



Air Fares & Ticketing 1 (Foundation Level)

Approved by and leading to the
City & Guilds Qualification at Level 1

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2-Letter Code: To simplify communication in the airline world, IATA (International Air Traffic Association) has designated all scheduled airlines with two letter codes. These are used in reservations, tickets, timetables and fare tables. (More later)

Accompanied/Unaccompanied Baggage: Accompanied baggage is carried in the same vehicle as the passenger (and may be checked or unchecked). Unaccompanied baggage is carried separately as cargo.

Airline Code: Specifically, the unique two or three digit indicators that identify specific airlines in CRS systems.

Alliance: A term for airlines that have grouped together – formed an alliance – to give them a stronger identity and larger market share.

Apex: A travel ticket which has an advance purchase requirement.

APD: Air Passenger Duty (charge payable on tickets for flights leaving from the UK).

Arrival Times: All timetables give the time that the flight will arrive in local time.

ATB: Automated Ticket and Boarding Pass.

Billing Settlement Plan (BSP): BSP is a standardised system for airlines and agents, providing them with a simplified approach to the selling, reporting and administration of passenger air transportation.

Black Box: Also known as the Cockpit Recorder or the Flight Data Recorder. Records all of the data transmissions such as altitude, air speed, etc., and the voice and sound transmissions. Black boxes are not black, they are brightly colored in order to find them more easily amongst the wreckage after an accident.

Budget Airlines: Also called ‘No Frills’ or ‘Low Cost’ airlines (see previously). They operate schedules (regular timetables) like the larger airlines, but often with lower fares. They fly on short-haul routes and sometimes in and out of less popular airports.

Bulk Head seats: The physical walls on an aircraft that separates the plane into different sections (such as business class and economy class). These seats usually have limited storage, and may have either more leg room or sometimes less leg room.

CAA – Civil Aviation Authority



Formed 1971, the Civil Aviation Authority (CAA) is a government regulator with a number of different functions. It consists of four groups:

Safety Regulation Group (SRG) is responsible for UK civil aviation safety standards. Amongst other things SRG ensures standards are set and maintained to a high level; that airlines, flight crew, air traffic controllers and aircraft maintenance engineers are fit and competent, and that airports are safe to use.

Consumer Protection Group (CPR) is responsible for managing the ATOL system, which protects holidaymakers and travellers from the consequences of tour operator failure. CPG also licenses and regulates UK airlines and enforces air consumer protection requirements, including denied boarding and passenger rights.

Economic Regulation Group (ERG) is responsible for the regulation of the UK's air traffic control services (NATS) airports and airlines. Its aim is to secure the best sustainable outcome for users of air transport in terms of fares, competition and services.

Directorate of Airspace Policy (DAP) is primarily responsible for ensuring UK airspace is used safely and efficiently to meet the needs of its users.



