

EXAMINATION SESSION RULES

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:
 - No talking is permitted once the examination papers have been distributed.
 - No food and/or drink are allowed in the examination room.
 - Anyone suspected of cheating will have their examination papers canceled.
 - No examination paper may be taken out of the examination room.
 - No photocopy or scan of the examination may be made.
 - 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:

An adult passenger is traveling on the following reservation. Quote the lowest applicable normal fare for this journey as one pricing unit with two fare components. The ticket is purchased in Nigeria.

Booking

W3	807	C	10MAR	6	LOSACC	0720	0720	10MAR	E	0	733
MS	882	C	10MAR	6	ACCCAI	1330	2125	10MAR	E	0	738
MS	610	C	20MAR	2	CAIKWI	0910	1300	20MAR	E	0	330
EK	858	C	20MAR	2	KWIDXB	1745	2030	20MAR	E	0	773
EK	781	C	30MAR	5	DXBLOS	1400	1855	30MAR	E	0	345

Journey

	LOS	W3	ACC	MS	CAI	MS	KWI	EK	DXB	EK	LOS
TPMs	250EH			2662EH			997EH		531EH		3654EH

Fare type

Adult Normal Business Class

LOS
CAI
KWI
DXB
LOS

31

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.

- Travel for this journey is _____.
 - wholly within Africa
 - wholly within Area 3
 - between Europe and Middle East
 - between Africa and Middle East
- An EMA applies to one fare component of this journey. TRUE or FALSE?
 - True
 - False

- How many transfers are there in this journey priced at the lowest applicable fare?
 - 1
 - 2
 - 3
 - 4
- This journey represents which global indicator code outbound and inbound?
 - SA
 - PN
 - EH
 - PA
- How many stopovers are there for the inbound fare component?
 - There are no stopovers in the inbound fare component
 - 2
 - 3
 - 1
- What is the applicable fare for the outbound component?
 - NUC 3319.00
 - NUC 3485.47
 - NUC 2996.00
 - NUC 3145.80
- The Total AF for this journey is _____ the CTM fare.
 - equal to
 - higher than
 - lower than
- What is the total tax amount to collect for Kuwait on this ticket (1 USD = 0.2889 KWD)?
 - USD 8.90
 - USD 9.90
 - USD 7.50
 - USD 0.80
- Which tax for Egypt applies to this journey?
 - EGP 150 XK
 - EGP 50 JK
 - EGP 100 EG
 - EGP 11.00 XL
- What is the lowest applicable fare for the journey?
 - NUC 6804.97
 - NUC 5992.00
 - NUC 4793.00
 - NUC 6639.00

Use the following information to answer questions 11 to 20:

Refer to the following reservation made today 23AUG. The passenger is a resident citizen of Malaysia. Price this journey at the lowest applicable special fare as one pricing unit with two fare components.

Booking

1 CX 720 Y 30NOV 1 KULHKG HK1 0900 1305 /E
 2 CX 919 Y 10DEC 4 HKGMNL HK1 1435 1640 /E
 3 MH 705 Y 12DEC 6 MNLKUL HK1 1505 1850 /E

Journey

KUL CX HKG CX MNL MH KUL
 |-----|-----|-----|
 TPMs 1572EH 712EH 1545EH

Fare type

Adult Special/Promotional Fare

	OUTBOUND	INBOUND
FCP		
NUC		
FTC		
RULE		
MPM		
TPM		
EMA		
EMS		
HIP		
RULE		
AF		
TOTAL		
IROE		
LCF		
TAXES		

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

11. Which is the destination fare construction point?
 A. HKG
 B. MNL

12. How many stopovers are permitted for the lowest applicable fare for this journey?
 A. One stopover is permitted in each direction
 B. One stopover is permitted for the journey
 C. Unlimited stopovers are permitted
 D. No stopovers are permitted

13. The lowest applicable fare is subject to _____ requirement.
 A. an advance purchase
 B. a change penalty
 C. a maximum number of transfers
 D. seasonality

14. What would the applicable fare be for an accompanied ten year old child?
 A. NUC 684.63
 B. NUC 906.52
 C. NUC 908.88
 D. NUC 997.17

15. Which is TRUE for the lowest applicable fare for this journey?
 A. The fare is affected by departures on weekend days
 B. A mileage surcharge (EMS) applies to the inbound fare component
 C. If the passenger is a no show in KUL, the fare is fully refundable
 D. The fare is the same if departure from KUL is 30OCT

16. What is the total fare in NUC for this journey without TFCs?
 A. NUC 912.85
 B. NUC 1208.70
 C. NUC 1211.85
 D. NUC 1329.57

17. Which MPM applies to the fare components?
 A. 1886
 B. 1854
 C. 2284
 D. 2257

18. Travel is from the _____ sub-area to the _____ sub-area.
 A. Middle East; South East Asia
 B. Japan/Korea; South West Pacific
 C. South Asian Subcontinent; South East Asia
 D. South East Asia; South East Asia

19. Which global indicator applies to both fare components?
 A. AT
 B. SA
 C. WH
 D. EH

20. If the reservation is changed to the following, what would be the applicable fare without TFCs?

1 CX 720 Y 30NOV 1 KULHKG HK1 0900 1305 /E
 2 CX 919 Y 10DEC 4 HKGMNL HK1 1435 1640 /E
 3 MH 705 Y 12JAN 6 MNLKUL HK1 1505 1850 /E

- A. NUC 912.85
 B. NUC 1208.70
 C. NUC 1211.85
 D. NUC 1329.57

33. Which routing is a specified routing?
 A. UIO-BOG-SAO
 B. SEL-NGO-TYO
 C. RUH-JED-CAI
 D. YMQ-NYC-MIL
34. Which are the terminal points for a through fare for this journey?
- | | | | | | | | | | |
|---|--------|---|-------|---|--------|-----|------|--------|-----|
| 1 | LH4552 | C | 12JUN | 2 | FRAZRH | HK1 | 0755 | 0850 | 737 |
| 2 | CX 290 | C | 12JUN | 2 | ZRHHKG | HK1 | 1155 | 0655+1 | 340 |
| 3 | AC 836 | C | 29JUN | 5 | HKGYVR | HK1 | 1140 | 0755 | 74E |
| 4 | UA1518 | Y | 08JUL | 7 | YVRORD | HK1 | 0700 | 1254 | 733 |
- A. FRA and ZRH
 B. FRA and HKG
 C. FRA and CHI
 D. HKG and CHI

Use the following information to answer question 35:

ELECTRONIC TICKET RECORD

PNR:L49M5H
 TKT: 2392837651098 ISSUED:30OCT IATA: 40857213
 NAME: GIDE/ANDRE MR

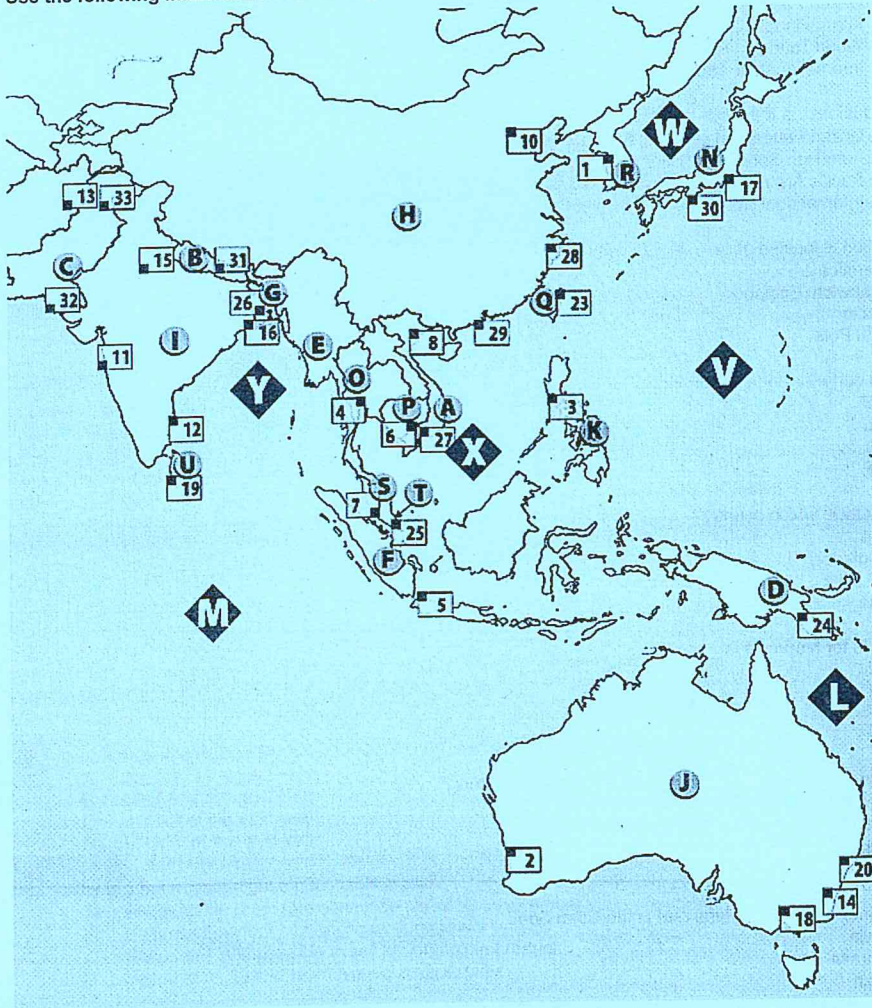
CPN	A/L	FLT	CLS	DATE	BRDOFF	TIME	ST	F/B	NVB	NVA	STAT
1	BA	178	Y	07NOV	JFKLHR	0845A	OK	YEEIF3M			O
2	BA	107	Y	26NOV	LHRDXB	1230P	OK	YEEIF3M			O
3	EK	203	Y	10DEC	DXBJFK	235A	OK	YEEIF3M			O

