



Air Fares & Ticketing 2 (IATA Level 1)

Approved by and leading to the
City & Guilds Qualification at Level 2

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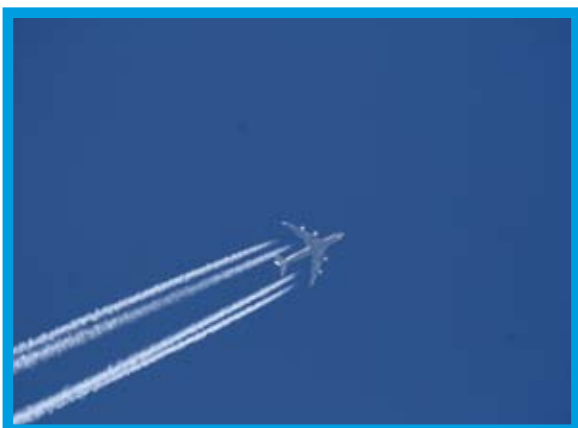


Aims & Outcomes

The aim of this unit is to enable learners to construct a range of fares for given journeys/itineraries.

There are nine outcomes to this unit. The candidate will be able to:

- Describe IATA codes
- Define IATA areas
- Explain IATA terms and definitions
- Identify fare types
- Select the most appropriate fare for a given itinerary/journey
- Construct basic fares using the mileage system
- Interpret ticketing entries and associated document entries
- Identify baggage allowances, taxes, fees and charges
- Identify payments



Exercise 1.1

What is...?

1. Ryan Air
 - a. A schedule airline
 - b. A charter airline
 - c. A low-cost carrier

2. Easyjet
 - a. A schedule airline
 - b. A charter airline
 - c. A low-cost carrier

3. Qantas
 - a. A schedule airline
 - b. A charter airline
 - c. A low-cost carrier

4. Aer Lingus
 - a. A schedule airline
 - b. A charter airline
 - c. A low-cost carrier

5. Thomson Fly
 - a. A schedule airline
 - b. A charter airline
 - c. A low-cost carrier

6. Qantas
 - a. A schedule airline
 - b. A charter airline
 - c. A low-cost carrier

International Air Transport Association (IATA)

IATA is...

“The Air Transport Industry’s link with governments and the public, as well as being the airlines’ representative in international organisations”

The main aim of IATA is to promote safe, regular and economical air transport worldwide for the benefit of everyone. Most of the world’s major scheduled airlines (over 200) in some 120 countries are members of this association. In addition, there are many scheduled airlines, which, although not members of IATA, still adopt the same standards and procedures as the IATA airlines.

IATA provides the machinery for member airlines to collaborate and co-operate on all aspects of air transportation (technical, legal, financial etc.) despite the differences in languages, currencies, laws and measurements

For the public, one result of this airline co-operation is that an individual passenger can arrange to travel through many countries using the services of several air carriers with payment for the complete journey in a single currency.

To ensure quick and efficient communication, especially for reservations purposes, there are agreed procedures and codes that you will learn.

IATA is the first item on the agenda, as you will be using IATA codes and procedures throughout this course.

IATA Area Definitions

A sound knowledge of geography is an essential requirement in the industry, especially the ability to find countries and cities quickly on a map. In addition, you will find that many rules and regulations apply to specified geographical areas. All these areas are clearly defined by IATA.

Look at the map opposite, you will see that IATA divides the world into 3 areas known as Traffic Conference (TC) areas. This means that when a meeting is called in one of the areas, only those airlines that operate from or within that particular area need attend.

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**

Fare Basis Codes

Codes are comprised of a number of elements.

All codes include at least one letter. This is known as the '**Prime Code**' and indicates the class of travel the passenger has booked. The codes to be entered give information such as:

- **Type of fare**
- **Category of passenger**
- **Class entitlement**
- **Minimum and maximum stay validity**
- **Reservations entitlement**
- **Seasonality**
- **Days of travel**



Exercise 2.2

Decode the following fare basis codes:

1. LHWAP3M:

2. LXSX1M:

3. SBB:

4. LZZ:

5. Y/CH25:

6. YEE3M/IN90:

7. YKSX2M.

8. YHPX6M.

9. VWSS.

10. HHXSS2M.

Global Indicators (GIs)

For certain destinations it is possible for passengers to travel by alternative routes. From the UK to New Zealand, for example, they may either travel in an Easterly direction, perhaps stopping at points in Asia and Australia; alternatively there is a service which crosses the Atlantic, stopping at a point in the USA, and then across the Pacific to the destination.

In these situations the fares tables give **Global Indicators (GI)**.

There are a number of Global Indicators:

- Eastern Hemisphere **EH**
- Far East **FE**
- Trans Siberian **TS**
- Atlantic Pacific **AP**
- Atlantic **AT**
- Pacific **PA**
- North Pacific **NP**
- Russian Route **RU**

These routes are explained in more detail on the next two pages.

Exercise 3.3

Refer to the Rules reproduced in the Appendix to answer the following questions.

1. What is the Minimum Stay requirement for a ticket issued for a PEX fare Japan to Kenya, subject to Rule Y021?
2. What is the Minimum Stay requirement for a ticket issued for a PEX fare Germany to Hong Kong subject to Rule Y148?
3. What length of break of journey is defined as a STOPOVER for flights Malaysia to UK subject to Rule E073?
4. What would be the PENALTY if a passenger cancelled a flight, subject to Rule Y135, from London to Bangkok, BEFORE scheduled departure?
5. What percentage of the adult fare is payable by a CHILD travelling London to Nairobi with a ticket subject to Rule Y055?
6. How many STOPOVERS are permitted on a flight Stockholm to Tel Aviv subject to Rule E100?
7. What percentage of the adult fare is payable by a CHILD travelling London to Cape Town with a ticket subject to Rule Y064?

