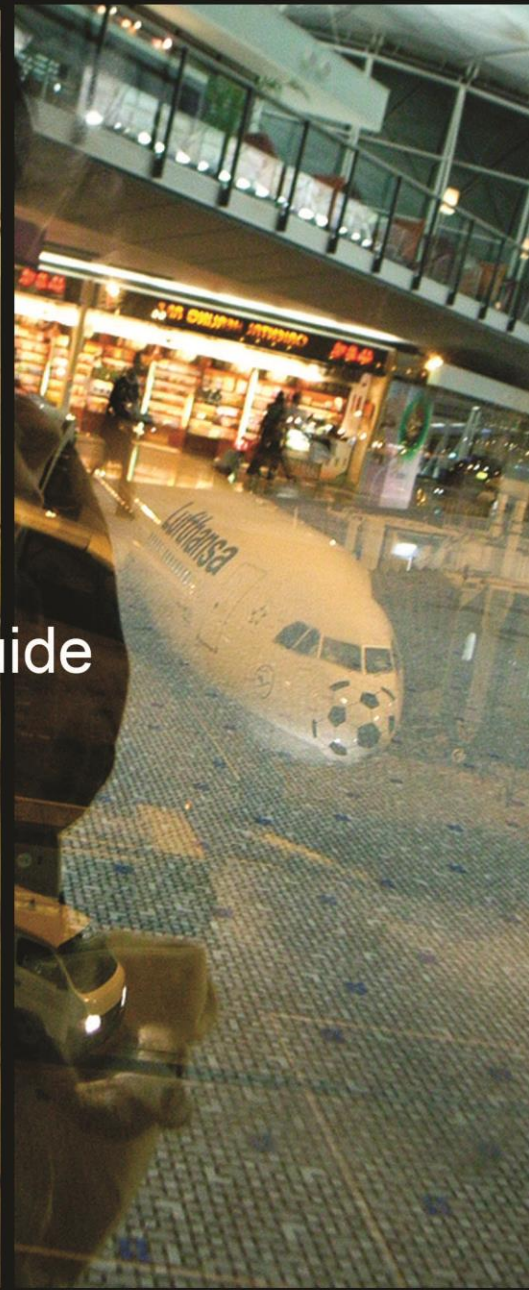


Taxiway

The Airliner's Commercial Guide



مكتوب بالإنكليزية مع ترجمة معظم المقاطع المهمة إلى العربية

What you need to know about selling airline tickets, passenger handling, and much more; a guide to give you all the technical details plus an outlook on the commercial background.

By Majd Awary

2010



Preface

عن الكتاب

-
- What will you find in this book?

Means are determined by the goals

One phrase I hate is “A quick and easy guide to ...” and I believe that many of our problems today in many areas are because of this trend of books. So surely this book is neither easy nor quick guide to learn.

The objective of this book is to give would-be workers in the commercial side of the airline industry the basic knowledge and tools they need to kick-start their careers.

The book is mainly talking about what you need to know at the entry level to a traditional airline or a travel agent dealing with airlines. It begins with a general description of the commercial and legal framework in which airlines operate and continues into details of frontline operations. The main topics discussed in the book are:

- The legal and the commercial framework of airline operations
- Passenger transportation, special types of passengers, and passenger compensation
- Passenger ticket and conditions of carriage
- Baggage transportation
- Fare calculation in detail with full explanation of the dynamic nature of the fares.

The book is basically written in English. This is because of the international nature of the industry and because most of the regulations governing it are put originally in English. However, for simplification reasons, many passages are translated into Arabic.

Disclaimer

Information in this book is based on the resources mentioned with the date specified. Although I have made all effort possible to get the latest update, I am not responsible for updates to the rules made after the actual date of writing. People reading this book are greatly encouraged to get the actual recourses themselves and verify information for changes and updates.

Titles in Arabic or English are put for illustration and classification purposes only. They are not meant to be part of idea of the paragraph.

Examples and numbers used in this book are for illustration purpose only. They do not reflect the real figures and they should not be used in real life situations.

الغاية تحدد الوسيلة

أحد العبارات التي أكره أن أقرأها على أغلفة الكتب هي: "الدليل السهل و السريع لتعلم ...". و أو من بان مثل هذه الكتب وراء العديد من مشاكلنا اليوم. لذا فمن المؤكد أن هذا الكتاب ليس دليلا سهلا و لا سريعا للتعلم.

الهدف من هذا الكتاب هو إعطاء الراغبين بالدخول إلى مجال العمل مع شركات الطيران المعلومات الأساسية للإنتلاق في هذه المهنة.

يتحدث الكتاب عن المعلومات الرئيسية التي يحتاجها من يريد الدخول للعمل في هذا المجال من الناحية التجارية أو كوكيل للسفر. في البداية نتحدث عن الخلفية القانونية و التجارية لعمل الشركات ثم نتابع لتكلم بالتفصيل عن أليات عمل خط المبيعات الأول للشركة. للمزيد من المعلومات عن المواضيع التي يطرحها الكتاب يمكن مراجعة جدول المواضيع اللاحق.

المواضيع الأساسية المراد طرحها في هذا الكتاب هي:

- لمحة عن الإطار القانوني و التجاري لعمل شركات الطيران
- أحكام نقل الركاب و الحالات الخاصة من الركاب و تعويض الركاب
- تذاكر الركاب و أحكام و شروط النقل
- نقل عفش الركاب و أحكامه
- تطبيق و حساب الأسعار مع شرح تفصيلي عن طبيعة الأسعار المتغيرة و شروطها

لغة الكتاب الأساسية هي الإنكليزية. السبب في ذلك هو الطبيعة الدولية لعمل شركات الطيران و أن معظم القوانين و الأنظمة و المعايير كتبت أساسا باللغة الإنكليزية كلفة عالمية. و لكن و لغاية التبسيط فقد قمت بترجمة العديد من المقاطع الهامة إلى اللغة العربية.

تجنبنا لسوء الفهم

المعلومات الموجودة في هذا الكتاب مبنية على المراجع الموضحة بتاريخها المتوفرة وقت الكتابة. على الرغم من أنني بذلت كل جهد ممكن للحصول على أحدث المعلومات الممكنة فأنا لست مسؤولا عن أية تعديلات تطرأ بعد إصدار الكتاب. إنني أشجع القارئ بشدة على أن يعتبر هذا الكتاب كنقطة بداية في دراسته و أن يرجع بنفسه إلى المراجع المذكورة للتعمق أكثر و التدقيق في المعلومة.

العناوين المذكورة بالعربية أو الإنكليزية ليست جزءا من الفكرة أو توضيحا لها و إنما وضعت فقط لغاية تصنيف المواضيع.

الأمثلة و الأرقام الموجودة في الكتاب هي لغاية التوضيح فقط. هذه الأمثلة لا تعكس الأرقام الحقيقية و لا يجوز استعمالها إلا لغرض التوضيح.

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Below you will find an explanation for terms used in this book. For easy reference, you will find at the beginning of each chapter an explanation of the terms used in that chapter

- **Add-on**
(for the purpose of constructing unpublished fares) An amount used only to construct an unspecified through fare or a mileage distance used to construct an unspecified 'maximum permitted mileage'.
- **Adult:**
A person who has reached his 12th birthday at the date of the first flight in a ticket.
- **Agent (Authorized agent):**
A passenger and/or cargo sales agent appointed by the airline to represent that airline in the sales of passenger and/or cargo transportation.
- **Aircraft registration**
A code for an aircraft reflecting the nationality and a unique number for each aircraft. As required by the Chicago Convention, aircraft nationality and registration should be clearly shown on an aircraft engaged in international air navigation.
- **Airline code: (Airline designator code):**
The two characters or three letters which identify a particular airline.
- **Alliance:**
Three or more airlines participating in a commercial relationship or joint venture, where: 1. A joint and commonly identifiable product is marketed under a single commercial name or brand; 2. This commercial name or brand is promoted to the public through the airlines participating in the alliance and its agents; and 3. The commercial name or brand is used to identify the alliance services at the airports and other service delivery points.¹
- **Applicable fare** *(for the purpose of fares calculation process)*
A fare which is established after the application of all fare construction calculations, e.g. excess mileage fare, higher intermediate fare; but excluding related charges e.g. amounts to be annotated with 'S' or 'Q'.
- **Applicable fare:** *(not for the purpose of fare calculation)*
The normal or special fare (or combination of fares) to applied for a passengers

¹ Source: PAT General Rules

journey and which is mentioned in detail and total on the passenger ticket. The fare is calculated taking into account the passenger all conditions relating to the passenger and travel.

- **Approval Code:** *(in credit card payment transaction)*
A series of characters assigned by the credit card company authorization system to confirm the approval of a credit sale transaction.
- **AST: Transmittal report (Agency Sales Transmittal):**
A report made at the end of each “reporting period” covering all BSP sales for that period. Based on which, billing to the agents is rendered, agent billing analysis is prepared and settlement to BSP airlines is made.
- **ATB: Automated Ticket and Boarding pass:**
A form of automated tickets. Each coupon is printed separately and consists of detachable passenger flight coupon and boarding pass. One coupon is issued as a passenger receipt. ATB ticket stock is in many times used for purposes other than passenger ticket such as MCO, Excess baggage ticket and recently as an itinerary/ receipt.
- **Baggage Allowance: Free baggage allowance:**
The amount of baggage which may be carried by the passenger free of charge as defined by the rules of his fare, compartment of travel and the airline conditions of carriage.
- **Baggage check**
A document which the carrier receiving passenger luggage is supposed to give to the passenger containing information about the luggage and origin and destination. The passenger ticket designed by IATA is called passenger ticket and baggage check to comply with this requirement. The baggage check was required by the Hague protocol 1955¹ replacing what was called a luggage ticket in Warsaw convention. The ‘baggage check’ is not mentioned in Montreal convention 1999.
- **Baggage claim area:**
The area in an airport where passengers gather after a flight to collect their checked baggage and where the baggage is delivered by the airline or its agent.
- **Baggage declared value**
The value of the baggage or goods declared by the passenger at the time of check in to establish the carrier’s liability in case of damage and determine the additional charges.
- **Baggage declared value**
The value of the baggage or goods declared by the passenger at the time of check in

¹ Refer to Warsaw Convention in the second chapter for details

to establish the carrier's liability in case of damage and determine the additional charges.

- **Baggage identification tag / strap tag**

A document issued by the carrier solely for identification of checked baggage. It is comprised of two parts; the baggage strap tag is attached to the baggage item and the identification tag portion is given to the passenger.

- **Baggage identification tag / strap tag**

A document issued by the carrier solely for identification of checked baggage. It is comprised of two parts; the baggage strap tag is attached to the baggage item and the identification tag portion is given to the passenger.

- **Baggage: Luggage:**

Articles and other personal property accompanied by the passenger for use during the journey including baggage which will be taken by the airline and baggage carried by the passenger himself.

- **BBR: Bankers Buying Rate:**

The rate at which a bank will purchase a given amount of foreign currency in exchange of one unit of the national currency.

- **Boarding-pass:**

A document issued by an airline (or its agent) for its passengers at the time of check-in to indicate that the passenger has showed up in time and completed the check-in formalities and authorize the passenger to board a flight.

- **Booking sub-class:**

One part of the service class assigned a limited number of available seats for sale. Each fare is attached to one sub-class. The number of available seats usually grows as the fare goes higher. The sub-classes are for selling purposes only and the passengers will eventually be seated in the same cabin in the aircraft.

- **Booking: Reservation:**

An arrangement made in advance to secure a seat for a passenger or space/weight for cargo with an airline.

- **BSP: Billing and Settlement Plan:**

A method of accounting and settling accounts between airlines and travel agents selling those airlines tickets through a "Data Processing Center" and a "Clearing Bank".

- **BSR: Bankers Selling Rate:**

The rate at which a bank will sell a given amount of foreign currency in exchange of one unit of the national currency.

- **Cabin Baggage: Unchecked baggage: Hand baggage:**

The portion of the passenger's baggage of which the passenger retains custody and carries with him during the flight.

- **Carrier: (Airline):**
An enterprise operating aircraft for commercial purposes which:
 1. Performs scheduled or non-scheduled air transport services, or both, which are available to the public for carriage of passengers, mail and/or cargo.
 2. Is certified for such purposes by the civil aviation authority of the state in which it is established.
- **Change of equipment en route: Change of gauge en route:**
The scheduled change of aircraft between an origin and destination but still within one flight segment of the journey (one flight number and one flight coupon).
- **Checked baggage: Registered baggage:**
The portion of passenger's baggage which the airline takes custody and delivers back to the passenger at his point of destination. The airline is fully responsible to passenger for the safe delivery of his baggage and issues for his a 'baggage check' and a 'baggage identification tag'.
- **Check-in dead line:**
The time specified by the airline before a specific flight, by which the passenger must complete all check-in formalities and received a boarding-pass.
- **Chicago Convention (Civil Aviation Convention)**
The convention on International Civil Aviation signed in Chicago 1944 and which came into force in 1947.¹
- **Child:**
A person who has reached his second birthday but not his 12th birthday at the date of the first flight in a ticket.
- **Claim**
A written demand for compensation prepared and signed by or on behalf of the passenger, and in the case of baggage, containing an itemized list and value of goods for which compensation is being requested.
- **Claim**
A written demand for compensation prepared and signed by or on behalf of the passenger, and in the case of baggage, containing an itemized list and value of goods for which compensation is being requested.
- **Clearing Bank:**
The bank or other organization appointed by a BSP mainly for the purpose of receiving remittances from the agents and to settle those remittances to BSP airlines. In some cases, the clearing bank receives "sales transmittals" from the agents and processes the data to render billing to those agents.