FARE USD4360.00 TAX 30.80 US TAX 14.73 GB TAX 7.00 XY
 5.00 YC 4.50 XF 3.10 XA 2.50 AY XFJFK4.50
 TOTAL USD4427.63
 NYC BA LON BA DXB M2180.00EK NYC2180.00NUC4360.00END ROE1.000000
 FOP-CASH

35. Which date should be entered in the NVA column in the ETR?
 A. 30JAN of the next year
 B. 07JAN of the next year
 C. 07FEB of the next year
 D. 07NOV of the next year
36. Why is a hotel room night a perishable good?
 A. Because the room rate cannot be taxed by government
 B. Because it cannot be booked by consumers online
 C. Because it is impossible to sell an intangible product
 D. Because an unsold room night quickly expires
37. Business sectors of the travel and tourism industry include _____
 A. airlines and hotels
 B. souvenir shops and restaurants
 C. both A and B
 D. neither A nor B

38. Which international organization assists countries in developing a tourism industry and tourism jobs?
 A. The United Federation of Travel Agents' Association
 B. The International Airline Passenger Association
 C. The World Tourism Organization
 D. The International Air Transport Association
39. The MICE business is the focus of which group?
 A. The United Federation of Travel Agents' Association (UFTAA)
 B. The American Society of Travel Agents (ASTA)
 C. The Pacific Area Travel Association (PATA)
 D. The International Congress and Convention Association (ICCA)
40. If a destination is located at zero degree latitude, where is the destination?
 A. Antarctica
 B. Greenwich, England
 C. Equator
 D. North Pole
41. What is the currency code for the Ruble?
 A. RUB
 B. RUL
 C. RBL
 D. RUE
42. Dhaka is a city in which country?
 A. India
 B. Bangladesh
 C. Sri Lanka
 D. Syria
43. The city code for Monrovia is _____
 A. MLW
 B. MSU
 C. MBA
 D. MPM
44. Which characteristic of a destination will attract leisure visitors?
 A. Tropical weather
 B. Political and civil unrest
 C. Disease
 D. Floods or forest fires
45. Which destination is near natural reef in the Coral Sea?
 A. Bolivia
 B. Australia
 C. Japan
 D. Canada

Use the following information to answer questions 46 to 48:



46. Letter D is which country?
- Malaysia
 - Indonesia
 - Philippines
 - Papua New Guinea

47. What country is letter K?
- Philippines
 - Indonesia
 - Australia
 - New Zealand
48. Number 17 is which city?
- BJS
 - TYO
 - SEL
 - TPE

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

P	HOURS +/- GMT	DST +/- GMT	DAYLIGHT SAVING TIME DST (PERIOD)
Pakistan	+5		
Palau	+9		
Panama	-5		
Papua New Guinea	+10		
Paraguay	-4	-3	15 Oct - 10 Mar
Peru	-5		
Philippines	+8		
Pitcairn Islands	-8		
Poland	+1	+2	26 Mar - 29 Oct
Portugal			
Mainland	GMT	+1	26 Mar - 29 Oct
Madeira	GMT	+1	26 Mar - 29 Oct
Azores	-1	GMT	26 Mar - 29 Oct
Puerto Rico	-4		
R	HOURS +/- GMT	DST +/- GMT	DAYLIGHT SAVING TIME DST (PERIOD)
Reunion	+4		
Romania	+2	+3	26 Mar - 29 Oct
Russian Federation**			
Kaliningrad	+2	+3	26 Mar - 29 Oct
Moscow, St. Petersburg			
Astrakhan, Naryan-Ma	+3	+4	26 Mar - 29 Oct
Izhevsk, Samara	+4	+5	26 Mar - 29 Oct
Perm, Nizhnevartovsk			
Ekaterinberg	+5	+6	26 Mar - 29 Oct
Omsk, Novosibirsk	+6	+7	26 Mar - 29 Oct
Norilsk, Kyzyl	+7	+8	26 Mar - 29 Oct
Bratsk, Ulan-Ude	+8	+9	26 Mar - 29 Oct
Chita, Yakutsk	+9	+10	26 Mar - 29 Oct
Khabarovsk, Vladivostock			
Yuzhno-Sakhalinsk	+10	+11	26 Mar - 29 Oct
Magadan	+11	+12	26 Mar - 29 Oct
Petropavlovsk-Kamchatky	+12	+13	26 Mar - 29 Oct

U	HOURS +/- GMT	DST +/- GMT	DAYLIGHT SAVING TIME DST (PERIOD)
Uganda	+3		
Ukraine	+2	+3	26 Mar - 29 Oct
United Arab Emirates	+4		
United Kingdom	GMT	+1	26 Mar - 29 Oct
USA**			
Eastern Time except Indiana	-5	-4	02 Apr - 29 Oct
Central Time	-6	-5	02 Apr - 29 Oct
Mountain Time except Arizona	-7	-6	02 Apr - 29 Oct
Mountain Time Arizona	-7		
Pacific Time	-8	-7	02 Apr - 29 Oct
Alaska	-9	-8	02 Apr - 29 Oct
Aleutian Islands	-10	-9	02 Apr - 29 Oct
Hawaiian Islands	-1		
Uruguay	-3		
Uzbekistan	+5		
V	HOURS +/- GMT	DST +/- GMT	DAYLIGHT SAVING TIME DST (PERIOD)
Vanuatu	+11		
Venezuela	-4		
Viet Nam	+7		
Virgin Islands, British	-4		
Virgin Islands, US	-4		

49. If it is 09:00 in IEV on 15 March, what time is it in KHI?
 A. 02:00
 B. 03:00
 C. 12:00
 D. 16:00
50. What time is it in Central USA if it is 16:30 in CCS on 20 April?
 A. 14:30
 B. 16:30
 C. 22:30
 D. 23:30
51. What is the time in LON when it is 22:00 GMT in June?
 A. 9 pm
 B. 12 am
 C. 10 pm
 D. 11 pm
52. Which term represents the amount of money paid by the insured customer, before the insurance company pays on a claim?
 A. Limitation
 B. Claim
 C. Deductible
 D. Beneficiary

53. 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
54. Which is TRUE about carrying cash while traveling?
- There is a higher risk of losing cash than credit card
 - Cash cannot be insured by travel insurance companies
 - When customers pay in cash, merchants ask for an ID
 - Merchants who accept cash payment charge commission
55. Which is TRUE for vacation travel insurance plans?
- It imposes a maximum age limit
 - It is the most popular plan sold
 - There are no exclusions
 - Every traveler must have it by law

Use the following information to answer questions 56 to 57:
Refer to the following reservation and TIM extract to answer questions.

1 EK 359Y 29JUL 1 CGKDXB HK1 1240 0530 /E
 2 EK 073Y 29JUL 1 DXBCDG HK1 0820 1330 /E
 3 BA 307Y 05AUG 1 CDGLHR HK1 1055 1110 /E
 4 MH 001Y 17AUG 6 LHRKUL HK1 2200 1735 18AUG/E
 5 MH 727Y 18AUG 7 KULCGK HK1 2145 2245 /E

France - Destination Passport

No, The travel documents held are not sufficient for the traveler's journey, or they may need additional documents as follows:

The following regulations apply to children/minors:

Alien minors up to/including 17 years of age can be included in their parent's passport if they are traveling with their parents.

Important:

Passports and/or passport replacing documents issued more than 10 years prior to date of travel are not accepted.

France - Destination Visa

Visa required.

Additional information:

Schengen visa is also valid for French Guiana, French West Indies and Reunion, if endorsed "Also valid for French territories being in observation of the respective French territories".

Visitors are required to hold proof of sufficient funds to cover their stay.

Important:

Visitors not holding return/onward tickets could be refused entry.

