



International Travel and Tourism Training Program

Foundation in Travel and Tourism

QUESTION BOOKLET

Conditions

| | |
|---------------------------|-----|
| Number of Questions | 100 |
| Time Allowed (hours) | 3 |
| Total Obtainable Marks | 100 |
| Student Passing Grade | 60 |
| Student Distinction Grade | 85 |

T-001 | Jun 2017

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:

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.

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?
 - A. AT
 - B. PA
 - C. EH
 - D. WH



2. The fare for the inbound fare component is _____.
- A. NUC 5292.93
 - B. NUC 7206.89
 - C. NUC 4401.48
 - D. NUC 5046.85
3. Identify the journey type.
- A. OW
 - B. OJ
 - C. CT
 - D. RT
4. A CTM check applies to this journey. TRUE or FALSE?
- A. True
 - B. False
5. The total fare for the journey excluding TFCs is _____.
- A. NUC 10052.71
 - B. NUC 10339.78
 - C. NUC 10093.70
 - D. NUC 10585.90
6. A HIP fare increases _____.
- A. the outbound fare component
 - B. the inbound fare component
 - C. both fare components
 - D. neither fare component
7. Which tax type is NOT collected for this journey?
- A. UK UB tax
 - B. CA SQ tax
 - C. NL QL tax
 - D. UK GB tax
8. The journey is priced with _____ fares.
- A. OW fares
 - B. ½ RT fares
 - C. 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 |
- A. The fare would be higher
 - B. The fare would be lower
 - C. The fare would be the same
10. If the return 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 |
- A. Yes the fare would be higher
 - B. Yes, the fare would be lower
 - C. 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 adult passenger. Quote the lowest applicable special or promotional fare for this journey with two fare components.

Booking

MK 046 Y 15JUN 6 MRULHR HK1 0945 1915 15JUN E
AF1981 Y 16JUN 7 LHRCDG 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 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 type?
- A. The passenger is allowed to transfer in the Middle East
 - 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 passenger can return from ZRH departing on 25SEP
13. There is a HIP fare in _____.
- A. the outbound fare component
 - B. the inbound fare component
 - C. both fare components
 - D. There is no HIP fare in either component
14. What is the earliest possible return date to MRU?
- A. 22JUN, same year
 - B. 25JUN, same year
 - C. 15 DEC, same year
 - D. Any time as there is no minimum stay requirement
15. Which date will appear in the Not Valid After (NVA) column of coupon 5?
- A. 15JUN
 - B. 22JUN
 - C. 15SEP
 - D. 25JUN
16. How many stopovers does this journey have?
- A. One
 - B. Two
 - C. Three
 - D. None
17. What is the total applicable fare in local currency, before adding TFCs?
- A. MUR 66670
 - B. MUR 68470
 - C. MUR 66810
 - D. MUR 65150
18. The MPM for the inbound fare component is _____.
- A. 7282
 - B. 7039
 - C. 6736
 - D. No MPM required since the fare is point to point
19. Which are applicable TFCs for a departure from Mauritius airport SSR?
- A. MUR500MU + MUR40JE
 - B. MUR1000MU + MUR40JE + EUR12.97OV
 - C. MUR1000MU + MUR1400HH + MUR40JE
 - D. MUR500MU + MUR700HH + EUR 12.97OV
20. What is the non-refundable penalty to change the departure date from the journey origin?
- A. The total ticket value as changes are not permitted
 - B. MRO 40000
 - C. EUR 100.00
 - D. USD 125.00



Use the following information to answer questions 21 to 25:

ELECTRONIC TICKET RECORD

TKT-0061234567899 FCI-0 PCC:04D9 PNR:7HDLRT
ISSUED-27JUL IATA:69500104

| CPT | A/L | FLT | CLS | DATE | BRDOFF | TIME | ST | F/B | STAT | NVB | NVA | BG |
|-----|-----|------|-----|-------|--------|------|----|-------|------|-----|-----|-----|
| 1 | KL | 1924 | J | 23SEP | GVAAMS | 0700 | OK | J7FFW | O | | | 30K |
| 2 | KL | 6400 | J | 23SEP | AMSHEL | 0920 | OK | J7FFW | O | | | 30K |
| 3 | KL | 1320 | J | 30SEP | HELAMS | 0600 | OK | J7FFW | O | | | 30K |
| 4 | KL | 1927 | J | 30SEP | AMSGVA | 0955 | OK | J7FFW | O | | | 30K |

NONEND

GVA KL X/AMS KL HEL M1420.89 KL X/AMS KL GVA M1420.89NUC2841.78END
ROE0.974740

| | | | |
|-------|------------|------------|-----------|
| FARE | CHF2770.00 | | |
| EQUIV | CAD3232.00 | | |
| TAX | CAD27.10CH | CAD17.82RN | CAD1.42VV |
| | CAD19.26CJ | CAD12.45FI | CAD6.64DQ |
| | CAD1.70XU | | |
| TOTAL | CAD3318.39 | | |

FP CAXXXXXXXXXXX1322

21. What is the ticket number?
 - A. 7HDLRT
 - B. 61234567899
 - C. 04D9
 - D. 69500104

22. Which is TRUE?
 - A. The fare purchased has restrictions
 - B. All flight coupons are used
 - C. Travel is interline
 - D. The origin and end destination cities are different

23. The ticket is paid for in _____.
 - A. CHF
 - B. EUR
 - C. CAD
 - D. NUC

24. Which is TRUE?
 - A. There is one stopover in this journey
 - B. This is a circle trip journey
 - C. Free baggage allowance is 30 kilograms
 - D. The form of payment is cash

25. When was the ticket sold?
 - A. 09APR
 - B. 23SEP
 - C. 23MAR
 - D. 27JUL



Use the following information to answer questions 26 to 30:
Refer to the following fare calculation extract.

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. What is a transfer point?
A. A connection point
B. A stopover
C. A fare breakpoint
D. Both A and B
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 Buenos Aires to Panama City 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?