Open Jaw

An open jaw is...

“When you travel to one city and return from another”

The fares we have constructed so far have all been for continuous travel. The passenger travelled by air between each point in the itinerary. Not all journeys are like this though. A holiday-maker might fly from London to Paris, spend some time touring in France, and return directly to London from Nice. They fly into one city in the country, but depart from another. Their travel between the two points is by means other than air. This is an **Open Jaw** journey.

If travelling at Normal fares this would be abbreviated as **NOJ**, if the fare is a Special fare the abbreviation would be **OJ**. Open Jaw journeys within Europe are generally only allowed using a domestic surface break. In the case above the open sector is at the turnaround. If the journey is with Normal fares it may also be referred to as a **Turnaround Normal Fare Open Jaw (TNOJ)**.

The open sector can also be in the country of origin. A client might be in Glasgow, fly from there to Toronto, and return directly from Toronto to London. This is still an Open Jaw, but may also be called an **Origin Open Jaw (OOJ)** or **Origin Normal Open Jaw (ONOJ)**.

Journeys can also have open sectors at both the origin, and the turnaround. A journey outward Manchester to New York, returning Miami to London, would be a **Double Open Jaw (DOJ)**.



Extra Mileage Surcharge

All the previous examples had itineraries with the total TPM within the MPM. An itinerary is permitted to exceed MPM, by no more than 25%, providing that the fare is increased. These 'mileage surcharges' apply in stages:

For a mileage increase of: the fare is increased by:

Not more than 5%:	5%
More than 5%; but not more than 10%:	10%
More than 10%; but not more than 15%:	15%
More than 15%; but not more than 20%:	20%
More than 20%; but not more than 25%:	25%

You cannot have a mileage percentage increase higher than 25%. This would require a completely different calculation that is covered in a different course.

To calculate the percentage by which a TPM exceeds the MPM you...

DIVIDE the TPM by the MPM

If the result is:

Between 1.000000 and 1.049999 - increase the fare by **5%**.

Between 1.050000 and 1.099999 - increase the fare by **10%**.

Between 1.100000 and 1.149999 - increase the fare by **15%**.

Between 1.150000 and 1.199999 - increase the fare by **20%**.

Between 1.200000 and 1.250000 - increase the fare by **25%**.

Linear Fare Calculation Entries

Linear format is the fare calculation on e-tickets.

Example: LON LO WAW532.53NUC532.53END ROE0.617797

The elements in this quite simple construction are:

- **First Entry:** 'LON' - the city three letter code of the starting point of the itinerary. Note that the CITY code is used; **Airport codes (i.e. LHR) are NEVER used in fare constructions.**
- **Second Entry:** 'LO' - the carrier operating the first flight.
- **Third Entry:** The first destination flown to from LON, in this case WAW
- **Fourth Entry:** In this case, the next part of the entry 532.53NUC532.53END is comprised of a number of elements that are printed without any spacing between them.

These are:

- 532.53 the fare, in NUC, for that 'fare component'.
- NUC532.53 the total fare, in NUC for the entire itinerary.
- END to indicate that the fare construction is finished.

Where a fare construction element ending with a digit is followed by one starting with a letter (or vice versa), no space appears between them. When two adjoining elements are either either letters, or both digits, they are separated by a space. So, in the fare construction above, there are spaces between the following ONLY:

- LON and LO
- LO and WAW532.53NUC532.53END
- WAW532.53NUC532.53END and ROE0.617797

The format for any length of itinerary always follows this sequence:

City Code space **Airline Code** space **City Code** space **Airline Code** space etc. The fares are always shown at either the 'turnaround point' or where the fares are constructed to and from.

Weight System

The weight allowance depends upon the class of travel, as follows:

Class: **Allowance:**

Economy 20 kgs

***IMPORTANT EXCEPTION:** British Airways (BA) 23 kgs.

Business Class 30 kgs

First Class 40 kgs

Key Points

- CHILDREN receive the full allowance, **but INFANTS (paying 10% of the adult fare) are only entitled to a reduced allowance of 10 kg.**
- Passengers are permitted to 'pool' luggage. Three passengers travelling together in Business Class would be able to carry a total of 90 kg between them.
- If passengers wish to travel with luggage of an unusual size or shape they should check with the airlines in advance. Particular regulations might apply.
- Remember - some airlines apply different baggage allowances. Always check for details in the Passenger Air Tariff.



Exercise 4.5

Answer the following questions concerning the electronic ticket below.

ELECTRONIC TICKET RECORD

INV: 0321562 CUST: 42311 PNR: HB4WL7

TKT: 2202345123446 ISSUED: 20JUN09 PCC: 3DE7 IATA: 92311941

NAME: WAND/GUNTERM
FOP: NONREF

CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	STAT
1	LH	760	V	25JUN	FRADEL	1845	OK	VLEE4M	OPEN
2	LH	761	V	08JUL	DELFRA	1715	OK	VLEE4M	OPEN

FARE EUR1442.00 TAX EUR4.71DE TAX EUR15.51RA TAX EUR9.39FT

TAX EUR3.76WO

TOTAL EUR1475.37

FRA LH DEL M696.78VLEE4M LH FRA M696.78VLEE4M NUC1393.56 END
ROE1.034754 XT 29.61FT 3.76WO

1. The full name of the airline:

2. The total fare excluding taxes, fees and charges in NUCs:

3. The form of payment.

4. The taxes, fees and charges and two-letter codes that make up the XT amount.

5. The IATA rate of exchange (ROE).

6. The maximum validity for this ticket

7. State what the letter 'V' represents under the column 'CLS'?