56. The traveler is a national of Indonesia. Is a visa required for this passenger to enter France?
- Yes, plus the traveler must have sufficient money to support his stay
 - No, because the visitor is not entering any other Schengen countries
57. The passenger holds a valid Indonesian passport expiring 30 November. Is the passport valid for entry to France?
- Yes, it is valid for entry
 - No, the passport validity must be extended

58. An OSI requests confirmation of a diabetic meal. TRUE or FALSE?
- True
 - False
59. Which airport facility issues a flight boarding pass?
- Baggage drop off
 - Check-in kiosk or counter
 - Flight gate
 - Security and passport control
60. The 2-letter code for Korean Air is _____.
- KA
 - KL
 - KE
 - KO
61. "Baggage _____" is the term referring to the amount of luggage each passenger is permitted to transport free of charge.
- tag
 - allowance
 - limit
 - claim
62. Free baggage allowance under the weight system is defined as a maximum _____.
- number of checked bags
 - total weight of all checked bags
 - size per checked bag
 - size and weight per checked bag

Use the following information to answer questions 63 to 64:

574 From **Frankfurt FRA**

Washington WAS		4054mils/ 6522km		GMT-5	
IAD-Dulles Intl					
MTWTFSS	From 2Jan	1100	FRA ₁	1429	IAD UA953 - 763 FCY
MTWTFSS	From 2Jan	1100	FRA ₁	1429	IAD *LH9290 - 763 FCY
MTWTFSS	From 11Feb	1215	FRA ₁	1509	IAD UA917 - 744 FCY
MTWTFSS	From 11Feb	1215	FRA ₁	1509	IAD *LH9050 - 744 FCY
MTWTFSS	16Jan-12Feb	1215	FRA ₁	1509	IAD UA917 - 744 FCY
MTWTFSS	16Jan-12Feb	1215	FRA ₁	1509	IAD *LH9050 - 744 FCY
MTWTFSS	Until 15Jan	1215	FRA ₁	1514	IAD UA917 - 777 FCY
MTWTFSS	Until 15Jan	1215	FRA ₁	1514	IAD *LH9050 - 777 FCY
••W••••	13Feb Only	1215	FRA ₁	1514	IAD UA917 - 777 FCY
••W••••	13Feb Only	1215	FRA ₁	1514	IAD *LH9050 - 777 FCY
MTWTFSS		1315	FRA ₁	1600	IAD LH418 - 744 FCY
MTWTFSS		1315	FRA ₁	1600	IAD *UA8827 - 744 FCY
MTWTFSS		1700	FRA ₁	2002	IAD UA933 - 777 FCY
MTWTFSS		1700	FRA ₁	2002	IAD *LH9252 - 777 FCY
connections	depart	arrive	flight		
M••TF•S	Until 11Jan	0950	FRA ₁	1115	CPH ₃ SK640 - 321 CY
		1220	CPH ₃	1515	IAD SK925 - 330 FCY
M••TFSS	From 12Jan	0950	FRA ₁	1115	CPH ₃ SK640 - M82 CY
		1220	CPH ₃	1515	IAD SK925 - 330 FCY
MTWTFSS	From 13Feb	1110	FRA ₁	1405	YYZ ₁ AC873 - 333 CY
		1608	YYZ ₁	1740	IAD *AC4620 - E70 CY
•TWTFSS	Until 6Jan	1110	FRA ₁	1405	YYZ ₁ AC873 - 333 CY
		1622	YYZ ₁	1755	IAD *AC4620 - E70 CY
MTWTF•S	7Jan-12Feb	1110	FRA ₁	1405	YYZ ₁ AC873 - 333 CY
		1620	YYZ ₁	1759	IAD *AC4620 - E70 CY
MTWTFSS	From 13Feb	1250	FRA ₁	1540	YYZ ₁ *AC9105 - 343 CY
		1900	YYZ ₁	2029	IAD *AC4556 - ER4 Y
•TWTFSS	Until 6Jan	1250	FRA ₁	1540	YYZ ₁ *AC9105 - 343 CY
		1915	YYZ ₁	2048	IAD *AC4556 - ER4 Y
MTWTFSS	7Jan-12Feb	1250	FRA ₁	1540	YYZ ₁ *AC9105 - 343 CY
		1910	YYZ ₁	2049	IAD *AC4556 - ER4 Y

63. Do all direct flights operating between Frankfurt and Washington make one stop?
 A. Yes
 B. No
64. At what time does UA917 arrive in Washington on 10FEB?
 A. 1514
 B. 1429
 C. 1509
 D. 1600

65. Commuter rail lines are busiest _____
 A. at weekends
 B. when there is a football match
 C. when people are traveling to and from work
 D. during school holidays
66. Which is TRUE about rail travel in Europe?
 A. Rail stations are inconveniently located on the edges of cities
 B. Travel by train is always faster than travel by air
 C. There are more railway stations than airports
 D. Travel by train usually costs more than travel by air
67. Eurail passes are for people who live in Europe. TRUE or FALSE?
 A. True
 B. False
68. In most countries with good rail services the number of passengers traveling by train _____
 A. is unknown
 B. is declining
 C. has remained the same
 D. is increasing

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

9215 (extract) BOSTON - NEW YORK - WASHINGTON - NEWPORT NEWS																						
	Acela		Acela Acela		Acela Acela		Acela		Acela		Acela		Acela		Acela							
	2207	143	495	95	2155	2211	91	405	195	125	2117	2213	147	157	2251	171	145	2159	99	133	2121	
	②	②	①-②	①-②	①-②	②	②	②	②	②	②	②	②	②	②	②	②	②	②	②	②	②
		2					M	2														
Boston South.....d.	0615	0715	0640	0810	0815	...	0910	0840
Providence.....d.	0655	0750	0720	0845	0854	...	0945	0920
New London.....d.	0730	0800	0905
Springfield MA.....d.	0630	0710	0805	0940
Hartford.....d.	0708	0745	0805	0911	1018	1041	1041	1118	1111
New Haven.....d.	0811	0835	0855	0911	1057	1126	1126	1157	1156
Stamford.....d.	0855	...	0945	0955	1026
New York Penn.....a.	0950	...	1020	1040	1050	1120
New York Penn.....d.	1007	1005	...	1035	1100	1100	1102	...	1105	1135	1200	1200	1205	1200	1235	1255	1309A	1317	1310	1400
Newark NJ.....d.	1014u	1021	...	1051	1114	1114u	1122u	...	1122	1151	1214u	1214u	1221	1221u	1214	1251	1311	1314	1334	1327u	1414u	...
Philadelphia 30th Street.....d.	1112	1133	...	1200	1210	1212	1235u	...	1234	1258	1310	1312	1333	1333	1312	1413	1417	1407	1445	1430	1507	...
Baltimore Penn.....d.	1215	1243	...	1313	1312	1315	1400u	...	1340	1413	1412	1415	1443	1443	1415	1527	1525	1509	1553	1540	1609	...
BWI Airport.....d.	1227	1255	...	1327	1327	1327	1352	1427	1427	1455	1455	1426	1537	1537	1521	1605	1552	1621
Washington Union.....a.	1257	1330	...	1400	1347	1357	1500u	...	1425	1459	1447	1457	1530	1530	1457	1612	1610	1547	1635	1625	1647	...
Washington Union.....d.	1430	1500u	...	1450	1555	1600	1600	...	1650	1650	...	1700	
Fredricksburg.....d.	1539	1600	1718	1724	1807	
Richmond.....d.	1840	...	1709	1705	1825	1910	
Newport News.....a.	1850	2110	
Charlottesville.....d.	1826	...	1923	1918	
Lynchburg.....b.	1939	...	2039	2029	

M - SILVER STAR - 1, 2 cl., ② and X New York - Washington - Tampa - Miami and v.v. u - Calls to set down only.

69. Consider the following reservation. The traveler wants to visit WAS while in NYC. Which train number offers a NYC-WAS departure from 13:00 hours on April 4th?

```
AM 002 Y 10MAR 6 MADMEX 1430 1950 10MAR E 0 777 D
AM 412 Y 17MAR 6 MEXMIA 0920 1420 17MAR E 0 737 L
DL1771 Y 31MAR 6*MIAJFK 1435 1740 31MAR E 0 M88 V
DL 126 Y 07APR 6*JFKMAD 1950 0900 01APR E 0 767 D
```

- A. 145
- B. 125
- C. 2159
- D. 2251

70. To arrive in New York by 11 am on Sunday, what time would a passenger depart from Boston?

- A. 0615
- B. 0640
- C. 0715
- D. 0815

71. Which features does the "Vehicle Matrix Code" describe?

- A. Car brand, type, motor power, air conditioning
- B. Car class, type, transmission, air conditioning
- C. Car class, brand, transmission, electric windows
- D. Car class, type, motor power, air conditioning

72. Which type of car rental insurance is required for the car renter?

- A. Theft of personal items from the rental vehicle
- B. Coverage for damage to other vehicles
- C. Inclusive coverage for all insurance options
- D. Damage to the rented vehicle

73. Which kit type is necessary when renting a camper van?

- A. Convenience Kit
- B. Sports Kit
- C. Security Kit
- D. Starter Kit

74. Which car insurance fully protects the vehicle renter?

- A. Exclusive
- B. Inclusive
- C. Partially Inclusive
- D. Unlimited mileage

75. 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 changes guest room towels daily
- D. Installing solar panels to heat the swimming pool

76. Which room type is more suitable if two people want to share one room but sleep in separate beds?

- A. A room with twin beds
- B. A room with a double bed
- C. A room with a single bed
- D. A room with a queen size bed

77. Hotel properties tend to offer a _____ room rate when the occupancy rate is low.

- A. consortium
- B. corporate
- C. familiarization
- D. promotional

78. Free hotel room amenities normally do NOT include _____.

- A. a weighing scale in the bathroom
- B. use of hotel room bathrobes or gowns
- C. use of toiletries such as soap
- D. use of the room mini-bar

