

Glossary of Commonly Used Travel Terms

We offers you this short Glossary of Commonly Used Travel Terms **to assist you.**

Here you will find a brief definition of various travel terms which you might be unfamiliar with.

AMADEUS

A global distribution system based in Europe. Its principal partners are Air France, Continental Airlines, Iberia Airlines and Lufthansa German Airlines.

Airport codes.

Three-letter codes used to uniquely identify all airports.

Airport tax.

A local tax imposed on air tickets and passed along to passengers, ostensibly used to fund airport maintenance, expansion, and similar expenditures.

Airport transfer.

Transportation provided by a tour operator to a passenger to/from an airport, usually to/from a hotel.

Amenities.

The facilities and features of a property, usually a hotel.

Availability.

The current inventory of seats, rooms, cabins, etc that can be sold or reserved

Baggage.

All of a passenger's or traveler's personal belongings, whether checked or unchecked. See also checked baggage and unchecked baggage.

Baggage check.

The claim check or receipt, usually numbered, issued to a passenger for his or her luggage.

Baggage claim.

The area at an airport or other terminal where passengers retrieve their checked luggage.

Blackout dates, Blackout periods.

Dates on which tickets or certain fares are not available. Blackout dates usually coincide with holidays and peak travel seasons.

Boarding pass.

A ticket-like form or stub, usually containing a seat assignment, issued to a boarding passenger. Serves as an additional check in the boarding process.

Booking.

A reservation. booking code. The code used to make a booking on a CRS for a specific fare. Also called a fare code .

Booking fee.

The charge levied by a CRS on a supplier for handling a reservation.

Budget fare.

A heavily restricted airline fares offering a substantial discount off the normal fare Capacity Controlled .The number of seats available for sale is limited.

Cancellation clause.

In a contract, a provision which allows for cancellation by one of the parties, usually upon payment of a penalty.

Cancellation penalty.

An amount deducted by a supplier from a refund of prepaid funds when a reservation is cancelled.

Carry-on.

A piece of luggage designed to be taken aboard an airplane and fit into the space allotted for such luggage.

Carry-on baggage or luggage.

Baggage which is carried aboard an airplane by the passenger, as opposed to being checked and carried in the hold.

Checked baggage.

Baggage which a traveler has given over to the care of the carrier or other responsible party. An important distinction when liability for loss or damage is to be determined. See also unchecked baggage.

Check-in.

A procedure whereby a hotel guest or airline passenger is registered as having arrived. Check-in may require the presentation of payment, reservations, or other documentation or identification.

Check-in time.

1. In hotels, the earliest time at which a room will be available. 2. At airline terminals, the latest time at which a passenger may arrive for the flight without risk of losing his seat.

Check-out.

A procedure whereby a hotel guest formally leaves the hotel and settles his or her bill.

Check-out time.

In hotels, the latest time a guest may leave without being charged for another night's lodging

City Pair

Departure and arrival cities.

Class

Refers to the different levels of service available on a flight such as first class, business class or coach class.

Claim check.

The receipt or stub, usually numbered, issued to a passenger for his or her luggage. Also see Baggage check

Claim PNR booking.

A booking that occurs when a travel agency issues a ticket for a reservation made by the passenger and entered into the CRS by the airline reservationist/staff.

Computerized reservation system.

Any of several proprietary computer systems allowing real-time access to airline fares, schedules, and seating availability and offering the capability of booking reservations and generating tickets.

Complimentary.

Free. Without charge.

Confirmation.

The official acceptance of a booking by the supplier.

Confirmation number.

An alphanumeric code used to identify and document the confirmation of a booking.

Confiscate.

Take away or seize, as contraband goods.

Connecting flight.

A flight that requires a passenger to change from one plane to another. See also connection.

Connecting rooms.

Hotel rooms which are next to each other and have a connecting door, in addition to the doors which give out onto the hallway.

Connection.

A stop on a journey that requires a change of planes or other mode of transportation. See also connecting flight.

Confirmation Number

Computer-generated number for car rentals and hotel reservations which serves as traveler's record that a rental or reservation has been confirmed.

Confirmed

Passenger holds a reservation on a particular flight, at a hotel, or for a rental car.

Connecting Time

The minimum amount of time required to change airplanes at an airport. This time varies from airline to airline and from airport to airport.

Corporate Rate

A lower hotel rate negotiated by a specific corporation for the use of its employees and guests. A rate extended by a hotel to all business travelers.

Corporate agency.

A travel agency that specializes in corporate clients.

DAPO.

CRS. Do all possible.

Deposit.

Payment made to hold space on a tour or accommodations. May be fully or partially refundable if the passenger cancels with enough advance notice.

Direct Flight

Scheduled intermediate stop or stops en-route to your destination, but no change of aircraft. Any flight between two places that carries a single flight number. Unlike a nonstop, a direct flight will make one or more stops between the two places.