¹ More information about the convention in the second chapter

- **COC: Country of Commencement of transportation**
The country from which travel on the first international sector takes place.
- **COC: Country of commencement of travel:**
The country from which the travel on the first international sector takes place.
- **Code-share flight:**
A situation where two airline agree to sell seats on one flight. The airline which actually operates the flight is called the operating airline while the other airline is called the marketing airline. According the terms of the agreement one or both of the airlines may market the flight in industry timetable publications and systems.
- **Conditions of Carriage:**
The conditions by which the airline provide transportation to the passenger and his baggage. Those conditions are published by the carrier and mentioned by reference on the passenger ticket in the “conditions of contract”. The full text of the conditions of carriage for an airline is available on the website and in its offices.
- **Conditions of Contract:**
The conditions of the contract between the passenger and the transporting airline(s) handed over to the passenger on the ticket or itinerary/ receipt.
- **Conjunction ticket(s)**
When the passenger’s routing involved more than four flights several tickets would be issued with consecutive serial numbers. This is because the ticket (including e-ticket) can have only four flight coupons.
- **Conjunction ticket:**
Two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.
- **Consequential damage:**
Damages which are reasonable expenses paid by the passenger as a consequence of the loss/ damage/ delay in the delivery of his baggage.
- **Convention (The convention)(Warsaw Convention)(Montreal Convention)**
The convention for the unification of certain rules relating to the international carriage by air signed at Warsaw, 1929, or as amended by The Hague Protocol 1955, the Guatemala City Protocol 1971, or the additional protocols as signed in Montreal 1975. Or the convention for the unification of certain rules relating to the international carriage by air signed at Montreal 1999 replacing the Warsaw Convention above.
- **COP: Country of Payment**
The country where payment is made by the purchaser to the carrier or its agent. Payment by Cheque, credit card or other banking instruments shall be deemed to have been made at the place where such instrument is accepted by the carrier or its agent.

- **COP: Country of payment:**
The country where payment is made by the purchaser to the carrier or its agent. Payment by cheque, credit card or other banking instrument shall be deemed to have been made at the place where such instrument is accepted.
- **Damage**
Includes death, injury, delay, loss, partial loss or other damage of whatsoever nature arising out of or in connection with carriage or other services performed by the carrier.
- **Delay (Baggage Delay) as defined by MITA:**
A piece or pieces of baggage which fails to arrive at the airport of destination on the same flight as the passenger, but is subsequently delivered.
- **Denied boarding:**
The condition when an airline refuses to board a passenger to a flight on which he has a pre-confirmed reservation and presented himself for check-in within the required time limit. This happens mainly due to “over-booking” or in limited cases of flight over-weight.
- **Deportee (DEPU – DEPA):**
A person who have legally or illegally entered a country, and who is later formally asked by the authorities of that country to leave.
- **Direct fare: Point to point fare:**
A published fare between two cities for travel on a direct flight between them.
- **DPC: Data Processing Center:**
The entity contracted by BSP Management under a BSP to receive and process Agency Sales Transmittals from Agents and to notify the Clearing Bank and the BSP Airlines of the amounts due.¹
- **Electronic coupon:**
The representation of a flight segment of the journey stored in the airline’s database. It is called coupon reference to an actual coupon which used to be issued for each single flight in the passenger’s journey in paper tickets.
- **Electronic Ticketing System:**
An automated method, including equipment, programs and procedures which have access to airline PNR data, stored in a CRS or airline reservation system for the issuance of electronic tickets.
- **Electronic Ticketing:**
A method to document the sale of passenger transportation without the need to issue value paper documents.

¹ Source: IATA BSP manual for agents 2008.

- **End-on-end combination: End-on combination**
Combination of two or more pricing units at the fare construction points.
- **Endorsement:**
The “transfer of authority” required when a passenger needs to change his travel to an airline other than the one listed on the passenger ticket.
- **ET: Electronic Ticket:**
A combination of the itinerary/ Receipt issued by the airline, the electronic coupons stored in the airlines data base and a boarding document (if applicable).
- **Excess baggage charge:**
An amount to be paid by the passenger in order for the airline to accept the transportation of the ‘excess baggage’.
- **Excess baggage ticket:**
A receipt issued by the airline to the passenger when he makes excess baggage payment.
- **Excess baggage:**
The amount or the portion of the baggage which is in excess to the free baggage allowance.
- **Exchange:**
For a ticket totally unused, to move the value of a document to another document.
- **Fare Basis:**
The unique code for a fare which is usually put on a the passenger ticket for each sector. The fare basis usually gives basic information about the nature of the fare.
- **Fare component**
The portion of the journey between two consecutive construction points.
- **Fare construction points: Fare break points**
Two cities in the passengers journey constituting the beginning and the end of a fare component. If there were other intermediate points between those two cities the through fare between the origin and the destination is to be taken.
- **FIM: Flight Interruption Manifest:**
A document which may be issued when it is necessary to reroute passengers on an involuntary basis and time or circumstances do not permit the reissuance of the original flight coupon(s).
- **Flight coupon:**
A portion of the passenger’s ticket representing on flight in the passenger’s journey. A flight in this case includes multi-leg flights where the passenger embarks and disembarks the aircraft once.
- **Flight schedule: Flight timetable:**
A time table published an airline stating the times of the flights that it operate and

other important information about those flights (such as duration, aircraft type, classes of service, etc).

- **Force majeure**
Unusual and unforeseeable circumstances beyond one's control, the consequences of which could not have been avoided even if all due care had been exercised.
- **Freedoms of the air**
Traffic rights exchanged between countries in bilateral or multilateral air service agreements. In spite of them being called freedoms, they are not available to any airline.
- **Global Indicator**
An indicator attached to a fare used to determine the geographical path applicable to this fare.
- **Go-show passenger:**
A passenger who is accepted for travel on a flight without a pre-confirmed reservation on that flight (whether or not he was listed on "Waitlist").
- **Group: Common interest group:**
A group of passengers who have a common interest in traveling together to the same destination by the same routing. (a common interest other than the group fare or discount).
- **Half Round Trip (RT) fares**
Half of the published round trip fare between two points which is used for fare components in Round Trip (RT), Circle Trip (CT) or Open Jaw (OJ) types of journey.
- **Hub: Airline's hub:**
The city (or cities) in which an airline performs its flight operations where flights depart to (and arrive from) other cities in the airline's network. And airline may have one or more hubs where the aircrafts owned by the airline are based to perform flights to other countries.
- **IATA**
International Air Transportation Association; established in 1945 with the mission to represent, lead and serve the airline industry. Home page (www.iata.org)
- **IATA Clearing House:**
An office created by IATA in 1947 for the purpose of settling debt between airlines. This debt arises from interline tickets issued by one airline on behalf of others.
- **IATA Traffic conference:**
A conference involving airline members of the IATA initially made to coordinate air fares and tariff application. The reason was that many governments demanded the right to oversee prices charged by international airlines. Thus, the fares and rates resulting from Traffic conference remain subject to government approval. Fare construction rules, Prorating rules, baggage allowance, ticket and air waybill design

are many more are details agreed in the first traffic conference held in Rio De Janeiro 1947. The practice was later on referred to as “Tariff Coordination”.

- **ICAO**
International Civil Aviation Organization created by the Chicago convention. Home page (www.icao.int)
- **IMF**
International Monetary Fund. An international organization that monitors economic and financial developments and supports countries with loans and technical assistance. Home page (www.imf.org)
- **Immediate family:**
Spouse, children (including adopted children), parents, brothers, sisters, grandparents, grandchildren, parents-in-law, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law.
- **Inadmissible passenger (INAD):**
A passenger who is refused entry to a country by the authorities, or a passenger who is refused onward carriage by and airline or government authorities in a transfer point, due to an irregularity in his travel documents like visa, passport, etc.
- **Incapacitated passenger:**
A passenger with physical or mental disability, or with a medical condition, who requires individual attention or assistance on enplaning/ deplaning/ during the flight and/or ground handling.
- **Infant:**
A person who has not reached his second birthday at the date of the first flight in a ticket.
- **Interline Baggage:**
Checked baggage to be transported over the lines of two or more parties to the Multilateral Interline Traffic Agreement.
- **Interline transportation**
Transportation on the services of more than one airline.
- **Intermediate points**
Cities in the passenger’s journey which fall between two fare construction points within a fare component.
- **Intermediate points**
Cities included in the passenger’s journey but which are not used in the fare calculation process for determining the through fare to be applied.
- **International carriage**
(As defined by the convention) any carriage in which, according to the contract made by the parties, the place of departure and the place of destination, whether or not there be a break in the carriage or a transshipment, are situated either within

the territories of two High Contracting Parties, or within the territory of a single High Contracting Party, if there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another Power, even though that Power is not a party to the Convention.

- **IT: Inclusive Tour:**

A pre-arrangement combining air transportation and other ground arrangements sold as one package to promote air travel.

- **Itinerary/ Receipt:**

A document issued by the issuing airline (or its representative) forming part of the electronic ticket and contains information the passenger ticket and the legal notices.

- **Itinerary: (Journey):**

The total of all portions of a passengers trip from beginning to end even if they were separated by gap(s).

- **Leg: (*in passenger transportation*)**

The space between any two consecutive touchdown points of a single flight.

- **Local combination**

The combination of two (or more) fare components to create a single pricing unit.

- **Marketing carrier: (*in the context of code-share flights*)**

The airline whose airline code is recorded as the transporting carrier in the reservation message and electronic flight coupon.

- **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 the point of turnaround).

- **MCO: Miscellaneous Charges Order:**

A document issued to cover the collection of payment for certain services by an airline of its agent.

- **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 outbound international sector to the earliest day return travel may commence from the last stopover point outside the country of origin (including the point of turnaround).

- **Mishandled Baggage:**

Baggage which is damaged, delayed, lost or pilfered.

- **Missed connection: Misconnection:**

A passenger who, due to late arrival or non-operation of his original flight to a transit point, arrives too late to board the connecting onward flight.

- **MITA: Multilateral Interline Traffic Agreement:**

An agreement between scheduled airlines (members or non-members of the IATA)

by which and airline accepts/sells tickets to passengers, their baggage and/or cargo from/to other airlines according to the type of the agreement.¹

- **MPD: Multi-Purpose Document:**

A form used for issuance of interline accountable documents other than the “Passenger ticket and baggage check” such as an excess baggage ticket, Tour order, prepaid ticket advice, MCO and others.

- **MPM: Maximum Permitted Mileage**

The maximum length of the passenger’s journey in miles between the origin and the destination of a through fare constructed as a sum of the distances between all intermediate points (ticketed points). The through fare can be applied if this total does not exceed the Maximum Permitted Mileage of this fare.

- **Network: Airline’s network:**

All the cities in the world which an airline operates to/from and has the right to transport passengers, freight or mail.

- **Non-TC Member (Non Tariff coordinating member)**

A member of the IATA who has elected not to participate in Tariff Coordinating Conference.

- **No-show passenger:**

A passenger who fails to use a confirmed reservation on a flight for a reason other than a missed connection.

- **One way journey: (not for the purpose of fare calculation)**

A passenger’s journey departing from one city heading to another city without the intention of coming back to the city of origin.

- **Onward connection:**

The flight to be taken from a transit point (connecting point) to deliver the passenger to his destination or to the next ticketed point.

- **Operating carrier: (in the context of code-share flights)**

The airline which actually transports that passenger in a code-share flight but which is different than the marketing carrier which has its designator on the flight coupon.

- **Over-booking:**

A condition when an airline accepts more seat bookings on a flight than the actual number of seats on that flight, expecting in advance that a certain number of passengers will not show up to use their booking.

- **Passenger:**

Any person, except for the crew, to be carried in an aircraft with the prior permission of the airline.

¹ More about MITA in the second chapter

- **Pilferage/ Shortage:**
Where items are reported or known to be missing from a piece (or pieces) of baggage.
- **PIR: Property Irregularity Report:**
A report usually made by an airline or its handling agent in the case of mishandled baggage.
- **Pricing unit**
A journey or a part of a journey which is priced as a separate entity regardless of other parts of the journey, and which, according to the way it was calculated, can be ticketed separately.
- **Proration:**
The procedure by which airlines divide the air fare of an interline ticket between them. The procedure involves the usage of weight millage in proportion to the constructed fare. The end result gives each airline its share from the through fare.
- **Proration: Ticket proration:**
A process by which the IATA clearing house divides the applicable fare of an interline ticket between transporting airlines according to their contribution the passenger's transportation.
- **PTA: Prepaid Ticket Advice:**
A notification that a person in one city/country has paid and requested that issuance of transportation as described in the authority to a person in another city.
- **RBD: Reservation Booking Designator:**
A code used in reservations and electronic tickets to indicate the compartment in which the reservation is made and the booking sub-class.
- **Reporting period: *in a BSP:***
The time span at the end of which a "transmittal report" of an agents sales is transmitted to the Data Processing Center (DPC).
- **Return journey: *(not for the purpose of fare calculation)***
A passenger's journey departing from one city to another city with the original intention of returning back to the city of origin.
- **Revalidation:**
The authorized change to a flight coupon/ electronic coupon other than to the origin, destination or fare.
- **RTW: Round The World**
Travel from a point and return to it making only one crossing to the Atlantic ocean and one crossing to the Pacific ocean.
- **Sector:**
A part of the passenger's itinerary consisting of one flight in the passenger itinerary.