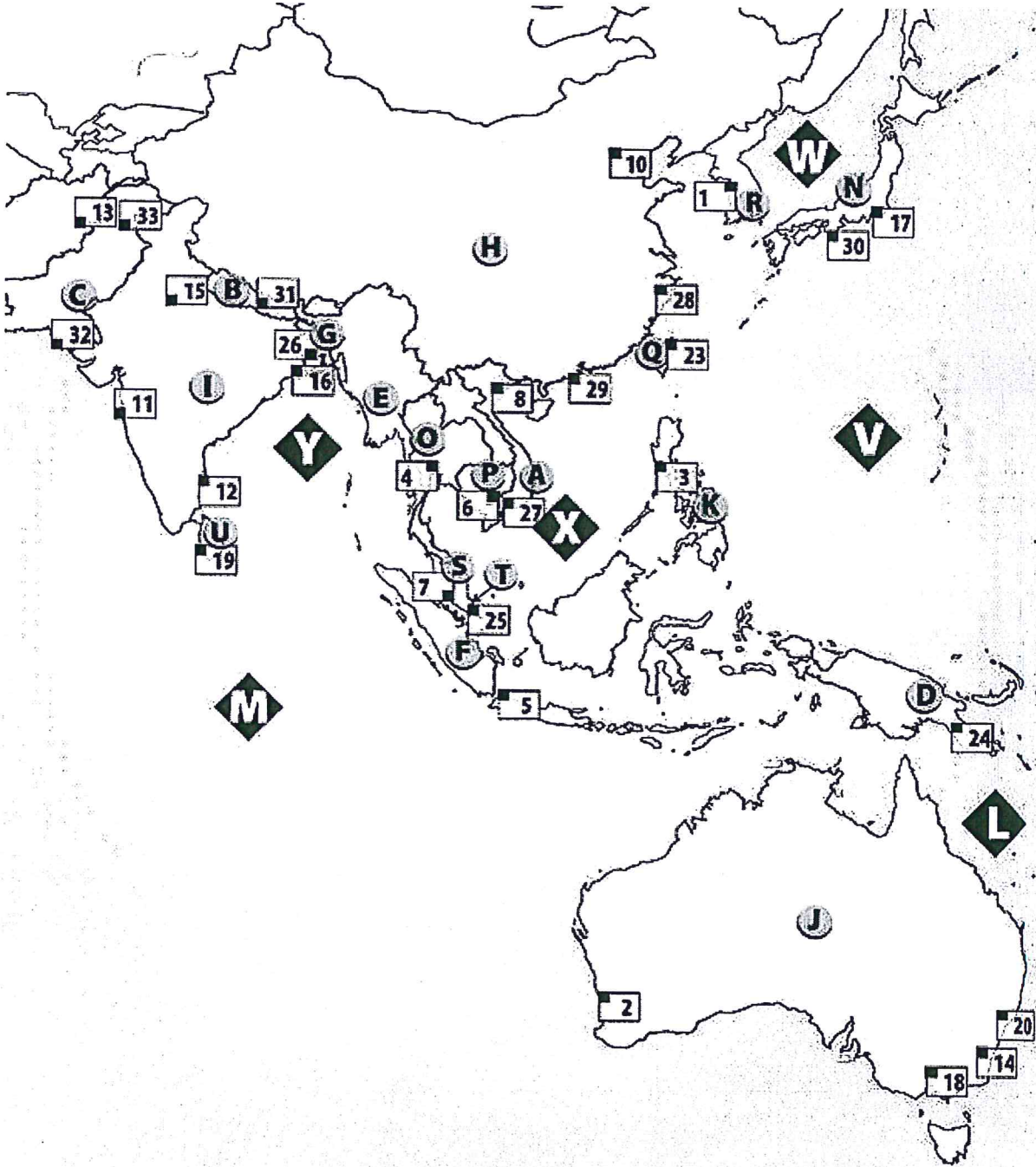
- A. 1038.00
- B. 1141.80
- C. 2830.30
- D. 2122.72



-
36. Which group would be concerned about the quality of 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 NOT a common revenue source for travel agencies?
- A. Service fees collected for organizing a travel visa
 - B. Commissions paid by hotel or car rental suppliers
 - C. Management fees from corporate travel customers
 - D. A fixed annual payment from the national airline
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. RUH
42. There are _____ continents.
- A. ten
 - B. seven
 - C. five
 - D. six
43. The 3-letter airport code for Rio de Janeiro is _____.
- A. RIO
 - 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. What country is letter R?
 A. Malaysia
 B. Nepal
 C. South Korea
 D. Thailand
47. Letter L is what body of Water?
 A. Indian Ocean
 B. Coral Sea
 C. Pacific Ocean
 D. South Atlantic
48. Number 30 is which city?
 A. TYO
 B. OSA
 C. SEL
 D. NGO

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, Kyzl-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. 1:00
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. 9:00
B. 13:00
C. 8:00
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
52. 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 there are passport and visa requirements?
A. Do not make any reservations before each traveler has the necessary travel documents to enter each country
B. Make reservations but do not collect the tour price before travelers have the documents to enter these countries
C. Collect payment and issue the tour documents so the travelers can include them in their applications for visitor visas
53. 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?
A. True
B. False
54. Governments typically benefit from the sale of tourism products and services by collecting _____.
A. air fares
B. service fees
C. taxes
D. hotel rates
55. Which is a common tax airports and governments collect from travelers who connect at an airport?
A. Income tax
B. Security tax
C. Sales tax
D. Import tax



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

Viet Nam (VN)

Geographical Information: Capital – Hanoi (HAN)

1. Passport: Passport required

Passport Exemptions

1. Nationals of Viet Nam residing in the USA with a Certificate of Visa Exemption together with: a US Permanent Resident Card (Form I-551) or a US Permit to Re-enter (Form I-327) or a US Refugee Travel Document (Form I-571).
2. Nationals of Viet Nam residing in any country (excluding USA) with an Alien Resident Card and a Certificate of Visa Exemption.

Document Validity: Passports and other documents accepted for entry must be valid for a minimum of 30 days beyond the period of intended stay.

- a. Passports and other documents accepted for entry issued to nationals of Viet Nam must be valid on arrival.
- b. Passports and other documents accepted for entry issued to nationals of Belarus, Denmark, Finland, France, Germany, Italy, Japan, Korea (Rep.) Norway, Philippines, Russian Fed, Singapore, Spain and Sweden must be valid for a minimum of 6 months from the arrival date, when not holding a visa.
- c. British passports with nationality of "British Citizen" shown on the bio-data page must be valid for a minimum of 6 months from the arrival date, when not holding a visa.
- d. Normal passports issued to nationals of Brunei Darussalam, Cambodia, Indonesia, Lao People's Dem. Rep. and Myanmar must be valid for a minimum of 6 months from the arrival date, when not holding a visa.
- e. When holding a visa for entry into Viet Nam, passports must be valid at least 1 month after the expiry date of the visa.
- f. Passports and other documents accepted for entry issued to residents of Viet Nam must be valid on arrival.

Minors: Minors arriving in or departing from Viet Nam who are 13 years old or younger must hold proof of being met by parent or guardian at the airport of arrival.

2. Visa: Visa required.

Visa Exemptions:

1. Nationals of Viet Nam.
2. Nationals of Cambodia, Kyrgyzstan, Lao People's Dem. Rep., Malaysia and Thailand for a maximum stay of 30 days.
3. Nationals of Denmark, Finland, Norway and Sweden for a maximum stay of 15 days.
4. Nationals of Brunei Darussalam for a maximum stay of 14 days.
5. Nationals of Indonesia and Singapore with a normal passport for a maximum stay of 30 days.
6. Nationals of the Philippines with a normal passport for a maximum stay of 21 days.
7. Nationals of Japan, Korea (Rep.) and Russian Fed. with a normal passport for a maximum stay of 15 days.
8. Nationals of Belarus with a normal passport for a maximum stay of 15 days.
9. Nationals of France, Germany, Italy and Spain with a normal passport for a maximum stay of 15 days.
10. Nationals of Myanmar with a normal passport for a maximum stay of 14 days.
11. Nationals of Slovenia with an official passport for a maximum stay of 3 months.
12. Nationals of Algeria, Argentina, Bangladesh, Brazil, Chile, Colombia, Dominican Rep., Ecuador, El Salvador, India, Japan, Korea (Rep.), Mexico, Moldova (Rep.), Mongolia, Morocco, Pakistan, Panama, Paraguay, Peru, Serbia, Seychelles, Singapore, South Africa, Sri Lanka, Tunisia or Uruguay with an official passport for a maximum stay of 90 days.
13. Nationals of Sudan with an official passport for a maximum stay of 90 days.
14. Nationals of Belarus, Cuba, Korea (Dem. People's Rep.), Myanmar, Nicaragua and Philippines with an official passport for a maximum stay of 30 days.
15. Passengers with a British passport arriving at Phu Quoc (PQC) for a maximum stay of 30 days.



16. Passengers with a British passport 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 are required to remain in the transit area of Hanoi (HAN) or Ho Chi Minh City (SGN) and clear immigration at Phu Quoc (PQC). They are visa exempt for a maximum stay of 30 days.
17. Nationals of all other countries arriving at Phu Quoc (PQC) for a maximum stay of 30 days.

TWOV (Transit Without Visa):

1. Holders of confirmed onward tickets for a max. transit time of 24 hours.
2. International transit passengers through Viet Nam are permitted to stay overnight in the transit lounge. However, there are limited airport facilities available to the passenger.