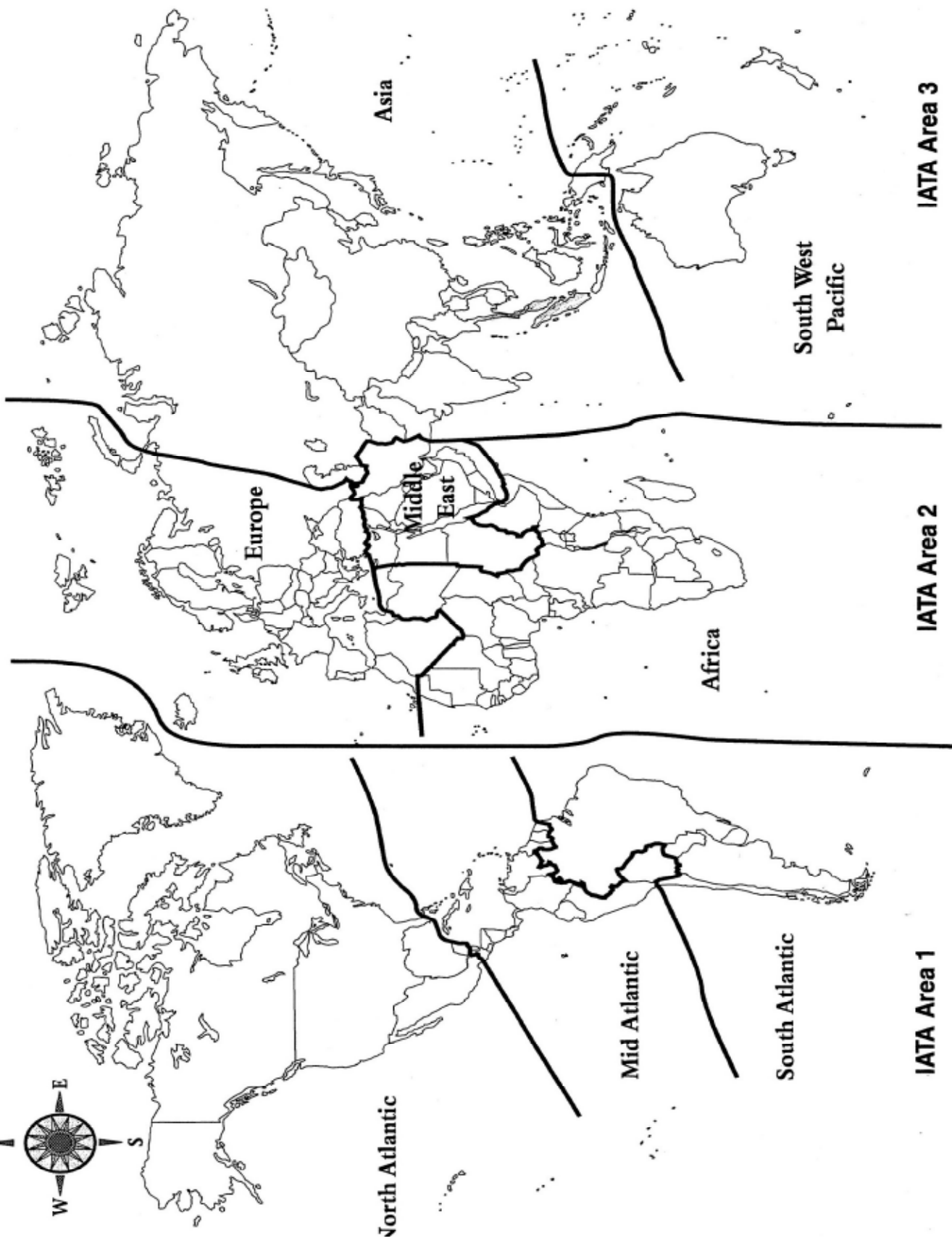
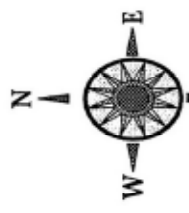
Exercise 1.1

1. Which one of the following authorities sets down the guidelines and requirements for licensing and monitoring private and professional pilots?
 - a) IATA.
 - b) CAA.
 - c) ATOL.
 - d) ABTA.

2. Which one of the following aviation departments is responsible for ensuring the public can buy a flexible air ticket at a fair price?
 - a) DAP.
 - b) SRG.
 - c) ERG.
 - d) ATOL.

3. The full name of the organisation, IATA is
 - a) International Aviation and Transport Association
 - b) International Air Transport Association
 - c) Internal Air Travel Association
 - d) International Aviation and Tourism Association.

4. IATA's European Headquarters is situated in
 - a) Belgium
 - b) The Netherlands
 - c) Germany
 - d) Switzerland.



IATA Area 3

IATA Area 2

IATA Area 1

Exercise 6.2

Again you may need other sources e.g. Internet, maps, brochures etc.