- **Segment**
The portion of the journey between boarding at one point and disembarkation at the next point in the passenger's journey. The segment is identified by one flight coupon and one flight number.
- **Side trip combination**
Combination of two pricing units at an intermediate point in a fare component.
- **Side trip**
Travel from/to an intermediate point of a fare component.
- **SPA: Special Prorate Agreement:**
An agreement between two (or more) airlines for a special rate in the proration of an interline journey. In this case, if the passenger's route involves more than two airlines, the normal procedure for prorating the air fare does not apply; but rather the amount specified in the agreement.
- **Special Drawing Rights**
An international reserve asset created by the International Monetary Fund – IMF in 1969 to supplement the existing official reserves of member countries. Its value is based on a basket of key international currencies.¹
- **SR: Specified Routing**
A special route identified by the IATA or an airline. If the passenger's journey falls within this route, we may apply the origin-destination fare without further checks.
- **Standby passenger:**
A passenger who accepts to board a flight subject to seats availability at the time of departure after all passengers having confirmed reservation and passengers who paid a confirmed seat fare without confirmed reservation board the flight.
- **Stopover**
A stopover takes place when a passenger arrives at an intermediate point and is scheduled to depart later than 24 hours after arrival.
- **Stopover**
A stopover takes place when a passenger arrives at an intermediate point and is scheduled to depart later than 24 hours after arrival.
- **Sundry charges:**
Charges to passengers which shall include but not limited to charges for change of reservation and for change of routing. Such charges which are not prorated and will accrue to the airline who issued the MCO/MPD.
- **Surface sector: Gap**
The part of the passenger's itinerary between two points where travel is by means other than scheduled air service. The distance between airports in the same city does not constitute a surface sector.

¹ For More information about the SDR visit <http://www.imf.org/external/np/exr/facts/sdr.htm>

- **Tariffs: as defined by MITA:**
The published fares, charges and/or related conditions of carriage of an airline.
- **TAT: Transitional Automated Ticket:**
Form of automated multi-copy carbonized ticket, normally issued mechanically in airline offices.
- **TFC: Taxes, Fees, and Charges:**
Specific amounts of money imposed by the governments or aviation facilities on the passengers, which are collected by the airlines and reflected on the ticket to be paid later by the airline on behalf of the passenger.
- **Through fare: (not for the purpose of fare calculation)**
A term used for a published fare between the origin and the destination of the passenger's journey which can be applied regardless of the intermediate/transit points between them.
- **Ticket number: (Document number):**
The unique number of a passenger ticket/ traffic document comprised of the airline numeric code, form code, serial number and a check digit.
- **Ticket: (Passenger ticket):**
The document called "Passenger ticket and baggage check" or the electronic ticket issued by the airline and includes information about the passenger, his journey, applicable fare and notices of contract term.
- **Ticketed point**
Any point shown in the passenger's itinerary regardless of it being a stopover or a transfer point.
- **Ticketed point(s):**
A city/airport which is included in the passengers planned travel route and shown on the ticket.
- **TPM: Ticketed Points Mileage**
The actual distance between points in the passenger's journey as published by the IATA in the "Ticketed Point Mileage Manual" and widely available in reservation systems.
- **Transfer point**
A point at which the passenger transfers from one flight to the other (different flight numbers) but which does not constitute a stopover.
- **Transit point: Connecting point:**
A point in the passenger's route where the passenger is scheduled to depart to the next ticketed point in his route within 24 hours of his original arrival to that point.
- **Validating carrier:**
The issuing airline whose numeric airline code is reflected in the electronic transaction in the flight coupon.

- **Waitlist passenger:**
A passenger who has made a booking on the waitlist of a flight (does not have a confirmed reservation on that flight).
- **Waitlist:**
A list maintained by an airline for a specific flight which contains the names of passengers who expressed their intention to travel on a full flight.

IATA Three Letter City Codes

رموز بعض المدن حسب الأياتا

Each city has a unique three letter city code defined by IATA. The city codes are used frequently in reservations, ticketing, fare calculation and many other situations. It is important to know the city codes. City codes and names can be coded and decoded on reservation systems.

There are also two letter codes for the country and for the state (if applicable). Below are only some of the codes used in this book, arranged by the city name.

City Name	City Code	State Code	Country Code
Abu Dhabi	AUH		AE
Algiers	ALG		DZ
Amman	AMM		JO
Athens	ATH		GR
Atlanta	ATL	GA	US
Baghdad	BGW		IQ
Bahrain	BAH		BH
Bangkok	BKK		TH
Beijing	BJS		CN
Beirut	BEY		LB
Buenos Aires	BUE	BA	AR
Cairo	CAI		EG
Cape Town	CPT		ZA
Casablanca	CAS		MA
Chicago	CHI	IL	US
Copenhagen	CPH		DK
Damascus	DAM		SY
Dar Es Salaam	DAR		TZ
Doha	DOH		QA
Dubai	DXB		AE
Frankfurt	FRA		DE
Istanbul	IST		TR
Jakarta	JKT		ID
Jeddah	JED		SA
Johannesburg	JNB		ZA
Khartoum	KRT		SD

Kuala Lumpur	KUL		MY
Kuwait	KWI		KW
Lisbon	LIS		PT
London	LON		GB
Madrid	MAD		ES
Manchester	MAN		GB
Manila	MNL		PH
Melbourne	MEL	VI	AU
Milan	MIL		IT
Moscow	MOW		RU
Mumbai	BOM		IN
Muscat	MCT		OM
New York	NYC	NY	US
Osaka	OSA		JP
Paris	PAR		FR
Prague	PRG		CZ
Riyadh	RUH		SA
Sana'a	SAH		YE
Sao Paulo	SAO	SP	BR
Seoul	SEL		KR
Shanghai	SHA		CN
Singapore	SIN		SG
Sofia	SOF		BG
Stockholm	STO		SE
Sydney	SYD	NS	AU
Tokyo	TYO		JP
Tripoli	TIP		LY
Tunis	TUN		TN
Vienna	VIE		AT
Washington	WAS	DC	US

IATA two letter airline Codes

رموز بعض شركات الطيران حسب الأياتا

Each airline has a unique two letter code assigned to it by the IATA. In addition, the airline also has a three digit numeric code to identify the airline on the ticket number and other places. The reservation system can be used to code and decode airline names and codes. Below are only some of the codes of airlines used in this book.

Airline Name	Code	Numeric Code
Aeroflot Russian Airlines	SU	555
Air Algerie	AH	124
Air Canada	AC	014
Air France	AF	057
Alitalia	AZ	055
American Airlines	AA	001
Austrian Airlines	OS	257
British Airways	BA	125
Cathay Pacific Airways	CX	160
Cyprus Airways	CY	048
Delta Airlines	DL	006
Egypt Air	MS	077
Emirates	EK	176
Etihad Airways	EY	607
Gulf Air	GF	072
Iran Air	IR	096
Iraq Airways	IA	073
Japan Airlines	JL	131
Kuwait Airways	KU	229
Middle East Airlines AirLiban	ME	076
Royal Air Maroc	AT	147
South African Airways	SA	083
Syrian Arab Airlines	RB	070
Tunisair	TU	199
Turkish Airlines	TK	235

Geographical Areas

المناطق الجغرافية

The world is divided into areas and sub-areas by the IATA Traffic Conference and Tariff Coordination Conference. Those areas and sub-areas are referred to in fare rules, passenger and baggage handling rules, and other general rules.

Areas

- **Area 1**

All of the North and South American continents and the islands adjacent thereto, Greenland, Bermuda, the West Indies and the Islands of the Caribbean Sea, and the Hawaiian Islands (including Midway and Palmyra).

- **Area 2**

Europe, Africa and the islands adjacent thereto, Ascension Island and that part of Asia west of Ural Mountains including Iran and the Middle East.

- **Area 3**

Asia and the islands adjacent thereto except the portion included in the Area 2, the East Indies, Australia, New Zealand and the islands of the Pacific Ocean except those included in Area 1.

Sub-Areas



Area 2



Area 3

South East Asia

Brunei Darussalam, Cambodia, China, Chinese Taipei, Guam, Hong Kong, Indonesia, Kazakhstan, Kyrgyzstan, Lao, Macao, Malaysia, Marshall Islands, Micronesia, Mongolia, Myanmar, Northern Mariana Islands, Palau, Philippines, Russia (in Asia), Singapore, Tajikistan, Thailand, Timor Leste, Turkmenistan, Uzbekistan, Vietnam

South Asian Sub-Continent

Afghanistan, Bangladesh, Bhutan, India, Maldives, Nepal, Pakistan, Sri Lanka

South West Pacific

American Samoa, Australia, Cook Islands, Fiji, French Polynesia, Kiribati, Nauru, New Caledonia, New Zealand, Niue, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu, Vanuatu, Wallis and Futuna Islands

Japan & Korea

Chapter: 1

الجزء الأول

Introduction To The Book

مقدمة إلى الكتاب

What will you learn in this chapter:

- What's on in the airline industry?
 - Deregulation
 - Environmental challenges
 - Consolidation
 - New global hubs in the Middle East
 - IATA "simplifying the business"

- ما الجديد في عالم الطيران التجاري
 - إلغاء القيود على النقل و الملكية
 - التحديات البيئية
 - اندماج الشركات
 - المراكز العالمية الجديدة
 - مبادرة منظمة النقل الجوي لتبسيط العمل

Resources used in this chapter:

Centre for Asia Pacific Aviation. CAPA. [Online] <http://www.centreforaviation.com/>.

Enviro.aero. [Online] <http://www.enviro.aero/>.

IATA economic reports. IATA.org. [Online]
<http://www.iata.org/whatwedo/economics/index.htm>.

IATA.org. International Air Transport Association. [Online] <http://www.IATA.org/>.

IMF. Factsheet - Special Drawing Rights (SDRs). IMF.org. [Online].
<http://www.imf.org/external/np/exr/facts/sdr.htm>.

Passenger Air Tariff General Rules, IATA & SITA. Apr 2009.

StB, IATA. Simplifying the business. IATA.org. [Online]
<http://www.iata.org/stbsupportportal>.

Introduction to the book:

The airline industry in current years is rich with various approaches and business models. It is gradually shifting from a standardized, state controlled and closed industry to more liberalized real companies competing according to the rules of the market and as creative as essential for success.

Still, the basics of the business model is present, especially in traditional network airlines which are actively competing with (and at the same time learning from) the new so called low-cost models. In this book we will be discussing those basics of handling airline passengers and services.

I will be discussing things that agents deal with on a daily basis (like reservation systems, ticketing, fare quotations, etc) and at the same time I will be giving a general idea about things that do not reflect directly on our work but which have a great impact on the background of our business (like conditions of carriage, interline agreements, passenger compensations, baggage, etc.).

In addition, because I am obsessed with general knowledge, I will be adding many articles, statistics, and useful information from around the globe. I will also point out resources for the reader to elaborate on his learning.

بدأت هذه المهنة في السنوات الأخيرة تتمتع بالكثير من الغنى من حيث تنوع الأفكار و تصميم بنية العمل. بدأت شركات الطيران تنتقل تدريجيا من تحت سيطرة الدول و المعايير المسبقة و التحكم بالأسواق إلى شركات حقيقية تعمل وفقا لقواعد السوق التنافسية و الإبداع الضروري للنجاح.

و لكن المبادئ التي صمم عليها عمل شركات الطيران ما زالت فاعلة و خاصة لدى الشركات الكبرى التقليدية. هذه الشركات تتنافس اليوم مع (و بنفس الوقت تتعلم الكثير من) الشركات ذات التكلفة المخفضة.

سأناقش في هذا الكتاب الأمور الأساسية التي نواجهها بشكل يومي كأنظمة الحجز و إصدار التذاكر و حساب الأسعار. و في نفس الوقت سوف نناقش أشياء عامة لا تؤثر مباشرة على عملنا و لكنها في خلفية عمل شركات الطيران (مثل شروط النقل و اتفاقيات تبادل المستندات و حالات تعويض الركاب و نقل الأمتعة .. إلخ).

سأضيف أيضا على الكتاب العديد من المقالات و المعلومات المفيدة كما سأشير إلى العديد من المراجع المفيدة للتعمق في البحث.

What's on in the world of commercial aviation?

ما الجديد في عالم الطيران التجاري؟

Commercial aviation has been constantly changing. Many changes have been distinctive in the history of airlines like the move to electronic ticketing and deregulation in Europe and the USA. As such, many changes are going on nowadays in the world of airlines. Those changes will be shaping the future of airlines and changing the way we travel forever. Here are some of the initiatives:

عبر تاريخ الطيران التجاري كان هناك الكثير من التغييرات. البعض منها كان له الأثر الأكبر على هذه الصناعة مثل التحول إلى التذكرة الإلكترونية و قبل ذلك إلغاء القيود على نقل الركاب في أوروبا و أمريكا. كذلك فالعديد من التغييرات يجري اليوم و سيكون له أثر كبير في رسم مستقبل المهنة. من هذه التغييرات:

Deregulation

إلغاء القيود على النقل و الملكية

Airlines were (and still) operate in strict compliance with traffic rules between countries known as “traffic rights”¹. Those rights are agreed upon on bilateral basis in ‘Bilateral Air Service Agreements’ which define how many flights can operate between two countries, to which destinations, by which airlines and, sometimes, how many seats can be sold. This system was necessary between countries especially in the world environment after World War II. Nowadays, governments are realizing slowly that this system has been a hurdle on airline development, consequently on the flow of goods and people between countries and ultimately on the state of commerce and the economy in general.

The process of liberalizing the airline traffic between countries is sometimes called “deregulation”.

¹ Refer to section two for more information

Developed countries have realized long time ago that opening the market to competition will bring benefit on the long term to the market in spite of loses on the short term. Researchers in the United States have studied the effect of deregulation in the United States when they opened the domestic market.

With the rise of the capitalist thinking and market economy theories, and the huge growth in the developing economies, many countries are now realizing the importance of deregulation on the market. Furthermore, industry bodies have made tough demands for governments to liberalize air traffic.

The most important achievement for deregulation will be the implementation of open sky agreement between Europe and the United States. This agreement entered its first stage on April 2008 and will be moving towards full implementation in the coming couple of years. Another achievement is the liberalization of one of the busiest routes in Asia between Kuala Lumpur and Singapore in Nov 2008. Other examples of deregulation are here and there on the globe especially in emerging markets like the ASEAN¹, GCC, China-US, etc.

However, many important routes are still under government control with no intention to liberalize in the near future (like traffic between Australia and USA).