79. Which benefit is unique to cruising when compared to other vacation products?

- A. The cruise price usually includes air transportation
- B. Cruise passengers visit more destinations in one trip
- C. Price discounts are offered during holiday seasons
- D. Cruise ships are the safest form of transportation

80. Some cruise lines refund deposit payments to customers if they have cancellation insurance. TRUE or FALSE?

- A. True
- B. False

81. Hydrofoil ferry vessels are well-known for their _____.

- A. high level of comfort
- B. large passenger capacity
- C. powerful engines and speed
- D. ability to sail long distances

82. What can significantly reduce the total price of a tour package?

- A. The purchase of entrance fees to evening attractions
- B. The purchase of single room hotel accommodations
- C. The purchase of flights on frequent traveler program points
- D. The purchase of optional trip cancellation insurance

83. A description of the itinerary will help customers understand a tour's _____.

- A. surcharges
- B. size
- C. conditions
- D. pace

84. The most expensive element in the tour cost is _____.
- ground transportation
 - accommodation
 - excursions
 - travel insurance
85. Which is an example of a closed-ended question?
- "What do you enjoy doing in your free time?"
 - "How many people will be traveling with you?"
 - "How do you feel about renting a camper van?"
 - "Can you tell me more about your last vacation?"
86. Which is TRUE about body language and customer service?
- Eye contact in Asian cultures is often interpreted as a sign of interest
 - Angry facial expressions are the same across most cultures
 - The best way to greet a customer is by tapping the customer's shoulder
 - Use hand gestures as much as possible in conversation with customers
87. Which is the best example of a travel agency not meeting a customer's service expectation?
- The customer's name is spelled incorrectly on the airline ticket
 - A long queue for airport security screening and document check
 - Returning earlier from a trip due to a sudden volcanic eruption at destination
 - There are no seats available for an instant purchase promotional airfare
88. With the growing use of the Internet as a means to shop for travel products, how can travel professionals realistically compete with the Internet?
- By providing online 24-hour service, 7 days a week
 - By limiting their service to the sale of air transportation
 - By offering the same deals and prices available on the Internet
 - By serving customers who need complex travel arrangements
89. Which is computer software?
- A printer
 - A USB port
 - Microsoft Word
 - A monitor
90. Which Microsoft program would you use to create a slide presentation?
- Word
 - Access
 - PowerPoint
 - Excel

ELECTRONIC BOOKING TOOLS

This exam booklet covers Module 1.13, Electronic Booking Tools. The Abacus questions are presented first, followed by Amadeus, Galileo and Sabre. Please answer only ONE set of questions, numbered 91 to 100, for the GDS system of your choice.