Visa Issuance:

1. Nationals of Denmark, Finland, Norway and Sweden traveling as tourists can obtain a single entry visa on arrival for a max. stay of 15 days, when returning from a 3rd country within 30 days from their last departure date from Viet Nam.
2. Nationals of Belarus with a normal passport traveling as tourists can obtain a single entry visa on arrival for a max. stay of 15 days, when returning from a 3rd country within 30 days from their last departure date from Viet Nam.
3. Nationals of Germany and Italy with an official passport traveling as tourists can obtain a single entry visa on arrival for a max. stay of 15 days, when returning from a 3rd country within 30 days from their last departure date from Viet Nam.

Additional Information:

1. Nationals of Nigeria holding a "D" visa are required to hold a Letter of Employment or Letter of Guarantee issued by a travel agency.
2. Visitors are required to hold proof of sufficient funds to cover their stay and documents required for their next destination.
3. Extension of stay possible for an additional 90 days, for holders of a "Certificate of Visa Exemption".
4. The max. stay for holders of diplomatic passports issued to nationals of Estonia is granted within 180 days.
5. Visa exempt visitors not holding return/onward tickets could be refused entry.

3. **Health:** 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:

1. Children under 1 year of age.
2. Passengers transiting Viet Nam provided not leaving the transit area.
3. Passengers transiting countries with risk of yellow fever transmission provided not leaving the transit areas.

Recommended: Malaria prophylaxis: malaria risk, mainly due to *P. falciparum*, exists in the whole country, excluding urban centres, the Red River Delta, the Mekong Delta and the coastal plain areas of central Viet Nam. High risk areas are the highland areas below 1500 m. south of 18°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.

4. **Airport Tax:** No airport tax is levied on passengers upon embarkation at the airport.

Customs: Import: Free import:

1. for passengers 18 years of age and older:
 - a. tobacco products: 200 cigarettes, or 100 cigars or 500 grams of tobacco;
 - b. alcoholic and non-alcoholic beverages:
 - liquor at 22% volume and above: 1,5 litres; or
 - liquor below 22% volume: 2 litres; or
 - other alcoholic beverages (excl. wines) and soft drinks: 3 litres;
 - c. tea, max. 5 kg; coffee, max. 3 kg;
2. a reasonable quantity of perfume and personal belongings;
3. other goods, total value of which is not exceeding ten million VND (Vietnamese Dong).

Arms and Ammunition: Import and export of firearms and ammunition is prohibited. Transit transportation of firearms, ammunition, explosives and highly dangerous goods is subject to prior approval from the government of Viet Nam.

Pets: Dogs and cats need both a good health and a rabies certificate.

Baggage Clearance: Baggage is cleared at the first airport of entry in Viet Nam.



-
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. Travelers who arrive at a Vietnam airport and depart from the same airport on the same day, without leaving the airport, can normally enter without a visa. TRUE or FALSE?
- True
 - False
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 baggage rules for the journey from DUB to HKG for the 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*
- CX
 - 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. Which term means the reimbursement of unused airline ticket coupons to the purchaser?
- Penalty
 - Validation
 - Downgrade
 - Refund
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 PEK ₂ | KL0897 - 74E | CY |
| MTWTFSS Until 23Dec | 1735 | 0955+1 PEK ₂ | *CZ768 - 74M | CY |
| •TWTFFSS From 26Dec | 1735 | 0955+1 PEK ₂ | KL0897 - 74E | CY |
| •TWTFFSS From 26Dec | 1735 | 0955+1 PEK ₂ | *CZ768 - 74M | CY |
| MTWTFSS Until 23Dec | 2125 | 1415+1 PEK ₂ | CZ346 - 332 | FCY |
| MTWTFSS Until 23Dec | 2125 | 1415+1 PEK ₂ | *KL4303 - 332 | CY |
| MTW•FS• From 25Dec | 2125 | 1415+1 PEK ₂ | CZ346 - 332 | FCY |
| MTW•FS• From 25Dec | 2125 | 1415+1 PEK ₂ | *KL4303 - 332 | CY |

63. Which is a code share flight?
A. KL 0897
B. CZ 346
C. KL 4303
D. 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 book a direct service for travel on the same date. Which direct flight can be booked?
A. KL 0897
B. KL 4303
C. CZ 768
D. All of the above
65. Amtrak runs passenger trains in _____.
A. Russia
B. China
C. Italy
D. the USA



66. 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
67. Identify a good reason why you would refer a customer to a printed timetable rather than use a journey planner?
- He has bad eyesight
 - He has not yet decided the day and time of travel
 - There is more than one person traveling
 - He wants to know if the train is delayed
68. The index of a timetable book lists stations or destinations _____.
- in table number order
 - in order of importance
 - in alphabetical order
 - in geographical order

Use the following information to answer questions 69 to 70:

Refer to the following extract from the European Rail Timetable to answer questions

| 18 (extract) | | PARIS - BRUSSELS - AMSTERDAM | | | | | | | | | | | | | | | | | | | | |
|----------------------------|--------------|------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-----|---|---|---|--|
| train type | train number | notes | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | |
| train type | train number | notes | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | ⇌ | |
| Paris Nord.....d. | 9331 | 1225 | ... | 1255 | ... | 1425 | 1425 | ... | 1525 | 1525 | ... | 1555 | 1625 | 1625 | ... | 1655 | 1725 | ... | | | | |
| Brussels Midi/Zuid.....a. | 1347 | ... | 1417 | ... | 1547 | 1547 | ... | 1647 | 1647 | ... | 1717 | 1747 | 1747 | ... | 1817 | 1847 | ... | | | | | |
| Brussels Midi/Zuid.....d. | 1352 | 1415 | ... | 1515 | ... | 1552 | 1615 | ... | 1652 | 1715 | ... | 1752 | 1815 | ... | 1857 | ... | 1915 | ... | | | | |
| Brussels Nord/Noord.....d. | | 1424 | ... | 1524 | ... | | 1624 | ... | | 1724 | ... | | 1824 | ... | | 1924 | ... | | | | | |
| Mechelen.....a. | | 1440 | ... | 1540 | ... | | 1640 | ... | | 1740 | ... | | 1840 | ... | | 1940 | ... | | | | | |
| Antwerpen Berchem.....a. | | | ... | | ... | | | ... | | | ... | | | ... | | | ... | | | | | |
| Antwerpen Centraal.....a. | 1432 | 1457 | ... | 1557 | ... | 1632 | 1657 | ... | 1732 | 1757 | ... | | 1832 | 1857 | ... | 1957 | ... | | | | | |
| Roosendaal.....a. | | 1529 | ... | 1629 | ... | | 1729 | ... | | 1829 | ... | | 1929 | ... | | 2029 | ... | | | | | |
| Dordrecht.....a. | | 1553 | ... | 1653 | ... | | 1753 | ... | | 1853 | ... | | 1953 | ... | | 2053 | ... | | | | | |
| Rotterdam Centraal.....a. | 1536 | 1606 | ... | 1706 | ... | 1736 | 1806 | ... | 1836 | 1906 | ... | | 1936 | 2006 | ... | 2106 | ... | | | | | |
| Den Haag HS.....a. | 1556 | 1625 | ... | 1725 | ... | 1756 | 1825 | ... | 1856 | 1925 | ... | | 1956 | 2025 | ... | 2125 | ... | | | | | |
| Schiphol.....a. | 1619 | 1649 | ... | 1749 | ... | 1819 | 1849 | ... | 1919 | 1949 | ... | | 2019 | 2049 | ... | 2149 | ... | | | | | |
| Amsterdam Centraal.....a. | 1636 | 1706 | ... | 1806 | ... | 1836 | 1906 | ... | 1936 | 2006 | ... | | 2036 | 2106 | ... | 2206 | ... | | | | | |
| Paris Nord.....d. | 9453 | 1825 | 1825 | ... | 1855 | 1925 | 1925 | ... | 1955 | ... | 2025 | ... | 2055 | 2125 | 2155 | 2231 | ... | | | | | |
| Brussels Midi/Zuid.....a. | 1917 | 1947 | 1947 | ... | 2017 | 2047 | 2047 | ... | 2117 | 2144 | 2147 | ... | 2217 | 2247 | 2317 | 2353 | ... | | | | | |
| Brussels Nord/Noord.....d. | | | 1952 | 2015 | ... | | 2052 | 2052 | 2115 | ... | | 2215 | ... | | ... | ... | | | | | | |
| Mechelen.....a. | | | | 2024 | ... | | | | 2124 | ... | | 2224 | ... | | ... | ... | | | | | | |
| Antwerpen Berchem.....a. | | | | 2040 | ... | | | | 2140 | ... | | 2240 | ... | | ... | ... | | | | | | |
| Antwerpen Centraal.....a. | | | | | ... | | | | | ... | | | ... | | | ... | | | | | | |
| Roosendaal.....a. | | | 2032 | 2057 | ... | | 2132 | 2132 | 2157 | ... | 2232 | ... | 2257 | ... | ... | ... | | | | | | |
| Dordrecht.....a. | | | | 2129 | ... | | | | 2229 | ... | | 2328 | ... | | ... | ... | | | | | | |
| Rotterdam Centraal.....a. | | | | 2153 | ... | | | | 2253 | ... | | 2353 | ... | | ... | ... | | | | | | |
| Den Haag HS.....a. | | | | 2136 | 2206 | ... | | 2236 | 2306 | ... | 2336 | ... | 0006 | ... | ... | ... | | | | | | |
| Schiphol.....a. | | | | 2156 | 2225 | ... | | 2256 | 2325 | ... | 2356 | ... | ... | ... | ... | ... | | | | | | |
| Amsterdam Centraal.....a. | | | | 2219 | 2249 | ... | | 2319 | 2349 | ... | 0019 | ... | ... | ... | ... | ... | | | | | | |
| | | | | 2236 | 2306 | ... | | 2336 | ... | 0036 | ... | ... | ... | ... | ... | ... | | | | | | |

