



GENERAL GUIDELINES

- You will work with the exam QUESTION BOOKLET and a separate ANSWER SHEET.
- Check that your QUESTION BOOKLET is complete. The number of questions is indicated on the front page.
- Complete the ANSWER SHEET with your personal information. Your Client ID can be found on your examination invitation letter.
- Once the exam is passed successfully, your name will appear on the course certificate as it is written on the Examination Attendance List. Notify the Supervisor if your name is spelled incorrectly on the Attendance List.
- Normal examination conditions apply:
 - c No talking is permitted once the examination papers have been distributed.
 - c No food and/or drink are allowed in the examination room.
 - c Anyone suspected of cheating will have their examination papers canceled.
 - c No examination paper may be taken out of the examination room.
 - c No photocopy or scan of the examination may be made.
 - c Once completed, the QUESTION BOOKLET and the ANSWER SHEET must be handed to the Supervisor.
- The time allowed for completing this examination paper is indicated on the cover page. You will be advised 30 minutes and again 15 minutes before the end of the examination. You may leave the room before, if you have returned your paper to the Supervisor.

MATERIALS ALLOWED

- Only your IATA course study materials are allowed in the examination room.
- A nonprogrammable pocket calculator and a language dictionary are permitted.
- No other external or supplementary references are allowed. The IATA foldout map, atlases, note books, loose paper notes (other than course content pages), diaries and agendas are not permitted.

HOW TO WORK WITH THIS QUESTION BOOKLET

- Read each question carefully.
- All questions carry equal marks. All answers must be marked on the ANSWER SHEET and not in the QUESTION BOOKLET. Failure to mark answers on the answer sheet will result in a FAIL grade.

HOW TO WORK WITH THE ANSWER SHEET

- Find the ANSWER SHEET now.
- Mark only one response per question. No points will be given for a question with more than one marked response.
- Blacken the appropriate circle for each answer option you choose. You must use a lead pencil. If you must change a multiple choice answer, blacken the new circle with your pencil and completely erase the incorrect answer.
- When an exam question presents less than five answer options, ignore any extra blank choices on the ANSWER SHEET. For example, if the question offers only A and B as answer options, fill in A or B on the ANSWER SHEET and ignore C, D and E.

AT THE END OF YOUR EXAMINATION

- You must return the ANSWER SHEET and QUESTION BOOKLET to your exam supervisor.

Disclaimer

This examination paper includes an exhibit with extracts from the Passenger Air Tariff Training Edition 5 at the end of this question booklet. Fares in LCF and NUC, as well as the IATA Rate of Exchange (IROE) are shown for examination purposes only. PAT general rules, fares, fare rules, or other information not included in the examination exhibit is not required to price the journeys presented, unless otherwise stated. Do not source city pair fares and fare rules outside the exam exhibit. For the purpose of this exam, you must assume that fare rules not included in the extract have no restrictions. The Standard Condition rules (SC100/SC101) are not included in this exam extract because you are expected to know these rules as part of your course study.

Use the following information to answer questions 1 to 10:
Refer to the following reservation in business class. Calculate the lowest applicable normal fare for the journey. Quote only one pricing unit with two fare components. The fare breakpoint is AMS.

Booking

BA	84	C	22SEP	4	YVRLHR	HK1	2040	1340	23SEP	E
BA	440	C	25SEP	3	LHRAMS	HK1	1605	1811	25SEP	E
BA	431	C	27SEP	5	AMSLHR	HK1	1140	1200	27SEP	E
BA	85	C	27SEP	5	LHRYVR	HK1	1715	1840	27SEP	E

Journey

	YVR	BA	LON	BA	AMS	BA	LON	BA	YVR
TPMs	-----		-----		-----		-----		
	4716AT		211EH		211EH		4716AT		

Fare type

Adult Normal Business Class



FCP		FCP	
NUC		NUC	
RULE		RULE	
MPM		MPM	
TPM		TPM	
EMA		EMA	
EMS		EMS	
HIP		HIP	
RULE		RULE	
AF		AF	
SUBTOTAL			
CHECK			
IROE			
LCF			

Note: Blank Fare Construction Table for RT/CT journeys. This table is for your use only. It will not be graded.

1. Which Global Indicator applies to this journey?
- AT
 - PA
 - EH
 - WH

2. The fare for the inbound fare component is _____.
- NUC 5292.93
 - NUC 7206.89
 - NUC 4401.48
 - NUC 5046.85



3. According to the lowest applicable fare construction, identify the journey type.
- OW
 - OJ
 - CT
 - RT
4. ACTM check applies to this journey. TRUE or FALSE?
- True
 - False
5. The total fare for the journey excluding TFCs is _____.
- NUC 10052.71
 - NUC 10339.78
 - NUC 10093.70
 - NUC 10585.90
6. A HIP fare increases _____.
- the outbound fare component
 - the inbound fare component
 - both fare components
 - neither fare component
7. Which tax type is NOT collected for this journey? Refer to the PAT Training Extract in this exam.
- United Kingdom UB tax
 - Canada SQ tax
 - The Netherlands QL tax
 - United Kingdom GB tax
8. The journey is priced with _____ fares.
- OW fares
 - ½ RT fares
 - a combination of A and B
9. If LON were a stopover point in the return component, would the fare be higher than, lower than or equal to the original journey?
- | | | | | | | | | | |
|---|----|------|-------|---|--------|-----|------|------|---------|
| 1 | BA | 84C | 22SEP | 4 | YVRLHR | HK1 | 2040 | 1340 | 23SEP/E |
| 2 | BA | 440C | 25SEP | 3 | LHRAMS | HK1 | 1605 | 1811 | /E |
| 3 | BA | 431C | 27SEP | 5 | AMSLHR | HK1 | 1140 | 1200 | /E |
| 4 | BA | 085C | 29SEP | 7 | LHRYVR | HK1 | 1715 | 1840 | /E |
- The fare would be higher
 - The fare would be lower
 - The fare would be the same
10. If the journey is changed to the following, would the fare change?
- | | | | | | | | | | |
|---|----|------|-------|---|--------|-----|------|------|---------|
| 1 | BA | 84C | 22SEP | 4 | YVRLHR | HK1 | 2040 | 1340 | 23SEP/E |
| 2 | BA | 440C | 25SEP | 3 | LHRAMS | HK1 | 1605 | 1811 | /E |
| 3 | KL | 681C | 26SEP | 4 | AMSYVR | HK1 | 1305 | 1400 | /E |
- Yes the fare would be higher
 - Yes, the fare would be lower
 - No, the fare would not change



Use the following information to answer questions 11 to 20:

A travel agent has booked the following reservation on 26 April for one 45-year-old passenger, a citizen of Mauritius. Quote the lowest applicable SPECIAL fare for this journey with two fare components.

Booking

MK 046 Y 15JUN 6 MRULHR HK1 0945 1915 15JUN E
 AF1981 Y 16JUN 7 LHRC DG HK1 1215 1435 16JUN E
 ARNK
 MK9619 Y 25JUN 2 ZRHCDG HK1 2055 2215 25JUN E
 MK 923 Y 25JUN 2 CDGMRU HK1 2330 1230 26JUN E

Journey

MRU MK LON AF PAR /- ZRH MK PAR MK MRU
 |-----|-----|-----|-----|-----|
 TPMS 6069 EH 214 EH 291 EH 291 EH 5866 EH

Fare type

Adult Special Fare



FCP		FCP	
NUC		NUC	
RULE		RULE	
MPM		MPM	
TPM		TPM	
EMA		EMA	
EMS		EMS	
HIP		HIP	
RULE		RULE	
AF		AF	
SUBTOTAL			
CHECK			
IROE			
LCF			

Note: Blank Fare Construction Table for RT/CT journeys. This table is for your use only. It will not be graded.

11. What type of journey is this?
 - A. OW
 - B. RT
 - C. CT
 - D. OJ

12. Which is TRUE for this journey and the lowest applicable special fare rule?
 - A. If the TPM<MPM, outbound travel via routing MRU-X/DXB-PAR is permitted
 - B. The passenger can stop for two nights in LON outbound
 - C. The passenger can end the journey in HRE instead of MRU
 - D. The maximum stay allows the passenger to return to MRU on 25SEP

Use the following information to answer questions 26 to 30:

Fare Calculation

FRA LH GVA LX CAI M GVACAI1814.84KL AMS KL FRA
M AMSCAI1391.50NUC3206.34END

26. How many intermediate stopover points does this journey have?
A. 0
B. 1
C. 2
D. 3
27. What is the applicable fare for the outbound fare component?
A. NUC 1391.50
B. NUC 1814.84
C. NUC 3206.34
D. NUC 6412.68
28. What is the point of origin?
A. AMS
B. CAI
C. FRA
D. GVA
29. What is the point of turnaround?
A. AMS
B. CAI
C. FRA
D. GVA
30. What is the total fare for the journey?
A. NUC 1391.50
B. NUC 1814.84
C. NUC 3206.34
D. NUC 6412.68
31. Which is TRUE about a "transit" point (do not confuse with transfer point)?
A. It is a same-day connection between two different flights
B. It is a stopover at an intermediate point
C. It is the journey's fare construction point
D. It is an unticketed refueling stop on a flight routing
32. Consider the following fare calculation. Which is TRUE?
LON BA X/DEL 9W BLR 9W X/MAA SQ SIN M4248.65NUC4248.65END ROE0.638555
A. DEL, BLR and MAA are all stopover points
B. DEL, BLR and MAA are all transit points
C. DEL, BLR and MAA are all transfer points
D. Only DEL and MAA are ticketed points
33. Which country is located in Scandinavia?
A. Iceland
B. Finland
C. Norway
D. Greenland