1. Off which continent do the Canary Islands lie?

- a) Asia
- b) Africa
- c) Europe

2. What is the capital of Cyprus?

- a) Nicosia
- b) Larnaca
- c) Minorca

3. State two airports in Sicily.

4. If I was flying into Faro, southern Portugal what resort area would I be nearest to?

- a) Costa Brava
- b) Algarve
- c) Estoril coast
- d) The Canaries

5. If I were to visit the Tuscany region of Italy, which airport/airports would be nearest?

6. Name three airports in Scotland.

Exercise 10.2



1. Which major US city is located on Lake Michigan?
 - a) Houston
 - b) Chicago
 - c) Denver
 - d) Phoenix

2. Which one of the following major US cities is located in Colorado?
 - a) Houston
 - b) Chicago
 - c) Denver
 - d) Phoenix

3. Which two of the following major US cities is located in Texas?
 - a) Houston
 - b) Chicago
 - c) Dallas
 - d) Phoenix

4. Which one of the following major US cities is located closest to Vancouver?
 - a) Detroit
 - b) Chicago
 - c) Kansas
 - d) Seattle

5. Which one of the following cities was the home to Elvis Presley?
 - a) Atlanta
 - b) Memphis
 - c) New Orleans
 - d) Dallas

Scheduled Flights



- Scheduled air services are operated by a large number of airlines and seats are sold to the public directly or through travel agents. Schedules and fares are published in advance and, even if seat bookings are low, services usually operate as planned.
- Scheduled flights are operated worldwide, with many airlines providing both international and domestic services.
- Fares depend on the class of travel and when the booking is made, with reduced fares available for advanced purchase but rarely for last minute bookings. Some airlines sell block allocations of seats to tour operators and specialist flight companies, called consolidators, who sell them at a lower price than the normal fare.

Scheduled flights are categorised into six main types, which are each given a name depending on their routing:

- A **DOMESTIC** flight is between two cities in the same country. E.g. Manchester to London
- An **INTERNATIONAL** flight is between two cities with the departure city in one country and the arrival city in another city. E.g. London to Stockholm
- An **OPEN-JAW** flight is one where a flight operates into one city but returns from a different city within that country. E.g. London to Berlin, inbound Frankfurt to London
- A **SHORT HAUL** flight is usually no longer than 5 hours, possibly within Europe and the Med. E.g. London to Madrid
- A **LONG HAUL** flight is anything over 6 hours, possibly flying to another continent. E.g. London to Miami
- A **ROUND-THE-WORLD** flight would include numerous destinations with travel in one continuous direction, whether this is via Eastern or Western Hemisphere. E.g. London - Rome - Bangkok - Sydney - Melbourne - Auckland - Los Angeles - London

Timetables for Scheduled Flights

The main manual source of scheduled airline information within the travel industry is the OAG Flight Guide™ Worldwide. As mentioned in Chapter 1, it lists all the scheduled services around the world, including direct and connecting flights. There are extracts from the OAG at the back of your folder, and you will be using them in great depth throughout this section.

Study the OAG extract below detailing flights from Birmingham to Aberdeen. The OAG shows all airlines operating between Birmingham and Aberdeen. It will list the direct flights first, followed by any transfer connections. A transfer connection is when there is a change of flight number and aircraft.

The city where the change takes place is known as a transit city/point. Flights are ordered by departure time starting with the earliest and direct flights first.

Destination city **Airport codes will always be shown whenever the city has more than one airport, or if there is more than one city with the same name**



Aberdeen UK ABZ						
MTWTF**	0845	BHX	1025	ABZ	BA4171	0 DH8 SBLKM
.....S	1010	BHX	1150	ABZ	BA4171	0 DH8 SBLKM
.....S•	1245	BHX	1425	ABZ	BA4177	0 DH8 SBLKM
MTWTF** From 6Apr	1510	BHX	1650	ABZ	BA4173	0 DH8 SBLKM
.....S From 11Apr	1805	BHX	1945	ABZ	BA4175	0 DH8 SBLKM
MTWTF**	1830	BHX	2010	ABZ	BA4175	0 DHB SBLKM
TRANSFER CONNECTIONS			← Transfer connections are listed below direct flights			
MTWTF** 6Apr-30Apr	0725	BHX	0825	NCL	BA8390	0 J41 SBLK✍
	0925	NCL	1025	ABZ	BA4052	0 DH8 SBLKM
MTWTF** From 4May	0725	BHX	0825	NCL	BA8390	0 J41 SBLK✍
	0925	NCL	1025	ABZ	BA4052	0 DH8 SBLKM
MTWTF** 6Apr-30Apr	1600	BHX	1700	NCL	BA8394	0 J41 SBLK✍
	1830	NCL	1930	ABZ	BA4096	0 DH8 SBLKM