Elapsed flying time.

Actual time an airplane spends in the air, as opposed to time spent taxiing to and from the gate and during stopovers.

Electronic ticketing

A computerized system used by airlines in which no physical ticket or boarding pass is generated.

E-tickets

The process is much the same as a pre-paid ticket, however an authorization code is issued in lieu of an actual paper ticket.

Expiration Date

A special airfare will not be valid or available for sale after this date. Ticket not valid for travel after this date.

Excess Baggage

Luggage that exceeds the allowed limits for weight, size, or number of pieces. Carriers usually charge extra for excess baggage and, in some cases, may have to ship it later rather than with the passenger.

Flight number.

A unique alphanumerical designator that identifies a specific airplane's journey from one destination to another in a single direction, sometimes with intermediate stops.

Free sale.

Indicates that reservations may be made without checking the availability.

Frequent flyer.

A person who flies frequently. Specifically, a person who is enrolled in an airline's frequent flyer program .

Frequent flyer program.

A program offered by various airlines to promote passenger loyalty. Participants earn credits good for free travel or upgraded service based on the number of miles they fly with the carrier. They are also entitled to special services. Participation is optional.

Fuel surcharge.

An additional per-ticket fee added to a fare by an airline or other carrier, ostensibly to cover the increased cost of fuel to the carrier. Fuel surcharges are seldom quoted in the fare

Flight Coupon

The portion of a ticket that represents the purchase of a seat for a flight between specific city pairs. Flight coupons are negotiable documents and should never be defaced or thrown away.

Global Distribution System (GDS)

These are computerized reservation networks through which users - travel agents, airline employees or travelers - view data on a wide range of travel services, including air, hotel, auto rental and like services.

Guaranteed Hotel Reservation

Room will be held for late arrival. The client is responsible for one night's lodging charge if guaranteed hotel reservation is not cancelled by 6:00pm local time. Cancellation time may vary by hotel.

Hand luggage

Baggage carried by the passenger, as on a plane. Often defined and limited by airline regulations.

Hard copy

A printed version of a document, as opposed to the data in the computer.

Infant

In the travel industry, a designation used to determine fares and other rates. Generally, an infant is less than two years of age. Infants often travel for free.

In-flight

Describing goods or services provided during an airline flight, as in-flight magazines, in-flight duty-free shopping, and so forth.

Itinerary

The route of travel. In an airline booking, a list of flights, times, etc.

Land arrangements.

All travel elements provided to a client after arrival at the destination, such as hotel, sightseeing, and so forth.

Low fare search.

A continuous, computerized search for the lowest current available fares designed to lower the cost of trips already booked but not yet taken.

Low season.

The time of year when travel to a destination is at its lowest and prices decline.

Lowest logical airfare.

The lowest fare that is consistent with a corporation's travel policy.

Management report.

A report prepared by a travel agency for a corporate client detailing all travel activity and expenditures during the reporting period. Used to analyze patterns of travel usage.

Meet and Greet.

Slang Term for a service that greets and assists members of a group on their arrival at the airport.

Minimum Connecting time.

The legally defined minimum time necessary to change planes at a given airport.

No show.

A passenger who doesn't arrive for a flight or a hotel guest who reserves but never arrives.

Non-refundable.

Of a ticket, no moneys will be returned should the trip be cancelled. The amount of the ticket, minus a service fee, may be applied to another trip in many cases.

Nonstop Flight

No stops en route to your destination

Open Ticket

A valid ticket that does not specify flight numbers, dates, or times. The holder of the ticket makes arrangements at a later date. Open tickets are valid one year after date of issue

Overbooking

The practice of taking more reservations than there are seats, rooms, or space in the expectation that no shows will bring the number of reservations actually used below maximum occupancy.

Off-peak

Occurring or applicable during a period of less travel or demand, as in a flight or a fare.

Off-season

A period of the year when demand for a destination decreases and prices go down. Also used as an adjective, as to describe a price or fare applicable during such a period.

One-way trip.

Any trip for which a return leg has not been booked

Open jaw.

A trip that has no air travel between two points on the itinerary. See also arunk.

Open jaw with side trip.

An open jaw itinerary with an additional roundtrip from one of the cities on the itinerary.

Passenger Coupon

The last coupon of a ticket booklet. The passenger's record for expense report purposes.

Prepaid Ticket

An order for transportation which allows the traveler to pick up a fully paid ticket at the airport or airline ticket office.

Profile

Confidential traveler profile contains personal contact information, frequent traveler information, airline seat and meal preferences as well as passport and other information. in the reservation system.

PNR

Passenger Name Record. The GDS file or record that contains information about a passenger's travel plans, including flight itinerary, hotel booking segments, car rental booking segments and related details.

