
Certificate in Corporate Travel Management

Airline Reservations and Ticketing

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Airline Reservations and Ticketing is a crucial aspect of the travel industry that involves the process of booking seats on flights and issuing tickets to passengers. This glossary will cover key terms related to airline reservations and ticketing in the context of the Certificate in Corporate Travel Management.

Airline Reservation System (ARS)

An Airline Reservation System (ARS) is a computerized system used by airlines to manage and control the reservation and ticketing process. ARS allows airlines to store and retrieve flight information, manage seat inventory, and facilitate booking and ticketing. Examples of ARS include Amadeus, Sabre, and Travelport.

Availability

Availability refers to the number of seats remaining on a particular flight. When a passenger makes a reservation, the system checks the availability of seats on the desired flight. If seats are available, the reservation can be confirmed, and a ticket can be issued.

Booking Class

Booking Class, also known as fare class, is a code used by airlines to categorize seats based on the fare paid and the booking conditions. Each booking class is associated with a specific fare type and fare rules. Common booking classes include First Class (F), Business Class (C), and Economy Class (Y).

Check-in

Check-in is the process where passengers confirm their presence on a flight and receive their boarding pass. Passengers can check-in online, at a self-service kiosk, or at the airline counter. Check-in requirements vary by airline and destination.

Code-Share

Code-Share is a marketing agreement between two or more airlines where one airline operates a flight under its own flight number, but the seats are also sold by partner airlines. Code-share agreements allow airlines to expand their route networks and offer customers more travel options.

Connection

A Connection, also known as a layover or stopover, is a point where a passenger switches from one flight to another during a journey with multiple segments. Connections can vary in duration and may require passengers to change terminals or airlines.

Direct Flight

A Direct Flight is a flight that travels from one point to another without any intermediate stops. Despite the term "direct," the flight may still make stops for refueling or picking up passengers. Direct flights are different from non-stop flights.

Electronic Ticket (e-ticket)

An Electronic Ticket, or e-ticket, is a digital ticket stored in the airline's reservation system. E-tickets have largely replaced traditional paper tickets and contain all the necessary travel information, such as the passenger's name, flight details, and ticket number.

Frequent Flyer Program

A Frequent Flyer Program is a loyalty program offered by airlines to reward frequent travelers with points or miles for their flights. Passengers can redeem these points for free flights, upgrades, and other travel benefits. Examples of frequent flyer programs include Delta SkyMiles and United MileagePlus.

Global Distribution System (GDS)

A Global Distribution System (GDS) is a computerized network used by travel agents and online booking platforms to access real-time information on flights, hotels, car rentals, and other travel services. GDS allows travel professionals to compare prices, make reservations, and issue tickets across multiple airlines and suppliers.

Interline Agreement

An Interline Agreement is a commercial agreement between two or more airlines that allows them to handle passengers and baggage on connecting flights. Interline agreements simplify the travel experience for passengers by enabling seamless connections between different airlines.

Itinerary

An Itinerary is a detailed plan of a traveler's journey, including flight details, accommodation, transportation, and activities. Itineraries can be created by travel agents, airlines, or travelers themselves to organize and document travel arrangements.

No-Show

A No-Show is a passenger who fails to check-in for a flight or cancels their reservation without notifying the airline. No-show passengers may lose the value of their ticket or face penalties depending on the airline's policies.

Open Jaw

An Open Jaw is a type of airline ticket that allows passengers to fly into one destination and return from another, without completing a round-trip journey. Open jaw tickets are commonly used for multi-city

itineraries and can offer more flexibility in travel planning.

PNR (Passenger Name Record)

A PNR, or Passenger Name Record, is a unique identifier assigned to each passenger's reservation in the airline's reservation system. The PNR contains essential travel information, such as the passenger's name, flight details, seat assignment, and contact information.

Seat Map

A Seat Map is a graphical representation of an aircraft's seating layout, showing the location of seats, aisles, and exits. Seat maps can help passengers choose their preferred seats during the reservation process and provide airlines with an overview of seat availability.

Standby

Standby is a travel option that allows passengers to wait for available seats on a fully booked flight. Passengers on standby may be accommodated on the flight if seats become available due to cancellations or no-shows.

Stopover

A Stopover is a deliberate break in a journey that extends beyond the usual connection time. Stopovers allow passengers to spend time in a city or destination before continuing their travel to the final destination. Some airlines offer free stopovers as part of their ticketing options.

Through Fare

A Through Fare is a single ticket that covers multiple segments of a journey on different flights. Through fares are commonly used for connecting flights and allow passengers to book their entire journey with a single ticket and a single price.

Upgrade

An Upgrade is the process of moving to a higher class of service on a flight, such as upgrading from Economy to Business Class or Business to First Class. Upgrades can be purchased, requested with frequent flyer miles, or offered as a complimentary benefit to elite status passengers.

Waitlist

A Waitlist is a list of passengers who have requested seats on a fully booked flight but have not yet been confirmed. Passengers on the waitlist are assigned a priority based on factors such as fare class, frequent flyer status, and time of booking.

Yield Management

Yield Management is a pricing strategy used by airlines to maximize revenue by adjusting ticket prices

based on demand, competition, and other factors. Yield management aims to optimize seat utilization and profitability by offering different fares to different passengers.

By familiarizing yourself with these key terms related to airline reservations and ticketing, you will be better equipped to navigate the complexities of booking flights, managing itineraries, and providing excellent service to corporate travelers.