Airport code will always be shown for the transit city

City & Airport Codes



Each city with an airport has a 3-letter IATA code that is used in reservation messages, fares and ticketing. Often, the first three letters of the city name are used,

e.g.

ATH is **ATHENS**

SIN is **SINGAPORE**

DEN is **DENVER**

Some codes are instantly recognisable, even when the first three letters are not used.

E.g.

NBO is **NAIROBI**

HKG is **HONG KONG**

Some codes are difficult to remember, in particular the Canadian city codes. E.g. (All Canadian city codes start with a Y)

YMQ is **MONTREAL**

YEA is **EDMONTON**

Take care, there are some traps. Never guess - if you are not sure about the code for a city always check. E.g.

LOS is **LAGOS**, not **LOS ANGELES**

MAR is **MARACAIBO** not **MARSEILLE**

Case Study: Barcelona Airport

1. Departing Passengers

Situation: A passenger arriving by train at Barcelona for a flight to Miami with American Airlines would go through the following routine:

- Transfer baggage from ground transportation to check-in desk, via security check, at Terminal A
- Hand in ticket and passport with UK visa.
- Choose a seat on the aircraft if not already pre-booked
- Answer security questions regarding luggage and other items carried
- Check that baggage is properly tagged with the appropriate 3-letter code on the luggage label
- Take escalator to hand-baggage security and x-ray and walk through to Passport Control
- Visit duty free shops and other airport services
- Go to departure/boarding area when advised on departure screens
- When flight is called, go to gate, show ticket and passport and clear final security
- When flight is called, go to gate, show ticket and passport and clear final security

Business Class passengers will have the opportunity to wait in the American Airlines VIP Lounge where refreshments and business facilities are offered.



Boeing 787 Dreamliner

The Boeing 787 Dreamliner is hailed as the biggest advance in aircraft design since Concorde. The revolutionary aircraft is, in effect, the world's first plastic airliner - the fuselage is built from lightweight, high-durability carbon-fibre composites, and the wings are made with a combination of composites and titanium graphite laminate. The result is a plane that is considerably lighter, and therefore more fuel-efficient, than any other commercial aircraft.

The cabin interior should be more comfortable than other aircraft, with higher humidity levels (leaving passengers less dehydrated) and windows that are three times larger than average. In-flight entertainment will be delivered via a wireless network that will allow passengers internet and email access

As for jet lag, the Dreamliner has an LED lighting system which mimics the sunrise and sunset of the final destination. The idea is that you are gradually eased into the new time zone of wherever you are flying to.

The aircraft is also aimed to benefit the environment. The lightweight composite material means it uses 20 per cent less fuel than today's mid-sized commercial aircrafts, which could dramatically reduce costs and give the recession-battered airline industry a much needed boost.

As of late 2011, Boeing will be delivering 10 Dreamliners a month, with Thomson Airways taking delivery of their 13 (with a possible 13 more) in January 2012.

As far as the UK market is concerned, then, it's just 18 months more to wait...

Inside the 787 Dreamliner



Exercise 27.3

1. When a passenger needs assistance at the airport because they are elderly or have never flown before, what is this known as? Please circle your answer.

WCHR

VIP

UMNR

BSCT

MAAS

VGML

2. A passenger has a broken leg and cannot climb stairs. Which wheelchair would you request for him?

3. Give a definition of an UMNR.

4. What is the four letter code for a vegan meal?

5. I have two children under ten travelling with me. Can we all sit next to the emergency exit?

6. Which one of the following is the code used to indicate a passenger requiring some assistance to and from the aircraft but is able to climb the aircraft steps?

a) WCHR

b) WCHS

c) WCHC

d) WCHT.