ELECTRONIC BOOKING TOOLS ABACUS

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 is used to set up a PNR for ticketing on 12 June?
- 7TAW/12JUN/
 - 7TAW/12JUN
 - 7TAW/12JUN
 - 7TAU/12JUN
92. 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
```
- \*\*3
  - \*/3
  - \*-3
  - \*3
93. The entry "XI" will \_\_\_\_\_.
- rebook an itinerary in "I" class
  - cancel all optional fields
  - update the received-from field
  - cancel an entire itinerary
94. Which entry will add Mrs. Brett's British Airways (BA) frequent flyer number 1234567 to this PNR?
- ```
1.2BRETT/MALCOM MR/ANGIE MRS
1 BA 11F 25DEC 7 LHRSIN HK2 1200 0805 26DEC 1 /DCBA*ZL015T /E
2 BA 12F 05JAN 4 SINLHR HK2 2315 0555 06JAN 5 /DCBA*ZL015T /E
TKT/TIME LIMIT
1.TAW19DEC/
PHONES
1.LHR0171 838 2778-A
2.LHR0171 388 8285-H
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
TICKET RECORD - NOT PRICED
RECEIVED FROM - MRS
OSL.OSL*APL 1043/24NOV KRTWPL
```
- FFBA1234567-1.1
 - FF1234567-1.2
 - FFBA1234567-1.2
 - FF1234567-1.1



95. Which is TRUE concerning this itinerary?

1 SA 222J 08MAR 4 JNBLHR HK1 2035 0630 09MAR 5 /DCSA*EGAOJK /E
 2 HHL HY HK1 LHR IN09MAR 5-OUT18MAR 9NT 10034 CARLTON TOW
 ER 1A1KRAC-1/276.00GBP/CO6P/AGT987654321/SI-CF-54C03J1D
 3 BA 55J 18MAR 7 LHRJNB HK1 1750 0645 19MAR 1 /DCBA*GJPHYI /E

- A. A car has been booked for the passenger's stay in London (LHR)
- B. A hotel has been booked for the passenger's stay in London (LHR)
- C. The passenger flies on the same airline to and from London (LHR)
- D. B and C

96. Which entry will display a car quote for Avis (ZI) and Hertz (ZE) for the full duration of the passengers' stay in Singapore (SIN)?

1 SQ 405D 12JUN 5 DELSIN SS2 0800 1605 /DCSQ /E
 2 SQ 408D 29JUN 1 SINDEL SS2 1850 2155 /DCSQ /E

- A. CF1-2/ZI,ZE
- B. CQ1/2ZI,ZE
- C. CF1/2-ZI,ZE
- D. CQ1-2/ZI,ZE

97. Which entry will display rules for the least expensive fare with a six-day minimum stay requirement?

PAR-AMS CXR-AF WED 17AUG EUR
 THE FOLLOWING CARRIERS ALSO PUBLISH FARES PAR-AMS:
 GA KL YY

SURCHARGE FOR PAPER TICKET MAY BE ADDED WHEN ITIN PRICED
 EUR CONVERTED TO USD USING BSR 1 USD - 0.76057 EUR

AF	PARAMS.	17AUG	MPM	310					
V	FARE BASIS	AP	FARE-QW	FARE-RT BK	SEASON	MINMAX	RTG		
1	YWSX15	7		130.76 M	---	6/15	01		
2	YSX1M	7		164.66 M	---	SU/30	01		
3	YE1M	-		237.30 Y	---	SU/30	01		
4	Y	-	197.95	395.90 Y	---	-/	- 01		
5	C	-	222.77	445.54 C	---	-/	- 01		
6	F	-	306.31	612.62 F	---	-/	- 01		

- A. RD2
- B. RD4
- C. RD1
- D. RD3

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

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

99. Which best describes a queue?

- A. PNRs that need follow up action or advice by the booking agent
- B. A form of payment accepted by North American airlines
- C. A PNR remark identifying an airline passenger as a minor
- D. The Abacus help function listing Amadeus commands

100. Which entry displays the local time and date in Sydney (SYD)?

- A. T=SYD
- B. T*SYD
- C. T=ETSYD
- D. T-SYD



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 is FALSE concerning line 2 in this availability display?

AN12APRFRASIN
 ** AMADEUS AVAILABILITY - AN ** SIN SINGAPORE.SG 159 SU 12APR 0000
 1SQ:LH9762 F9 A9 J9 C9 D9 Z9 Y9 /FRA 1 SIN 2 1200 0650+1E0/744 11:50
 B9 M9 H9 Q9 V9 W9 U9 S9 L9
 2SQ:LH9764 F3 A0 J0 C3 D2 Z2 Y8 /FRA 1 SIN 2 2200 1705+1E0/77W 12:05
 B9 M9 H9 Q9 V9 W9 U9 S9 L9
 3 SQ 325 F4 P4 A4 C4 Z4 J4 D4 /FRA 1 SIN 0 2200 1705+1E0.77W 12:05
 Y4 S4 B4 E4 M4 H4 N4 Q4 W4 V4 K4 T4 L4 G4
 4 LH 778 F9 A9 J9 C9 D9 Z9 Y9 /FRA 1 SIN 2 2210 1655+1E0/744 11:45
 B9 M9 H9 Q9 V9 W9 U9 S9 L9
 5LH:SQ2007 F4 P4 A4 Z4 C4 J4 D4 /FRA 1 SIN 2 2210 1655+1E0.744 11:45
 Y4 S4 B4 M4 E4 H4 Q4 W4 N4 V4 T4 G4 K4

- A. It is a non-stop flight from FRA to SIN ✓
- B. It is a flight operated by Lufthansa Airlines (LH) ✓
- C. The airline has last seat availability
- D. The flight arrives the day after it departs

92. At which airport does the transfer flight in this display make its connection?

** AMADEUS AVAILABILITY - AN ** SVO MOSCOW.RU 0 TH 20NOV 1434
 1 SU 280 J4 C4 D4 O4 Y4 S4 B4 /MXP 1 SVO 2 1455 2025 E0/321 03:30
 M4 H4 K4 X4 V4 T4 Q4 W4 L4 U4 G4 N4
 2 AZ 560 C4 D4 I4 Y4 B4 M4 H4 /MXP 1 SVO 2 1525 2110 E0/320 03:45
 K4 V4 T4 N4 S4 Q4 L4 O4 X4 W4
 3AZ:SU 422 J4 C4 D4 Y4 S4 B4 M4 /MXP 1 SVO 2 1525 2110 E0/320 03:45
 H4 K4 V4 T4 Q4 W4 L4 U4
 4 AZ 410 C4 D4 I4 Y4 B4 M4 H4 /LIN FRA 1 1620 1750 E0/M80
 K4 V4 T4 N4 S4 Q4 L4 O4 X4 W4 R4
 SU 108 J4 C4 D4 O4 Y4 S4 B4 /FRA 1 SVO 2 1850 0010+1E0/320 05:50
 M4 H4 K4 X4 V4 T4 Q4 W4 L4 U4 G4 N4

- A. MXP
- B. SVO
- C. LIN
- D. FRA

93. Which is TRUE concerning the following PNR?

--- RLR ---
 RP/GIG1A2001/GIG1A2001 PZ/GS 20OCT/1513Z KJH906
 1.PESSOA/ANTONIO MR 2.PESSOA/SILVIA MRS
 3 RG 912 Y 01NOV 3 GIGEZE HK2 0900 1200 *1A/E*
 4 RG 913 Y 03NOV 5 EZEGIG HK2 1810 2100 *1A/E*
 5 AP GIG 021 378 4567-AMADEUS TRAVEL-A
 6 AP GIG 021 734 8579-B
 7 TK TL24OCT/GIG1A2001
 8 SSR SEAT RG NN2 GIGEZE/N/S3
 9 SSR SEAT RG NN2 EZEGIG/N/S4

- A. Seats have been requested but not yet confirmed for both passengers on both flights
- B. Seats have been confirmed for both passengers on both flights
- C. Seats have been requested but not yet confirmed for the first passenger only on both flights
- D. Seats have been confirmed for the first passenger only on both flights



-94. Which entry will change the ticketing element in the following PNR to reflect ticketing two days earlier?

--- RLR ---
 RP/CDGVS2020/CDGVS2020 PR/GS 10MAR/ 718AZ DGY82J
 1.RESPAUT/LAURENT MR 2.RESPAUT/COLETTE MRS
 3.RESPAUT/JEAN MR
 4 AF2556 Q 10APR 5 CDGATH HK3 945A 200P *1A/E*
 5 AF2559 Q 24APR 5 ATHCDG HK3 700P 930P *1A/E*
 6 AP CDG 01 3458 0984-SEINE TRAVEL-A
 7 AP CDG 01 3453 2325-H
 8 TK TL17MAR/CDGVS2020

- A. 8/TKTL15MAR
- B. 8/TL15MAR
- C. 8TL19MAR
- D. TKTL19MAR

95. What is TRUE about the information displayed in this car availability display?

CAS2
 AMADEUS CARS RATE AVAILABILITY CHECK POLICIES: USE CT OR CR
 AMS AMSTERDAM/NL:AMSTERDAM AIRPORT SCHIPHOL
 ARRIVAL:MO18JUN /1440 RETURN:TH21JUN /0910

A	TYPE	DAILY-CAD	ESTIMATED-CAD	KM/M	CHRG	S
1T	AL+ALAMO	MCMN	+67.53@*	232.99@*	UNL	.00 .
2T	ZD+BUDGET	MCMN	+85.22@*	294.03@*	OK	0.85 .
3T	ZI+AVIS	MBMN	+107.74@*	371.71@*	OK	1.06 .
4T	ZL+NATIONAL	ECMN	+110.96@*	382.81@*	OK	1.09 .
5T	ZE+HERTZ	ECMN	+130.26@*	449.39@*	OK	1.27 .
6T	ZR+DOLLAR	ECMN	+144.73@*	499.33@*	UNL	.00 .

** EXTRA CHARGES MAY APPLY ON RATES BELOW **
 7T KG KEMWELL MCMN 56.28@* UNL .00 .
 8T EC ECR EUROPEA ECMN 83.62@* UNL .00 .
 @-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
 ==EXACT MATCH &-UPSELL >-ALTERNATE
 NO MORE ITEMS
 >

- A. The rates displayed are for the same vehicle type
- B. The rates are only for vehicles with manual transmission
- C. The rental counters in this display are off-terminal only
- D. There are no cars available for the period displayed



96. Which entry will display single-company car availability from the following display, for the company that offers the least expensive rate with unlimited mileage, for a compact car with an automatic transmission and air conditioning?

MIA MIAMI/FL/US:MIAMI INTERNATIONAL CURRENCY:CAD
 ARRIVAL:WE19JUL/1430 RETURN:MO24JUL/1020
 EXTRA CHARGES MAY APPLY CHECK POLICIES

A	TYPE	WEEKLY-CAD	ESTIMATED-CAD	KM/M	CHRG	S
1O	GO VALUE	CCMR	309.99@*	382.56@*	100	.00 .
2T	ZL/NATIONAL	CCAR	321.99@*	398.11@*	100	.20 .
3T	ZD+BUDGET	CCAR	+343.99@*	429.36@*	UNL	.00 .
4T	ZI+AVIS	CCAR	+379.99@*	458.26@*	UNL	.00 .
5O	ZR+DOLLAR	CCAR	+382.99@*	470.13@*	UNL	.00 .
6O	AL+ALAMO	CCAR	+386.99@*	472.86@*	UNL	.00 .
7T	ZE+HERTZ	CCAR	+444.99@*	531.06@*	UNL	.00 .

@-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY +-C/A PLUS RATE
 ==EXACT MATCH &-UPSELL >-ALTERNATE
 @-RATE CONVERTED *-EXTRA HOUR/DAY MAY APPLY
 NO MORE ITEMS

- A. CA1
- B. CA2
- C. CA3
- D. CA4

97. What is the ticket number shown in this display?

TKT-0161082983921 RCI- 1A LOC-GL0JON
 OD-LAXLAX FCMI-0 POI-LAX DOI-10MAY IOI-10000111