34. What does the header "Other charges" in the IROE table refer to?
A. Stopover charges
B. Airport taxes
C. Mileage surcharges
D. Fare penalties

35. Mrs. Gomez is travelling from BUE to PTY with her daughter Maria aged 6 years. Her ticketed itinerary and fare calculation are:

QR 774 C 07MAR 1 EZE GRU 2320 0200+1
CM 700 C 10MAR 4 GRU PTY 1215 1707

Fare Calculation

BUE QR SAO CM PTY10M SAOPTY2830.30NUC2830.30END ROE1.000000

BUE-PTY RULE

RULE X1500 FIRST, INTERMEDIATE/BUSINESS, ECONOMY CLASS FARES → SC101
WITHIN SOUTH AMERICA

0) APPLICATION

A) 1) Application

first, intermediate/business, economy class normal fares within South America

1) ELIGIBILITY

A) Exception: unaccompanied infant: eligible

19) CHILDREN AND INFANT DISCOUNTS

A) 1) Children

a) accompanied children aged 2-11 years: charge 75% of applicable adult fare

b) unaccompanied children aged 2-11 years: charge 100% of applicable adult fare

2) Infant

a) accompanied infant

i) no seat: charge 10% of applicable adult fare

ii) booked seat: charge 75% of applicable adult fare

b) unaccompanied infant not permitted

B) Exception to General Rule 6.2.6: penalty charges: children pay applicable adult amount

SAO-PTY RULE

RULE X2610 FIRST, INTERMEDIATE/BUSINESS, ECONOMY CLASS FARES → SC101

TC1 CARIBBEAN, LONGHAUL, WITHIN SOUTH AMERICA

0) APPLICATION

A) 1) Application

first, intermediate/business, economy class normal fares

19) CHILDREN AND INFANT DISCOUNTS

A) 1) Children

a) accompanied children aged 2-11 years: charge 100% of applicable adult fare

Exception: for economy class fares: charge 75% of applicable adult fare

b) unaccompanied children aged 2-11 years: charge 100% of applicable adult fare

2) Infant

a) accompanied infant

i) no seat: charge 10% of applicable adult fare

ii) booked seat: charge 100% of applicable adult fare

Exceptions: for economy class fares: charge 100% of applicable adult fare

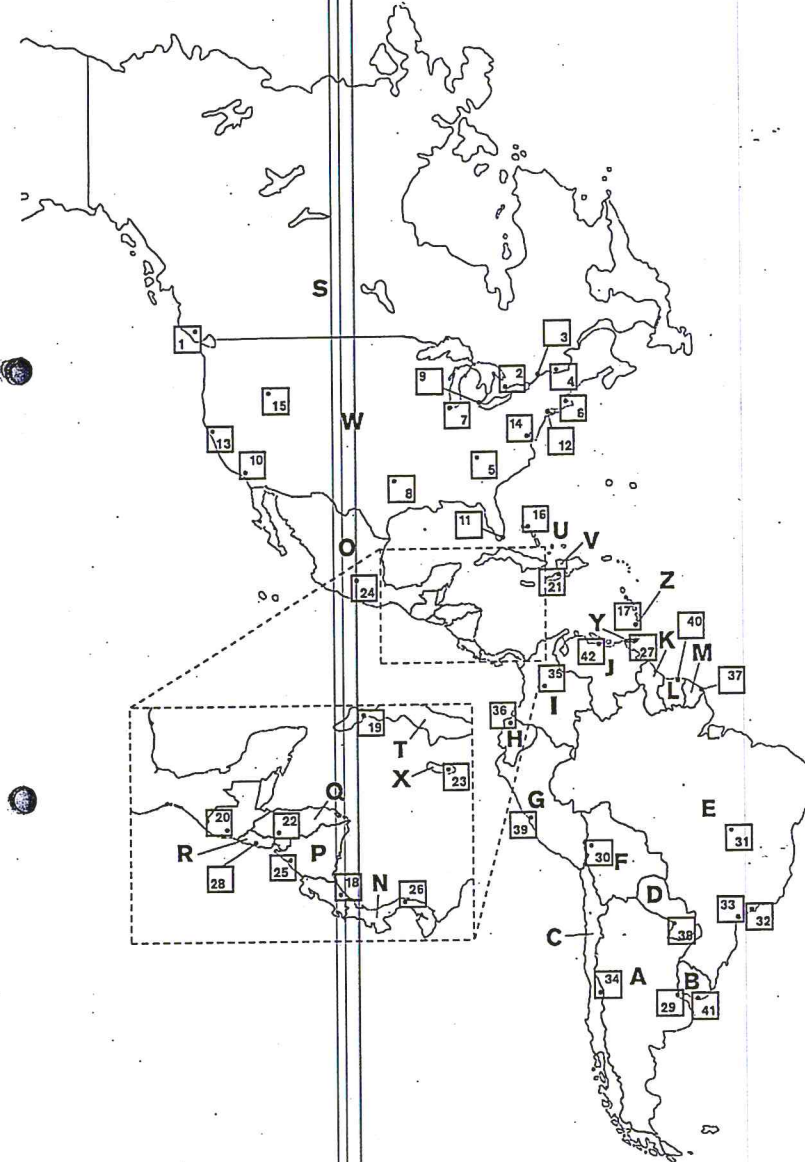
b) unaccompanied infant not permitted

What will be the NUC fare for her daughter Maria?

- A. 1038.00
B. 1141.80
C. 2830.30
D. 2122.72

36. Which group would be concerned about the quality of the air in an aircraft cabin?
 - A. PATA (Pacific Area Travel Association)
 - B. IAPA (International Airline Passenger Association)
 - C. ASTA (American Society of Travel Agents)
 - D. IH&RA (International Hotel & Restaurant Association)
37. Which is a typical revenue source for travel agencies specializing in leisure travel?
 - A. Credit card transaction fees
 - B. Travel insurance commissions
 - C. Management fees from corporate travel customers
 - D. Hotel and restaurant taxes
38. Which is an example of selling travel with integrity?
 - A. Researching online travel blogs before selling a new resort property
 - B. Asking customers to research their travel needs online before booking
 - C. Serving two different customers at the same time to improve efficiency
 - D. Offering only airlines and hotels that pay the highest commission
39. Which term best defines tourism products and activities that practice conservation and preservation?
 - A. Responsible tourism
 - B. Scientific tourism
 - C. Niche tourism
 - D. Accessible tourism
40. Which are the four major oceans in the world?
 - A. Bering, Atlantic, Antarctic, Indian
 - B. Caspian, Indian, Pacific, Atlantic
 - C. Pacific, Arctic, Caribbean, Bering
 - D. Indian, Atlantic, Pacific, Arctic
41. Arabic is the official language in which of the following cities?
 - A. IST
 - B. BKK
 - C. KUL
 - D. DXB
42. There are _____ continents.
 - A. ten
 - B. seven
 - C. five
 - D. six
43. The 3-letter airport code for Rio de Janeiro is _____.
 - A. EZE
 - B. GIG
 - C. ORD
 - D. NRT
44. Elapsed travel time is the _____.
 - A. total transport time between departure and arrival
 - B. difference between two different time zones
 - C. difference between local and GMT time
 - D. time according to the 24-hour clock
45. In which country would you use Ringgit as the official currency?
 - A. South Africa
 - B. Kenya
 - C. Indonesia
 - D. Malaysia

Use the following information to answer questions 46 to 48:



46. Letter P is which country?

- A. Nicaragua
- B. Panama
- C. Paraguay
- D. Suriname

47. Which city is number 29?

- A. BUE
- B. MVD
- C. SCL
- D. TGU

48. Which city is number 42?

- A. BOG
- B. GYE
- C. CCS
- D. GEO

Use the following information to answer questions 49 to 51:
OAG International Time Calculator extract

J	Hours + GMT	DST + GMT	Daylight Saving Time DST (period)
Jamaica	-5		
Japan	+9		
Jordan	+2	+3	01 Apr - 27 Oct
K	Hours + GMT	DST + GMT	Daylight Saving Time DST (period)
Kazakhstan**			
Aktau, Atyrau, Aktyubinsk, Uralsk	+5		
Almaty, Astana, Karaganda, Kokshetau, Kostanay, Kyzyl-Orda, Petropavlovsk, Semipalatinsk, Shimkent, Ust-Kamenogorsk	+6		
Kenya	+3		
Kiribati**			
Gilbert Islands	+12		
Line Islands	+14		
Phoenix Islands	+13		
Korea Democratic People's Republic of	+9		
Korea Republic of	+9		
Kuwait	+3		
L	Hours + GMT	DST + GMT	Daylight Saving Time DST (period)
Lao People's Democratic Republic	+7		
Latvia	+2	+3	27 Mar - 30 Oct
Lebanon	+2	+3	27 Mar - 29 Oct
Lesotho	+2		
Liberia	GMT		
Libyan Arab Jamahiriya	+2		
Liechtenstein	+1	+2	27 Mar - 30 Oct
Lithuania	+2	+3	27 Mar - 30 Oct
Luxembourg	+1	+2	27 Mar - 30 Oct

49. What time is it in KIN when it is 06:00 GMT?

- A. 01:00
- B. 11:00
- C. 18:00
- D. 23:00

50. What time is it in BEY when it is 11:00 GMT on March 6th?

- A. 09:00
- B. 13:00
- C. 08:00
- D. 14:00

51. What time is it in AMM on January 1st when it is 14:00 in NBO?

- A. 11:00
- B. 12:00
- C. 13:00
- D. 14:00

2. A travel agent in MEX is planning a trip for a group of four people. They will tour Austria, Czech Republic and Italy. What should the agent do if these travelers must get entry visas for these countries? Choose the best answer.
- Do not make any reservations before each traveler has the necessary travel documents to enter each country
 - Make reservations but do not collect payment or issue documents before the traveler has the visas to enter these countries
 - Collect payment and issue the tour documents so the travelers can include them in their applications for visitor visas
3. Health regulations should be checked for the country of origin, the country of departure, the country of destination and any transit countries. TRUE or FALSE?
- True
 - False
4. How can travelers prevent getting Yellow Fever ?
- By avoiding to spray insect repellent
 - By only drinking mineral water
 - By becoming vaccinated against it
 - By washing hands with boiled water
5. Which is a common tax airports and governments collect from travelers who connect at an airport?
- Income tax
 - Security tax
 - Sales tax
 - Import tax

Use the following information to answer questions 56 to 57:
Refer to the TIMATICweb extract for Vietnam:

Passport, Visa & Health Results

Summary

Conditional. The traveler will need to hold travel documents as detailed below

Passport

Vietnam – Destination Passport

Passport required.