Open skies:

It is well know that planes travel between countries on specified routes which are very much longer than the actual straight distance between those countries. Many airline bodies (especially IATA²) have demanded more freedom in air traffic routes. They argue that the liberation of those routes will dramatically reduce CO₂ emissions and provide fuel consumption saving for airlines (12 million tons of CO₂ annually according to Mr. Giovanni Bisignani IATA's Director General & CEO).

¹ Association of Southeast Asian Nations

² International Air Transport Association (www.IATA.org)

ما تزال شركات الطيران تعمل ملتزمة باتفاقيات تدعى حقوق النقل الجوي. هذه الاتفاقيات يتفق عليها بين البلدان لتحديد عدد الرحلات و المدن و حتى عدد المقاعد التي يمكن بيعها بين بلدين. و لكن معظم البلدان بدأت تدرك أن هذا النظام يقف عائقا في وجه تطور شركات الطيران و بالتالي يعيق حركة الركاب و البضائع و ربما يؤثر على الأقتصاد ككل. أدركت معظم البلدان أهمية تحرير السوق و الفوائد التي يمكن جنيها على المدى البعيد.

أدى تطور الفكر الرأسمالي و اقتصاد السوق بالإضافة الى ندائات العديد من المنظمات إلى إنجازات كثيرة في إلغاء القيود أهمها كان إتفاقية فتح الأجواء بين أوروبية و أمريكية التي دخلت مرحلتها الأولى في نيسان 2008 نحو التطبيق الكامل في السنوات المقبلة.

هنالك أيضا القيود على ملكية الشركات و التي بدأت تزول تدريجيا حيث بدأت الشركات تتحد بين البلدان و بعضها اتخذ أكثر من مركز لتسيير الرحلات في عدة دول.

Ownership restrictions:

The airline business is one of very few domains in the world with states control over ownership. As discussed earlier, the nationality of the airline determines which traffic rights it can access and to which countries. Many states demand majority share holding stake in the companies and others have only state-owned airlines.

This system is changing rapidly as well. Many airlines now are performing mergers with others in different countries and many are taking new hubs in other countries.

Environmental challenges

التحديات البيئية

In recent years voices have been rising to curb climate change caused by green house gases emission. The most direct and severe consequence on the airline industry is the inclusion of airlines in the EU ETS¹ for any flight to/from/via Europe and even for the distance traveled outside European air space. This scheme has been applicable for some time in the EU but not on airlines, it will be applicable in a couple of years time. Airlines are allowed a certain amount of CO₂ to emit; If it does more than this amount it will pay and if less it can sell the remaining allowance in the market.

Many airlines and aviation bodies called against this scheme as the European Union has no right to charge foreign airlines for their emissions especially outside the EU but at the end, it went through.

IATA was one of the organizations against the scheme. They declared that the airline industry is only responsible for 2% of carbon emission and most of this was due bad infrastructure and operational inefficiencies. They put a four pillar strategy consisting of plans on technology, operations, infrastructure and economic measures.

For more on this issue you can visit: <http://www.enviro.aero/>.

تعالى الأصوات في السنوات الأخيرة منادية بوقف التغير المناخي الذي يسببه الاحتباس الحراري. و كانت الضربة الأقوى على شركات الطيران حين وافق برلمان الإتحاد الأوروبي على تطبيق ضريبة على الإنبعاثات الغازية للطائرات وفق ما يسمى نظام التداول بالانبعاثات الغازية على الرغم من معارضة كبيرة من الشركات والمنظمات.

في المقابل وضعت المنظمة العالمية للنقل الجوي خطة لتحسين أداء الشركات بتوصيات حول التقنيات و البنية التحتية و العمليات و الدعم الاقتصادي.

¹ European Union Emissions Trading Scheme

Consolidation

At some point of time everybody – including the International Air Transport Association – was calling against consolidation. The point was that merger between airlines will give them better control on the market so they can fix routes and prices effectively to their benefit. Consequently the passenger will not get the best service which was guaranteed by competition in the free markets.

Nowadays, the word on every tongue in the industry seems to be consolidation. The biggest merger yet was between Delta and Northwest in USA creating the biggest airline in the world. Another big merger was between KLM and Air France. There are a lot of talks about mergers all over the world.

The reason for this shift in thinking was due to many reasons. In the United States it was due to congested domestic travel market leading to many inefficiencies and bad customer experiences. It was also advocated as the only way airlines can face the economic turmoil.

In fact, many governments are now giving a green light for consolidation because they feel that their airlines will need to be united to be able to grow more efficient and not cause much more trouble if they fail.

Nobody knows yet what are the long term effects of consolidation on airline market, but for sure there will be many of them and time will tell if the passenger will be better served or not.

منذ زمن ليس ببعيد كان الجميع يرفض فكرة اندماج الشركات لأنها تؤدي إلى التحكم بالسوق و الأسعار و بالتالي خدمة أسوأ للركاب. كانت الفكرة أن الركاب سيحصلون على خدمة أفضل في ظل منافسة بين الشركات وفق قواعد السوق. تغيرت هذه الفكرة اليوم و أصبحت كلمة الإندماج على كل لسان. أهم الإندماجات التي حصلت كان في أمريكا بين دلتا و نورثوست مشكلا أكبر شركة في العالم. و الحديث عن الإندماج موجود في أوروبا و الصين و الهند و حتى في الشرق الأوسط.

هنالك عدة أسباب وراء هذا التغيير. ففي الولايات المتحدة كان السبب هو الازحام الكبير في السوق الداخلية و الذي أدى إلى مشاكل عديدة مع الركاب. كما كان السبب أيضا هو مواجهة الأزمة المالية. في الحقيقة أن معظم الدول بدأت تغض الطرف عن موضوع الإندماج لاعتقادها أن شركاتها لن تكون قادرة على المنافسة إلا إذا اتحدت. و على أية حال فإن تكلفة الإندماج لن تكون بمقدار الخسارة الكبرى إذا فشلت هذه الشركات.

New Global Hubs in the Middle East

المراكز العالمية الجديدة في الشرق الأوسط

Some would argue that the great expansion in the gulf area is a great bubble that will burst resulting in huge over-capacity. Other researchers and observers argue that this will not happen because the fundamentals of the industry are changing on the first place. If this expansion happened 10 years ago it would be very different from the world today. And this is because of many reasons.

- The liberalization of the aviation market will enable those hubs to play a greater role than ever and will give airlines operating in those hubs opportunities to enter new markets better than ever before.
- New aircrafts capable of flying very long distances will permit non-stop services to virtually any point in the world.
- Airlines and airports in this region are operating in booming economies which will both make use of the airlines' networks to grow and at the same time give them the necessary demand they need to grow further.

This will be the case, or at least, so the airlines and the airports of the region are betting.

البعض من المراقبين يقول أن التوسع الهائل في منطقة الخليج في شركات الطيران و المطارات ما هو إلا فقاعة ستنفجر لتتجم عن استيعاب زائد كثيرا عن الحاجة الفعلية. البعض الآخر يقول أن صناعة الطيران تغيرت اليوم لشكل لن تفشل معه هذه المحاولات و هنالك عدة أسباب لذلك.

أولها أن الانفتاح الذي يشهده العالم اليوم سوف يساعد هذه المطارات على أن تكون مراكز عالمية كما و أنه سوف يتيح المجال للشركات العاملة بدخول أسواق لم تدخلها من قبل. كما أن الطائرات المصنعة حديثا و القدرة على الطيران مسافات واسعة سوف يمكن الشركات في هذه المنطقة من الطيران إلى أي نقطة في العالم دون توقف. و الأهم أن الاقتصادات التي تعمل بها هذه الشركات تمر بمرحلة نمو هائل سوف يساعدها على النمو.

IATA “Simplifying the Business” Initiative

مبادرة منظمة النقل الجوي العالمية لتبسيط عمل شركات الطيران

The move of IATA airlines which constitute more than 93% of scheduled global air traffic to electronic ticketing in Jun 2008 was a great shift in the industry. This move was part of an initiative by IATA called “Simplifying the business” or “StB”.

The initiative includes other moves besides electronic ticketing. Those include:

- Bar Coded Boarding Pass (BCBP)
- E-Freight (EF)
- Common Use Self-Service kiosks (CUSS)
- Radio Frequency Identification (RFID) in baggage handling

We are beginning to see the result of those initiatives as many airlines have implemented the Bar Coded Boarding Pass which you receive on your mobile.

When those moves come into reality we will be able to travel using our electronic tickets, using kiosks designed for use by all airlines and board the flight by waiving our mobile devices at the gate.

For more information about StB and up-to-date information about implementation you can go to: www.iata.org/stbsupportportal.

كانت النقلة النوعية إلى التذكرة الإلكترونية في حزيران 2008 من أحد مبادرات المنظمة الأكثر نجاحاً حين انتقلت الشركات الأعضاء فيها و الذين يشكلون أكثر من 96% من الرحلات المجدولة العالمية إلى التذكرة الإلكترونية بشكل كامل. كان هذا ضمن مبادرة أكبر للمنظمة تسميها مبادرة تبسيط العمل (أو StB). تلك المبادرة تتضمن إلى جانب التذاكر الإلكترونية العديد من النقلات النوعية.

من المؤكد أن شكل مجال الطيران سيختلف كلياً عندما تنتقل كل هذه المبادرات إلى العمل بشكل كامل. حينها سنتمكن من السفر بتذكرة إلكترونية و نستخدم الأكشاك المعدة لاستخدام أي شركة طيران ثم ندخل الطائرة بالتلويح بالجهاز النقال أمام جهاز على البوابة.

Chapter: 2

الجزء الثاني

General Background

نظرة عامة

What will you learn in this chapter:

- What are the limitations of airlines liability, and where did it come from?
 - What governs Civil Aviation in the world?
 - What are the freedoms of Traffic?
 - How do airlines exchange tickets?
- ما هي حدود مسؤولية الشركات و من أين جاءت؟
 - ما الذي يحكم الطيران المدني في العالم؟
 - ما هي حريات أو حقوق النقل؟
 - كيف تتبادل الشركات مستندات السفر؟

Resources used in this chapter:

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ICAO homepage. ICAO Promote understanding and security through cooperative aviation regulation. *International Civil Aviation Organization.* [Online] <http://www.icao.int/>.

Passenger Air Tariff General Rule, IATA & SITA. Jul 2008.

* Available on the books website <http://www.taxiway.org>

¹ Available from IATA.org website, agents home <http://iata.org/whatwedo/travel-tourism/>

The Legal Framework

الإطار القانوني

There are a lot of governmental and international regulations that govern airlines' operations. There are country specific regulations, area specific regulation (like the EU) and there are international conventions.

For the purpose of this book, I will be discussing the major conventions and regulations which we may need to know about. It is not likely to be dealing directly with those issues but we will know why we are doing many things in our day to day work.

And who knows in which place you will be in the future.

هنالك الكثير من القوانين و الأنظمة و الاتفاقيات الدولية التي تحكم عمل شركات الطيران. البعض منها محلي أو إقليمي أو متعارف عليه دولياً. سنتحدث في هذا الكتاب عن أهم هذه القوانين التي يمكن أن نتعامل معها في عملنا اليومي. في الواقع أنه من المستبعد أن نحتاج التعامل مع هذه الأشياء بشكل مباشر. لكن من بدري في أي موقع سوف تكون في المستقبل.

New terms in this chapter

تعريف مهمة جديدة في هذا الجزء

- **Aircraft registration**

A code for an aircraft reflecting the nationality and a unique number for each aircraft. As required by the Chicago Convention, aircraft nationality and registration should be clearly shown on an aircraft engaged in international air navigation.

- **Baggage check**

A document which the carrier receiving passenger luggage is supposed to give to the passenger containing information about the luggage and origin and destination. The passenger ticket designed by IATA is called passenger ticket and baggage check to comply with this requirement. The baggage check was required by the Hague protocol 1955¹ replacing what was called a luggage ticket in Warsaw convention. The 'baggage check' is not mentioned in Montreal convention 1999.

¹ Refer to Warsaw Convention in this chapter

- **Baggage declared value**
The value of the baggage or goods declared by the passenger at the time of check in to establish the carrier's liability in case of damage and determine the additional charges.
- **Baggage identification tag / strap tag**
A document issued by the carrier solely for identification of checked baggage. It is comprised of two parts; the baggage strap tag is attached to the baggage item and the identification tag portion is given to the passenger.
- **Carrier: (Airline):**
An enterprise operating aircraft for commercial purposes which:
 1. Performs scheduled or non-scheduled air transport services, or both, which are available to the public for carriage of passengers, mail and/or cargo.
 2. Is certified for such purposes by the civil aviation authority of the state in which it is established.
- **Chicago Convention (Civil Aviation Convention)**
The convention on International Civil Aviation signed in Chicago 1944 and which came into force in 1947.¹
- **Claim**
A written demand for compensation prepared and signed by or on behalf of the passenger, and in the case of baggage, containing an itemized list and value of goods for which compensation is being requested.
- **Convention (The convention)(Warsaw Convention)(Montreal Convention)**
The convention for the unification of certain rules relating to the international carriage by air signed at Warsaw, 1929, or as amended by The Hague Protocol 1955, the Guatemala City Protocol 1971, or the additional protocols as signed in Montreal 1975. Or the convention for the unification of certain rules relating to the international carriage by air signed at Montreal 1999 replacing the Warsaw Convention above.
- **Damage**
Includes death, injury, delay, loss, partial loss or other damage of whatsoever nature arising out of or in connection with carriage or other services performed by the carrier.
- **Force majeure**
Unusual and unforeseeable circumstances beyond one's control, the consequences of which could not have been avoided even if all due care had been exercised.
- **Freedoms of the air**
Traffic rights exchanged between countries in bilateral or multilateral air service

¹ More information about the convention in this chapter

agreements. In spite of them being called freedoms, they are not available to any airline.