 1.GOLD/ARI MR ADT ST
 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 CCVI4207807113242347/0911/A711469
 FREQUENT FLYER UA-00651234318

- A. 01610000111
- B. 161082983921
- C. 10000111
- D. GLXAP6M



98. What is the base fare in local currency, before taxes, shown in the following display?

01 DURAND/ADRIE*
ITINERARY REBOOKED
LAST TKT DTE 22MAY - SEE ADV PURCHASE

AL	FLGT	BK	DATE	TIME	FARE BASIS	NVB	NVA	BG
PAR								
ROM	AF	9830 N	23AUG	0700	NAP21			23AUG23AUG 20
PAR	AF	9831 N	29AUG	0700	NAP10			29AUG29AUG 20

EUR 185.00 23AUGPAR AF ROM Q39.77 82.60NAP21 AF PAR
Q39.77 120.84NAP10 NUC282.98END ROE
EUR 14.08QX 0.653715 XT 6.13FR 15.06FR 3.21EX
EUR 1.56IZ 3.91HB 7.91IT 2.83VT
EUR 39.05XT
EUR 239.69

- A. 39.77
- B. 14.08
- C. 185.00
- D. 239.69

99. Which best describes a queue?

- A. PNRs that need follow up action or advice by the booking agent
- B. A form of payment accepted by North American airlines
- C. A PNR remark identifying an airline passenger as a minor
- D. The Amadeus help function listing Amadeus commands

100. Which itinerary segment has a status change that must be advised to the traveler?

1.1BIYASHI/KIRO MR
1 AY 68Y 12SEP 1 HKGHEL HK1 0930 1500 /DCAY*U7D3G4 /E
2 AY 845Y 22SEP 4 HELAMS KL1 1615 1745 /DCAY*U7D3G4 /E
3 OA 152Y 25SEP 7 AMSATH HK1 1235 1655 /ABRQ*MTP4SY /E
4 OS 802Y 27SEP 2 ATHVIE HK1 1500 1630 /ABRQ*LRQFNF /E
5 LH3535Y 01OCT 6 VIEFRA HK1 1450 1615 /DCLH*4DPCQW /E
6 LH 738Y 01OCT 6 FRAHKG HK1 1745 1030 02OCT 7 /DCLH*4DPCQW /E

TKT/TIME LIMIT

1.TAW18JUN/

PHONES

1.HKG03 4456 5314-A

2.HKG03 4457 8891-H

GENERAL FACTS

- A. 2
- B. 3
- C. 4
- D. 6



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. At which airport do the Lufthansa Airlines (LH) to Lufthansa Airlines (LH) flights connect in this availability display?

TUE 12JUN	MILAN	/CHICAGO	12/0000	12/2359	G*GAL
1 MXP	ORD	1215 1510	AA 95	FA CA YA WA BA HA ML VL KL	QL#763B E
2 MXP	ORD	1225 1945	@DL6343	F7 C7 D7 Y7 B7 M7 K0 L0 H7	Q0 CHGC*E
3 MXP	FRA	1015 1130	LH3519	C9 V9 B9 L9 K9 G9 M9 Q9 Z9	W9#737B*E
4	ORD	1335 1555	@LH6500	F9 C9 V9 B9 L9 K9 G9 M9 Q9	H9 777B*E
5 MXP	FRA	1015 1130	LH3519	C9 V9 B9 L9 K9 G9 M9 Q9 Z9	W9#737B*E
6	ORD	1335 1555	UA 941	F9 C9 Y9 B9 M9 H9 Q9 V9	777C*E
7 MXP	AMS	0650 0840	KL 340	C7 S7 M7 B7 H7 Q7 L7 V7	737C*E
8	ORD	1120 1300	KL 611	C7 S7 M7 B7 H7 Q7 V7	74MC*E

A*

- A. MXP
- B. ORD
- C. FRA
- D. AMS

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

NEUTRAL DISPLAY* MO 10NOV SYD/LON

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

93. Which entry will delete the third note pad item in this BF?

XN9R2C/KF LHROU Y2VSKF AG 77654334 21SEP

1.3SADANA/RAHAMRS/LIZAMS/RITUMS

4.1RAJU/RAJENDRAMRS

1. BA 139 M 12OCT LHRBOM HK4 1105A #1215A O* E WE
2. BA 138 M 20OCT BOMLHR HK4 215A 730A O* E TH

** VENDOR LOCATOR DATA EXISTS ** >VL<

** SERVICE INFORMATION EXISTS ** >SI<

FONE-LONT*0171 665 2314

2. LONH*0181 767 0987-SADANA

TKTG-TAU/FR29SEP

NOTE-CHECK FOR LOWER FARE ON AI AB 21SEP 1746Z

2. ADVISE LIZA OF LOUNGE ACCESS AT LHR AB 21SEP 1747Z

3. ADVISE PSGRS THAT BA BAGGAGE ALLOWANCE IS 1 BAG AB 21SEP 1749Z

- A. NP3@
- B. NP@
- C. NP.3@
- D. NP.@



94. Which entry will create an SSR message informing the airline that Isadora is deaf?

1. 3SHRIVER/PAULMR/CLAUDIAMRS/ISADORAMS
 1. LH 710 Y 12MAY FRANRT HS3 1355 #0750 O E TU
 2. LH 711 Y 29MAY NRTFRA HS3 0935 1415 O E FR

- A. SI.P1*DEAF
 B. SI/DEAF/P3
 C. SI.DEAF/P3
 D. SI.P3/DEAF

95. Which car company has a rental counter in the airport terminal?

LOS ANGELES INTL CA * MO 17DEC 4:10P -21DEC * STND/PROM * USD
 A: @ UPSSELL ! ALTERNATE RATE AMT FM CHG APPROX TOTAL

1 +RENTRI	O S G CCAR	61.99	D 100	.10	126.44
2 +ENTERP	O S G CCAR	62.99	D 100	.10	132.19
3 +PAYLES	O S G CCAR	63.99	D 100	.10	137.94
4 +MIDWAY	O S G CCAR	64.99	D UNL	.00	143.69
5 +BUDGET	T S G CCAR	71.99	D UNL	.00	183.94
6 +HERTZ	T S G CCAR	71.99	D UNL	.00	183.94
7 +NATL	T S G CCAR	71.99	D UNL	.00	183.94

CAL*PD P 1

- A. Midway
 B. Hertz
 C. Payless
 D. Enterprise

96. Which entry will display a seat map for the flight from HKG to AMS?

1. KL 722 Y 21MAY MSTAMS HK2 1000 1040 O* WE
 2. CX 270 F 21MAY AMSHKG HK2 1330 #0910 O* WE
 3. CX 271 F 29MAY HKGAMS HK2 2305 #0605 O* TH
 4. KL 721 Y 30MAY AMSMST HK2 0900 0940 O* FR

- A. SA*S3
 B. SA*3
 C. S*2
 D. SM*3

97. What is the ticket number?

TKT: 125 1101377720 NAME: BOORTS/MARCUSMR
 CC: -CA5432553233411989/D0419-BOORTS FF: 31128280
 ISSUED: 15MAY FOP: -CA5432553233411989/D0419-BOORTS
 PSEUDO: A0A0 PLATING CARRIER: BA ISO: GB IATA: 987654321
 USE CR FLT CLS DATE BRDOFF TIME ST F/B FARE CPN
 OPEN BA 0183 L 30DEC MANMAD 1000 OK LFXVO 220.00 1
 OPEN BA 0182 L 05JAN MADMAN 1815 OK LFXVO 220.00 2
 FARE GBP 440.00 TAX 20.00 GB TAX 33.37 XT
 TOTAL GBP 693.37
 FC 15AUGXX MAN BA MAD 220.00LFXVO BA MAN 220.00LFXV
 O NUC440.00END ROE0.695193 XT 4.87XY 3.48YC 2.16XA 2.09XF
 1.74AY XFJFK3

- A. CA5432553233411989
 B. 31128280
 C. 1251101377720
 D. 987654321



98. Which fare can be used for a trip departing on a Monday and returning two days later on Wednesday?

FRA-ATH FRI-03MAY YY
 MPM 1347 EH
 PUBLIC FARES

	CX	FARE	FARE	C	AP	MIN/	SEASONS.....	MR	GI	DT
		EUR	BASIS			MAX				
1	OA	584.00R	MHAP6MDE	M	07+	SU/6M	23MAR -31OCT	R	EH	
2	DL	616.00R	YEE3M	M		SU/3M			M	EH
3	LH	616.00R	HEE3M	H		SU/3M			M	EH
4	LH	338.00	BOX	B					M	EH
5	OA	706.00R	MHVFR6M	M	+	06/6M	23MAR -31OCT	R	EH	

- A. The MHAP6MDE fare
 B. The YEE3M fare
 C. The HEE3M fare
 D. The BOX fare

99. Which entry will display the General Information Index (list of subjects) in the Galileo Information System (GIS)?

- A. GIS*
 B. GG*
 C. GG/INDEX
 D. GIS/INDEX

100. According to the following Galileo timetable for flights from London to Marseilles (France), which morning flight operates on Saturdays?

11JUNYY - 09JULYY MTWTFSS
 LONDON/PARIS
 12345.7 LHR MRS 0620 0840 AF1081 319*C
 123.5.. LHR MRS 0640 0900 AF1472 319*C
 12345.. LHR MRS 0700 0825 @KL7246 319 C
 12345.. LHR MRS 0700 0825 @KL7246 319 C
 12345.. LHR MRS 0700 0825 @KL7246 319 C
5.. LHR MRS 0710 0835 @AA6684 319*B
56. LHR MRS 0700 0835 BA 684 319*B
 12345.. LHR MRS 0700 0825 @DL3472 319*C
 ..3.... LHR MRS 0900 1120 AF1681 321 B

- A. AF1081
 B. BA 684
 C. KL7246
 D. AF1681



96. Which statement is TRUE concerning this itinerary?

1 SA 222J 08MAR 4 JNBLHR HK1 2035 0630 09MAR 5 /DCSA*EGAOJK /E
 2 HHL HY HK1 LHR IN09MAR 5-OUT18MAR 9NT 10034 CARLTON TOW
 ER 1A1KRAC-1/276.00GBP/C06P/AGT987654321/SI-CF-54C03JLD
 3 BA 55J 18MAR 7 LHRJNB HK1 1750 0645 19MAR 1 /DCBA*GJPYJI /E

- A. A car has been booked for the passenger's stay in London (LHR)
- B. A hotel has been booked for the passenger's stay in London (LHR)
- C. The passenger flies on the same airline to and from London (LHR)
- D. B and C

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

- A. WP
- B. WSNC
- C. WPNC
- D. WPNB

98. 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

99. Which itinerary segment has a status change that must be advised to the traveler?

1.1BIYASHI/KIRO MR
 1 AY 68Y 12SEP 1 HKGHEL HK1 0930 1500 /DCAY*U7D3G4 /E
 2 AY 845Y 22SEP 4 HELAMS KL1 1615 1745 /DCAY*U7D3G4 /E
 3 OA 152Y 25SEP 7 AMSATH HK1 1235 1655 /ABRQ*MTP4SY /E
 4 OS 802Y 27SEP 2 ATHVIE HK1 1500 1630 /ABRQ*LRQFNF /E
 5 LH3535Y 01OCT 6 VIEFRA HK1 1450 1615 /DCLH*4DPCQW /E
 6 LH 738Y 01OCT 6 FRAHKG HK1 1745 1030 02OCT 7 /DCLH*4DPCQW /E

TKT/TIME LIMIT

1.TAW18JUN/

PHONES

1.HKG03 4456 5314-A
 2.HKG03 4457 8891-H

GENERAL FACTS

- A. 2
- B. 3
- C. 4
- D. 6

100. Which entry displays the local time and date in Sydney (SYD)?

- A. T#SYD
- B. T*SYD
- C. T#ETSYD
- D. T-SYD

EXTRA MILEAGE ALLOWANCE TABLES

2.4.3.1 Area 1 EMA

Between	And	Via	TPM Deduction
Buenos Aires/ Montevideo	Canada/ Mexico/ USA	RIO - SAO with no stopover at either point	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 - YTO	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 - YTO	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	Caracas