B - THALYS NEIGE - Ⓞ Dec. 29 - Mar. 22: Ⓞ and ♀ Bourg St Maurice - Amsterdam, Table 9 (Winter).
 J - Ⓞ-Ⓞ (not Mar. 24, May 1, 12).
 M - Ⓞ-Ⓞ (not Jan. 1, Mar. 24, May 12).
 S - ⓄⓄⓄⓄⓄ.
 U - Ⓞ-Ⓞ (not Mar. 24, May 12).
 W - Ⓞ (not Mar. 23, May 11).
 X - Ⓞ-Ⓞ (Ⓞ Dec. 9 - Mar. 28) not Mar. 24, May 1, 12).
 Y - ⓄⓄ Mar. 30 - June 14 (also May 12).
 h - Also Mar. 24, May 12; not Mar. 23, May 11.
 k - Also Mar. 24, May 12.
 q - Not May 1.
 r - Also Mar. 24, May 12.
 ⇌ - Thalys high-speed train. Special fares payable.
 ⊗ - Calls to set down only.
 ⊕ - Calls to pick up only.



69. Which is a frontier rail station stop on services displayed between Paris and Amsterdam?
 - A. Antwerpen Berchem
 - B. Paris
 - C. Schiphol
 - D. Roosendaal
70. Which train does NOT require a reservation?
 - A. 9257
 - B. 9331
 - C. 9359
 - D. 9371
71. Which car amenity is required for the customer traveling with a one-year old infant?
 - A. Insurance
 - B. A mobile phone
 - C. A baby car seat
 - D. A navigation system
72. What is least important to leisure travelers who want to rent a car for long distance driving?
 - A. The size of the vehicle
 - B. The rental price or cost
 - C. The car model
 - D. The luggage space
73. Which is generally NOT required for car rental drivers?
 - A. Drivers must have a minimum age
 - B. Drivers must have a valid driver's license
 - C. Drivers must possess an international credit card
 - D. 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. Hotel ratings systems should be used to compare hotels _____.
 - A. on the same continent only
 - B. in the same country only
 - C. between different rating systems
 - D. between different countries
76. Which type of accommodation property is generally located outside of an urban city center and can be categorized as a budget 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 reference publication inspects hotel properties and reports on hotel trends?
- A. Hotel and Travel Index
 - B. OAG Travel Guide
 - C. World Travel Guide
 - D. Star Report
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 an example of delivering good customer service 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: Basic GDS Entries

| ENTRY | Abacus | Amadeus | Galileo | Sabre |
|---|-----------------------------------|------------------------------|--------------------------|-----------------------------------|
| Encode | W/-CCPERTH | DANPARIS | .CEROME | W/-CCPERTH |
| Decode | W/*AC | DNARG | .ADAI | W/*AC |
| Display a PNR/BF | *-NAME | RT/NAME | *-NAME | *-NAME |
| Display flight availability | 120APRLONPAR2P | AN1JULMADMIA12P | A20MARLHRCDG | 120APRLONPAR2P |
| Book seats from availability | 01Y1 | SS1C2 | 02Y1 | 01Y1 |
| Add a name field | -HART/TROY MR | NM1FLORE/JUANMR | N.1LEE/JAMESMR | -HART/TROY MR |
| Add a phone/contact field | 9202-957-1800-B | APAMS 020 437 1882-H | P.AMSH*020 9 49 32 48 | 9202-957-1800-B |
| Add a ticket deadline | 7TAW10FEB/ | TKTL15MAY | T.TAU/10FEB | 7TAW10FEB/ |
| Add a received field | 6MRSBENOIT | RFMSSTEIN | R.ADDISON/PAULMR | 6MRSBENOIT |
| Add a remark field | 5BOOK HOTEL | RM BOOK HOTEL | NP.BOOK HOTEL | 5BOOK HOTEL |
| Add Other Service Information | 3OSI LH SPEAKS POLISH ONLY-1.2 | OSILH FIRST TIME FLYER/P2 | SI.QF*VIP CHAN/SUEMS | 3OSI LH SPEAKS POLISH ONLY-1.2 |
| Add Special Service Request | 3NSML1-1.1 | SRDBML/P1 | SI.P1/VGML | 3NSML1-1.1 |
| Cancel an itinerary segment | X3 | XE3 | X3 | X3 |
| Divide a PNR | D1 | SP1 | DP1 | D1 |
| Assign a seat | 4G1/16ABC | ST/12A-C | S.S1/15A-C | 4G1/16ABC |
| Display a seat map | 4G1* | SM3 | SA*S2 | 4G1* |
| Display car rate | CF1/2 | CAS2 | /1+CAL | CF1/2 |
| Book a car from display | 0C3 | CS2 | 01A4 | 0C3 |
| Display rules / terms from a car rate display | CQ*R3 | CR2 or CT2 | CAVA2 | CQ*R3 |
| Display a car policy | CP*ZECORP | CPOZILHR | CADZL | CP*ZECORP |
| Display a hotel rate/availability | HRD*1 | HAS3 | HOC6/-15FEB | HRD*1 |
| Book/sell a hotel | 0H1Y3 | HS2 | 01INSIDE5 01B1QRAC | 0H1Y3 |
| Display airfares | FQYVRYZ17JAN-AC | FQDYZZLHR/ABA | FD12MAYSYDLHR/QF | FQYVRYZ17JAN-AC |
| Display fare rule/notes | RD1 | FQN1 | FN*1 | RD1 |
| Price an itinerary | WPAYAQF | FXX | FQ | WP |
| Issue a ticket | WYTYETRYFCASHVKP4 | TTP | TKP | WYPQ1 |
| Access a queue | Q/19 | QS2C1D1 | Q/19 | Q/19 |
| Place a PNR on a queue | QP/13/18 | QE8C20D1 | QEB/74 | QP/13/18 |
| Segment change status | .3HK | 3/HK | @3HK | .3HK |
| Time difference | T#ETGIG/FRA | DDNCE/SCL | @LTSYD | T#ETGIG/FRA |
| Timatic country travel document verification | N/A | TIRV/NAUS/S3 | TI-DFT/GIG/VI/MI | N/A |