- **IATA**

International Air Transportation Association; established in 1945 with the mission to represent, lead and serve the airline industry. Home page (www.iata.org)

- **ICAO**

International Civil Aviation Organization created by the Chicago convention. Home page (www.icao.int)

- **IMF**

International Monetary Fund. An international organization that monitors economic and financial developments and supports countries with loans and technical assistance. Home page (www.imf.org)

- **Interline transportation**

Transportation on the services of more than one airline.

- **International carriage**

(As defined by the convention) any carriage in which, according to the contract made by the parties, the place of departure and the place of destination, whether or not there be a break in the carriage or a transshipment, are situated either within the territories of two High Contracting Parties, or within the territory of a single High Contracting Party, if there is an agreed stopping place within a territory subject to the sovereignty, suzerainty, mandate or authority of another Power, even though that Power is not a party to the Convention.

- **Special Drawing Rights**

An international reserve asset created by the International Monetary Fund – IMF in 1969 to supplement the existing official reserves of member countries. Its value is based on a basket of key international currencies.¹

¹ For More information about the SDR visit <http://www.imf.org/external/np/exr/facts/sdr.htm>

Warsaw / Montreal Convention

إتفاقية وارسو / مونتريال

Warsaw Convention is one of the earliest in the aviation history. But when we talk about Warsaw convention we must talk about half a dozen of protocols and amendment to it. Eventually, it was replaced and its amendments by the Montreal convention on 1999.

The convention was signed in Warsaw 1929, a long time ago. It was then amended at The Hague in 1955. Another amendment was made in 1971 in Guatemala City. In 1975 several protocols know as Montreal additional protocols were made to change the convention as well. All those changes were made to modernize and add new provisions to comply with modern requirements.

In 1999 in Montreal, a new convention with the same name was signed. It was made as a replacement to the old convention with all its amendments.

The convention's full name is: "The Convention for the Unification of Certain Rules Relating to International Carriage by Air". From the name, we conclude that it is concerned with unifying and putting standards to air transportation. It applies to all international carriage of persons, baggage or cargo performed by air.

We have to say that the Warsaw convention was not so popular among passengers. This was because it didn't only put standards to air traffic; it also had a very important provision to limit the carriers' liability in case of damage. You, as a passenger, have the right to compensation in case of damage. The Warsaw convention (and its amendments) was used as a legal instrument to limit this liability. So no matter how much the damage costs you, the maximum amount you are entitled to is predefined by this convention. This is why the USA objected to it, and had different provisions for liability which you could see mentioned in the ticket cover.

Montreal convention 1999 (which was signed by USA) came with a considerable improvement on this issue as it didn't allow the carrier to limit or exclude its liability in case of death or bodily injury if the damage arising in this case is less than 100,000 SDRs¹.

In this book I will be discussing the Montreal convention only because it supersedes other conventions and most countries have agreed to it.

The convention comes in five chapters; the most important of which are the second and the third. The full text of the convention is available in this book.

¹ Special Drawing Rights. A unit created by the IMF. See definitions above.

Documentation and duties:

The second chapter of the convention handles the issue of documentation and duties of air carriers relating to the air carriage. The main issues are the following:

- In the transportation of passengers, the passenger must be given a travel document containing information about the route. The document may be substituted by “any other means which preserves the information”. This means that electronic ticket is allowed.
- The carrier shall give the passenger a baggage identification tag for each piece of checked baggage.
- The carrier shall deliver a notice that in case of international transportation the convention is applicable and it may limit the carrier’s liability in case of damage.
- In the transportation of cargo the carrier shall provide and air waybill.

Liability and the extent of compensation for damage:

The third chapter defines carriers’ liability in several cases of damage. Those cases are:

- Death or bodily injury
- Destruction, damage or loss of checked baggage
- Destruction, damage or loss of cargo
- Delay of passengers, baggage or cargo

تعتبر اتفاقية وارسو من أقدم الاتفاقيات في تاريخ الطيران التجاري. وقعت هذه الإتفاقية عام 1929 و عدلت عدة مرات حتى عام 1999 عندما طرحت اتفاقية جديدة في مونتريال بنفس الإسم لتحل محل سابقتها مع كل التعديلات.

إتفاقية وارسو لم تكن ذات شعبية واسعة لدى الركاب. فحيث يحق للراكب التعويض أصولا في حال حدوث أي ضرر له أو لعفشه فإن إتفاقية وارسو تتيح للشركات الحد من مسؤوليتها لقيمة معينة.

جاءت إتفاقية مونتريال ببعض التحسين حيث ألغت هذا التحديد (إلا في بعض الحالات) في حال الموت أو الإصابة الجسدية. و وقعت عليها الولايات المتحدة التي كانت ترفض التوقيع على الإتفاقيات السابقة (لهذا السبب كان يوجد على التذاكر ملاحظات خاصة بمسؤولية الشركة إذا كان السفر لأمريكا).

تتألف الإتفاقية من خمسة أقسام أهمها الثاني الذي يتحدث عن الوثائق التي يجب أن تعطى للراكب و الثالث الذي يحدد قيمة الحد الأعلى لمسؤولية الشركات.

لدي نصيحة صعبة... إقرأ نص الإتفاقية للمزيد من المعلومات.

The limitation of liability amounts are set in units called “Special Drawing Rights”. This unit was made up by the International Monetary Fund in 1969. The SDR is a sort of a virtual currency which has a rate of exchange to most “real” currencies. In the original Warsaw Convention the unit used was the Franc.

Article 21 of the convention states that the carrier shall not be able to limit or exclude its liability if the damage amounted to less than 100,000 Special Drawing Rights¹. If the damage exceeded 100,000 SDR the carrier may try to prove that it is not liable for the damage if it can prove that the damage was due negligence or wrongful act by a third party.

Article 22 discusses other cases of damage. In the case of delay, the carrier's liability is limited to 4,150 SDR. In case of damage to the baggage the carrier's liability is limited to 1,000 SDR for each passenger. In case of damage to the cargo, the carrier's liability is limited to 17 SDR per Kilogram.

One good thing is that the provisions of limitation do not apply if it was proven that the damage was caused by an agent of the company with the intention to do harm. Of course he should be acting within the scope of his employment.

I have a tough advice... read the convention text for more details.

¹ More than 150,00 USD. Refer to the IMF website for the rate of exchange.

Montreal Convention

CONVENTION FOR THE UNIFICATION OF CERTAIN RULES FOR INTERNATIONAL CARRIAGE BY AIR

THE STATES PARTIES TO THIS CONVENTION

RECOGNIZING the significant contribution of the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed in Warsaw on 12 October 1929; hereinafter referred to as the "Warsaw Convention", and other related instruments to the harmonization of private international air law;

RECOGNIZING the need to modernize and consolidate the Warsaw Convention and related instruments;

RECOGNIZING the importance of ensuring protection of the interests of consumers in international carriage by air and the need for equitable compensation based on the principle of restitution;

REAFFIRMING the desirability of an orderly development of international air transport operations and the smooth flow of passengers, baggage and cargo' in accordance with the principles and objectives of the Convention on International Civil Aviation, done at Chicago on 7 December 1944;

CONVINCED that collective State action for further harmonization and codification of certain rules governing international carriage by air through a new Convention is the most adequate means of achieving an equitable balance of interests;

HAVE AGREED AS FOLLOWS:

Chapter I

General Provisions

Article 1- Scope of Application

1. This Convention applies to all international carriage of persons, baggage or cargo performed by aircraft for reward. It applies equally to gratuitous carriage by aircraft performed by an air transport undertaking.

2. For the purposes of this Convention, the expression *international carriage* means any carriage in which, according to the agreement between the parties, the place of departure and the place of destination, whether or not there be a break in the carriage or a transshipment, are situated either within the territories of two States Parties, or within the territory of a single State Party if there is an agreed stopping place within the territory of another State, even if that State is not a State Party. Carriage between two points within the territory of a single State Party without an agreed stopping place within the territory of another State is not international carriage for the purposes of this Convention.

3. Carriage to be performed by several successive carriers is deemed, for the purposes of this Convention, to be one undivided carriage if it has been regarded by the parties as a single operation, whether it had been agreed upon under the form of a single contract or of a series of contracts, and it does not lose its international character merely because one' contract or a series of contracts is to be performed entirely within the territory of the same State.,

4. This Convention applies also to carriage as set out in Chapter V, subject to the terms contained therein.

Article 2 -- Carriage Performed by State and Carriage of Postal Items

1. This Convention applies to carriage performed by the State or by legally constituted public bodies provided it falls within the conditions laid down in Article 1.
2. In the carriage of postal items, the carrier shall be liable only to the relevant postal administration in accordance with the rules applicable to; the relationship between the carriers and the postal administrations.
3. Except as provided in paragraph 2 of this Article, the provisions of this Convention shall not apply to the carriage of postal items.

Chapter II

Documentation and Duties of the Parties :Relating to the Carriage of Passengers,:: Baggage and Cargo

Article 3 - Passengers and Baggage

1. In respect of carriage of passengers, an individual or collective document of carriage shall be delivered containing:
 - (a) an indication of the places of departure and destination;
 - (b) if the places of departure and destination are within the territory of a single State Party, one or more agreed stopping places being within the territory of another State, an indication of at least one such stopping place.
2. Any other means which preserves the information indicated in :paragraph .I may be substituted for the delivery of the document referred to in that paragraph. If any such other means is used, the carrier shall offer to deliver to the passenger a written statement of the information so preserved.
3. The carrier shall deliver to the passenger a baggage identification tag for each piece of checked baggage.
4. The passenger shall be given written notice to the effect that where this Convention is applicable it governs and may limit the liability of carriers in respect of death or injury and for destruction or loss of, or damage to, baggage, and for delay.
5. Non-compliance with the provisions of the foregoing paragraphs shall not affect the existence or the validity of the contract of carriage, which shall, nonetheless, be subject to the rules of this Convention including those relating to limitation of liability:

Article 4 -- Cargo

1. In respect of the carriage of cargo, an air waybill shall be delivered.
2. Any other means which preserves a record of the carriage to be performed may be substituted for the delivery of an air waybill. If such other means are used, the carrier shall, if so requested by the consignor, deliver to the consignor a cargo receipt permitting identification of the consignment and access to the information contained in the record preserved by such other means.

Article 5 - Contents of Air Waybill or Cargo Receipt

The air waybill or the cargo receipt shall include:

- (a) an indication of the places of departure and destination;
- (b) if the places of departure and destination are within the territory of a single State Party, one or more agreed stopping places being within the territory of another State, an indication of at least one such stopping place; and

(c) an indication of the weight of the consignment.

Article 6 - Document Relating to the Nature of the Cargo

The consignor may be required, if necessary to meet the formalities of customs, police and similar public authorities, to deliver a document indicating the nature of the cargo. This provision creates for the carrier no duty, obligation or liability resulting there from.

Article 7 - Description of Air Waybill

1. The air waybill shall be made out by the consignor in three original parts.
2. The first part shall be marked "for the carrier"; it shall be signed by the consignor. The second part shall be marked "for the consignee"; it shall be signed by the consignor and by the carrier. The third part shall be signed by the carrier who shall hand it to the consignor after the cargo has been accepted.
3. The signature of the carrier and that of the consignor may be printed or stamped.'
4. If, at the request of the consignor, the carrier makes out the air waybill, the carrier shall be deemed, subject to proof to the contrary, to have done so on behalf of the consignor.

Article 8 - Documentation for Multiple Packages

When there is more than one package:

- (a) the carrier of cargo has the right to require the consignor to make out separate air waybills;
- (b) the consignor has the right to require the carrier to deliver separate cargo receipts when the other means referred to in paragraph 2 of Article 4 are used.

Article 9 - Non-compliance with Documentary Requirements

Non-compliance with the provisions of Articles 4 to 8 shall not affect the existence or the validity of the contract of carriage, which shall, nonetheless, be subject to the rules of this Convention including those relating to limitation of liability.

Article 10 - Responsibility for Particulars of Documentation

1. The consignor is responsible for the correctness of the particulars and statements relating to the cargo inserted by it or on its behalf in the air waybill or furnished by it or on its behalf to the carrier for insertion in the cargo receipt or for insertion in the record preserved by the other means referred to in paragraph 2 of Article 4. The foregoing shall also apply where the person acting on behalf of the consignor is also the agent of the carrier.
2. The consignor shall indemnify the carrier against all damage suffered by it, or by any other person to whom the carrier is liable, by reason of the irregularity, incorrectness or incompleteness of the particulars and statements furnished by the consignor or on its behalf.
3. Subject to the provisions of paragraphs 1 and 2 of this Article, the carrier shall indemnify the consignor against all damage suffered by it, or by any other person to whom the consignor is liable, by reason of the irregularity, incorrectness or incompleteness of the particulars and statements inserted by the carrier or on its behalf in the cargo receipt or in the record preserved by the other means referred to in paragraph 2 of Article 4.

Article 11- Evidentiary Value of Documentation

1. The air waybill or the cargo receipt is prima facie evidence of the conclusion of the contract, of the acceptance of the cargo and of the conditions of carriage mentioned therein.

2. Any statements in the air waybill or the cargo receipt relating to the weight, dimensions and packing of the cargo, as well as those relating to the number of packages, are prima facie evidence of the facts stated; those relating to the quantity, volume and condition of the cargo do not constitute evidence against the carrier except so far as they both have been, and are stated in the air waybill or the cargo receipt to have been, checked by it in the presence of the consignor, or relate to the apparent condition of the cargo.

Article 12 - Right of Disposition of Cargo

1. Subject to its liability to carry out all its obligations under the contract of carriage, the consignor has the right to dispose of the cargo by withdrawing it at the airport of departure or destination, or by stopping it in the course of the journey on any landing, or by calling for it to be delivered at the place of destination or in the course of the journey to a person other than the consignee originally designated, or by requiring it to be returned to the airport of departure. The consignor must not exercise this right of disposition in such a way as to prejudice the carrier or other consignors and must reimburse any expenses occasioned by the exercise of this right.