Document validity rules: Passports and other documents accepted for entry must be valid for a minimum of 6 months from the arrival date.

The following regulations apply to children/minors: Minors arriving in or departing from Viet Nam who are 13 years old or younger must hold proof of being met by a parent or guardian at the airport of arrival.

Visa

Vietnam – Destination visa

Visa required.

The following are exempt from holding a visa.

Nationals of Kenya arriving at Phu Quoc (PQC) for a maximum stay of 30 days

Nationals of Kenya arriving at Hanoi (HAN) or Ho Chi Minh City (SGN) with onward tickets for a connecting flight, on the same day, to Phu Quoc (PQC). They must clear immigration at Hanoi (HAN) or Ho Chi Minh City (SGN) where they will be granted a maximum stay of 30 days and transfer to domestic terminal for a connecting flight to Phu Quoc (PQC).

Passengers with a Certificate of Visa Exemption issued by Viet Nam for a maximum stay of 90 days.

Visa issuance:

Passengers with a printed confirmation letter that a visa has been approved before departure and issued in Hanoi (HAN) by the Vietnamese Immigration (Ministry of Public Security) or the Consular Department (Ministry of Foreign Affairs) can obtain a visa at Hanoi (HAN), Ho Chi Minh City (SGN), Da Nang (DAD) or Nha Trang (CXR).

Additional Information:

Extension of stay possible for an additional 90 days, for holders of a "Certificate of Visa Exemption".

Important:

Visa exempt visitors not holding return/onward tickets could be refused entry.

Health

Vietnam – Destination Health

This information is for guide purposes only. Other health organizations may recommend alternative precautions.

Vaccination against yellow fever required if arriving within 6 days after leaving or transiting countries with risk of yellow fever transmission.

Exempt from Yellow Fever vaccination:

Children under 1 year of age.

Passengers transiting countries with risk of yellow fever transmission if not leaving the transit areas.

Recommended Health and Vaccination precautions:

Malaria Prophylaxis: malaria risk, mainly due to *P. falciparum*, exists in the whole country, excluding urban centers, the Red River Delta, the Mekong Delta and the coastal plain areas of central Viet Nam. High risk areas are the high and areas below 1500 m. south of 18 degrees N, notably the four central highlands provinces of Dak Lak, Dak Nong, Gia Lai and Kon Tum, Binh Phuoc province and the western parts of the coastal provinces Khanh Hoa, Ninh Thuan, Quang Nam and Quang Tri. Recommended prevention in risk areas: C.

In Timatic, the recommended type of prevention is referred to as:

- Type A (very limited risk of malaria transmission) – Mosquito bite prevention only.
- Type B (risk of *P. vivax* malaria only) – Mosquito bite prevention plus chloroquine chemoprophylaxis.
- Type C (risk of *P. falciparum* malaria with chloroquine and sulfadoxine-pyrimethamine resistance) – Mosquito bite prevention plus atovaquone-proguanil or doxycycline or mefloquine chemoprophylaxis.
- Type D (risk of *P. falciparum* malaria plus reported multi-drug resistance) – Mosquito bite prevention plus atovaquone-proguanil or doxycycline or mefloquine chemoprophylaxis, depending on local drug resistance.

Chemoprophylaxis should be started preferably one week before departure and no later than the first day of exposure; it must be taken with unfailing regularity and continued for 4 weeks after the last exposure. No prophylactic regimen is 100% protective against infection, but even if it fails to prevent the disease it may, nevertheless, render the infection milder and less life threatening.

56. A traveler to _____ in Vietnam is at high risk of contracting malaria.
- the Red River Delta region
 - the Dak Lak province
 - Ho Chi Minh City
 - the coastal plains
57. Consider a Kenyan national traveling NBO KQ DXB VN X/SGN VN KUL MH X/BKK KQ NBO. Can the traveler enter Vietnam without a visa for this journey?
- Yes
 - No
58. A boarding pass is usually issued to airline passengers at the time of _____.
- checking in for a flight
 - entering passport and security control
 - changing between different airport terminals
 - boarding an aircraft
59. Identify which carrier determines the checked baggage rules for the DUB to HKG portion of this itinerary.
- EI 606 S 17JUL DUBAMS HK1 1130 1405 *1A/E*
 - KL 835 S 20JUL AMSSIN HK1 2100 1520+1 *1A/E*
 - SQ 890 S 28JUL SINHKG HK1 0735 1120 *1A/E*
 - CX 251 S 28JUL HKGLHR HK1 2355 0540+1 *1A/E*
 - EI 149 S 29JUL LHRDUB HK1 0640 0800 *1A/E*
- Each transporting airline for each sector
 - EI
 - KL
 - SQ
60. In a PNR, the WCHS code informs airlines that a passenger _____.
- needs a wheelchair to board and disembark an airplane
 - requires a special meal for a medical condition
 - desires a non-smoking window seat assignment
 - is accompanied by a child or infant
61. What is the maximum age for unaccompanied minors traveling by air?
- 2 years
 - 12 years
 - 16 years
 - 18 years
62. The 2-letter airline code CX is for _____.
- Air Canada
 - Continental Airlines
 - Cathay Pacific Airways
 - China Airlines

Use the following information to answer questions 63 to 64:
Refer to the following booked reservation and OAG extract to answer questions

KL1694 C 22FEB 5 LISAMS HK1 1520 1930 22FEB E
KL 889 C 25FEB 1 AMSHKG HK1 2145 1555 26FEB E
CX 312 C 26FEB 2 HKGPEK HK1 1700 2020 26FEB E

From Amsterdam, Netherlands

AMS GMT+1

Airport Schiphol 9.0mls/14.0km

Beijing BJS 4866mls/7829km GMT+8

PEK-Capital Intl

MTWTFSS Until 23Dec	1735	0955+1	PEK2	KL0897	- 74E	CY
MTWTFSS Until 23Dec	1735	0955+1	PEK2	*CZ768	- 74M	CY
•TWTFFS From 26Dec	1735	0955+1	PEK2	KL0897	- 74E	CY
•TWTFFS From 26Dec	1735	0955+1	PEK2	*CZ768	- 74M	CY
MTWTFSS Until 23Dec	2125	1415+1	PEK2	CZ346	- 332	FCY
MTWTFSS Until 23Dec	2125	1415+1	PEK2	*KL4303	- 332	CY
MTW•FS• From 25Dec	2125	1415+1	PEK2	CZ346	- 332	FCY
MTW•FS• From 25Dec	2125	1415+1	PEK2	*KL4303	- 332	CY

63. Which is a code share flight?
- KL 0897
 - CZ 768
 - CZ 346
 - None of the above
64. The reservation was made on December 10th. Today is December 28th. There are direct flights from AMS to PEK. The passenger wishes to cancel connecting flights KL889 and CX312 and replace them with a direct flight for travel on the same departure date. Which direct flight can be booked?
- KL 0897
 - KL 4303
 - CZ 768
 - All of the above
65. Amtrak runs passenger trains in _____.
- Russia
 - China
 - Italy
 - the USA



36. What does the term "through train" mean?
- A service which does not stop at international border crossings
 - A journey that requires advance purchase rail tickets and reservations
 - A journey that does not require the passenger to change trains
 - A service with stops at intermediate stations for touring

37. Identify a good reason why you would refer a customer to a printed train timetable rather than use a journey planner?

- He knows exactly which train and travel date he needs
- He has not yet decided the day and time of travel
- There is more than one person traveling
- He wants to know if a train is delayed

38. Which train service information is displayed in journey planners?

- Service information for a specific train and time
- The days or weeks a specific train does not run
- The number of daily and weekly train services for a route
- Train services offering the best facilities and convenience

Use the following information to answer questions 69 to 70:
Refer to the following extract from the European Rail Timetable to answer questions

575		GLACIER EXPRESS										MGB, RfB		
Glacier Express through services (compulsory reservation). No service Oct. 26 - Dec. 12. For local services see Table 576. Narrow gauge railway (paraty rack).														
km		902	903	904	905	906	907	908	909	910	911	912		
		WINTER SERVICE	SUMMER SERVICE	WINTER SERVICE	SUMMER SERVICE	WINTER SERVICE	SUMMER SERVICE	WINTER SERVICE	SUMMER SERVICE	WINTER SERVICE	SUMMER SERVICE	WINTER SERVICE		
0	Zermatt	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
21	St Niklaus	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
36	Vsp	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
45	Brig	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
62	Flesch	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
85	Oberwald	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
113	Andermatt	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
113	Andermatt	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
142	Disentis/Mustér	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
142	Disentis/Mustér	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
201	Chur	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
228	Thusis	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
242	Tiefencastel	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
252	Fillsur 545a	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
	Davos Platz 545a	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
285	Samedan 546	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
289	Celerina 546/7	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		
290	St Moritz 546/7	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶	▶▶▶		

All Glacier Express trains convey ☐ (panorama cars).
Reservations can be made at any Swiss station.
Reservations for ✕ are obligatory in advance.
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§ - June 13 - Sept. 20.
T - May 9 - Oct. 11.
☐ (reservation fee including supplement: 13 CHF).
☐ (reservation fee including supplement: 33 CHF).
△ - Calls to pick up only.
▽ - Calls to set down only.

