

AIRLINE TERMINOLOGY USED:

<u>Terms Used</u>	<u>Definition</u>
Baggage Allowance	Each passenger allowed baggage based on the total weight, number of piece or volume that will be transported free of charge to the passenger.
Baggage Claim Area	That part of a transportation terminal where passengers may claim their baggage checked in at departure point.
Boarding Pass	Card handed to a passenger before boarding an aircraft. It indicates that all check-in formalities have been completed and specifies the class and compartment of the aircraft, as well as seat number allotted to passenger.
Cancellation Fee	Penalty charge to be paid by a customer who fails to use a reserved accommodation or a flight reservation.
Charter	Hiring a whole vehicle/aircraft for a particular journey or a specified period of time.
Check-in	To complete necessary formalities before embarking on the flight, or guest at a hotel is allowed. This consists of the issue of a boarding pass for the relevant flight or at a hotel, the signing of the register card.
Child	A passenger who has reached his/ her second birthday but not his/her twelfth.
Commercially Important Person (CIP)	Regular customer holding a special card enabling him/ her to be distinguished from other passengers.
Connecting Flight	A flight which requires the passenger to change aircraft as part of the itinerary.
Destination	Geographic location to which a person is travelling. For fare construction purpose, the destination is the final stopping place for disembarkation.
Direct Flight	Flight between two predetermined points that does not require a passenger to stop-over.
Endorsement	Authority from a carrier to transfer a transportation document (for example: a ticket or flight coupon) to another carrier.
Estimated time of arrival (ETA)	Time when a carrier (usually an aircraft) is expected to reach a location or destination; also used to refer to the time a guest or group is expected to arrive at a hotel or other location.
Estimated time of departure (ETD)	Time a carrier (usually an aircraft) is expected to leave a location, also used to refer to the time when a guest or group is expected to leave a hotel or other location.

<u>Terms Used</u>	<u>Definition</u>
Flight Coupon	That part of an airline ticket containing details of the flight reserved for a passenger.
Gateway City	City (airport) serving the passenger as entry or departure point in a foreign country.
High Season (peak season)	Time of year when licensed to take tourists on sightseeing excursions, especially during local public holidays.
Incentive Travel	A trip offered by commercial company to encourage or reward a member of their staff or dealers or agents.
Infant	A passenger who has not reached his/her second birthday.
Inclusive Tour	Tour including various components such as airfares, hotel and sightseeing.
Minimum Connecting Time	Minimum time required to make a connection between two flights.
Miscellaneous Charges Order (MCO)	A document emitted by a carrier or its agent which requests the issuing of a ticket or the supplying of certain services such as sightseeing, hotel rooms, transfers.
No-shows	Passenger holding a reservation on a flight who fails to use or cancel it.
Low season	Period of the year when (low season) tourist traffic is at its lowest.
Open Ticket	Ticket that does not specify the date on which the service is to be performed, leaving the passenger to secure a reservation at later date.
Prepaid Ticket Advice (PTA)	Ticket issued by airline to indicate that payment for air transportation has been made in a different place than that where the transportation commences.
Revalidation Sticker	Official notice affixed to a flight coupon to indicate that a new reservation has been made.
Scheduled Service	Any form of transport service operated over a carrier's certified routes in accordance with published schedules.
Seasonal Rates	Variation in price for the same service, depending upon the time of the year.
Shoulder Period	Time of the year between the high season and off-season during which intermediate fares are applied.
Shuttle Service	Service by plane, train or bus which offers high frequency and used mainly over short distances where tickets can be purchased on the spot..