2. If it is impossible to carry out the instructions of the consignor, the carrier must so inform the consignor forthwith.

3. If the carrier carries out the instructions of the consignor for the disposition of the cargo without requiring the production of the part of the air waybill or the cargo receipt delivered to the latter, the carrier will be liable, without prejudice to its right of recovery from the consignor, for any damage which may be caused thereby to any person who is lawfully in possession of that part of the air waybill or the cargo receipt.

4. The right conferred on the consignor ceases at the moment when that of the consignee begins in accordance with Article 13. Nevertheless, if the consignee declines to accept the cargo, or cannot be communicated with, the consignor resumes its right of disposition.

Article 13 - Delivery of the Cargo

1. Except when the consignor has exercised its right under Article 12, the consignee is entitled, on arrival of the cargo at the place of destination, to require the carrier to deliver the cargo to it, on payment of the charges due and on complying with the conditions of carriage.

2. Unless it is otherwise agreed, it is the duty of the carrier to give notice to the consignee as soon as the cargo arrives.

3. If the carrier admits the loss of the cargo, or if the cargo has not arrived at the expiration of seven days after the date on which it ought to have arrived, the consignee is entitled to enforce against the carrier the rights which flow from the contract of carriage.

Article 14 - Enforcement of the Rights of Consignor and Consignee

The consignor and the consignee can respectively enforce all the rights given to them by Articles 12 and 13, each in its own name, whether it is acting in its own interest or in the interest of another, provided that it carries out the obligations imposed by the contract of carriage.

Article 15 - Relations of Consignor and Consignee or Mutual Relations of Third Parties

1. Articles 12, 13 and 14 do not affect either the relations of the consignor and the consignee with each other or the mutual relations of third parties whose rights are derived either from the consignor or from the consignee.

2. The provisions of Articles 12, 13 and 14 can only be varied by express provision in the air waybill or the cargo receipt.

Article 16 - Formalities of Customs, Police or Other Public Authorities

1. The consignor must furnish such information and such documents as are necessary to meet the formalities of customs, police and any other public authorities before the cargo can be delivered to the consignee. The consignor is liable to the carrier for any damage occasioned by the absence, insufficiency or irregularity of any such information or documents, unless the damage is due to the fault of the carrier, its servants or agents.
2. The carrier is under no obligation to enquire into the correctness or sufficiency of such information or documents.

Chapter III

Liability of the Carrier and Extent of Compensation for Damage

Article 17 - Death and Injury of Passengers - Damage to Baggage

1. The carrier is liable for damage sustained in case of death or bodily injury of a passenger upon condition only that the accident which caused the death or injury took place on board the aircraft or in the course of any of the operations of embarking or disembarking.
2. The carrier is liable for damage sustained in case of destruction or loss of, or of damage to, checked baggage upon condition only that the event which caused the destruction, loss or damage took place on board the aircraft or during any period within which the checked baggage was in the charge of the carrier. However, the carrier is not liable if and to the extent that the damage resulted from the inherent defect, quality or vice of the baggage. In the case of unchecked baggage, including personal items, the carrier is liable if the damage resulted from its fault or that of its servants or agents.
3. If the carrier admits the loss of the checked baggage, or if the checked baggage has not arrived at the expiration of twenty-one days after the date on which it ought to have arrived, the passenger is entitled to enforce against the carrier the rights which flow from the contract of carriage.
4. Unless otherwise specified, in this Convention the term "baggage" means both checked baggage and unchecked baggage.

Article 18 -- Damage to Cargo

1. The carrier is liable for damage sustained in the event of the destruction or loss of, or damage to, cargo upon condition only that the event which caused the damage so sustained took place during the carriage by air.
2. However, the carrier is not liable if and to the extent it proves that the destruction, or loss of, or damage to, the cargo resulted from one or more of the following:
 - (a) inherent defect, quality or vice of that cargo;
 - (b) defective packing of that cargo performed by a person other than the carrier or its servants or agents;
 - (c) an act of war or an armed conflict;
 - (d) an act of public authority carried out in connection with the entry, exit or transit of the cargo.
3. The carriage by air within the meaning of paragraph 1 of this Article comprises the period during which the cargo is in the charge of the carrier.

4. The period of the carriage by air does not extend to any carriage by land, by sea or by inland waterway performed outside an airport. If, however, such carriage takes place in the performance of a contract for carriage by air, for the purpose of loading, delivery or transshipment, any damage is presumed, subject to proof to the contrary, to have been the result of an event which took place during the carriage by air. If a carrier, without the consent of the consignor, substitutes carriage by another mode of transport for the whole or part of a carriage intended by the agreement between the parties to be carriage by air, such carriage by another mode of transport is deemed to be within the period of carriage by air.

Article 19 - Delay

The carrier is liable for damage occasioned by delay in the carriage by air of passengers, baggage or cargo. Nevertheless, the carrier shall not be liable for damage occasioned by delay if it proves that it and its servants and agents took all measures that could reasonably be required to avoid the damage or that it was impossible for it or them to take such measures.

Article 20 - Exoneration

If the carrier proves that the damage was caused or contributed to by the negligence or other wrongful act or omission of the person claiming compensation, or the person from whom he or she derives his or her rights, the carrier shall be wholly or partly exonerated from its liability to the claimant to the extent that such negligence or wrongful act or omission caused or contributed to the damage. When by reason of death or injury of a passenger compensation is claimed by a person other than the passenger, the carrier shall likewise be wholly or partly exonerated from its liability to the extent that it proves that the damage was caused or contributed to by the negligence or other wrongful act or omission of that passenger. This Article applies to all the liability provisions in this Convention, including paragraph 1 of Article 21.

Article 21- Compensation in Case of Death or Injury of Passengers

1. For damages arising under paragraph 1 of Article 17 not exceeding 100 000 Special Drawing Rights for each passenger, the carrier shall not be able to exclude or limit its liability.
2. The carrier shall not be liable for damages arising under paragraph 1 of Article 17 to the extent that they exceed for each passenger 100 000 Special Drawing Rights if the carrier proves that:
 - (a) such damage was not due to the negligence or other wrongful act or omission of the carrier or its servants or agents; or
 - (b) such damage was solely due to the negligence or other wrongful act or omission of a third party.

Article 22 - Limits of Liability in Relation to Delay, Baggage and Cargo

1. In the case of damage caused by delay as specified in Article 19 in the carriage of persons, the liability of the carrier for each passenger is limited to 4 150 Special Drawing Rights.
2. In the carriage of baggage, the liability of the carrier in the case of destruction, loss, damage or delay is limited to 1 000 Special Drawing Rights for each passenger unless the passenger has made, at the time when the checked baggage was handed over to the carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum if the case so requires. In that case the carrier will be liable to pay a sum not exceeding the declared sum, unless it proves that the sum is greater than the passenger's actual interest in delivery at destination.

3. In the carriage of cargo, the liability of the carrier in the case of destruction, loss, damage or delay is limited to a sum of 17 Special Drawing Rights per kilogramme, unless the consignor has made, at the time when the package was handed over to the carrier, a special declaration of interest in delivery at destination and has paid a supplementary sum if the case so requires. In that case the carrier will be liable to pay a sum not exceeding the declared sum, unless it proves that the sum is greater than the consignor's actual interest in delivery at destination.

4. In the case of destruction, loss, damage or delay of part of the cargo, or of any object contained therein, the weight to be taken into consideration in determining the amount to which the carrier's liability is limited shall be only the total weight of the package or packages concerned. Nevertheless, when the destruction, loss, damage or delay of a part of the cargo, or of an object contained therein, affects the value of other packages covered by the same air waybill, or the same receipt or, if they were not issued, by the same record preserved by the other means referred to in paragraph 2 of Article 4, the total weight of such package or packages shall also be taken into consideration in determining the limit of liability.

5. The foregoing provisions of paragraphs 1 and 2 of this Article shall not apply if it is proved that the damage resulted from an act or omission of the carrier, its servants or agents, done with intent to cause damage or recklessly and with knowledge that damage would probably result; provided that, in the case of such act or omission of a servant or agent, it is also proved that such servant or agent was acting within the scope of its employment.

6. The limits prescribed in Article 21 and in this Article shall not prevent the court from awarding, in accordance with its own law, in addition, the whole or part of the court costs and of the other expenses of the litigation incurred by the plaintiff, including interest. The foregoing provision shall not apply if the amount of the damages awarded, excluding court costs and other expenses of the litigation, does not exceed the sum which the carrier has offered in writing to the plaintiff within a period of six months from the date of the occurrence causing the damage, or before the commencement of the action, if that is later.

Article 23 - Conversion of Monetary Units

1. The sums mentioned in terms of Special Drawing Right in this Convention shall be deemed to refer to the Special Drawing Right as defined by the International Monetary Fund. Conversion of the sums into national currencies shall, in case of judicial proceedings, be made according to the value of such currencies in terms of the Special Drawing Right at the date of the judgment. The value of a national currency, in terms of the Special Drawing Right, of a State Party which is a Member of the International Monetary Fund, shall be calculated in accordance with the method of valuation applied by the International Monetary Fund, in effect at the date of the judgment, for its operations and transactions. The value of a national currency, in terms of the Special Drawing Right, of a State Party which is not a Member of the International Monetary Fund, shall be calculated in a manner determined by that State.

2. Nevertheless, those States which are not Members of the International Monetary Fund and whose law does not permit the application of the provisions of paragraph 1 of this Article may, at the time of ratification or accession or at any time thereafter, declare that the limit of liability of the carrier prescribed in Article 21 is fixed at a sum of 1 500 000 monetary units per passenger in judicial proceedings in their territories; 62 500 monetary units per passenger with respect to paragraph 1 of Article 22; 15 000 monetary units per passenger with respect to paragraph 2 of Article 22; and 250 monetary units per kilogramme with respect to paragraph 3 of Article 22. This monetary unit corresponds to sixty-five and a half milligrammes of gold of millesimal fineness nine hundred. These sums may be converted into the national currency concerned in round figures. The conversion of these sums into national currency shall be made according to the law of the State concerned.

3. The calculation mentioned in the last sentence of paragraph 1 of this Article and the conversion method mentioned in paragraph 2 of this Article shall be made in such manner as to express in the national currency of the State Party as far as possible the same real value for the amounts in Articles 21 and 22 as would result from the application of the first three sentences of paragraph 1 of this Article. States Parties shall communicate to the depositary the manner of calculation pursuant to paragraph 1 of this Article, or the result of the conversion in paragraph 2 of this Article as the case may be, when depositing an instrument of ratification, acceptance, approval of or accession to this Convention and whenever there is a change in either.

Article 24 - Review of Limits

1. Without prejudice to the provisions of Article 25 of this Convention and subject to paragraph 2 below, the limits of liability prescribed in Articles 21, 22 and 23 shall be reviewed by the Depositary at five-year intervals, the first such review to take place at the end of the fifth year following the date of entry into force of this Convention, or if the Convention does not enter into force within five years of the date it is first open for signature, within the first year of its entry into force, by reference to an inflation factor which corresponds to the accumulated rate of inflation since the previous revision or in the first instance since the date of entry into force of the Convention. The measure of the rate of inflation to be used in determining the inflation factor shall be the weighted average of the annual rates of increase or decrease in the Consumer Price Indices of the States whose currencies comprise the Special Drawing Right mentioned in paragraph 1 of Article 23.

2. If the review referred to in the preceding paragraph concludes that the inflation factor has exceeded 10 per cent, the Depositary shall notify States Parties of a revision of the limits of liability. Any such revision shall become effective six months after its notification to the States Parties. If within three months after its notification to the States Parties a majority of the States Parties register their disapproval, the revision shall not become effective and the Depositary shall refer the matter to a meeting of the States Parties. The Depositary shall immediately notify all States Parties of the coming into force of any revision.

3. Notwithstanding paragraph 1 of this Article, the procedure referred to in paragraph 2 of this Article shall be applied at any time provided that one-third of the States Parties express a desire to that effect and upon condition that the inflation factor referred to in paragraph 1 has exceeded 30 per cent since the previous revision or since the date of entry into force of this Convention if there has been no previous revision. Subsequent reviews using the procedure described in paragraph 1 of this Article will take place at five-year intervals starting at the end of the fifth year following the date of the reviews under the present paragraph.

Article 25 - Stipulation on Limits

A carrier may stipulate that the contract of carriage shall be subject to higher limits of liability than those provided for in this Convention or to no limits of liability whatsoever.

Article 26 - Invalidity of Contractual Provisions

Any provision tending to relieve the carrier of liability or to fix a lower limit than that which is laid down in this Convention shall be null and void, but the nullity of any such provision does not involve the nullity of the whole contract, which shall remain subject to the provisions of this Convention.

Article 27 - Freedom to Contract

Nothing contained in this Convention shall prevent the carrier from refusing to enter into any contract of carriage, from waiving any defences available under the Convention, or from laying down conditions which do not conflict with the provisions of this Convention.

Article 28 - Advance Payments

In the case of aircraft accidents resulting in death or injury of passengers, the carrier shall, if required by its national law, make advance payments without delay to a natural person or persons who are entitled to claim compensation in order to meet the immediate economic needs of such persons. Such advance payments shall not constitute a recognition of liability and may be offset against any amounts subsequently paid as damages by the carrier.

Article 29 - Basis of Claims

In the carriage of passengers, baggage and cargo, any action for damages, however founded, whether under this Convention or in contract or in tort or otherwise, can only be brought subject to the conditions and such limits of liability as are set out in this Convention without prejudice to the question as to who are the persons who have the right to bring suit and what are their respective rights. In any such action, punitive, exemplary or any other non-compensatory damages shall not be recoverable.