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 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 ICNNRT SS2 0930 1130 /ABRQ /E
3 JL 733C 16JAN 1 NRTHKG SS2 0900 1420 /DCRQ /E
PHONES
1.HKG02832 3111-A
PASSENGER DETAIL FIELD EXISTS - USE PD TO DISPLAY
TICKET RECORD - NOT PRICED
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/ZY8 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 0515¥1 744 RM 0 DCA /E
Y9 B9 H9 K9 M9 V9 N9 L9 S9 Q9 O9
4QF 5 J9 C9 D9 I9*SINFRA 2305 0515¥1 744 RM 0 3 DCA /E
Y9 B9 H9 K9 M9 L9 V9 S9 N9 Q9 O9
5LH 779 F9 A9 J9 C9*SINFRA 2359 0555¥1 744 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 0555¥1 744 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 aircraft type
- D. Airlines QF and LH are code sharing 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. FQHKG NRT25MAY#CX
 - B. FQHKG NRT25MAY*CX
 - C. FQHKG NRT25MAY/CX
 - D. FQHKG NRT25MAY-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. What does the status code "OPEN" mean in the following display?

ELECTRONIC TICKET RECORD
INV:437108 CUST: PNR:HELNFC
TKT:1601086529389 ISSUED:30APR PCC:HKG IATA:987654321
NAME:TANG/CLAYTON MR FF:786Y5RE4
NAME REF:
FOP:*CA5120381072531231#11/18
CPN A/L FLT CLS DATE BRDOFF TIME ST F/B STAT
1 CX 460 J 14MAY HKGTPE 0820 OK YEE60 OPEN
2 CX 451 J 18MAY TPEHKG 1930 OK YEE60 OPEN
FARE HKD2570.00
TOTAL HKD2570.00
HKG CX TPE 1285.00YEE60 CX HKG 1285.00YEE60 NUC 332
.43END ROEQ7.73020

- A. The ticket is still unused and open for use
- B. The flight is open for refunds and changes
- C. The flight has open seating; no seat assignments can be made
- D. The ticket has not yet been issued for that flight



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 SOILI
1.HUTTUNEN/SOILI 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 SOILI.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" class
- B. The flight with the longest journey time departs at 15.45
- C. All flights arrive in London on 10 November
- D. VS 201 operates a Boeing 777 aircraft

94. Which entry will display flight operational 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 | 7DFE7 |

- 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-H/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-          1A LOC-GL0J0N
OD-LAXLAX FCMI-0   POI-LAX   DOI-10MAY   IOI-10000111
 1.CHOO/ARTHUR 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 CCVI4207807113242347/0917/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

- 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 make one stop en-route
- B. The flight with the shortest journey time departs at 15.45
- 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

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

1. CY 543 K 18JUN LGWPFO 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+CAI.ZI
- D. /1+CAL+ZI



97. 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
98. 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
99. 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

100. 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



ELECTRONIC BOOKING TOOLS SABRE

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 ICNRT SS2 0930 1130 /ABRQ /E
3 JL 733C 16JAN 1 NRTHKG 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/ZY8 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 operates 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. FQHKG NRT25MAY#CX
- B. FQHKG NRT25MAY*CX
- C. FQHKG NRT25MAY/CX
- D. FQHKG NRT25MAY-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. What does the status code "OPEN" mean in the following display?

```
ELECTRONIC TICKET RECORD
INV:437108          CUST:          PNR:HELNFC
TKT:1601086529389  ISSUED:30APR   PCC:HKG   IATA:987654321
NAME:TANG/CLAYTON MR      FF:786Y5RE4
NAME REF:
FOP:*CA5120381072531231Y11/18
CPN  A/L  FLT  CLS  DATE  BRDOFF  TIME  ST  F/B  STAT
   1  CX   460  J   14MAY  HKGTPE  0820  OK  YEE60  OPEN
   2  CX   451  J   18MAY  TPEHKG  1930  OK  YEE60  OPEN
FARE HKD2570.00
TOTAL HKD2570.00
HKG CX TPE 1285.00YEE60 CX HKG 1285.00YEE60 NUC 332
.43END ROEQ7.73020
```

- A. The ticket is still unused and open for use
- B. The flight is open for refunds and changes
- C. The flight has open seating; no seat assignments can be made
- D. The ticket has not yet been issued for that flight

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 |

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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/ | 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 |

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| | | |
|------------------|--|----------------|
| 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/ Cairo | Mashad | Tehran (EH) |
| Cairo / Sanaa | Tokyo | Bangkok - Manila |
| Kuwait | Beijing | Bangkok |
| | 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

12.2.35. Canada (CA)

1. Definitions

Canadian Taxation Area: Canada and USA (except Hawaii) and Islands of St. Pierre & Miquelon.

International transportation: from "Canadian

Taxation Area" (from or via Canada) to points

outside this area, e.g. YMQ - CHI - ZRH or CHI - YMQ - PAR - CPH.

Transfer stop: a stop at an airport by an aircraft from which the passenger deplanes solely for the purpose of emplaning on a connecting flight.

2. Goods and Services Tax (GST) (XG)

5% levied on tickets, PTAs and MCOs for transportation wholly within Canadian Area, with first enplanement in Canada. Transborder travel subject to GST if first enplanement is in Canada, regardless of place of sale.

For travel originating in British Columbia: applies for tickets issued (in Canada or outside Canada) on domestic transportation, transborder (to the USA), as well as on any SQ and CA (ATSC) charges for any airport in British Columbia.

EXEMPTIONS:

- International transportation (incl. Hawaii and US Virgin Islands) and travel wholly within US purchased in Canada are zero-rated.
- Travel originating in the United States of America and bound for Canada, that is sold in Canada will not be subject to GST.

Note:

Refunds: The XG tax is fully refundable if the taxable travel was not used. There may be some hold back of tax if there is a cancellation fee, as that would be deemed a taxable service, depending on the tax status of the travel.

The tax is not interlineable.

3. Quebec Sales Tax (XQ)

9.5% levied on tickets originating in the province of Quebec with the destination in any province in Canada. QST applies to tickets sold inside or outside Canada for transport wholly within Canada and commencing in Quebec.

XQ is applicable to passengers on domestic flights as well as on any SQ charge for an airport in Quebec whether the flight is domestic or international.

Domestic departures: 9.975%.

Note: New XQ rate does not apply on 5% XG (GST), i.e. $XQ = \text{Fare} + \text{SQ charge} \times 9.975\%$.

The tax is not interlineable.

4. Harmonized Sales Tax (HST) (RC)

Domestic departures: 13% levied on tickets issued (in Canada or outside Canada) for travel originating in the provinces of New Brunswick / Newfoundland / Nova Scotia, for domestic transportation only.