Passport

A document identifying an individual as a citizen of a specific country and attesting to his or her identity and ability to travel freely.

Pax.

Abr. Passenger. Commonly use term in the airline & travel industries for Passengers.

Peak fare.

A higher fare that applies during periods of maximum demand for a destination.

Point to Point

Referring to fares between two cities. or service between two cities only, without any additional segments or continuation.

Prepaid ticket advice.

The form used when a person is buying a ticket that will be issued at the airport of the same or another city.

Quality assurance.

In travel agency operations, the process of checking an itinerary, PNR, or other reservation to insure its completeness and accuracy.

Queue. (Pronounced "cue.")

A communications area or subsystem within a networked computer system. To route a communication, such as a PNR , on a CRS to a specific destination, such as a travel agency

Quote

To state a price. The price so stated.

Rack rate.

The price a hotel charges for a room before any discount has been taken into account. The published rate for a room, sometimes set artificially high and used to calculate a variety of discounts. See also run of the house, walk-up rate

Reconfirm.

To check again, as an airline reservation. Some reservations may be cancelled unless reconfirmed.

Record Locator, Record Locator Number.

An alphanumeric string which serves as a unique identifier of a booking or a PNR in a CRS. Also see PNR.

Repeat Customer.

Any customer who buys again. Generally used to refer to a customer who buys repeatedly or frequently

Revalidation Sticker.

A self-adhesive form placed over the coupon portion of an airline ticket and used to record a change in carrier, flight number, date, time, class, and so forth.

Room Type

General room description by classification (superior, standard, etc.) and bedding (single, king, queen, double). Often associated with a rate code.

Run of the House (ROH) Rate - A flat price at which a hotel agrees to offer any of its rooms to a group.

Roundtrip, Round trip.

A trip, as on an airline, to a single destination and back. Referring to fares, typically indicates that the fare is the same regardless of which of the two cities is the departure point.

Security Surcharge.

An additional fee levied on an airline ticket to pay for increased security measures at airports.

Service Charge.

An additional charge, usually levied in lieu of a tip. A fee charged by travel agencies for providing non-commissionable services. See also, service fee.

Service Fee.

A charge to the customer levied by a travel agency, typically to cover the time and expense of arranging air travel. See also, service charge

Shared Code Carrier.

An airline which is listed on a CRS under the code of another airline.

Shoulder Season.

An abbreviated season that falls between the high and low seasons and offers fares and rates between those of the other seasons.

Stopover.

A planned overnight (or longer) stop on a ticketed journey.

Surcharge.

An additional charge levied for the provision of certain additional features or because of special or extenuating circumstances.

Ticketed.

Having purchased and issued travel documents.

Ticketed Point Mileage.

The actual distance between two cities on an itinerary.

Ticketless Travel.

See electronic ticketing

Time Window.

The period of time before and after a desired departure time that a customer will accept a flight should the ideal flight not be available.

Transit Point.

An intermediate stop on a journey, typically one made only to change planes or mode of transportation.

Travel Consultant.

An alternative term for travel agent. A person with specific knowledge of the travel industry hired on a contract basis to provide advice, guidance, or services to a company.

Travel Counselor.

An alternate term for travel agent.

Travel Intermediary.

Any person or entity that assists in the distribution of travel products to travelers.

Unaccompanied minor.

A child traveling, usually on an airline, without a parent or other adult guardian.

Unchecked baggage.

Baggage which a traveler retains in his or her personal control. An important distinction when liability for loss or damage is to be determined. See also checked baggage

Unrestricted fare.

A higher fare for a ticket offering maximum flexibility. Typically, unrestricted fares require no advance purchase, no Saturday night stay, no roundtrip purchase, and are fully refundable without penalty or fee.

Unscheduled.

Not on or according to a timetable.

User-Friendly.

Designed in such a way as to be easy to use or operate, especially of computers and computer software.

Validation.

Approval or issuance, as of travel documents. The marking of a document to indicate validity or payment.

Validity Dates.

The inclusive dates for which a fare or other offer is valid.

Visa.

A document or, more frequently, a stamp in a passport authorizing the bearer to visit a country for specific purposes and for a specific length of time.

Wait list, Waitlist.

A roster of names of those wishing passage on a full flight or other trip, usually honored in order in case of cancellations. A group of people waiting for cancellations. To place someone on such a list.

Waiver.

A written acknowledgment by a passenger of his or her declining something, as insurance coverage. A document used by a travel agency and signed by the customer indicating that certain forms of insurance or other protection has been advised or offered. The formal acknowledgment of dismissal of a requirement.

Walk-in.

In a hotel, a guest who arrives without a reservation. In a travel agency, a customer who arrives unannounced, especially a new customer.

Yield Management

Also referred to as Revenue Management. The practice of airlines, hotels and car rental companies of controlling the supply and price of their inventory to achieve maximum revenue.