Article 30 - Servants, Agents - Aggregation of Claims

1. If an action is brought against a servant or agent of the carrier arising out of damage to which the Convention relates, such servant or agent, if they prove that they acted within the scope of their employment, shall be entitled to avail themselves of the conditions and limits of liability which the carrier itself is entitled to invoke under this Convention.
2. The aggregate of the amounts recoverable from the carrier, its servants and agents, in that case, shall not exceed the said limits.
3. Save in respect of the carriage of cargo, the provisions of paragraphs 1 and 2 of this Article shall not apply if it is proved that the damage resulted from an act or omission of the servant or agent done with intent to cause damage or recklessly and with knowledge that damage would probably result.

Article 31- Timely Notice of Complaints

1. Receipt by the person entitled to delivery of checked baggage or cargo without complaint is prima facie evidence that the same has been delivered in good condition and in accordance with the document of carriage or with the record preserved by the other means referred to in paragraph 2 of Article 3 and paragraph 2 of Article 4.
2. In the case of damage, the person entitled to delivery must complain to the carrier forthwith after the discovery of the damage, and, at the latest, within seven days from the date of receipt in the case of checked baggage and fourteen days from the date of receipt in the case of cargo. In the case of delay, the complaint must be made at the latest within twenty-one days from the date on which the baggage or cargo have been placed at his or her disposal.
3. Every complaint must be made in writing and given or dispatched within the times aforesaid.
4. If no complaint is made within the times aforesaid, no action shall lie against the carrier, save in the case of fraud on its part.

Article 32 - Death of Person Liable

In the case of the death of the person liable, an action for damages lies in accordance with the terms of this Convention against those legally representing his or her estate.

Article 33 - Jurisdiction

1. An action for damages must be brought, at the option of the plaintiff, in the territory of one of the States Parties, either before the court of the domicile of the carrier or of its principal place of business, or where it has a place of business through which the contract has been made or before the court at the place of destination.
2. In respect of damage resulting from the death or injury of a passenger, an action may be brought before one of the courts mentioned in paragraph 1 of this Article, or in the territory of a State Party in which at the time of the accident the passenger has his or her principal and permanent residence and to or from which the carrier operates services for the carriage of passengers by air, either on its own aircraft, or on another carrier's aircraft pursuant to a commercial agreement, and in which that carrier conducts its business of carriage of passengers by air from premises leased or owned by the carrier itself or by another carrier with which it has a commercial agreement.
3. For the purposes of paragraph 2,
 - (a) "commercial agreement" means an agreement, other than an agency agreement, made between carriers and relating to the provision of their joint services for carriage of passengers by air;
 - (b) "principal and permanent residence" means the one fixed and permanent abode of the passenger at the time of the accident. The nationality of the passenger shall not be the determining factor in this regard.
4. Questions of procedure shall be governed by the law of the court seised of the case.

Article 34 - Arbitration

1. Subject to the provisions of this Article, the parties to the contract of carriage for cargo may stipulate that any dispute relating to the liability of the carrier under this Convention shall be settled by arbitration. Such agreement shall be in writing.
2. The arbitration proceedings shall, at the option of the claimant, take place within one of the jurisdictions referred to in Article 33.
3. The arbitrator or arbitration tribunal shall apply the provisions of this Convention.
4. The provisions of paragraphs 2 and 3 of this Article shall be deemed to be part of every arbitration clause or agreement, and any term of such clause or agreement which is inconsistent therewith shall be null and void.

Article 35 - Limitation of Actions

1. The right to damages shall be extinguished if an action is not brought within a period of two years, reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.
2. The method of calculating that period shall be determined by the law of the court seised of the case.

Article 36 - Successive Carriage

1. In the case of carriage to be performed by various successive carriers and falling within the definition set out in paragraph 3 of Article 1, each carrier which accepts passengers, baggage or cargo is subject to the rules set out in this Convention and is deemed to be one of the parties to the contract of carriage in so far as the contract deals with that part of the carriage which is performed under its supervision.

2. In the case of carriage of this nature, the passenger or any person entitled to compensation in respect of him or her can take action only against the carrier which performed the carriage during which the accident or the delay occurred, save in the case where, by express agreement, the first carrier has assumed liability for the whole journey.

3. As regards baggage or cargo, the passenger or consignor will have a right of action against the first carrier, and the passenger or consignee who is entitled to delivery will have a right of action against the last carrier, and further, each may take action against the carrier which performed the carriage during which the destruction, loss, damage or delay took place. These carriers will be jointly and severally liable to the passenger or to the consignor or consignee.

Article 37 - Right of Recourse against Third Parties

Nothing in this Convention shall prejudice the question whether a person liable for damage in accordance with its provisions has a right of recourse against any other person.

Chapter IV

Combined Carriage

Article 38 - Combined Carriage

1. In the case of combined carriage performed partly by air and partly by any other mode of carriage, the provisions of this Convention shall, subject to paragraph 4 of Article 18, apply only to the carriage by air, provided that the carriage by air falls within the terms of Article 1.

2. Nothing in this Convention shall prevent the parties in the case of combined carriage from inserting in the document of air carriage conditions relating to other modes of carriage, provided that the provisions of this Convention are observed as regards the carriage by air.

Chapter V

Carriage by Air Performed by a Person other than the Contracting Carrier

Article 39 - Contracting Carrier - Actual Carrier

The provisions of this Chapter apply when a person (hereinafter referred to as "the contracting carrier") as a principal makes a contract of carriage governed by this Convention with a passenger or consignor or with a person acting on behalf of the passenger or consignor, and another person (hereinafter referred to as "the actual carrier") performs, by virtue of authority from the contracting carrier, the whole or part of the carriage, but is not with respect to such part a successive carrier within the meaning of this Convention. Such authority shall be presumed in the absence of proof to the contrary.

Article 40 -- Respective Liability of Contracting and Actual Carriers

If an actual carrier performs the whole or part of carriage which, according to the contract referred to in Article 39, is governed by this Convention, both the contracting carrier and the actual carrier shall, except as otherwise provided in this Chapter, be subject to the rules of this Convention, the former for the whole of the carriage contemplated in the contract, the latter solely for the carriage which it performs.

Article 41- Mutual Liability

1. The acts and omissions of the actual carrier and of its servants and agents acting within the scope of their employment shall, in relation to the carriage performed by the actual carrier, be deemed to be also those of the contracting carrier.

2. The acts and omissions of the contracting carrier and of its servants and agents acting within the scope of their employment shall, in relation to the carriage performed by the actual carrier, be deemed to be also those of the actual carrier. Nevertheless, no such act or omission shall subject the actual carrier to liability exceeding the amounts referred to in Articles 21, 22, 23 and 24. Any special agreement under which the contracting carrier assumes obligations not imposed by this Convention or any waiver of rights or defences conferred by this Convention or any special declaration of interest in delivery at destination contemplated in Article 22 shall not affect the actual carrier unless agreed to by it.

Article 42 - Addressee of Complaints and Instructions

Any complaint to be made or instruction to be given under this Convention to the carrier shall have the same effect whether addressed to the contracting carrier or to the actual carrier. Nevertheless, instructions referred to in Article 12 shall only be effective if addressed to the contracting carrier.

Article 43 - Servants and Agents

In relation to the carriage performed by the actual carrier, any servant or agent of that carrier or of the contracting carrier shall, if they prove that they acted within the scope of their employment, be entitled to avail themselves of the conditions and limits of liability which are applicable under this Convention to the carrier whose servant or agent they are, unless it is proved that they acted in a manner that prevents the limits of liability from being invoked in accordance with this Convention.

Article 44 - Aggregation of Damages

In relation to the carriage performed by the actual carrier, the aggregate of the amounts recoverable from that carrier and the contracting carrier, and from their servants and agents acting within the scope of their employment, shall not exceed the highest amount which could be awarded against either the contracting carrier or the actual carrier under this Convention, but none of the persons mentioned shall be liable for a sum in excess of the limit applicable to that person.

Article 45 - Addressee of Claims

In relation to the carriage performed by the actual carrier, an action for damages may be brought, at the option of the plaintiff, against that carrier or the contracting carrier, or against both together or separately.

If the action is brought against only one of those carriers, that carrier shall have the right to require the other carrier to be joined in the proceedings, the procedure and effects being governed by the law of the court seised of the case.

Article 46 - Additional Jurisdiction

Any action for damages contemplated in Article 45 must be brought, at the option of the plaintiff, in the territory of one of the States Parties, either before a court in which an action may be brought against the contracting carrier, as provided in Article 33, or before the court having jurisdiction at the place where the actual carrier has its domicile or its principal place of business.

Article 47 - Invalidity of Contractual Provisions

Any contractual provision tending to relieve the contracting carrier or the actual carrier of liability under this Chapter or to fix a lower limit than that which is applicable according to this Chapter shall be null and void, but the nullity of any such provision does not involve the nullity of the whole contract, which shall remain subject to the provisions of this Chapter.

Article 48 - Mutual Relations of Contracting and Actual Carriers

Except as provided in Article 45, nothing in this Chapter shall affect the rights and obligations of the carriers between themselves, including any right of recourse or indemnification.

Chapter VI

Other Provisions

Article 49 - Mandatory Application

Any clause contained in the contract of carriage and all special agreements entered into before the damage occurred by which the parties purport to infringe the rules laid down by this Convention, whether by deciding the law to be applied, or by altering the rules as to jurisdiction, shall be null and void.

Article 50 - Insurance

States Parties shall require their carriers to maintain adequate insurance covering their liability under this Convention. A carrier may be required by the State Party into which it operates to furnish evidence that it maintains adequate insurance covering its liability under this Convention.

Article 51- Carriage Performed in Extraordinary Circumstances

The provisions of Articles 3 to 5, 7 and 8 relating to the documentation of carriage shall not apply in the case of carriage performed in extraordinary circumstances outside the normal scope of a carrier's business.

Article 52 -- Definition of Days

The expression "days" when used in this Convention means calendar days, not working days.

Chapter VII Final Clauses

Article 53 - Signature, Ratification and Entry into Force

1. This Convention shall be open for signature in Montreal on 28 May 1999 by States participating in the International Conference on Air Law held at Montreal from 10 to 28 May 1999. After 28 May 1999, the Convention shall be open to all States for signature at the Headquarters of the International Civil Aviation Organization in Montreal until it enters into force in accordance with paragraph 6 of this Article.
2. This Convention shall similarly be open for signature by Regional Economic Integration Organisations. For the purpose of this Convention, a "Regional Economic Integration Organisation" means any organisation which is constituted by' sovereign States of a given region which has competence in respect of certain matters governed by this Convention and has been duly authorized to sign and to ratify, accept, approve or accede to this Convention. A reference to a "State Party" or "States Parties" in this Convention; otherwise than in paragraph 2 of Article I, paragraph 1(b) of Article 3, paragraph (b) of Article 5, Articles 23, 33,46 and paragraph (b) of Article 57, applies equally to a Regional Economic Integration Organisation. For the purpose of Article 24, the references to "a majority of the States Parties" and "one-third of the States Parties" shall not apply to a Regional Economic Integration Organisation.
3. This Convention shall be subject to ratification by States and by Regional Economic Integration Organisations which have signed it.
4. Any State or Regional Economic Integration Organisation which does not sign this Convention may accept, approve or accede to it at any time.

5. Instruments of ratification, acceptance, approval or accession shall be deposited with the International Civil Aviation Organization, which is hereby designated the Depositary.
6. This Convention shall enter into force on the sixtieth day following the date of deposit of the thirtieth instrument of ratification, acceptance, approval or accession with the Depositary between the States which have deposited such instrument. An instrument deposited by a Regional Economic Integration Organisation shall not be counted for the purpose of this paragraph.
7. For other States and for other Regional Economic Integration Organisations, this Convention shall take effect sixty days following the date of deposit of the instrument of ratification, acceptance, approval or accession.
8. The Depositary shall promptly notify all signatories and States Parties of:
- (a) each signature of this Convention and date thereof;
 - (b) each deposit of an instrument of ratification, acceptance, approval or accession and date thereof,
 - (c) the date of entry into force of this Convention;
 - (d) the date of the coming into force of any revision of the limits of liability established under this Convention;
 - (e) any denunciation under Article 54.

Article 54 - Denunciation

1. Any State Party may denounce this Convention by written notification to the Depositary.
2. Denunciation shall take effect one hundred and eighty days following the date on which notification is received by the Depositary.

Article 55 - Relationship with other Warsaw Convention Instruments

This Convention shall prevail over any rules which apply to international carriage by air:

1. between States Parties to this Convention by virtue of those States commonly being Party to
 - (a) the *Convention for the Unification of Certain Rules Relating to International Carriage by Air* Signed at Warsaw on 12 October 1929 (hereinafter called the Warsaw Convention);
 - (b) the *Protocol to Amend the Convention for the Unification of Certain Rules Relating to International Carriage by Air Signed at Warsaw on 12 October 1929*, Done at The Hague on 28 September 1955 (hereinafter called The Hague Protocol);
 - (c) the *Convention, Supplementary to the Warsaw Convention, for the Unification of Certain Rules Relating to International Carriage by Air Performed by a Person Other than the Contracting Carrier*, signed at Guadalajara on 18 September 1961 (hereinafter called the Guadalajara Convention);
 - (d) the *Protocol to Amend the Convention for the Unification of Certain Rules Relating to International Carriage by Air Signed at Warsaw on 12 October 1929 as Amended by the Protocol Done at The Hague on 28 September 1955* Signed at Guatemala City on 8 March 1971 (hereinafter called the Guatemala City Protocol);
 - (e) Additional Protocol Nos. 1 to 3 and Montreal Protocol No. 4 to amend the Warsaw Convention as amended by The Hague Protocol or the Warsaw Convention as amended by both The Hague Protocol and the Guatemala City Protocol Signed at Montreal on 25 September 1975 (hereinafter called the Montreal Protocols); or
2. within the territory of any single State Party to this Convention by virtue of that State being Party to one or more of the instruments referred to in sub-paragraphs (a) to (e) above.