69. How many trains run from St Moritz to Zermatt on June 1st? Be sure to read the footnotes.

- 1
- 2
- 3
- 4

70. A customer has asked for a through train from Samedan to Brig on October 3rd. What is the earliest time he can arrive in Brig?

- 1440
- 1610
- 1540
- 1640

71. Which car amenity is required for the customer traveling with a one-year old infant?

- Insurance
- A mobile phone
- A baby car seat
- A navigation system

72. What is least important to leisure travelers who want to rent a car for long distance driving?

- The size of the vehicle
- The rental price or cost
- The car model
- The luggage space

73. Which is generally NOT required for car rental drivers?

- Drivers must have a minimum age
- Drivers must have a valid driver's license
- Drivers must possess an international credit card
- Drivers must purchase personal car insurance

74. Which countries are popular camper destinations?
 A. Switzerland, Austria and Croatia
 B. Costa Rica, Belize and Brazil
 C. USA, New Zealand and Australia
 D. India, Indonesia and Malaysia
75. Which is the best way to determine a hotel property's classification rating?
 A. Rely on the hotel property's rating stated on its website
 B. Compare ratings published by more than one rating company
 C. Refer to personal user ratings posted on online travel websites
 D. Ask the hotel's tour operator to define their rating for the property
76. Which type of accommodation property is generally located outside of an urban city center and can be categorized as a limited-service property?
 A. A boutique hotel
 B. A motel
 C. An airport hotel
 D. A convention center hotel
77. Which service is responsible for delivering luggage to the guest's hotel room?
 A. Front office
 B. Concierge
 C. Hall porter desk
 D. Check-in counter
78. Which is an example of a hotel property that practices sustainable operations acceptable to guests?
 A. Removing room window shades to maximize natural daylight
 B. Providing individually packaged soaps in guest rooms
 C. Housekeeping replaces all guest room towels daily
 D. Installing solar panels to heat the swimming pool water
79. Which code represents a city that operates ferry services to its north and south shore communities?
 A. YYC
 B. FRA
 C. SYD
 D. LPB
80. Which is a cruise line association?
 A. Carnival
 B. CLIA
 C. Costa
 D. Norwegian
81. What is the best reason for selling cruise vacations?
 A. Cruise lines offer promotional rates and discounts to agencies
 B. Cruises offer the opportunity to sell shore excursions as extras
 C. Cruise lines provide attractive brochures and videos at no cost
 D. Cruises have a high rate of return customers and repeat business
82. Mr. Wu has never been on a tour before. He is NOT sure if a tour is right for him. What statement might best describe the benefit of tours to Mr. Wu?
 A. Tours cover more attractions in less time
 B. Tours are complex and take extra planning
 C. Tour costs vary with the number of participants
 D. Tour costs are unknown until it is completed

83. A tour brochure should be used as _____ tool.
 A. an advertising
 B. a sales
 C. a purchase
 D. a checklist
84. What affects the amount charged for a tour cancellation by the customer?
 A. The length or duration of the tour
 B. The price paid for the tour
 C. How close cancellation is to the booked tour departure
 D. The reason for the customer's tour cancellation
85. Which skills are necessary to deliver good service to travel customers?
 A. Intellectual, language and social skills
 B. Product knowledge, operational and interpersonal skills
 C. Financial, managerial and operational skills
 D. Organizational, mathematical and social skills
86. What do close-ended questions do?
 A. They collect real or factual information
 B. They identify a customer's preferences
 C. They calm down angry customers
 D. They build rapport and trust
87. Which is a good practice when communicating with customers by telephone?
 A. Never transfer the caller to another department
 B. Avoid open-ended questions that lengthen the call
 C. Summarize the caller's needs to check accuracy
 D. Offer only one product to prevent confusion
88. A customer is yelling because the rented car was not available at the pick up counter and the customer refuses to accept another rental car. The best way to control emotions is to end the call. TRUE or FALSE?
 A. True
 B. False
89. Which major social media channel features advertisements and contests?
 A. Blogs
 B. Twitter
 C. Facebook
 D. You Tube
90. Front office systems support the travel agency's _____ functions.
 A. accounting
 B. reservation
 C. marketing
 D. database



ELECTRONIC BOOKING TOOLS AMADEUS

Answer questions 91 to 100 by blackening in a circle on the separate Answer Sheet provided. Only one answer per question is accepted.

91. Which entry will add the missing "mandatory" (required) element to this PNR?

```

--- RLR ---
RP/HELVS2020/HELVS2020      SF/GS  29NOV/0056Z  2109UJ
RF SOILLI
1. HUTTUNEN/SOILLI MR      2. SAARELAIWEW/KARL MR
3 AY 661 C 16DEC 1 HELCPH HK2      0750 0830 *1A/E*
4 AY 664 C 19DEC 4 CPHHEL HK2      1340 1615 *1A/E*
5 AP HEL 06 66752-AMADEUS TRAVEL-A
6 AP HEL 06 31484-B/P1
7 APE SOILLI.HUTTUNEN@NAARS.FI/P1

A. AP HEL 06 32431-B/P2
B. RF PASSENGER
C. TKTL10DEC
D. FPCCVI4190343218391325/0417
    
```

92. Which entry is used to find the name of the airline with code VX?

- A. DACVX
- B. DNAVX
- C. DANVX
- D. DNEVX

93. Which is TRUE concerning the flights in this availability display?

```

** AMADEUS AVAILABILITY - AN ** LHR LONDON HEATHROW.GB      168 TH 20NOV 0000
1  VS 201  J0 D2 R0 Z1 W7 S7 K7 /SYD 1 LHR 1 1545      0450+1E1.346  24:05
   Y7 B7 L7 M7 Q0 X0 N7 O7
2  BA  16  F9 A9 J0 C0 D9 R9 I9 /SYD 1 LHR 1 1625      0525+1E1/777  24:00
   W9 E9 T9 Y9 B9 H0 K0 M0 L0 V0 S9 N9 Q9 O9 G9
3BA:QF 319  F9 A9 J9 C9 D9 I9 W9 /SYD 1 LHR 1 1625      0525+1E1/777  24:00
   T9 Y9 B9 H9 K9 M9 L0 V0 S0 N0 Q0 O0
4  QF  31  F0 A0 J0 C2 D9 I9 W9 /SYD 1 LHR 1 1730      0620+1E1/388  23:50
   R9 T9 Y9 B9 H9 K9 M9 L9 V0 S0 N0 Q0 O0
    
```

- A. The flight with the shortest journey time is sold out in "J" booking code
- B. Flight QF31 is a code share flight with flight BA16
- C. All flights arrive in London on 20 November
- D. VS 201 operates a Boeing 777 aircraft

94. Which entry will display meal service information for the flight on line 1 of an availability display?

- A. FO1
- B. DO1
- C. AN1
- D. AC1



95. Which entry will display the PNR for Ms Shelly Singer?

```

1 SING/MARKMR      06NOV LHR 878XR8
2 SING/BAIMS      29OCT LHR MLUJER
3 SINGER/SHELLYMS  21NOV LHR 283KZE
4 SINGH/RAJENDRAMR 21NOV LHR 28XNBM
5 SINGLETON/THOMASMR 21NOV LHR 7FDFE7
    
```

- A. R2
- B. R*3
- C. RT/3
- D. RT3

96. Which entry will display multi-property hotel availability for the passenger's stay in Stockholm (ARN)?

```

RP/CDG1A2001/CDG1A2001      BB/GS  08AUG/ 412AZ  387VHM
1. GOUJON/JEAN MR
3 AF2270 Y 21AUG 1 CDGCPH HK1      1415 1605 *1A/E*
4 SK 406 Y 30AUG 3 CPHARN HK1      I 1020 1130 *1A/E*
5 AF2249 Y 05SEP 2 ARNCDG HK1      5 1125 1400 *1A/E*
    
```

- A. HAS4
- B. HA4
- C. HA4/RT-2
- D. HAS4/RT-2

97. Which is TRUE for the following PNR?

```

--- RLR ---
RP/BOM1A2001/BOM1A2001      MT/GS  07DEC/0549Z  TUT441
1. KHAN/NEETU MS      2. SHARMA/AVANTIKA MS
3 CX 682 H 06JAN 3 BOMHKG HK2      2 255A 1115A *1A/E*
4 CX 685 H 22JAN 5 HKGBOM HK2      1 1005A 135P *1A/E*
5 AP BOM 6696 1234-AMADEUS TRAVEL-A
6 AP BOM 8933 8391-E/P1
7 TK TL19DEC/BOM1A2001
8 SSR NSST CX HK2 BOMHKG/28A, P1/28B, P2/S3
9 SSR NSST CX HK2 HKGBOM/35E, P1/35F, P2/S4
    
```

- A. Ms Khan has been assigned seat 28A on the flight to HKG and seat 28B on the return flight to BOM
- B. Ms Sharma has been assigned seat 35E on the flight to HKG and seat 35F on the return flight to BOM
- C. Ms Khan has been assigned seat 28B on the flight to HKG and seat 35F on the return flight to BOM
- D. Ms Sharma has been assigned seat 28B on the flight to HKG and seat 35F on the return flight to BOM

98. Which entry displays KLM's (KL) fares for travel from Moscow (SVO) to Amsterdam (AMS)?

- A. FDSVOAMS/KL
- B. FQDSVOAMS/KL
- C. FQDSVOAMS-KL
- D. FQDSVOAMS/AKL

99. Which entry will display the price of a PNR as it is currently booked, without storing the fare or rebooking the itinerary?

