists spending time on a farm, seeing the day-to-day work that goes on first-hand, and even joining in. Farmhouse accommodation is simply accommodation that facilitates this kind of experience, and it often resembles a B&B.

## **Entertainment**

Once tourists or travelers arrive at their chosen destination, they will often need entertainment, even if that is not the primary purpose of their journey. However, in many cases, companies or establishments providing entertainment are one of the major attractions drawing people to a location in the first place. Some of the sub-categories within the entertainment sector of the travel and tourism industry are outlined below.

### **Casino**

A casino is an entertainment establishment that provides people with opportunities to gamble – primarily through luck-based cards, dice, and slot games. In addition to these games, many casinos are connected to hotels or resorts, and many also host other entertainment, such as musical or comedy performances.

### **Tourist Information**

The tourist information sub-category is focused on providing travelers with important information about things to do in the local area. This includes offline methods, such as tourist information offices and leaflets, and online methods, such as informational websites and social media accounts.

### **Shopping**

Shops play a varied role in the travel and tourism industries, catering to people's basic needs, while also providing a form of entertainment. Indeed, many people travel to specific parts of the world to experience shopping in that location, including 5th Avenue in New York, Bond Street in London, and Rodeo Drive in LA.

### **Tourist Guides & Tours**

Tourist guides offer organized tours of a location, typically taking a group of people to some of the important attractions or tourist sites nearby. The tourist guide's role is factual information and context, helping to make the tour more interesting and educational.

## **Meal Plans Definitions**

### **AP or American Plan**

American Plan or AP means that apart from room rent, quoted hotel tariff includes all 3 meals as well i.e. Breakfast, Lunch & Dinner. In Europe and some other countries the American Plan is also referred to as Full Pension or Full Board Plan.

### **MAP or Modified American Plan**

Modified American Plan or MAP means quoted rates include two meals a day, namely breakfast and either lunch or dinner. In Europe and some other countries the Modified American Plan is also referred to as Half Pension or Half Board Plan.

### **CP or Continental Plan**

Under Continental or CP Meal Plan, room rent and complimentary free breakfast are included in the tariff. And in case you decide to have dinner and lunch at the hotel, you always have the option to pay extra. Continental Plan is supposed to include a continental breakfast.

### **EP or European Plan**

European Plan or EP will mostly have the lowest tariff in a rate card simply because it includes only room rent and no meals.

## **Hotel Room Types Definitions**

**Single:** A room assigned to one person. May have one or more beds.

**Double:** A room assigned to two people. May have one or more beds.

**Triple:** A room assigned to three people. May have two or more beds.

**Quad:** A room assigned to four people. May have two or more beds.

**Queen:** A room with a queen-sized bed. May be occupied by one or more people.

**King:** A room with a king-sized bed. May be occupied by one or more people.

**Twin:** A room with two beds. May be occupied by one or more people.

**Double-double:** A room with two double (or perhaps queen) beds. May be occupied by one or more people.

**Studio:** A room with a studio bed – a couch that can be converted into a bed. May also have an additional bed.

#### **Types of Suites can include:**

**Master Suite:** A parlor or living room connected to one or more bedrooms.

**Mini-Suite or Junior Suite:** A single room with a bed and sitting area. Sometimes the sleeping area is in a bedroom separate from the parlor or living room.

#### **Other types of rooms can include:**

**Connecting rooms:** Rooms with individual entrance doors from the outside and a connecting door between. Guests can move between rooms without going through the hallway.

**Adjoining rooms:** Rooms with a common wall, but no connecting door.

**Adjacent rooms:** Rooms close to each other, perhaps across the hall.

### **Transfers Definitions**

**SIC Transfers-** SIC tours stands for Seat-in-Coach Basis Tours, which means you will share an air-conditioned coach or van with other tourists and you will have (may be not) an English-speaking tour guide to take you to all the scenic spots listed in the Itinerary that day.

**Private Transfers-** A private transfer is a taxi or other vehicle reserved solely for your party. Private transfers will be waiting for you on arrival at the destination airport, and will take you directly to your hotel or apartment, without any stops on route.

### **Other Terms and Definitions**

## **A**

**Add-on** – A selection, typically at an increased price, added to a travel reservation.

**Adjoining rooms** – Bordering hotel rooms that do not share a common door.

**Advance purchase requirement** – Ticket must be purchased a minimum number of days before the flight departs.

**ARC – The Airlines Reporting Corporation** - is responsible for supervising payments from travel agencies to airlines along with the manner in which tickets are issued to consumers.

**Airport access fee** – A fee paid to the airport authority by car rental companies for the use of shuttle vehicles. This often appears in customer's car rental bills.

**Availability** – The total number of seats allowed to be sold at a particular rate.

## B

**Base fare** – The cost of an airfare prior to addition of fees, taxes or surcharges.

**Blackout dates** – Specific dates in which special fares or promotions do not apply. Typically exist around holidays or special events.