7. Which one of the following is the code used to indicate a passenger requiring assistance to and from the aircraft and up the stairs?

a) WCHR

b) WCHS

c) WCHC

d) WCHT.

amadeus



Founded in 1987 by Iberia, Air France, Lufthansa and SAS (no longer a shareholder) and has been fully operational since 1992.

Corporate Headquarters, Madrid, Spain

UK Head Office, Crawley, W Sussex

Product Marketing and Development, Nice, France

Operations and Data Centre, Erding, Germany

www.amadeusuk.com



Founded by eleven major North American and European airlines - Aer Lingus, Air Canada, Alitalia, Austrian Airlines, British Airways, KLM Royal Dutch Airlines, Olympic Airways, Swissair, TAP Air Portugal, United Airlines and US Airways. They are now a subsidiary of Cendant Corporation (NYSE: CD) and the cornerstone of Cendant's Travel Distribution Division

Headquarters in Parsippany, New Jersey, USA

UK Head Office, Windsor, Berkshire

www.galileo.co.uk

The **Red** 'Something to Declare' Channel

You will need to go to the red channel if you have goods that you have to declare to Customs, or if you are unsure about whether or not you need to declare them. You should follow the signs for the red channel and then follow instructions about how to declare your goods and pay any money owing on them.

The **Green** 'Nothing to Declare' Channel

You can pass through the green channel ONLY if you do NOT have any goods to declare to Customs. You should be sure that your goods are strictly within the Customs 'allowances' and that you are not bringing into the UK prohibited (banned) or restricted goods. If you are carrying any commercial goods, or goods belonging to your employer, such as laptop computers, you must declare them in the Red Channel.

The **Blue** 'EU' Channel

The blue channel is ONLY for travellers arriving in the UK from another EU (European Union) country and who have NOTHING to declare. If you meet both these criteria, and there is a blue channel - ALWAYS use it. The blue channel is there to make your journey from one EU country to another as smooth as possible. The blue channel is part of the European Union's efforts to make it easier for people to travel between EU member states. The UK is a member of the EU.



Departure

Once your plane takes off, your pilot activates a transponder device inside the aircraft. The transponder detects incoming radar signals and broadcasts an amplified, encoded radio signal in the direction of the detected radar wave. The transponder signal provides the controller with your aircraft's flight number, altitude, airspeed and destination. A blip representing the airplane appears on the controller's radar screen with this information beside it. The controller can now follow your plane until it leaves the airspace he is responsible for.

UK Airspace is divided into two main areas, known as **Flight Information Regions**:

- The Scottish FIR and
- The London FIR.

The responsibility for these lies with three centres. The London Area and Terminal Control Centre (LATCC) situated at West Drayton, The Scottish Oceanic and Area Control Centre at Prestwick, and the Manchester Area Control Centre (MACC), at Manchester Airport. Each centre is responsible for airspace within specific areas of the country.



The International Time Calculator

Rather than use the map to work out time calculations, you can use the International Time Calculator in your OAG extracts.

- Time zones East of GMT have a positive '+' figure and are ahead of GMT
- Time zones West of GMT have a negative '-' figure and are behind GMT

If you look at some of the countries you will see that the variance to GMT is constant all year round.

Venezuela is 4 hours behind GMT (GMT -4)

Venezuela ↓
 - 4

Vietnam ↑
 +7

Vietnam is 7 hours ahead of GMT (GMT +7)

Other countries adjust their clocks for Daylight Saving Time (DST). This means that between the dates shown on the International Time Calculator the countries adjust their clocks by one hour.

Here in the UK we do this. We use GMT during the winter, but we put our clocks forward one hour in March for British Summer Time, and then put them back again one hour in October.