- A. FXX
- B. FXA
- C. FXP
- D. FXR

100. What does the "O" in the "ST" column of this ETR mean?

```

TKT-0161082983921      RCI-
OD-LAXLAX  FCMI-0      POI-LAX  DOI-10MAY  1A  LOC-GL0J0N
1.CHOO/ARTHUR MR      ADT      ST      IOI-10000111
1 OLAX UA   1  H 23MAY 1320 OK GLXAP6M   O   23MAY23MAY 2PC
2 OHKG UA   2  H 30MAY 1315 OK GLXAP6M   O   30MAY30MAY 2PC
LAX
FARE  F  USD      719.00
TAX   USD      27.40US
TAX   USD      7.00XF
TAX   USD      13.60XT
TOTAL  USD      767.00
/FC LAX UA HKG359.50HLXAP UA LAX359.50HLXAP NUC719.00END ROE1
.000000 5.00YC 3.10XA 3.00XF 2.50AY XF LAX3
FE  CNGFEE
FP  CCVI4207807113242347/0917/A711469
FREQUENT FLYER UA-00651234318
  
```

- A. The flight coupon is unused and open for use
- B. The flight change fee is zero
- C. The flight is open for seat assignments
- D. The flight coupon has been voided

ELECTRONIC BOOKING TOOLS GALILEO

Answer questions 91 to 100 by blackening in a circle on the separate Answer Sheet provided. Only one answer per question is accepted.

91. Which entry will add the missing "mandatory" (required) field to this BF?

```

1.1BAUMANN/HANKMR
1. OA 152 Y 19DEC AMSATH.HS1 140P 545P O*      E TH
2. OA 151 Y 17JAN ATHAMS HS1 1030A 1250P O*    E FR
** EMAIL ADDRESS EXISTS **                      >*EM<
FONE-AMST*020 4455478
NOTE-**H*BOOK HOTEL PENTA HOTEL HA 13DEC 1020Z RCVD-MR
  
```

- A. P.AMSB*020 2331931
- B. R.PASSENGER
- C. T.TAU/14DEC
- D. F.CA54103217481443/D1219-BAUMANN

92. Which entry is used to find the name of the airline with code VX?

- A. .AEVX
- B. .ADVX
- C. .CEVX
- D. .EEVX

93. Which is TRUE concerning the flights in this availability display?

```

NEUTRAL DISPLAY* MO 10NOV SYD/LON
1 SYD1LHR 1545#0450 VS 201 J4 D0 R7 Z7 W4 S7 K7 Y7 B7 L7#346C*E
2 SYD1LHR 1625#0525 BA 16 F9 A0 J0 C0 D9 R9 I9 W9 E0 T0#777C*E
3 SYD1LHR 1625#0525 @QF 319 F0 A0 J0 C0 D9 I0 W0 T0 Y9 B9#777C*E
4 SYD1LHR 1730#0620 @BA7371 F9 A0 J0 C0 D9 I0 W9 T0 Y9 B9#744C*E
5 SYD1LHR 1730#0620 QF 31 F0 A0 J0 C0 D0 I9 W0 R9 T0 Y9#744C*E
6 SYD1LHR 1735#0555 @QF 301 F4 A0 J0 C0 D0 I9 W9 T9 Y9 B9#744C*E
7 SYD1LHR 1805#0625 @BA7311 F0 A0 J0 C0 D9 I0 W0 E0 T0 Y9#CHGC*E
8 SYD1LHR 1805#0625 QF 1 F4 A0 J0 C0 D9 I0 W9 R0 T0 Y9#CHGC*E
  
```

- A. All flights arrive in LHR same day as departure
- B. All flights make one stop en-route
- C. All flights are sold out in "J" class
- D. VS 201 operates a Boeing 777 aircraft

94. Which entry will display flight details for the flight on line 1 of an availability display?

- A. TAL1
- B. TTL1
- C. TT1
- D. AL1

95. Which entry retrieves the BF on line 3 of a similar name list?

- A. */3
- B. **3
- C. *-3
- D. *3



ELECTRONIC BOOKING TOOLS SABRE

6. Which entry will display car availability for Avis (ZI) for the passengers' entire stay in Paphos (PFO)?

- 1. CY 543 K 18JUN LGWFFO HK3 215P 830P G E MO
- 2. CY 542 K 02JUL PFOLGW HK3 1035A 115P G E MO

- A. /1+CAL/ZI
- B. /1+CAL.ZI
- C. /1+CAL.ZI
- D. /1+CAL+ZI

7. Which entry will assign a non-smoking window seat on all flights for the passenger in a BF?

- A. SA.NW
- B. SN.W
- C. S.NA
- D. S.NW

8. Which entry will display all published fares for travel on 25 May from Hong Kong (HKG) to Tokyo-Narita (NRT)?

- A. FQ25MAYHKGNRT
- B. FQA25MAYHKGNRT
- C. FD25MAYHKGNRT/ALL
- D. FD25MAYHKGNRT

9. Which entry will display the lowest available fare for an itinerary, and rebook all segments in the corresponding class of service?

- A. FQBBK
- B. FQBB
- C. FXP
- D. FQ

10. Which statement is TRUE concerning the following BF?

Q8282G/SL DXBOU T7CSL AG 88712342 24AUG

- 1. 1NAZARI/SAEEDMR
- 1. LH 631 Y 09SEP DXBFRA HK1 0220 0605 O* E TU
- 2. LH 630 Y 18SEP FRADXB HK1 1425 2325 O* E TH

- ** FILED FARE DATA EXISTS ** >FF<
- ** MEMBERSHIP DATA EXISTS ** >MM<
- ** VENDOR LOCATOR DATA EXISTS ** >VL<
- ** TINS REMARKS EXISTS ** >HTI<
- ** ELECTRONIC DATA EXISTS ** >HTE<

FONE-DXBT*04 399 2333

2. DXBB*04 343 2333

FOP -CK

TKTG-T*DXB 01SEP1745Z AB AG

- A. A ticket was issued for this BF on 01 September
- B. A ticket was issued for this BF on 24 August
- C. An electronic fare is stored for the BF, but tickets have not yet been issued
- D. The ticket will be issued on 01 September

Answer questions 91 to 100 by blackening in a circle on the separate Answer Sheet provided. Only one answer per question is accepted.

91. Which entry will add the missing "mandatory" (required) field to this PNR?

- 1. 1HUI/GEOFFREY MR 2. 1SING/THOMAS MR
- 1 OZ 302C 11JAN 3 HKGICN SS2 1230 1700 /ABRQ /E
- 2 KE 702C 13JAN 5 ICNVRT SS2 0930 1130 /ABRQ /E
- 3 JL 733C 16JAN 1 NRTTHKG SS2 0900 1420 /DCRQ /E

PHONES

1.HKG02832 3111-A

RECEIVED FROM - GEOFFREY

HKG.HKG*AGG 0145/10SEP

- A. 6P
- B. 902718 4058-B MR HUI
- C. 7TAW01JAN/
- D. 5-*VI43182111222333#06/17

92. Which entry is used to find the name of the airline with code VX?

- A. W*ALVX
- B. W*VX
- C. W*ALVX
- D. W*VX

93. Which is TRUE concerning the flights in this display?

```

10SEP WED SIN/Z#3 FRA/-7
1LH/SQ 9765 F9 A9 J9 C9*SINFRA 1415 2035 77W M 0 DCA /E
D9 Z9 Y9 B9 M9 H9 Q9 V9 W9 U9 S9 L9
2SQ 326 F4 P4 A4 C4*SINFRA 1415 2035 77W M 0 DCA /E
Z4 J4 D4 Y9 S9 B9 E9 M9 H9 N9 Q9 W9 V9 K9
3BA/QF 7305 J9 C9 D9 I9*SINFRA 2305 0515Y1 744 RM 0 DCA /E
Y9 B9 H9 K9 M9 V9 N9 L9 S9 Q9 O9
4QF 5 J9 C9 D9 I9*SINFRA 2305 0515Y1 744 RM 0 3 DCA /E
Y9 B9 H9 K9 M9 L9 V9 S9 N9 Q9 O9
5LH 779 F9 A9 J9 C9*SINFRA 2359 0555Y1 744 MM 0 DCA /E
D9 Z9 Y9 B9 M9 H9 Q9 V9 W9 U9 S9 L9
6SQ/LH 2008 F4 P4 A4 Z4*SINFRA 2359 0555Y1 744 M 0 DCA /E
C4 J4 D4 Y9 S9 B9 M9 E9 H9 Q9 W9 N9 V9 T9

```

* - FOR ADDITIONAL CLASSES ENTER 1*C

* - FOR AIR EXTRAS INCLUDING PAID SEATS ENTER 1*A.