Salvador	Baltimore/ Montreal/ New York/ Ottawa/ Philadelphia/ Quebec City/ Bermuda	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
A point in Newfoundland and Labrador	Antigua/ Bahamas/ Barbados/ Bermuda/ Cuba/ Dominican Republic/ French Antilles/ Haiti/ Jamaica/ St. Lucia/ Trinidad and Tobago	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
A point in Canada	A point in Chile	Toronto - SAO/ BUE
		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/ Multan/ Peshawar	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

12.2. Taxes/Fees/Charges by Country

12.2.61. Egypt (EG)

1. Solidarity Tax (EG)

5% of fare plus airline surcharges excluding any governmental imposed taxes, fees and charges to be levied on all tickets issued for int'l transportation originating in Egypt irrespective of place of sale or issuance with a maximum of EGP300.00 for F-class and EGP100.00 for other classes. The first international outbound sector determines the maximum to be applied. The tax on free and reduced airline industry tickets is based on the fare before reduction.

EXEMPTIONS:

- 1 Foreign diplomats/workers in foreign diplomatic corps in Egypt.
- 2 American Governmental employees in the American Aid Programme.

The tax is not interlineable.

2. Stamp Tax (XL)

Tax definition: Domestic: Levied on all tickets issued in Egypt (whether payment is involved or not) for domestic travel, regardless of residency, payment or currency of payment.

Tax definition: International: Levied on all tickets issued or reissued in Egypt (whether payment is involved or not) for international travel commencing in Egypt, regardless of residency, payment or currency of payment.

Domestic	EGP3.00
International	EGP11.00

EXEMPTIONS:

- 1 Officials travelling at Egyptian government's expense
- 2 Tickets issued in Egypt for journeys commencing abroad and terminating inside or outside Egypt.
- 3 Tickets issued for journeys commencing and terminating outside Egypt.

The tax is not refundable.

The tax is not interlineable.

3. Development Fee (XK)

25% of fare plus airline surcharges excluding any governmental imposed taxes, fees and charges to be levied on all tickets issued for international transportation originating in Egypt, irrespective of place of sale or issuance, with a maximum amount of EGP300.00 for F-class EGP150.00 for other classes. Free/reduced airline industry tickets are subject to this tax based on fare before reduction. The first international outbound sector determines the maximum to be applied.

EXEMPTIONS:

- 1 Foreign diplomats/workers in foreign diplomatic corps in Egypt.
- 2 Foreign members of foreign diplomatic corps in Egypt.

The tax is not interlineable.

4. Embarkation Tax (QH)

USD 25.00 (equivalent EGP amount use Bank Seller Rate) is to be levied on all tickets issued in or outside Egypt for each international departure from CAI.

USD 20.00 (equivalent EGP amount use Bank Seller Rate) is to be levied on all tickets issued in or outside Egypt for each international departure from all other airports in Egypt.

NOTE:

The Banker Seller Rate should be used to transfer USD amount into EGP. The bankers rate means the daily rates published by the National Bank of Egypt on their website <http://www.nbe.com.eg/en/ExchangeRate.aspx>. The rates published will be effective the following day and updated daily.

EXEMPTION: International transfer only.

The tax is interlineable.

5. Service charge - Domestic (RH)

USD 4.00 (equivalent EGP amount use Bank Seller Rate) is to be collected on each domestic sector at the time of ticket issuance irrespective of place of sale or issuance.

Note:

The Banker Seller Rate should be used to transfer USD amount into EGP. The bankers rate means the daily rates published by the National Bank of Egypt on their website <http://www.nbe.com.eg/en/ExchangeRate.aspx>. The rates published will be effective the following day and updated daily.

The charge is interlineable.

6. Airport Facility Charge (RMF) (DR)

This charge is to be collected for Marsa Alam (RMF) airport only.

The charge is to be collected at point of sale and shown separately on the ticket. The lifting airline is responsible for the remittance.

EXEMPTIONS: None

The charge is interlineable.

7. Service Charge at Cairo Airport (EQ)

USD1.00 for each domestic/international departure from Cairo airport, for upgrade of check-in system.

EXEMPTIONS: None

The charge is interlineable.

8. Departure Fee (JK)

EGP 50.00 to be levied on all passengers departing on international flights. The fee is to be collected at point of sale and shown separately on the ticket.

The lifting airline is responsible for the remittance.

EXEMPTIONS:

- 1 Transit, transfer passengers (24 hours)

The fee is interlineable.

IATA RATE OF EXCHANGE

	Country	Currency Name	ISO Code	Numeric	From NUC	Local Curr. Fares	Other Charges	Decimal Units	Notes
+	Egypt	Egyptian Pound	EGP	818	7.150050	1	1	2	
+	Ghana	Ghana Cedi	GHS	936	3.218550	1	0.1	2	2, 8
	Hong Kong, SAR, China	Hong Kong Dollar	HKD	344	7.751830	10	1	0	
	Kuwait	Kuwaiti Dinar	KWD	414	0.291853	1	0.05	3	
	Nigeria	US Dollar	USD	840	1.000000	1	0.1	2	5
+	Nigeria	Naira	NGN	566	181.160000	1	1	0	2
	Malaysia	Malaysian Ringgit	MYR	458	3.474800	1	1	2	8, 27
+	Philippines	Philippine Peso	PHP	608	44.595200	1	1	0	2
	Philippines	US Dollar	USD	840	1.000000	1	0.1	2	5
	United Arab Emirates	UAE Dirham	AED	784	3.673050	10	10	0	

Notes

2	International fares, fares related charges and excess baggage charges will be quoted in US Dollars. The conversion rate shown herein is solely for converting local currency domestic fares to US Dollars, permitting the combination of domestic fares and international fares on the same ticket.
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
27	The Malaysian GST shall be rounded to the nearest MYR 0.05

12.2.109. Kuwait (KW)

1. Airport Departure Tax – International (KW)

International departures from KWI:

For tickets sold in Kuwait: KWD 2.00

For tickets sold outside Kuwait, amount converted into the currency of payment: USD 7.50

EXEMPTIONS:

1 Diplomats holding:
- Diplomatic passport
- The red or blue special identity card issued by the Ministry of Foreign Affairs stating that the bearer is an approved diplomat at the state of Kuwait.

2 Official guests of Kuwait Government on the basis of an official letter from the host ministry.

3 Children aged under 12 years.

4 Deportees on the basis of an official letter from the Ministry of Interior.

5 Transit passengers.

The tax is interlineable.

2. Airport Service Charge – International (GZ)

KWD 0.400 is levied on all international departures from Kuwait Airport. The airport service charge is to be collected at point of sale and shown separately on the ticket.

EXEMPTIONS:

1 Transit/transfer passengers (within 24 hours)
2 Airline crew on duty

The tax is interlineable.

3. Passenger Service Charge (YX)

For international departures: USD 0.80 is levied

The tax is to be collected at point of sale and shown separately on the ticket. The lifting airline is responsible for remittance.

EXEMPTIONS:
1 Airline crew on duty

The charge is interlineable.

CITY PAIR FARE TABLES

From City code: Or use city name: Country code: GH

To City code: Or use city name: Country code: EG

Search Currency: USD

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	1268	1268.00	YY	Y251	EH	3194	
YIF	RT	EU	1950	1950.00	YY	Y251	EH	3194	
CIF	OW	BU	2770	2770.00	YY	Y251	EH	3194	
CIF	RT	BU	4261	4261.00	YY	Y251	EH	3194	
FIF	OW	FU	6655	6655.00	YY	Y251	EH	3194	
FIF	RT	FU	10238	10238.00	YY	Y251	EH	3194	
YPXIF1M	RT	XPX	1418	1418.00	YY	Y258	EH	3194	
YEEIF3M	RT	XEX	1772	1772.00	YY	Y254	EH	3194	

From City code: Or use city name: Country code: GH

To City code: Or use city name: Country code: AE

Search Currency: USD

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	1764	1764.00	YY	Y251	EH	4695	