**Blocked space** – Seats reserved to be sold to third party companies at a discounted group rate.

**Boarding pass** – A ticket issued at airport check-in that authorizes airplane boarding.

**Bulk contract** – An agreement whereby an airline sells large blocks of seats at a discount for resale by a third party.

**Bulk fare** – A reduced fare for purchases of a large number of tickets.

**Business class** – While amenities vary based on the airline, business class generally falls between first class and coach.

## C

**Cancellation penalty** – A fee to charged to customers that cancel flights after booking reservations. Fees typically vary based on the agency or carrier.

**Commission** – A small fee that a travel agency or services adds to the total fee in order to make money.

**Consolidator** – A business that has contracts with airlines to sell tickets in bulk, generally at a discounted rate.

**Corporate agency** – A travel agency that usually caters to medium-large sized businesses.

## D

**Domestic fare** – An additional fare added to national flights.

## E

**Electronic ticket** – A paperless ticket that allows travelers to fly with only a photo ID. Commonly referred to as "E-ticket's", they cannot be lost or stolen because it is an electronic reservation.

**Exclusive fare** – Discounted airfares offered by travel consolidators.

## F

**Fare basis (code)** – The code that determines the price of an airline ticket.

**First class** – The class which offers the most premium service. Enhanced seating, meal selection, and drink offerings staples of these services.

## H

**Hub** – A city in which an airline has a major presence. Often, it is the city in which the airline was formed.

I

**Interline connection** – A trip with a connection flight from a different airline.

L

**Land arrangements** – All non-flying reservations upon arrival such as car rental, hotel, and tourist reservations.

**Layover** – The period of time spent between connecting flights.

**LDW - loss damage waiver** – Supplementary car rental insurance that covers theft, vandalism, and accident damage.

**Leisure travel** – Usually signifies traveling for relaxation, vacation, or to visit friends/family.

**Limited service hotel** – A hotel without a restaurant on the premises.

**Lowest available fare** – The most inexpensive flight currently available.

M

**Maximum stay** – The longest period of time a traveler can stay at a particular destination and still qualify for the promotion or discounted fare.

**Minimum connect time** – The shortest time required in order to successfully transfer to a connecting flight. It is recommended to select a connecting flight that exceeds the minimum connection time.

N

**Net fare, net rate** – Implies the commission has already been added to the price of the fare.

**No show** – A traveler that doesn't appear for their flight, hotel, or car rental reservation.

**Non-refundable** – A ticket in which no money will be returned if the customer no longer intends to use the ticket.

**Non-transferable** – A ticket that can only be used by the person who was originally scheduled to fly at the time of purchase.

**Nonstop** – A flight that travels directly to its destination without connections or layovers.

O

**Occupancy rate** – The proportion of reservations expected during any given period.

**Offline connection** – A connection that requires switching to both a new aircraft and carrier.

**Off-peak** – A less expensive time to travel as result of lower consumer volume during these periods.

**Operator** – Any company that provides any transportation service. Not just limited to flights, it also includes trains, buses, and cruise ships.

**Overbooking** – When a carrier books more reservations than available seats.



## P

**Passenger facility charge (PFC)** – an additional fee for the use of the airport.

**Passenger name record (PNR)** – The official name of one's reservation in a computer reservation system (CRS).

**Personal effects coverage** – Additional car rental insurance covering loss of personal property from the rented vehicle.

**Point-to-point** – Refers to the fares between two cities.

**Published fare** – A fare immediately offered for purchase by the airline. This does not include heavily discounted flights usually offered to consolidators.

## R

**Rack rate** – The price of a hotel prior to discount.

**Reconfirm** – to double-check a reservation.

**Record locator** – The number assigned to a reservation in the airlines number. This number is unique, as it will never be assigned again.

**Red-eye flight** – A flight in which the travel takes place between the hours of 9pm and 7am.

**Reissue** – When a new ticket is issued as a result of a change of plans. This can often require fees or penalties from the airport.

**Round trip** – Two flights: the destination flight and its return trip.

## S

**Saturday night stay** – In order to receive a specialty fare, a Saturday stay over is sometimes required.

**Scheduled carrier** – An airline that offers regularly scheduled flights between destinations.

**Special fare** – Any fare that deviates from normal pricing (typically discounted).

**Shoulder season** – The period of time between busy and quiet seasons in which prices are typically at a midpoint.

**Suite** – A hotel room that usually offers a living room and kitchenette in addition to the bedroom.

**Supplier** – A company that offer travel services to the general public.

## T

**Through passenger** – A passenger who remains on the plane at a connecting stop on the way to his/her final destination.

**Ticket stock** – Blank airline tickets.

**Travel agent** – An individual or company that sell travel services on a commission basis.

**Travel agency** – Usually used in the travel industry to refer to an ARC-appointed storefront retailer.

## U

**Unlimited mileage** – Signifies there are no mileage restrictions for renters.

**Unrestricted fare** – An airfare with no limitations. It is typically refundable and has no blackout days.

## W

**Waiver** – A written acknowledgement that a passenger has declined something.