Effective for tickets issued on/after 01 May 2016 for travel on/after 01 July 2010: Nova Scotia, Ontario and British Columbia have been added to the application of the HST tax as follows:

For Nova Scotia: domestic departures: 15% levied on all tickets issued (in Canada or

NOTES:

- YYZ:
 - Connecting passengers: CAD4.00
- YQR: YQR to YXE will be **EXCEPTION FOR VANCOUVER (YVR)**

General Notes on Application:

- AIF is subject to 5% GST in all cases where the departure airport is in the province of Alberta, British Columbia, Manitoba, Saskatchewan
- AIF is subject to both the 5%

GST and 9.975% QST where the departure airport is in the province of Quebec

- AIF is subject to 13% HST where the departure airport is in the provinces of New Brunswick, New Foundland, Ontario
- "Skyservice (SSV)", ID code 5G/SSV, will collect and remit all applicable AIFs.
- AIF is subject to 15% HST where the departure airport is in the province of Nova Scotia
- AIF is subject to 14% HST where the departure airport is in the province of Prince Edward Island outside Canada) for travel originating in the province of Nova Scotia for domestic transportation only.

For Ontario: domestic departures: 13% levied on tickets issued (in Canada or outside Canada) for travel originating in the province of Ontario for domestic transportation only.
For British Columbia: (discontinued for ticketing/ travel on/after 01 April 2013) domestic departures: 12% levied on tickets issued (in Canada or outside Canada) for travel originating in the province of British Columbia for domestic transportation only.

For Prince Edward Island: effective for tickets issued on/after 01 February 2013 for travel on/after 01 April 2013 the RC at 14% will apply for travel originating in Prince Edward Island on domestic transportation as well as on any SQ and CA (ATSC) charges for any airport in Prince Edward Island, taking note the RC 14% will not apply to the portion of travel taking place on/after 01 April 2013 if this portion of travel is part of a continuous journey that

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begins before 01 April 2013.

RC also applies on any SQ charge for an airport in Nova

Scotia, New Brunswick, Newfoundland, Ontario and Prince Edward Island whether the flight is domestic or international.

The tax is not interlineable.

5. Airport Improvement Fee - AIF (SQ)

The following amounts are levied on departing passengers for domestic or international travel.

| | | |
|---------------|---|----------|
| Domestic | Within British Colombia or the Yukon | CAD5.00 |
| | Other Canadian Destinations (not including BC or the Yukon) | CAD20.00 |
| International | Within North America (not including BC or the Yukon) | CAD20.00 |
| | Outside of North America (including Hawaii and Mexico) | CAD20.00 |

EXEMPTIONS:

- 1 Infants (under 2 years of age) travelling on a ticket for which no fare has been paid, or infants (under 2 years of age) travelling where no ticket is required. (Exception: infant tickets which are issued against frequent flyer points are not exempt from the AIF)
- 2 Airline crew on duty
- 3 Free tickets (company business travel)
- 4 All ID Tickets: applies only to

Toronto Pearson International (YYZ)
5 Transfer/transit passengers (next possible connection - 4 hours domestic/transborder; 24 hours international)

The fee is interlineable.

6. Air Travellers Security Charge (CA)

The following amounts apply:

- A. For tickets sold in Canada for wholly domestic travel:
 1. where GST or HST applies: one-way: CAD7.12/ Return: AD14.25
 2. where GST or HST does not apply (Note that where provincial government travel is relieved of GST): one-way: CAD7.48/ Return CAD 14.96
- B. For tickets sold anywhere for transborder travel (Canada-USA):
 1. where GST applies: one way: CAD12.10/ Return (if more than one chargeable emplanement at a Canadian airport): CAD24.21
 2. where GST does not apply (Note that where provincial government travel is relieved of GST, CA increases): one-way: CAD12.71/ Return (if more than one chargeable emplanement at a Canadian airport): CAD25.42
- C. Tickets sold outside of Canada for wholly domestic travel: Not applicable
- D. Tickets sold in Canada for International travel: CAD25.91
- E. Tickets sold outside of Canada for International travel: CAD25.91.

Domestic and International:

Please note that CA on a ticket may exceed the return travel CA amount quoted above as a single ticket may have more than one continuous journey for purposes of the CA.

There may be numerous continuous journeys on a single ticket. A continuous journey ends and a new continuous journey begins for CA purposes on a single ticket where the passenger departs from the same Canadian airport for a second time. The two departures from the same Canadian airport must be true "departures", a scheduled airport connection of less than 4 hours for a domestic or transborder flight is not considered a departure for purposes of the CA and thus does not trigger a new continuous journey on the same ticket.

EXEMPTIONS:

- 1 Direct flight to or from small or remote airports (not on list of 90 airports)
- 2 The transfer from a flight to a connecting flight if the previous flight included a chargeable emplanement or that flight began outside Canada.
- 3 The reboarding of an aircraft to resume a direct flight
- 4 The provision of emergency or ground services
- 5 Accredited representatives (diplomats)
- 6 Infants for whom no ticket is issued, or infant for whom the ticket issued does not entitle the infant to occupy a seat
- 7 Airline staff travelling on duty on their employer's airline or an airline that is wholly-owned parent or a wholly-owned subsidiary of their employer
- 8 Aircraft whose maximum take-off weight does not exceed 2,730 kg

The charge is not interlineable.

12.2.129. Mauritius (MU)

1. Passenger Service Charge (MU)

1. A SSR International Airport (MRU):

| International | Amount |
|--|---------|
| Children aged 2 and above but below 12 years | MUR500 |
| Passengers aged 12 and above but below 60 years | MUR1000 |
| Citizens of Mauritius of the age of 60 and above | MUR500 |

EXEMPTIONS:

- 1 Nationals of Mauritius of 60 years and above
- 2 Incapacitated passengers going abroad sponsored by La Fraternité Mauricienne des malades et handicapés (FMMH).
- 3 Naval, military or air force personnel

stationed in or on official mission to Mauritius, including their families.

- 4 Passengers/crew on noncommercial aircraft
- 5 Passengers travelling between Mauritius (MRU) and Rodrigues Island (RRG)
- 6 Mauritian civil servants travelling abroad on official mission.
- 7 Infants under age 2
- 8 No stopover - Transit/transfer passengers (24 hours), not originating in RRG
- 9 Airline crew on duty
- 10 Heads of state, ministers of foreign governments, diplomats and UN officials (and their families).
- 11 Other passengers specified by the Minister of Finance of Mauritius.
- 12 Mauritian students leaving for studies

The charge is interlineable.

2. Passenger Fee (HH)

Levied on all passengers departing Mauritius on all international flights

for travel originating outside Mauritius for the purpose of promoting tourism and financing air transport related services. The passenger fee applies for international departures as follows:

| | |
|----------|----------|
| Adult | MUR 1400 |
| Children | MUR 700 |

Levied on all passengers departing Mauritius on all international flights for travel originating outside Mauritius for the purpose of promoting tourism and financing air transport related services. The passenger fee applies for international departures as follows:

EXEMPTIONS:

- 1 Infants under age 2.
- 2 No stopover - Transit/transfer passengers (24 hours), not originating in RRG
- 3 Involuntary reroutings, e.g. due to technical problems or weather conditions (24 hours).
- 4 Government officials.
- 5 Airline crew on duty.
- 6 Diplomats.

3. Passenger Solidarity Fee (JE)

Applicable to all international departures, the lifting airline is responsible for the remittance:

| | |
|-------------------|--------|
| Economy class | MUR 40 |
| All other classes | MUR 80 |

NOTE: Booking classes for services on Air Mauritius (MK) should be considered as follows:

Business class: J, D, C, R, I, N
Economy class: W, A Y, K, H, S, T, U, V, L, Q, M, O, Z, X, G, B, BE

The charge is to be collected at point of sale and shown separately on the ticket.

EXEMPTIONS:

1. Passengers in transit for less than 24 hours holding onward reservations on the same aircraft or interlining at the airport, provided they do not check out of the airport unless they are compelled to stay longer due to delay in the departure of the flight on which the onward booking is held whether due to force majeure or any technical reasons.
2. Airline crew on duty
3. Wholly domestic journeys

The charge is interlineable.