- A. The flight on line 1 is sold by airline LH, and operated by airline SQ
- B. The flight on line 1 is sold by airline SQ, and operated by airline LH
- C. The flights on lines 1 and 6 operate on the same physical airplane
- D. Airlines QF and LH are code sharing with each other on flights listed in this display

94. Which entry will change a flight availability display to show flights for airline SQ only?

- A. 1/SQ
- B. 1#SQ
- C. 1*SQ
- D. 1SQ

95. Which entry will display the PNR for Paula Lee from this similar name list?

*-LEE

Y2VS-LEE
 1 LEE/JEUNG MR 16JUN-20JUN 2 LEE/JOSEPH M 25JUN-02JUL
 3 LEE/PAULA MS 14JUL-18JUL 4 LEE/BRIAN MR 17JUL-01AUG

- A. **3
- B. */3
- C. *-3
- D. *3

96. The entry "CQ1/2ZI" will _____

- A. display a car quote for car vendor ZI for the arrival airport in PNR segment 1, for return on the date and time of segment 2
- B. display a car quote for all car vendors for the arrival airport in PNR segment 1, for return on the date and time of segment 2
- C. display the ZI rule for the cars on lines 1 and 2 of a car quote
- D. book 1 vehicle from car vendor ZI for the arrival airport and date in PNR segment 1, for return on the date and time of segment 2

97. Which entry will assign an aisle seat (and adjacent seats) for all passengers on flight segment 2?

- A. 4G2*/A
- B. 4G2/AA
- C. 4G2*A
- D. 4G2/A

98. Which entry will display fares for airline CX for travel on 25 May from Hong Kong (HK) to Tokyo (NRT)?

- A. FQHKGNRT25MAY#CX
- B. FQHKGNRT25MAY*CX
- C. FQHKGNRT25MAY/CX
- D. FQHKGNRT25MAY-CX

99. Which entry will display the lowest price for an itinerary, without rebooking the itinerary?

- A. WPNC
- B. WPNCB
- C. WPX
- D. WP

100. For the following display, which entry will retrieve the ETR for ticket number 0125182830924?

TKT/TIME LIMIT

1.T-01OCT-LHR*AXY
 2.TE 0125182830923-AT MALAKAR LHR*AXY 2310/01OCT
 3.TE 0125182830924-AT MALAKAR LHR*AXY 2310/01OCT

- A. WETR*3
- B. ETR*2
- C. WTR*3
- D. EW#3

EXTRA MILEAGE ALLOWANCE TABLES

2.4.3.1 Area 1 EMA

Between	And	Via	TPM Deduction
Buenos Aires/ Montevideo	Canada/	RIO - SAO with no stopover at	510
Buenos Aires/ Montevideo	Caracas	Wholly within South America	400

2.4.3.2 Area 2 EMA

2.4.3.2.1 Between Europe and the Middle East

Between	And	Via	TPM Deduction
Europe	Iran (except	Tehran	100
Budapest	Middle East	a point in Europe other than in	100

2.4.3.3 Area 3 EMA

Between	And	Via	TPM Deduction
Osaka/ Tokyo	Denpasar Bali	via Jakarta with no stopover; no additional intermediate points between Jakarta and Denpasar	70
Area 3 (except when travel is wholly within Afghanistan, Bangladesh, Bhutan, Maldives, Pakistan, India, Nepal and Sri Lanka)	A point in Area 3	via both Mumbai and Delhi, or via both Islamabad and Karachi	700
Area 3 (except when travel is wholly within Afghanistan, Bangladesh, Bhutan, Maldives, Pakistan, India, Nepal and Sri Lanka)	Mumbai	Delhi	700
Area 3 (except when travel is wholly within Afghanistan, Bangladesh, Bhutan, Maldives, Pakistan, India, Nepal and Sri Lanka)	Delhi	Mumbai	700
Area 3 (except when travel is wholly within Afghanistan, Bangladesh, Bhutan, Maldives, Pakistan, India, Nepal and Sri Lanka)	Karachi	Islamabad	700
Area 3 (except when travel is wholly within Afghanistan, Bangladesh, Bhutan, Maldives, Pakistan, India, Nepal and Sri Lanka)	Islamabad	Karachi	700

2.4.3.4. Area 12 via the Atlantic EMA

Between	And	Via	TPM Deduction
Alberta/ British Columbia/ Yukon	Europe	YYT - YHZ - YMQ - YOW -	400
Canada/ Mexico/ USA	South Africa	Tel Aviv	660
Cancun	Europe	Mexico City	550
Merida	Europe	Mexico City	150
Mid Atlantic Points except Bahamas/ Bermuda	Fuerteventura/ Gran Canaria/ Lanzarote/ San Sebastian de la Gomera / Santa Cruz de la Palma/ Tenerife/ Valverde	Europe other than Fuerteventura/ Gran Canaria/ Lanzarote/ San Sebastian de la Gomera/ Santa Cruz de la Palma/ Tenerife/ Valverde	1300
New Brunswick/ Newfoundland/ Nova Scotia/ Prince Edward Island	Europe	BOS - YMQ - YOW - YTO	1500
New Brunswick/ Nova Scotia/ Prince Edward Island	Israel	YHZ - YMQ - YTO	500
Newfoundland	Israel	YYT - YHZ - YMQ - YOW -	1600
Newfoundland	Europe	Halifax	700

Area 23 EMA

Between	And	Via	TPM Deduction
Europe	South Asian Subcontinent	via both Mumbai and Delhi	700
Europe	Mumbai	Delhi	700
Europe	Delhi	Mumbai	700
Middle East	TC3 (except South West Pacific)	via both Mumbai and Delhi, or via both Islamabad and Karachi	700
Middle East	Mumbai	Delhi	700
Middle East	Delhi	Mumbai	700
Middle East	Karachi	Islamabad	700
Middle East	Islamabad	Karachi	700

SPECIFIED ROUTINGS

Area 1 - Specified Routings

Between	And	Via
Asuncion	Bogota/ Guayaquil/ Mexico City/ Quito	BUE/ RIO/ SAO
Brasilia	Atlanta/ Baltimore/ Boston/ Chicago/ Mexico City/ Miami/ Montreal/ New York/ Philadelphia/ Ottawa/ Toronto/ Washington	Rio de Janeiro/ Sao Paulo
Buenos Aires	Guayaquil/ Quito/ San Jose	RIO/ SAO/ BOG
Cancun	A point in Colombia/ Quito/Guayaquil	MEX/ MIA
Quito	Aruba	CCS/ BOG
Quito	Rio de Janeiro/ Sao Paulo	Caraças
Salvador	Baltimore/ Montreal/ New York/ Ottawa/ Philadelphia/	Rio de Janeiro/ Sao Paulo
Quebec City/	Bermuda	Montreal - Toronto
A point in New Brunswick/ Nova Scotia/ Prince Edward Island	Antigua/ Bahamas/ Barbados/ Bermuda/ Cuba/ Dominican Republic/ French Antilles/ Haiti/ Jamaica/ St. Lucia/ Trinidad and Tobago	Montreal - Toronto YHZ - YMQ - YTO
A point in Newfoundland and Labrador	Antigua/ Bahamas/ Barbados/ Bermuda/ Cuba/ Dominican Republic/ French Antilles/ Haiti/ Jamaica/ St. Lucia/ Trinidad and Tobago	YYT - YHZ - YMQ - YTO
Montreal/ Ottawa	Bermuda	Halifax/ Toronto
A point in Canada	Asuncion/ Montevideo	Toronto - RIO
A point in Canada	Lima	Toronto - MEX
A point in Canada	A point in Argentina	Toronto - RIO/ BUE Toronto - SAO/ BUE
A point in Canada	A point in Chile	Toronto - RIO/ SCL Toronto - SAO/ SCL Toronto - MEX - SCL Toronto - BOG

NOTE:
1 No stopovers permitted

Area 2 - Specified Routings

2.4.5.2.1 Within Middle East

Between	And	Via
Cairo	Dammam	Jeddah - Riyadh
Cairo	Riyadh	Jeddah
Dubai	Zahedan	Tehran
Hofuf	Cairo/ Damascus	Riyadh
Riyadh	Amman/ Beirut/ Damascus	Dammam

2.4.5.2.2 Within Africa

Between	And	Via
Blantyre	Harare/ Johannesburg	Lilongwe (Note 1)
Francistown	Johannesburg	Gabarone
Johannesburg	Mombasa	Nairobi
Kilimanjaro	Mombasa	Nairobi

NOTE:
1 No stopovers permitted

2.4.5.3 Area 3 - Specified Routings

Between	And	Via
Beijing	Fukuoka	Shanghai
Beijing	Nagasaki	Shanghai
Beijing	Osaka	Shanghai - Nagasaki (Note 2)
Beijing	Tokyo	Shanghai - Nagasaki - Osaka
Beijing	Sendai	Shanghai - Osaka (Note 3)
Colombo	Lahore	Karachi
Delhi	Nagoya/ Osaka/ Tokyo	Bangkok
Karachi	Seoul	Bangkok/ Manila - Tokyo
Kathmandu	Hong Kong	Bangkok
Kolkata	Hong Kong / Taipei	Bangkok
Kota Kinabalu	Taipei	Hong Kong
Sapporo	Seoul	Nagoya/ Tokyo
Tokyo	Faisalabad/ Karachi/ Islamabad/ Lahore/	Manila - Bangkok

NOTES:
Only 1 stopover permitted at Shanghai/ Nagasaki/ Osaka.
Only 1 stopover permitted at Shanghai/ Nagasaki.
Only 1 stopover permitted at Shanghai/ Osaka.