Country/area	Standard Clock Time	Standard Time	Daylight Saving	DST effective period
United Kingdom	GMT	+1	26 March	-27 Oct
	↗		↑	
<i>Standard time for the United Kingdom is GMT</i>			<i>From 26Mar to 27Oct the United Kingdom is one hour ahead of GMT</i>	

Overview of Fare Types

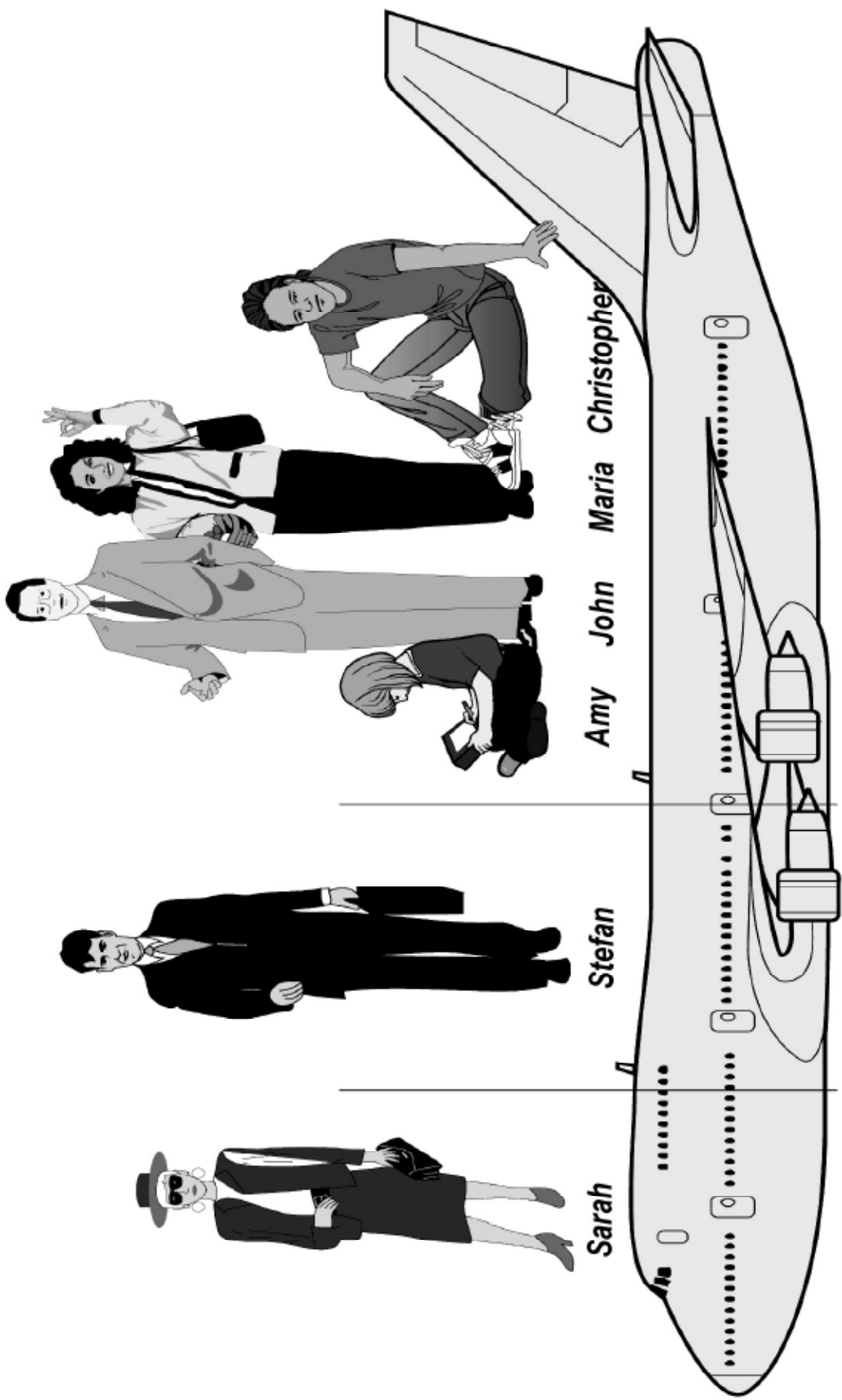


Aircraft are split up into different cabin sections, with different prices charged for the product and service delivered. Imagine you were going to a music concert and there were different prices of tickets on offer. You might just want the cheapest or you might pay more to get a better view!!