YIF	RT	EU	2714	2714.00	YY	Y251	EH	4695	
CIF	OW	BU	3120	3120.00	YY	Y251	EH	4695	
CIF	RT	BU	4800	4800.00	YY	Y251	EH	4695	
FIF	OW	FU	7774	7774.00	YY	Y251	EH	4695	
FIF	RT	FU	11960	11960.00	YY	Y251	EH	4695	
YPXIF1M	RT	XPX	2171	2171.00	YY	Y258	EH	4695	
YEEIF3M	RT	XEX	2714	2714.00	YY	Y254	EH	4695	

From City code: Or use city name: Country code: GH

To City code: Or use city name: Country code: KW

Search Currency: USD

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	1560	1560.00	YY	Y251	EH	4390	
YIF	RT	EU	2400	2400.00	YY	Y251	EH	4390	
CIF	OW	BU	3120	3120.00	YY	Y251	EH	4390	
CIF	RT	BU	4800	4800.00	YY	Y251	EH	4390	
FIF	OW	FU	7774	7774.00	YY	Y251	EH	4390	
FIF	RT	FU	11960	11960.00	YY	Y251	EH	4390	
YPXIF1M	RT	XPX	1920	1920.00	YY	Y258	EH	4390	
YEEIF3M	RT	XEX	2400	2400.00	YY	Y254	EH	4390	

From City code: Or use city name: Country code: GH

To City code: Or use city name: Country code: AE

Search Currency: USD

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	1764	1764.00	YY	Y251	EH	4695	
YIF	RT	EU	2714	2714.00	YY	Y251	EH	4695	
CIF	OW	BU	3120	3120.00	YY	Y251	EH	4695	
CIF	RT	BU	4800	4800.00	YY	Y251	EH	4695	
FIF	OW	FU	7774	7774.00	YY	Y251	EH	4695	
FIF	RT	FU	11960	11960.00	YY	Y251	EH	4695	
YPXIF1M	RT	XPX	2171	2171.00	YY	Y258	EH	4695	
YEEIF3M	RT	XEX	2714	2714.00	YY	Y254	EH	4695	

From City code: Or use city name: Country code: EG

To City code: Or use city name: Country code: AE

Search Currency: EGP

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	4706	658.17	YY	Y251	EH	1798	
YIF	RT	EU	7240	1012.58	YY	Y251	EH	1798	
CIF	OW	BU	6552	916.35	YY	Y251	EH	1798	
CIF	RT	BU	10080	1409.78	YY	Y251	EH	1798	
FIF	OW	FU	11700	1636.35	YY	Y251	EH	1798	
FIF	RT	FU	18000	2517.46	YY	Y251	EH	1798	
YEEIF3M	RT	XEX	3905	546.15	YY	Y254	EH	1798	

From City code: Or use city name: Country code: AE

To City code: Or use city name: Country code: EG

Search Currency: AED

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	2770	754.14	YY	Y251	EH	1798	
YIF	RT	EU	4250	1157.07	YY	Y251	EH	1798	
CIF	OW	BU	4230	1151.63	YY	Y251	EH	1798	
CIF	RT	BU	6500	1769.64	YY	Y251	EH	1798	
FIF	OW	FU	4460	1214.24	YY	Y251	EH	1798	
FIF	RT	FU	6860	1867.65	YY	Y251	EH	1798	
YEEIF3M	RT	XEX	2950	803.14	YY	Y254	EH	1798	

From City code: Or use city name: Country code: AE

To City code: Or use city name: Country code: KW

Search Currency: AED

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	1830	498.22	YY	Y251	EH	637	
YIF	RT	EU	2810	765.03	YY	Y251	EH	637	
CIF	OW	BU	4010	1091.73	YY	Y251	EH	637	
CIF	RT	BU	6160	1677.08	YY	Y251	EH	637	
FIF	OW	FU	5560	1513.72	YY	Y251	EH	637	
FIF	RT	FU	8540	2325.04	YY	Y251	EH	637	
YEEIF3M	RT	XEX	1880	511.83	YY	Y254	EH	637	

From City code: Or use city name: Country code: MY

To City code: Or use city name: Country code: HK

Search Currency: MYR

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	3625	1043.22	YY	Y250	EH	1886	
YIF	RT	EU	5576	1604.69	YY	Y250	EH	1886	
CIF	OW	BU	4477	1288.41	YY	Y250	EH	1886	
CIF	RT	BU	6887	1981.98	YY	Y250	EH	1886	
FIF	OW	FU	5373	1545.27	YY	Y250	EH	1886	
FIF	RT	FU	8265	2378.55	YY	Y250	EH	1886	
YEEIF3M	RT	XEX	4200	1208.70	YY	Y251	EH	1886	

From City code: KUL Or use city name: KUALA LUMPUR Country code: MY
 To City code: MNL Or use city name: MANILA Country code: PH

Currency: MYR

Search

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	3274	942.21	YY	Y290	EH	1854	
YIF	RT	EU	5036	1449.29	YY	Y290	EH	1854	
CIF	OW	BU	4292	1235.17	YY	Y290	EH	1854	
CIF	RT	BU	6602	1899.56	YY	Y290	EH	1854	
FIF	OW	FU	6050	1743.58	YY	Y290	EH	1854	
FIF	RT	FU	9323	2683.03	YY	Y290	EH	1854	
YEEIF3M	RT	XEX	3172	912.85	YY	Y251	EH	1854	

From City code: LOS Or use city name: LAGOS Country code: NG
 To City code: CAI Or use city name: CAIRO Country code: EG

Currency: USD

Search

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	1462	1462.00	YY	Y251	EH	2930	
YIF	RT	EU	2249	2249.00	YY	Y251	EH	2930	
CIF	OW	BU	3115	3115.00	YY	Y251	EH	2930	
CIF	RT	BU	4793	4793.00	YY	Y251	EH	2930	
FIF	OW	FU	6655	6655.00	YY	Y251	EH	2930	
FIF	RT	FU	10238	10238.00	YY	Y251	EH	2930	
YPXIF1M	RT	XPX	1447	1447.00	YY	Y258	EH	2930	
YEEIF3M	RT	XEX	1809	1809.00	YY	Y254	EH	2930	

From City code: LOS Or use city name: LAGOS Country code: NG
 To City code: DXB Or use city name: DUBAI Country code: AE

Currency: USD

Search

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	1950	1950.00	YY	Y251	EH	4395	
YIF	RT	EU	3000	3000.00	YY	Y251	EH	4395	
CIF	OW	BU	4315	4315.00	YY	Y251	EH	4395	
CIF	RT	BU	6639	6639.00	YY	Y251	EH	4395	
FIF	OW	FU	11027	11027.00	YY	Y251	EH	4395	
FIF	RT	FU	16965	16965.00	YY	Y251	EH	4395	
YPXIF1M	RT	XPX	1920	1920.00	YY	Y258	EH	4395	
YEEIF3M	RT	XEX	2400	2400.00	YY	Y254	EH	4395	

From City code: LOS Or use city name: LAGOS Country code: NG
 To City code: KWI Or use city name: KUWAIT Country code: KW

Currency: USD

Search

Fare Basis	OW/RT	FTC	Local Currency	NUC	Carrier Code	Rule	GI	MPM	Routing
YIF	OW	EU	2076	2076.00	YY	Y251	EH	4093	
YIF	RT	EU	3194	3194.00	YY	Y251	EH	4093	
CIF	OW	BU	3895	3895.00	YY	Y251	EH	4093	
CIF	RT	BU	5892	5892.00	YY	Y251	EH	4093	
FIF	OW	FU	7774	7774.00	YY	Y251	EH	4093	
FIF	RT	FU	11960	11960.00	YY	Y251	EH	4093	
YPXIF1M	RT	XPX	1920	1920.00	YY	Y258	EH	4093	
YEEIF3M	RT	XEX	2400	2400.00	YY	Y254	EH	4093	

FARE RULES

Y251 FIRST, INTERMEDIATE/BUSINESS, ECONOMY CLASS FARES WITHIN AFRICA/MIDDLE EAST, BETWEEN MIDDLE EAST/AFRICA

⇒SC101

0) APPLICATION

A) 1) Application

First, intermediate/business, economy class normal fares within Africa, within Middle East, between Middle East and Africa

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

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
 Exception: on services of KQ/IR/TM: children under the age of 5 not permitted

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

- Y291 EXCURSION FLEX FARES ⇒SC100
 WITHIN AREA 3 (EXCEPT WITHIN/TO/FROM SOUTH WEST PACIFIC)
- 0) APPLICATION
- A) 1) Application
 Economy class round, circle, open jaw excursion fares
 Within South East Asia, within South Asian Subcontinent, South East Asia - South Asian Subcontinent
 Between Korea (Rep. of) and South East Asia, South Asian Subcontinent
- B 1) Types of Trip
 Exception: origin open jaw: open jaw sector must be in country of unit origin
- 6) MINIMUM STAY
 A) 1) 2 days
- 7) MAXIMUM STAY
 A) 3 months
- 8) STOPOVERS
 A) one permitted in each direction
- 9) TRANSFERS
 A) 1) one permitted in each direction
 2) one additional permitted in Korea (Rep. of) in each direction
 3) one additional permitted in Area 3 in each direction
- 10) CONSTRUCTIONS AND COMBINATIONS
 A) 1) Constructions
 only permitted with add-ons in Korea (Rep. of), Philippines
- 16) PENALTIES
- A) 1) Cancellation, No-Show, Upgrading
- a) before departure: permitted
- i) cancellation: refund the fare paid less penalty fee of USD 40, BND 50, BTN 2240, CNY 250, EUR 40, HKD 320, INR 2240, KZT 6000, LKR 5400, MYR 130, NPR 3600, PKR 3800, SGD 50, THB 1280, TWD 1200
- ii) no-show: charge USD 40, BND 50, BTN 2240, CNY 250, EUR 40, HKD 320, INR 2240, KZT 6000, LKR 5400, MYR 130, NPR 3600, PKR 3800, SGD 50, THB 1280, TWD 1200
 Exception: from Philippines: charge USD 50
- iii) upgrading: permitted
- b) after departure
- i) cancellation: refund the difference between the fare paid and the applicable fare for the transportation used less penalty fee of USD 40, BND 50, BTN 2240, CNY 250, EUR 40, HKD 320, INR 2240, KZT 6000, LKR 5400, MYR 130, NPR 3600, PKR 3800, SGD 50, THB 1280, TWD 1200
- ii) no-show: charge USD 40, BND 50, BTN 2240, CNY 250, EUR 40, HKD 320, INR 2240, KZT 6000, LKR 5400, MYR 130, NPR 3600, PKR 3800, SGD 50, THB 1280, TWD 1200
 Exception: from Philippines: charge USD 50
- iii) upgrading: permitted
- 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/EXC'
 Exception: from Korea (Rep. of): a), b), c) do not apply

- 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
- 21) AGENT DISCOUNTS
 A) not permitted