2.4.5.4 Between Areas 1 and 2 via Atlantic - Specified Routings

Between	And	Via
Montreal/ Ottawa	Bologna/ Florence/ Genoa/ Milan/ Pisa/ Trieste/ Turin/ Venice/	Toronto - Rome
Montreal/ Ottawa	Bologna/ Florence/ Genoa/ Trieste/ Turin/ Venice/ Verona	Toronto - Rome

2.4.5.5 Between Areas 2 and 3 - Specified Routings

Between	And	Via
Tehran	Lahore	Karachi
Tehran	Peshawar	Karachi
Tehran	CAN/TPE/BKK/HKG	Kuala Lumpur
Japan / Korea (Dem. People's Rep. of)/ Korea (Rep. of) / China/	Mashad	Tehran (EH)
Cairo	Tokyo	Bangkok - Manila
Cairo / Sanaa	Beijing	Bangkok
Kuwait	Tokyo	Bangkok/ Manila

2.4.5.6 Between Areas 1 and 3 via Pacific - Specified Routings

Between	And	Via
Seattle, WA	Japan	Los Angeles/ San Francisco

IATA RATE OF EXCHANGE

Country	Currency Name	ISO Code	Numeric	From NUC	Local Curr. Fares	Other Charges	Decimal Units	Notes
Canada	Canadian Dollar	CAD	124	1.141900	1	0.1	2	5, 8, 12
France	euro	EUR	978	0.810635	1	0.01	2	
+ Mauritius	Mauritius Rupee	MUR	480	31.637000	5	1	0	
Netherlands	euro	EUR	978	0.810635	1	0.01	2	11
Switzerland	Swiss Franc	CHF	756	0.974740	1	0.5	2	
United Kingdom	Pound Sterling	GBP	826	0.638555	1	0.1	2	5

Notes

- 5 Rounding of fares and other charges shall be to the nearest rounding unit.
For Example if rounding unit is 1:
Between: 0.01 and 0.49 round down
 0.50 and 0.99 round up
- 8 Refer to PAT General Rules book section 11.10 for sources for bankers rates of exchange
- 11 Netherlands security charge and Passenger Service Charge shall not be rounded
- 12 (a) Rounding of local currency fares shall be accomplished by dropping amounts less than 50 cents and increasing amounts of 50 cents or more. Round trip fares in Canadian/US currency shall not exceed twice the one-way fare.
(b) Other charges - Canadian Tax Charges rounded to the nearest 0.01

CITY PAIR FARE TABLES

From City code: MRU Or use city name: MAURITIUS Country code: MU

To City code: LON Or use city name: LONDON Country code: GB

Search

Currency: MUR

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPI/A	Routing
YIF	OW	EU	62260	1967.94	YY	Y025	EH		7282
YIF	RT	EU	88940	2811.26	YY	Y025	EH		7282
CIF	OW	BU	145145	4587.82	YY	Y025	EH		7282
CIF	RT	BU	207345	6553.87	YY	Y025	EH		7282
FIF	OW	FU	145145	4587.82	YY	Y025	EH		7282
FIF	RT	FU	207345	6553.87	YY	Y025	EH		7282
YPXIF3M	RT	XPX	65150	2059.29	YY	Y026	EH		7282

From City code: MRU Or use city name: MAURITIUS Country code: MU

To City code: PAR Or use city name: PARIS Country code: FR

Search

Currency: MUR

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPI/A	Routing
YIF	OW	EU	60530	1913.26	YY	Y025	EH		7039
YIF	RT	EU	86465	2733.03	YY	Y025	EH		7039
CIF	OW	BU	145145	4587.82	YY	Y025	EH		7039
CIF	RT	BU	207345	6553.87	YY	Y025	EH		7039
YPXIF3M	RT	XPX	64865	2050.28	YY	Y026	EH		7039

From City code: MRU Or use city name: MAURITIUS Country code: MU

To City code: ZRH Or use city name: ZURICH Country code: CH

Search

Currency: MUR

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPI/A	Routing
YIF	OW	EU	60795	1921.64	YY	Y025	EH		6736
YIF	RT	EU	86850	2745.20	YY	Y025	EH		6736
CIF	OW	BU	145395	4595.72	YY	Y025	EH		6736
CIF	RT	BU	207705	6565.25	YY	Y025	EH		6736
YPXIF3M	RT	XPX	68470	2164.23	YY	Y026	EH		6736

From City code: **YVR** Or use city name: **VANCOUVER BC** Country code: CA
 To City code: **AMS** Or use city name: **AMSTERDAM** Country code: NL
 Currency: CAD

Fare Basis	OW/RT	ETC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	3756	3289.25	YY	X0900	PA	12170	
YIF	RT	EU	5779	5060.86	YY	X0900	PA	12170	
YIF	OW	EU	7859	6882.38	YY	X1195	AT	5749	
YIF	RT	EU	10479	9176.81	YY	X1195	AT	5749	
CIF	OW	BU	7385	6467.29	YY	X0900	PA	12170	
CIF	RT	BU	11362	9950.08	YY	X0900	PA	12170	
CIF	OW	BU	8645	7570.71	YY	X1195	AT	5749	
CIF	RT	BU	11526	10093.70	YY	X1195	AT	5749	
FIF	OW	FU	10837	9490.32	YY	X0900	PA	12170	
FIF	RT	FU	16673	14601.10	YY	X0900	PA	12170	
FIF	OW	FU	14655	12833.90	YY	X1195	AT	5749	
FIF	RT	FU	19540	17111.80	YY	X1195	AT	5749	

From City code: **YVR** Or use city name: **VANCOUVER BC** Country code: CA
 To City code: **LON** Or use city name: **LONDON** Country code: GB
 Currency: CAD

Fare Basis	OW/RT	ETC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	3756	3289.25	YY	X0900	PA	12391	
YIF	RT	EU	5779	5060.86	YY	X0900	PA	12391	
YIF	OW	EU	3926	3438.12	YY	X1195	AT	5659	
YIF	RT	EU	5235	4584.46	YY	X1195	AT	5659	
CIF	OW	BU	7385	6467.29	YY	X0900	PA	12391	
CIF	RT	BU	11362	9950.08	YY	X0900	PA	12391	
CIF	OW	BU	9066	7939.39	YY	X1195	AT	5659	
CIF	RT	BU	12080	10585.90	YY	X1195	AT	5659	
FIF	OW	FU	10837	9490.32	YY	X0900	PA	12391	
FIF	RT	FU	16673	14601.10	YY	X0900	PA	12391	
FIF	OW	FU	15131	13250.70	YY	X1195	AT	5659	
FIF	RT	FU	20174	17667.00	YY	X1195	AT	5659	

FARE RULES

X1195 FIRST, INTERMEDIATE/BUSINESS, ECONOMY CLASS FLEX FARES BETWEEN CANADA, USA AND EUROPE ⇒SC101

- 0) APPLICATION
 - A) 1) Application
 - First, intermediate/business, economy class normal fares between Canada, USA and Europe via AT (not via Area 3)
 - 2) Fares
 - c) whenever the transatlantic sector is flown in first/intermediate/business class and other sectors are in the same class or a lower class, the applicable first/intermediate/business class fare shall be applied
- 10) CONSTRUCTIONS AND COMBINATIONS
 - A) 2) Combinations
 - a) end-on and side trip combinations permitted; in the case of side trips, such side trips are only permitted from and to the same enroute point of a fare component
- 19) CHILDREN AND INFANT DISCOUNTS
 - A) 1) Children
 - a) accompanied children
 - aged 2-11 years: charge 100% of applicable adult fare
 - Exception: economy class: charge 75% of applicable adult fare
 - b) unaccompanied children
 - aged 2-11 years: charge 100% of applicable adult fare
 - 2) Infant
 - a) accompanied infant
 - i) no seat: charge 10% of applicable adult fare
 - ii) booked seat: charge 100% of applicable adult fare
 - Exception: economy class: charge 75% of applicable adult fare
 - b) unaccompanied infant
 - not permitted
- 20) TOUR CONDUCTOR DISCOUNTS
 - A) not permitted
- 21) AGENT DISCOUNTS
 - A) not permitted

Y025 FLEX FARES BETWEEN EUROPE AND AFRICA

⇒SC101

- 0) APPLICATION
 A) 1) Application
 First, intermediate/business, economy class normal fares between Europe and Africa
 2) Fares
 a) whenever travel on the sector between Europe and Africa is in intermediate/business class, the through fare shall not be lower than the applicable through intermediate/business class fare
- 19) CHILDREN AND INFANT DISCOUNTS
 A) 1) Children
 a) accompanied children aged 2-11 years: charge 75% of applicable adult fare
 Exception: Intermediate/Business class: from Europe: charge 100% of applicable adult fare
 Exception:
 First class: charge 100% of applicable adult fare
 b) unaccompanied children aged 2-11 years:
 charge 100% of applicable adult fare
 2) Infant
 a) accompanied infant
 i) no seat: charge 10% of applicable adult fare
 ii) booked seat: charge 75% of applicable adult fare
 Exception:
 First class: charge 100% of applicable adult fare
 Exception:
 b) unaccompanied infant
 not permitted
- 20) TOUR CONDUCTOR DISCOUNTS
 A) not permitted
- 21) AGENT DISCOUNTS
 A) not permitted

Y026 Y026 PEX FLEX FARES FROM AFRICA TO EUROPE

⇒SC100

- 0) APPLICATION
 A) 1) Application
 economy class round, circle, turnaround open jaw trip PEX fares from Africa to Europe
- 5) RESERVATIONS AND TICKETING
 A) 1) Reservations
 a) must be made in advance for the entire pricing unit
 2) Ticketing
 a) must be completed within 72 hours of making reservations
 Exception: reservations made within 72 hours before departure: must be completed within 24 hours of making reservations
- 6) MINIMUM STAY
 A) 1) 7 days
- 7) MAXIMUM STAY
 A) 3 months
- 9) TRANSFERS
 A) 1) 2 international permitted in each direction
 2) additional permitted in countries of unit origin and turnaround
- 10) CONSTRUCTIONS AND COMBINATIONS
 A) 2) Combinations
 a) end-on combinations only permitted with domestic fares
- 16) PENALTIES
 A) 1) Cancellation, No-Show, Upgrading
 a) before departure: refund the fare paid less EUR 100, MRO 40000, USD 125, XAF 75000, XOF 75000
 b) after departure: no refund
 c) the non-refundable amount may be used as credit towards payment of any higher applicable fare. The original non-refundable amount remains non-refundable; the new ticket and any subsequent reissues must be annotated NONREF/PEX
 2) Rebooking and Rerouting
 a) i) before departure: permitted at a charge per transaction of EUR 100, MRO 40000, USD 125, XAF 75000, XOF 75000; such transaction must be made not later than the day before the day of the flight being changed
 ii) after departure: not permitted
- 19) CHILDREN AND INFANT DISCOUNTS
 A) 1) Children
 a) accompanied children
 aged 2-11 years: charge 75% of applicable adult fare
 b) unaccompanied children
 aged 2-11 years: charge 100% of applicable adult fare
 2) Infant
 a) accompanied infant
 iii) no seat: charge 10% of applicable adult fare
 iv) booked seat: charge 75% of applicable adult fare
 Exception: First and Intermediate/Business class: charge 100% of applicable adult fare
 b) unaccompanied infant
 not permitted