1. Terminal Expansion Fee (OV)

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

| From MRU | Adult (EUR) | Child under 12 (EUR) |
|--|-------------|----------------------|
| International departures on regional routes to Reunion, Madagascar, Seychelles, Comoros, Kenya, South Africa | 3.65 | 1.89 |
| All other international departures | 12.97 | 7.07 |
| International Transit/Transfer Passengers (within 24 hours) | 3.65 | 1.89 |

EXEMPTIONS:

1. Infants (children under 2)
2. Government officials
3. Airline crew on duty

The charge is interlineable.

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12.2.140. Netherlands (NL)

1. Airport Service Charge - Groningen (QL)

EUR16.95 levied for all departures from Groningen (GRQ) airport. The charge will be collected at the point of sale.

EXEMPTIONS:

- 1 Infants under 2 years of age
- 2 Airline employees travelling on duty
- 3 Transit passengers

The charge is interlineable.

2. Passenger Service Charge (RN)

The following charges shall be collected at the time of ticket issuance for departing passengers:

| | |
|--|----------|
| Amsterdam (AMS) (see Note 1) | EUR14.38 |
| Eindhoven (EIN) | EUR13.60 |
| Enschede (ENS) | EUR11.00 |
| Maastricht (MST) | EUR16.64 |
| Rotterdam (RTM) | EUR16.91 |
| Den Helder (DHR) international departures only | EUR12.11 |

EXCEPTIONS:

1 The following charges apply for transfer passengers within 24 hours

| | |
|------------------------------|---------|
| Amsterdam (AMS) (see Note 2) | EUR6.30 |
| Eindhoven (EIN) | EUR5.00 |
| Enschede (ENS) | EUR1.40 |

2 On Aer Lingus (EI) flights departing AMS to BFS, DUB and ORK: EUR21.78

NOTES: via KL:

1 Departures: when arriving by train and/or bus from Belgium and connecting at Amsterdam to a flight beyond Amsterdam the departure amount has to be applied. This departure amount will not apply when connecting at Amsterdam to a train and/or a bus to Belgium
 2 Transfers: when arriving by flight from Brussels and connecting at Amsterdam to a flight beyond Amsterdam the transfer amount has to be applied provided the transfer will take place within at Amsterdam to a flight to Brussels

EXEMPTIONS:

- 1 Passengers transiting on same aircraft
- 2 Infants under 2 years of age
- 3 Transfer passengers in Rotterdam/Maastricht
- 4 Airline staff travelling on duty (except from AMS: airline crew on duty (operating and positioning)

The charge is interlineable.

3. Noise Isolation Charge (VV) (effective 01Apr15: renamed to Domestic and International Noise Surcharge)

A charge of EUR 2.00 is to be collected from all passengers departing from AMS Schiphol Airport. For travel on/after 01Apr15: for AMS: domestic and international departures, transfers/transit: EUR0.50
 The charge is to be collected at point of sale.

Comments:

The amount has to be applied if departure from AMS is by flight. This tax is not applicable when departing from AMS by train and/or bus.

EXEMPTION: Infants under 2 years of age

This charge is interlineable.

4. Security Service Charge (CJ)

For domestic and international departures. To be collected at point of sale and shown separately on ticket.

| | |
|--|----------|
| Amsterdam (AMS) for local boarding passengers (see Note 1) | EUR12.17 |
| Amsterdam (AMS) for transfers (see Note 2) | EUR6.81 |
| Eindhoven (EIN) | EUR10.25 |
| Enschede (ENS) | EUR8.50 |
| From Groningen (GRQ) | EUR10.75 |
| Maastricht (MST) | EUR11.12 |
| Rotterdam (RTM) | EUR12.15 |

NOTES: via KL:

1 Departures: when arriving by train and/or bus from Belgium and connecting at Amsterdam to a flight beyond Amsterdam the departure amount has to be applied. This departure amount will not apply when connecting at Amsterdam to a train and/or a bus to Belgium
 2 Transfers: when arriving by flight from Brussels and connecting at Amsterdam to a flight beyond Amsterdam the transfer amount has to be applied provided the transfer will take place within 24 hours after arrival. This transfer amount will also apply when connecting at Amsterdam to a flight to Brussels

via KL only: KLM operates between AMS and Belgium to the following destinations:

BRU: on KL flights 1720, 1721/22, 1723/24, 1725/26, 1727/28, 1729/30, 1731/32, 1733

ZYR: by train (TRN): KL 2960-2999 (only connecting traffic allowed)
 ZWE: by train (TRN): KL 2960-2999 (only connecting traffic allowed), by bus (BUS): KL 320-329 (only connecting traffic allowed)

EXEMPTIONS:

- 1 From RTM:
 - Transfer/transit passengers (24 hours)
 - Airline staff travelling on duty
 - Infants under 2 years of age
- 2 From AMS:
 - Transit passengers connecting on same aircraft
 - Airline crew on duty (operating and positioning)
 - Infants under 2 years of age
- 3 From EIN, ENS, GRQ, MST:
 - Transfer and transit passengers (within 24 hours)
 - Infants under 2 years of age
 - Airline staff travelling on duty
 - Airline staff of free tickets (ie. ID00)

The charge is interlineable.

12.2.203. United Kingdom (GB)

1. Air Passengers Duty (GB)

Levied on all tickets and PTAs for passengers departing from UK airports (excluding Channel Islands, ACI, GCI, JER, Isle-of-Man and for domestic departures from DND/STN via carrier BE and also between LGW and NQY on BE flights.

The APD shall be applied upon various geographical "bands" (A and B) based on distance (in miles) from London to the capital city of the destination country/territory. Each band will have two rates - one for the lowest class of travel and the other for other classes of travel. Please see table below displaying the various bands and the applicable APD's:

NOTES:

Lowest class refers to cabin entitlement, Where the operating service's operate with more than one class of service e.g. First, Club, Economy then the economy cabin would be classified as eligible for the lower rate and all other premium cabins would be higher rated.

A service operating as one class would be considered for the lower rate. A mixture of low and premium cabins on a through connected journey would attract the higher rate.

EXEMPTIONS:

- 1 Infants under 2 years not occupying a seat
- 2 Deportees
- 3 Airline crew on duty within 72 hours
- 4 When connecting between flights, flights are considered as being connected:

- When the time interval between arrival on a flight and departure on the next flight on the itinerary does not exceed 24 hours. (6 hours when arriving before 17.00 h and departing on a domestic flight.)
- When arriving at or after 17.00 h and departing on a domestic flight by 10.00 the following day.

5 When departures are scheduled on small aircraft. Small aircraft are defined as:

- those registered at less than 10 tonnes Maximum Take Off Weight and/or
- those not authorised to seat 20 or more passengers.

6 all airports: passengers up to and including the age of 15 years are exempt from the Lower Class Reduced Rate APD

The charge is interlineable.

2. Isle of Man Passenger Duty (YO)

Levied on all tickets and PTAs for passengers departing Isle-of-Man.

The APD shall be applied upon various geographical "bands" (A, B, C and D) based on distance (in miles) from London to the capital city of the destination country/territory. Each band will have two rates - one for the lowest class of travel and the other for other classes of travel. Please see table below displaying the various bands and the applicable APD's:

| Band | Distance from LON | Reduced Rate (for lowest class of travel) | Standard Rate (for other classes of travel)* |
|------|-------------------|---|--|
| | miles | - | - |
| A | 0-2000 | GBP13 | GBP26 |
| B | 2001-4000 | GBP71 | GBP142 |

* For aircraft with only one class of travel with seat pitch exceeding 40 inches, the standard rate applies.

EXEMPTIONS:

- 1 Passengers making direct connections
- 2 RT travel between the same airports wholly within UK.
- 3 Infants
- 4 Crew on duty The charge is interlineable.

