

## FURTHER READING

### MODULE SPECIFIC ICT TOOLS IN THE TOURISM BUSINESS

*Lesson\_5\_ Reservations and bookings of air tickets –types of tariffs- refundable, non refundable, flexi etc. Basics about baggage policy on flights, excess baggage fees, special categories of baggage, travelling with children.*

#### 1. NON REFUNDABLE AND REFUNDABLE TICKETS

##### **What is non refundable fare/ticket?**

Non-refundable tickets cannot be returned for a refund. However, if traveler cannot use his ticket, he may be able to apply its value toward a future flight. The airline usually charge additional fees for changes made to a non-refundable ticket. Non-refundable tickets are also non-transferable. In case of some change of dates, new tickets must be issued in the same name as the originally ticketed passenger. A non refundable airline ticket means in brief that if your client must cancel or change his flight, he/she will not get his money back. In almost every case, the lowest fare option is this one.

##### **What is refundable fare/ticket?**

Refundable tickets can be returned for a refund to your client. Some tickets are fully refundable. Other tickets require an airline service fee in order to process a refund.

#### 2. WHAT IS „FARE” OF AIR TICKETS ?

✚ **Flexible fares** are fares that allow to change their ticket once the booking is made. But modifying flight dates, flexible tickets come at a premium. Flexible fares can cost double, triple and sometimes even quadruple that of a nonrefundable fare. Most often, travel agents sell refundable tickets to business travelers.

✚ **Fare class** - Also called fare basis, it contains three parts: fare class code, explanation text and booking code. Based on industry standards, the fare class code is an 8-character code that signals fare parameters in an abbreviated form. The fare class also serves as a bridge between the fare and the rule provisions, thus enabling a fare to price automatically. It is usually assigned by the carrier. It usually indicates class of service and may also indicate basic ticketing requirements a passenger must meet to qualify for a given fare, such as day, season, reservation/payment requirements and fare type.

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## Fare family

A method of identifying multiple fare classes within a single entry. Lately used to sell bundles of several ancillary services, generic services, fare conditions and booking class (which usually trigger mileage accrual). A fare family is a group of fares that airlines use to market different travel options associated with an airfare.

### 3. TRAVEL CLASSES

A travel class is a quality of accommodation on airline transport. The accommodation could be a seat or a cabin. Higher travel classes are designed to be more comfortable and are typically more expensive.

**Each airline may give different names to its classes, but each travel agent must be aware of the particularities of the airlines and carefully check the terms of each booking, what it includes and correctly to provide the customer with all of this information.**

### 4. BASICS ABOUT BAGGAGE POLICY ON FLIGHTS

Any airline may change its conditions for the carriage of passengers' luggage, the role of the travel agent being to monitor and notify these changes in a timely manner. In general, we can come to the following conclusions, which are summarized, but should not be taken for granted because of the policies of each airline. Each passenger is entitled to free carriage of cabin baggage and checked baggage (in the luggage compartment of the airplane) depending on the chosen tariff. Free allowances for pieces and weight of baggage may vary depending on the travel class (business or economy) and the tariff on which the ticket has been issued. Baggage transportation on regular lines also conforms to some general rules and the policy of air company, which you should consider.

- **Tariffs without checked baggage- example**

Each passenger who bought a ticket in a tariff that includes only a hand baggage carriage, is allowed to transport in the cabin free baggage allowance as follows:

Economy class - 1 piece hand baggage up 10 kg and 1 personal item/laptop bag. **Some companies allow only 8 kg hand baggage!**

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- **Tariffs with checked-in baggage**

Each passenger who bought a ticket in a tariff that includes checked baggage, is allowed to transport in the luggage compartment of the airplane free baggage allowance usually up to 23 kg.

- **Excess baggage fees** - These are the surcharges each passenger should make if the luggage they carry exceeds the one indicated in their fare. **Excess baggage fees for domestic and international flights are applicable in case of higher baggage weight, higher baggage dimensions, Extra piece – second bag, Extra piece – third bag.**

## 5. SPECIAL CATEGORIES OF BAGGAGE

- ✓ **Sport equipment**

Transportation of sport equipment is not included in the quota of checked baggage. It is charged as an extra piece of checked baggage.

- ✓ **Bicycles**

Accepted for carriage in special packaging (cardboard or a special case).

This service requires pre-confirmation of the reservation.

This service is subject of surcharges.

- ✓ **Firearms**

Carriage of firearms and ammunition other than sport weapons and ammunition is prohibited. In some cases, carriage of firearms and ammunition for hunting and sporting purposes may be permitted. The passenger should contact air company and provide information on the type of weapon, its serial number and the ammunition, which will be entered into the reservation system.

## 6. PETS ON BOARD

- ✓ **Pets in the passenger cabin**

If travelling with an animal /dog or cat/, please be advised to contact the airline at the time of purchase of the ticket, because if there is no request in advance, the carriage of the animal may be refused.

- ✓ **Pets in the hold /AVIH/**

**Only dogs and cats are accepted**

Fighting and dangerous breeds are accepted for carriage only as cargo.

- ✓ **Conditions of carriage of live animals in the aircraft hold /AVIH/**

- The transport container must be large enough for the animal to stand in its natural position, to turn around and to lie down;

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- The transport container must be designed to be leakproof, e.g. lined with absorbent material such as blankets;
- The container must be escape proof. The airline companies recommend sturdy plastic or wood containers made from harmless and non-toxic material. Wire-mesh cages are not allowed;
- To prevent the animal from injuring itself, the interior of the container must not have any sharp corners, edges or nails;
- Transport containers must have ventilation holes on at all four sides.

One of the most involved airlines for pet transportation is American Airlines -AA. American Airlines announced the creation of pet cabins, where pet owners may easily secure a carrier, with a pup or cat inside, for a more comfortable transcontinental flight.

### ✓ **Flying in the cabin**

Fully-trained service animals and **emotional support / psychiatric service** animals **may fly in the cabin at no charge if they meet the requirements.**

- Emotional support / psychiatric service animals
- Emotional support / psychiatric service animals assist individuals with emotional, psychiatric or cognitive disabilities.
- Advanced notice and approval is required to bring an emotional support / psychiatric service animal with you in the cabin.

### **Trained service animals**

Trained service animals have been specifically trained to perform life functions for individuals with disabilities.

## **7. TRAVELLING WITH CHILDREN**

Each travel agent knows that traveling with children can be an exciting but unpredictable experience for travelers, and each airline try to make this process easier for families.

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