SC100 Standard Condition for Special Fares (based on IATA Resolution 100)

Part 1 Standard Condition (Definitions are in General Rule 1.2)	Part 2 the following Governing Conditions and General Rules always apply unless specifically overridden in the fare rule
<p>0) APPLICATION A) 1) Application see the fare rule 2) Fares a) shown in the fares pages b) fares only apply if purchased before departure Exception: may be used for enroute upgrading from a lower fare provided all conditions of these fares are met c) when fares are expressed as a percentage of a normal fare and more than one level of normal fare exists, the percentage will be applied on the highest normal fare for the class of service used 3) Passenger Expenses not permitted</p>	<p>B) 1) Types of Trip General Rule 2.7 one way, round trip, circle trip, open jaw 2) Passenger Expenses if permitted, General Rule 8.11</p>
<p>1) ELIGIBILITY A) 1) Eligibility no requirements Exception: unaccompanied infant: not eligible 2) Documentation not required</p>	
<p>2) DAY/TIME A) no restrictions Carrier Fares Rules Exception: midweek and weekend periods midweek: Mon, Tue, Wed, Thu weekend: Fri, Sat, Sun</p>	<p>B) Midweek/Weekend Application the day of departure on the first international sector in each direction determines the applicable fare Carrier Fares Rules Exception: transatlantic/transpacific midweek/weekend fares: the date of departure on each transatlantic/transpacific sector determines the applicable fare</p>
<p>3) SEASONALITY A) no restrictions</p>	<p>B) Seasonal Application the date of departure on the first international sector of the pricing unit determines the fare for the entire pricing unit Carrier Fares Rules Exception: transatlantic/transpacific seasonal fares: the date of departure on the outbound/transpacific sector determines the applicable fare for the entire pricing unit</p>
<p>4) FLIGHT APPLICATION A) no restrictions Carrier Fares Rules Exception: travel is restricted to services of carriers listed in Paragraph 0) Application</p>	<p>B) General Rule 2.4</p>
<p>5) RESERVATIONS AND TICKETING A) APEX/Super APEX 1) Reservations a) deadline: see the fare rule b) must be made for the entire pricing unit in accordance with the deadline 2) Ticketing a) deadline: see the fare rule b) tickets must show reservations for the entire pricing unit PEX/Super PEX 1) Reservations a) must be made at the same time as ticketing b) must be made for the entire pricing unit 2) Ticketing a) must be completed at the same time as reservations b) tickets must show reservations for the entire pricing unit Other Individual Fares 1) Reservations no restrictions 2) Ticketing no restrictions Group Fares 1) Reservations must be made for the entire pricing unit 2) Ticketing no restrictions</p>	
<p>6) MINIMUM STAY A) 1) no requirement 2) Waiver of Minimum Stay after ticket issuance: permitted only in the event of death of an immediate family member or an accompanying passenger</p>	<p>B) 1) Minimum Stay the number of days counting from the day after departure, or the number of months counting from the day of departure, on the first international sector of the pricing unit to the earliest day return travel may commence from the last stopover point (including for this purpose the point of turnaround) outside the country of unit origin Carrier Fares Rules Exception: transatlantic/transpacific/w/within western hemisphere carrier fares: General Rule 2.1.8.4 2) Waiver of Minimum Stay General Rule 15.7</p>
<p>7) MAXIMUM STAY A) 12 months</p>	<p>B) Maximum Stay the number of days counting from the day after departure, or the number of months counting from the day of departure, to the last day return travel may commence from the last stopover point (including for this purpose the point of turnaround) Carrier Fares Rules Exception: transatlantic/transpacific/w/within western hemisphere carrier fares: General Rule 2.1.8.5</p>
<p>8) STOPOVERS A) not permitted</p>	<p>B) General Rule 2.1.9</p>
<p>9) TRANSFERS A) unlimited permitted</p>	<p>B) 1) General Rule 2.1.10 2) if there are limitations on the number of transfers: each stopover uses one of the transfers permitted</p>

RUL-1

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SC100 - Standard Condition for Special Fares (based on IATA Resolution 100)

<p>10) CONSTRUCTIONS AND COMBINATIONS A) 1) Constructions unspecified through fares may be established by construction with applicable add-ons 2) Combinations a) end-on and side trip combinations permitted b) in the case of round trip special fares, one half of a fare established under one fare rule may not be combined with i) one half of a fare established under another fare rule ii) normal fares between the country of unit origin and the country of turnaround c) notwithstanding b), half round trip combination permitted with carrier specified fares if the carrier fare authorizes such combination, provided i) combination only permitted within the same conference area ii) combination only permitted with the same fare type iii) the most restrictive conditions apply</p>	<p>B) 1) Constructions General Rule 2.5.6.1 2) Combinations when combining fares within a pricing unit, the more restrictive condition apply; this requirement shall apply to all paragraphs except Paragraph Day/Time, 3) Seasonality, 4) Flight Application, 9) Transfers, 11) Basic Dates, 12) Surcharges, 17) Higher Intermediate Point and Mileage Exceptions, 19) Children and Infant Discounts, 20) Tour Conductor Discounts, 21) Agent Discounts, 22) Other Discounts/Secondary Fare Applications Exception: combinations of special fares or combinations of special fare and normal fares apply the maximum number of stopovers permitted i. or the minimum number of stopovers required by the most restrictive rule in the pricing unit. All other unique conditions of permissible or required stopovers, (e.g. change, location, inbound/outbound application, etc) or fare used in combination shall apply only to such fare and to no other i in the combination 3) except as otherwise specified in a fare rule a) where end-on or side trip combination is permitted the conditions of special fare (including Paragraph 0) Application) apply only to the special fare and not to any combined fares b) any end-on combination restriction applies to the entire journey Exception: notwithstanding any other rule, end-on combinations to/from USA</p>
<p>11) BLACKOUT DATES A) no restrictions</p>	
<p>12) SURCHARGES A) no requirements</p>	
<p>13) ACCOMPANIED TRAVEL A) no requirements</p>	
<p>14) TRAVEL RESTRICTIONS A) no restrictions</p>	
<p>15) SALES RESTRICTIONS A) 1) Advertising and Sales no restrictions 2) Extension of Validity as provided in General Rule</p>	<p>B) 1) Advertising and Sales a) sales shall include the issuance of tickets, miscellaneous charges order (MCOs), multiple purpose documents (MPDs), electronic miscellaneous documents (EMDs) and prepaid ticket advices (PTAs). b) advertising: any limitations on advertising shall not preclude the quota of such fares in company tariffs, system timetables and air guides 2) Extension of Validity General Rule 15.6</p>
<p>16) PENALTIES A) 1) Cancellation, No-Show, Upgrading no restrictions 2) Rebooking and Rerouting Individual Fares a) voluntary: permitted b) involuntary: permitted Group Fares a) voluntary: not permitted b) involuntary: permitted</p>	<p>B) 1) Cancellation, No-Show, Upgrading General Rule 9.3 2) Rebooking and Rerouting a) voluntary: General Rule 15.3, 15.4, 15.5 and provisions for rebooking and rerouting in case of illness b) involuntary: General Rule 9.3.4 and 15.5 3) Multiple Penalties a) for half round trip combination if a penalty applies to each half round trip fare, then the highest penalty charge applies for the pricing unit b) when 2 or more pricing units are combined on one ticket and each pricing unit has a penalty charge, then the penalty established for each pricing unit applies</p>
<p>17) HIGHER INTERMEDIATE POINT AND MILEAGE EXCEPTIONS A) specific exceptions are shown in the fare rule</p>	<p>B) General Rules 2.9 and 2.4.2</p>
<p>18) TICKET ENDORSEMENTS A) APEX/Super APEX/PEX/Super PEX 1) tickets may show the Important Notice in accordance with the How to Use the Fares Rules, that travel is at a special fare and subject to special conditions 2) tickets and any subsequent reissue must be annotated NONREF/APEX or NONREF/SAPEX or NONREF/PEX or NONREF/SPEX 3) tickets and any subsequent reissue must be annotated VOLUNTARY CHNGS RESTRICTED in the Endorsement Box. This will not preclude any Other Individual Fares no restrictions</p>	
<p>19) CHILDREN AND INFANT DISCOUNTS A) as provided in the applicable fare rule</p>	<p>B) General Rule 6.2</p>
<p>20) TOUR CONDUCTOR DISCOUNTS A) not permitted</p>	<p>B) if permitted, General Rule 6.6</p>
<p>21) AGENT DISCOUNTS A) not permitted</p>	<p>B) if permitted, General Rule 6.6</p>
<p>22) OTHER DISCOUNTS/SECONDARY FARE APPLICATIONS A) 1) Fares specific requirements are shown in the fare rule 2) Eligibility specific requirements are shown in the fare rule 3) Documentation specific requirements are shown in the fare rule 4) Accompanied Travel specific requirements are shown in the fare rule</p>	
<p>23) not used</p>	
<p>24) not used</p>	
<p>25) not used</p>	

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RUL-2