The same principle applies for air travel. The passenger chooses where to sit dependent on how much they want to pay, and what service they require. Features of each cabin section:

Economy

- The largest section of the aircraft on scheduled flights and normally the only service provided on charter flights.
- Adjustable seats.
- Complimentary meal service (depending on length of flight).
- Complimentary drinks service (drinks are chargeable by many airlines) including charter.
- Duty - free shopping on eligible routes (no duty free on flights within European Union anymore).
- In flight entertainment on long distance services.



Exercise 6.5

See if you can answer the following questions concerning the electronic ticket below.

WikiAirlines					
YOUR TICKET-ITINERARY			YOUR BOOKING NUMBER :		WXIKXI
Flight	From	To	Aircraft	Class/Status	
WK 2200	Montreal-Trudeau (YUL) 17:15 Thu May-04-2006	Frankfurt (FRA) Fri May-05-2006	06:30+1 333	Y Confirmed	
WK 2495	Frankfurt (FRA) T1 Fri May-05-2006	07:50 Amsterdam (AMS) Fri May-05-2006	09:00 321	Y Confirmed	
WK 2293	Munich (MUC) T2 Mon May-22-2006	15:30 Montreal-Trudeau (YUL) 17:50 Mon May-22-2006	340	Y Confirmed	
Passenger Name	Ticket Number	Frequent Flyer Number	Special Needs		
(1) JONES, JOHN/MR.	012-3456-789012	000-123-456	Meal: VGML		
Purchase Description	Price				
Fare (LLXSOAR, LLXGSOAR)	CAD	558.00			
Canada - Airport Improvement Fee		15.00			
Canada - Security Duty		17.00			
Canada - GST #1234-5678		1.05	Ticket is non-endorsable, non-refundable Changes allowed, subject to availability, no later than 2 hours before departure. Please read carefully all fare restrictions.		
Canada - QST #12345-678-901		1.20			
Germany - Airport Security Tax		18.38			
Germany - Airport Service Fees		37.76			
Fuel Surcharge		161.00			
Total Base Fare (per passenger)		809.39	Have a pleasant flight!		
Number of Passengers		1			
TOTAL FARE	CAD	809.39	Paid by Credit Card XXXX-XXXX-XXXX-1234		

1. How much did this customer pay for his flights?

2. What was the payment method?

- a) Cash
- b) Cheque
- c) Credit card
- d) Company account

3. What was the departure point for the return journey?

Mock Validation Paper B



Paper number	Examination	Date
4871-002	Air Fares and Ticketing	To be arranged
Series	Paper	Time allowed
Version B	Level 1 (Foundation)	1 hour

You should have the following for the examination:

- This question paper
- Pencil, rubber and sharpener, and pen
- Calculator
- Foundation course documentation
- Fares and rule reference material

Please complete the following details (in capital letters)

Your full name _____

Date of birth _____ Male/female (delete as applicable)

Date of examination _____

Examination centre/location _____

Course tutor(s) _____

Signature _____

ALL questions must be answered.

16. What is the time difference between the UK and India in November?
- a) 4 hours
 - b) 4 1/2 hours
 - c) 5 hours
 - d) 5 1/2 hours
17. State the elapsed flying time for the following:
- 25OCT LON Depart 06.50 CDG Arrive 0855
- a) 55 minutes
 - b) 1 hour 5 minutes
 - c) 1 hour 35 minutes
 - d) 2 hours 15 minutes
18. Which London airport does flight FR714 to Aarhus depart from?
- a) Heathrow
 - b) Gatwick
 - c) Stansted
 - d) City
19. If you have something to declare at Customs, which channel should you go through?
- a) Blue
 - b) Green
 - c) Red
 - d) Yellow
20. What two items must be presented at Passport Control?
- a) Tickets and boarding card
 - b) Passport and tickets
 - c) Passport and visa
 - d) Passport and boarding card