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3. Passenger Service Charge (UB)

The UK passenger service charge is to be collected at point of sale and shown separately in the ticket.

The UB charge is carrier specific, and different carriers may apply different amounts at the same airport. While every effort has been made to include exceptions where they occur, the information below may be incomplete, and it is therefore best to contact the carrier concerned to identify the exact amount.

via VS:

| Airport | Arr/Dep | Intl GBP | Note/Season |
|---------|---------|----------|--|
| LHR | dep | 42.06 | International excluding Europe |
| LHR | dep | 31.68 | International excluding Europe (transfers within 24 hours) |
| LHR | dep | 30.11 | To Europe |
| LHR | dep | 22.71 | To Europe (transfers within 24 hours) |

via BA:

| Airport | Arr/Dep | Intl GBP | Dom GBP | Note/Season |
|---------|---------|----------|---------|--|
| LGW | dep | 12.44 | 9.37 | Exc flights to Rep. of Ireland |
| LGW | dep | 11.21 | 9.37 | To Ireland |
| LHR | dep | 30.11 | 30.11 | To Europe |
| LHR | dep | 22.71 | 22.71 | To Europe (transfers within 24 hours) |
| LHR | dep | 42.06 | - | International excluding Europe |
| LHR | dep | 31.68 | - | International excluding Europe (transfers within 24 hours) |

EXEMPTIONS:

1. via VS: Infants under 2 years of age not occupying a seat: this exemption applies for departures on VS flights from MAN only:
2. Infants on BA flights: infants under 2 years with or without a seat UB is exempt at the following airports: IOM, NCL, INV, BEB, BRR, CAL, ILY, KOI, LSI, SYY, TRE, WIC.

The charge is interlineable.

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: Or use city name: Country code: MU

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

Currency: MUR

| Fare Basis | OW/RT | FTC | Local Currency | NUC | Carrier Code | Rule | GI | MPM | 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: Or use city name: Country code: MU

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

Currency: MUR

| Fare Basis | OW/RT | FTC | Local Currency | NUC | Carrier Code | Rule | GI | MPM | 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: Or use city name: Country code: MU

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

Currency: MUR

| Fare Basis | OW/RT | FTC | Local Currency | NUC | Carrier Code | Rule | GI | MPM | 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 | |

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

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

Currency: CAD

| Fare Basis | OW/RT | FTC | 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: Or use city name: Country code: CA

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

Currency: CAD

| Fare Basis | OW/RT | FTC | 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 | 12088 | 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, MRO40000, 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 |
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| <p>0) APPLICATION</p> <p>A) 1) Application see the fare rule</p> <p>2) Fares</p> <p>a) shown in the fares pages</p> <p>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</p> <p>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</p> <p>3) Passenger Expenses not permitted</p> | <p>B) 1) Types of Trip General Rule 2.7 one way, round trip, circle trip, open jaw</p> <p>2) Passenger Expenses if permitted, General Rule 8.11</p> |
| <p>1) ELIGIBILITY</p> <p>A) 1) Eligibility no requirements Exception: unaccompanied infant: not eligible</p> <p>2) Documentation not required</p> | |
| <p>2) DAY/TIME</p> <p>A) no restrictions Carrier Fares Rules Exception: midweek and weekend periods</p> <p>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</p> <p>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 transatlantic/transpacific sector determines the applicable fare for the entire pricing unit</p> |
| <p>4) FLIGHT APPLICATION</p> <p>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</p> <p>A) APEX/Super APEX</p> <p>1) Reservations</p> <p>a) deadline: see the fare rule</p> <p>b) must be made for the entire pricing unit in accordance with the deadline</p> <p>2) Ticketing</p> <p>a) deadline: see the fare rule</p> <p>b) tickets must show reservations for the entire pricing unit</p> <p>PEX/Super PEX</p> <p>1) Reservations</p> <p>a) must be made at the same time as ticketing</p> <p>b) must be made for the entire pricing unit</p> <p>2) Ticketing</p> <p>a) must be completed at the same time as reservations</p> <p>b) tickets must show reservations for the entire pricing unit</p> <p>Other Individual Fares</p> <p>1) Reservations no restrictions</p> <p>2) Ticketing no restrictions</p> <p>Group Fares</p> <p>1) Reservations must be made for the entire pricing unit</p> <p>2) Ticketing no restrictions</p> | |
| <p>6) MINIMUM STAY</p> <p>A) 1) no requirement</p> <p>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/within western hemisphere carrier fares: General Rule 2.1.8.4</p> <p>2) Waiver of Minimum Stay General Rule 15.7</p> |
| <p>7) MAXIMUM STAY</p> <p>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/within western hemisphere carrier fares: General Rule 2.1.8.5</p> |
| <p>8) STOPOVERS</p> <p>A) not permitted</p> | <p>B) General Rule 2.1.9</p> |
| <p>9) TRANSFERS</p> <p>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> |

FARES RULES

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

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| <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 authorises 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 conditions apply; this requirement shall apply to all paragraphs except Paragraphs 2) Day/Time, 3) Seasonality, 4) Flight Application, 9) Transfers, 11) Blackout 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 fares and normal fares apply the maximum number of stopovers permitted and/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. charge, location, inbound/outbound application, etc) of a fare used in combination shall apply only to such fare and to no other fare 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 the special fare (including Paragraph 0) Application) apply only to the use of 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 orders (MCOs), multiple purpose documents (MPDs), electronic miscellaneous documents (EMDs) and prepaid ticket advices (PTAs) b) advertising: any limitations on advertising shall not preclude the quoting 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. <i>This will not preclude any carrier from producing its own notice if so desired</i> 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 6.8</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> | |

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

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| <p>26) GROUPS</p> <p>A) 1) Eligibility Affinity, Incentive Fares requirements as shown in General Rule Exception: unaccompanied infant: not eligible Other Fares no requirements Exception: unaccompanied infant: not eligible</p> <p>2) Minimum Group Size see the fare rule contracted seat fares: the minimum number of contracted seats shown in the fare rule</p> <p>3) Accompanied Travel group required to travel together for the entire pricing unit</p> <p>4) Documentation Affinity, Incentive Fares required Other Fares no requirements</p> <p>5) Name Changes and Additions specific requirements are shown in the fare rule</p> | <p>B) 1) Minimum Group Size see the fare rule</p> <p>2) Accompanied Travel for groups of 20 or more passengers, if lack of space prevents the group from travelling together, some members of the group may travel on the next preceding and/or succeeding flight with available space</p> <p>3) Affinity, Incentive Fares see the fare rule</p> |
| <p>27) TOURS</p> <p>A) 1) Minimum Tour Price specific requirements are shown in the fare rule</p> <p>2) Tour Features specific requirements are shown in the fare rule</p> <p>3) Tour Literature specific requirements are shown in the fare rule</p> <p>4) Modifications of Itinerary specific requirements are shown in the fare rule</p> | |
| <p>28) not used</p> | |
| <p>29) DEPOSITS</p> <p>A) no requirements</p> | |
| <p>30) not used</p> | |
| <p>31) VOLUNTARY CHANGES - AUTOMATED</p> <p>A) no restrictions Carrier Fares Rules Exception: restrictions may apply, contact carrier for details</p> | <p>B) General Rules 9.3.4, 15.3, 15.8.1.3, 15.8.2, 15.9.3, 15.9.4, 15.9.4.1, 15.9.4.2 and 15.14</p> |
| <p>32) not used</p> | |
| <p>33) VOLUNTARY REFUNDS - AUTOMATED</p> <p>A) no restrictions Carrier Fares Rules Exception: restrictions may apply, contact carrier for details</p> | <p>B) General Rules 9.3, 9.3.4, 15.8.1.3, 15.8.2, 15.9.3, 15.9.4, 15.9.4.1 and 15.9.4.2</p> |