Article 56 - States with more than one System of Law

1. If a State has two or more territorial units in which different systems of law are applicable in relation to matters dealt with in this Convention, it may at the time of signature, ratification, acceptance, approval or accession declare that this Convention shall extend to all its territorial units or only to one or more of them and may modify this declaration by submitting another declaration at any time.

2. Any such declaration shall be notified to the Depositary and shall state expressly the territorial units to which the Convention applies.

3. In relation to a State Party which has made such a declaration:

(a) references in Article 23 to "national currency" shall be construed as referring to the currency of the relevant territorial unit of that State; and

(b) the reference in Article 28 to "national law" shall be construed as referring to the law of the relevant territorial unit of that State.

Article 57 - Reservations

No reservation may be made to this Convention except that a State Party may at any time declare by a notification addressed to the Depositary that this Convention shall not apply to:

(a) international carriage by air performed and operated directly by that State Party for non-commercial purposes in respect to its functions and duties as a sovereign State; and/or

(b) the carriage of persons, cargo and baggage for its military authorities on aircraft registered in or leased by that State Party, the whole capacity of which has been reserved by or on behalf of such authorities.

IN WITNESS WHEREOF the undersigned Plenipotentiaries, having been duly authorized, have signed this Convention.

DONE at Montreal on the 28th day of May of the year one thousand nine hundred and ninety-nine in the English, Arabic, Chinese, French, Russian and Spanish languages, all texts being equally authentic.

This Convention shall remain deposited in the archives of the International Civil Aviation Organization, and certified copies thereof shall be transmitted by the Depositary to all States Parties to this Convention, as well as to all States Parties to the Warsaw Convention, The Hague Protocol, the Guadalajara Convention, the Guatemala City Protocol, and the Montreal Protocols.

Civil Aviation Convention

اتفاقية الطيران المدني العالمي

The Convention on International Civil Aviation signed in Chicago 7th of December, 1944 was the most important convention in the history of civil aviation.

The convention was made in the final years of World War II with the vision of fostering peace and friendship between countries. The reflection of the vital role aviation played in this war is very clear. I can't help but quote the introduction of the convention:

WHEREAS the future development of international civil aviation can greatly help to create and preserve friendship and understanding among the nations and peoples of the world, yet its abuse can become a threat to the general security; and

WHEREAS it is desirable to avoid friction and to promote that cooperation between nations and peoples upon which the peace of the world depends;

THEREFORE, the undersigned governments having agreed on certain principles and arrangements in order that international civil aviation may be developed in a safe and orderly manner and that international air transport services may be established on the basis of equality of opportunity and operated soundly and economically;

Have accordingly concluded this Convention to that end.

Indeed, the Convention helped to foster international civil aviation and contributed indirectly to the friendship of the world's nations.

The convention is composed of four parts. The first part is concerned with air navigation. It defines many important things which are part and parcel of today's aviation like scheduled and non-scheduled flights, nationality and registration of the aircraft, documents carried in aircraft and other thing to be coordinated by The ICAO¹.

The second part of the convention was for the creation of an organization called the International Civil Aviation Organization – ICAO which was the major achievement of the convention.

¹ International Civil Aviation Organization (www.ICAO.int)

ICAO was established on 1947 (the same year the agreement came into effect after receiving instruments of ratification from states).

The main role of the ICAO is to insure safe and orderly growth of the international civil aviation throughout the world. It also plays a great role in coordinating navigation information and standards between countries and in the development of airways, airport and air navigation facilities for international civil aviation.

The convention was also signed along with two other important conventions: “The International Air Service Transit Agreement” and “The International Air Transport Agreement”. Those agreements set the five freedoms of air and states that all contracting states should exchange those freedoms. The application of those freedoms will be according to the provisions of the Civil Aviation Convention.¹

The text of the convention is too long to be inserted in this book. Moreover, it is not directly related to the context of the book. Still, it is freely available on the ICAO website.

إتفاقية الطيران المدني العالمية التي وقعت في شيكاغو عام 1944 هي من أهم الإتفاقيات التي تحكم الطيران المدني اليوم. وضعت الإتفاقية أواخر الحرب العالمية الثانية بهدف إنساني و هو أن التطور السليم للطيران المدني العالمي سوف يخلق و يعزز روح السلام و الصداقة بين الدول.

تحتوي الإتفاقية على توصيات تشكل أساس العمل اليومي للطيران المدني اليوم مثل الرحلات المجدولة و غير المجدولة و جسنية الطائرات و تسجيلها و الوثائق التي يجب أن تكون متواجدة بالطائرة و غيرها.

أهم إنجازات هذه الإتفاقية هو تأسيس منظمة الطيران المدني العالمي أو ما يعرف بالإيكاو. هدف الإيكاو الأساسي تحقيق تطور منظم للطيران المدني في العالم. كما أنها تلعب دورا أساسيا في تنسيق المعلومات و المعايير بين الدول و في تطوير المطارات و وحدات المراقبة الجوية و غيرها من خدمات الطيران المدني.

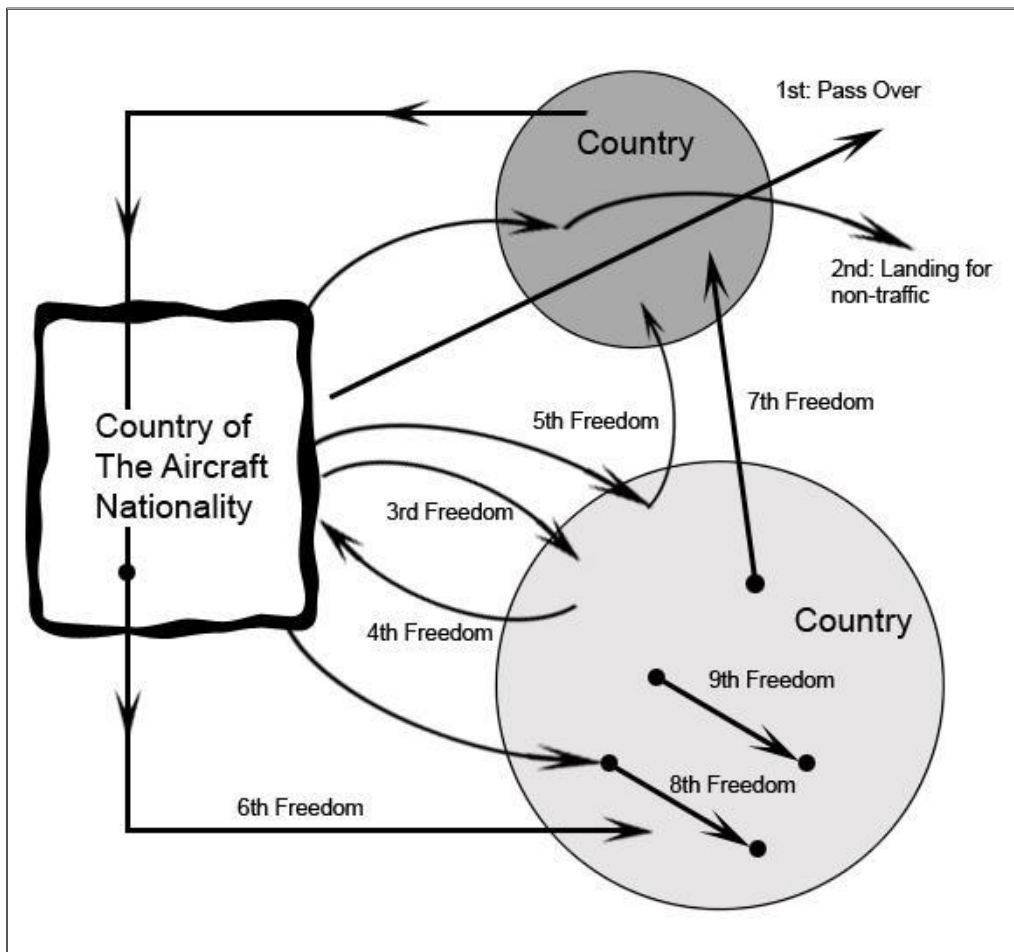
¹ More on the freedoms of air next in this chapter

Freedoms of the Air

حريات النقل الجوي

Freedoms of the air are directly connected Chicago Convention and the “The International Air Transport Agreement” signed also in Chicago 1944. Although they are called freedoms, they are not necessarily available to all airlines.

Members of those conventions exchange the first and second freedom. Other freedoms are bilaterally or multilaterally agreed between states in agreements defining number of flights, by which airline, to which cities and some time the fares and the number of seats that could be sold.



Freedoms established by the International Air Service Transit Agreement – Chicago 1944:

First Freedom: passing over.

The right to pass over the territory of another state without landing.

Second Freedom: non-commercial landing
The right to land in the territory of another state for non-commercial reasons (such as refueling) without boarding of deplaning passengers.

Commercial freedoms established by the International Air Transport Agreement – Chicago 1944 and laid down in bilateral or multilateral agreements:

Third Freedom: deplaning traffic from the country of nationality

The right to set down passengers, mail and cargo taken from the country of aircraft registration in another state. This means and airline can take traffic from its own country and deplane it in another country.

Forth Freedom: Taking traffic from another country to the home country

The right to take on passengers, mail and cargo from another country and land it in the country of aircraft nationality. This means an airline can take traffic from another country and deplane it in its home country.

Fifth Freedom: Sometimes called “beyond rights”

It is the right to take on passengers, mail and cargo destined for any other state and right to set down this traffic in any other state other than the state of aircraft nationality. This means that an airline can take passengers from one country and deplane them in another country but only as part of a continuous operation from its home country.

تسمى بحريات أو حقوق النقل و لكنها في الواقع ليست متاحة بحرية لجميع الشركات.

ترتبط حريات النقل بشكل مباشر باتفاقية شيكاغو 1944 حيث يتبادل الموقعون على الإتفاقية (و هم معظم الدول) الحريات الأولى و الثانية وفق الإتفاقية و بقية الحريات وفق اتفاقيات ثنائية أو أكثر تحدد عدد الرحلات و النقاط المسموحة و الشركات و حتى أحيانا عدد المقاعد و الأسعار. تحدد جنسية الطائرة أو تسجيلها الحريات المسموحة لها.

الحرية الأولى هي التحليق فوق بلد آخر دون هبوط. و الحرية الثانية هي الهبوط لأسباب غير تجارية مثل تعبئة الوقود.

الحرية الثالثة هي نقل الركاب أو البريد أو الشحن من بلد جنسية الطائرة إلى بلد آخر. و الحرية الرابعة هي عكس الثالثة أي النقل من بلد آخر إلى البلد الأم.

الحرية الخامسة هي نقل ركاب بين بلدين مختلفين عن البلد الأم و ذلك في رحلة متواصلة مرتبطة برحلة من البلد الأم إلى البلد الأول.

الحرية السادسة هي النقل بين بلدين مختلفين و لكن عبر البلد المنشأ. يمكن اعتبار هذه الحرية دمجا بين الحرية الرابعة و الثالثة.

الحرية السابعة هي نقل بين بلدين مختلفين في رحلة مستقلة غير مرتبطة ببلد المنشأ.

الحرية الثامنة هي النقل الداخلي بين نقطتين في بلد واحد و الحرية التاسعة هي كما الثامنة ولكن في رحلة منفصلة عن بلد المنشأ.

Freedoms defined by legal literature:

Sixth Freedom: Traffic between two countries through the country of nationality

The right to provide transport service between two countries other than the country in which the aircraft is registered across the territory of that country.

Seventh Freedom: International operation completely outside the country of nationality.

The right to take on or set down traffic originating in a state and destined for another state which are not the country of registration.

Eights Freedom: Cabotage.

The right to move traffic which originated and terminates within one country different than the aircraft's country of registration. Almost no country permits Cabotage.

Additional unofficial freedom of the air:

Ninth Freedom: Cabotage not attached to an international sector.

Pure domestic operation within the territory of another state. The difference between the ninth and eighth freedom is that the eighth freedom is tied in to an international leg.

The Commercial framework

الإطار التجاري

The commercial side of airline operations is very wide and rich compared to other industries. This is because of many standards which were developed through the relatively young history of civil aviation. This book will be talking about many aspects of this side either in detail or in broad terms (depending on the relevance to our purpose). But first, we need to talk about the major player who helped formulate many of the standards in the commercial, operational, and technical sides of the business and much more. The International Air Transport Association – IATA.

يعتبر الجانب التجاري في عمل شركات الطيران من الجوانب الغنية مقارنة بالمجالات الأخرى و ذلك لوجود الكثير من المعايير التي طورت عبر تاريخ هذه المهنة. يتكلم هذا الكتاب بشكل أساسي عن العديد من مكونات هذا الجانب بتفصيل يتناسب مع هدف الكتاب. و لكن قبل أن ندخل في هذه التفاصيل يجب أن نتحدث عن أحد أهم المؤسسات التي ساهمت في بناء الجانب التجاري و التقني لشركات الطيران و هي منظمة النقل الجوي العالمية المعروفة بالأياتا.

New terms in this chapter

تعريف مهمة جديدة في هذا الجزء

- **Agent (Authorized agent):**
A passenger and/or cargo sales agent appointed by the airline to represent that airline in the sales of passenger and/or cargo transportation.
- **Alliance:**
Three or more airlines participating in a commercial relationship or joint venture, where: 1. A joint and commonly identifiable product is marketed under a single commercial name or brand; 2. This commercial name or brand is promoted to the public through the airlines participating in the alliance and its agents; and 3. The commercial name or brand is used to identify the alliance services at the airports and other service delivery points.¹

¹ Source: PAT General Rules

- **AST: Transmittal report (Agency Sales Transmittal):**
A report made at the end of each “reporting period” covering all BSP sales for that period. Based on which, billing to the agents is rendered, agent billing analysis is prepared and settlement to BSP airlines is made.
- **BSP: Billing and Settlement Plan:**
A method of accounting and settling accounts between airlines and travel agents selling those airlines tickets through a “Data Processing Center” and a “Clearing Bank”.
- **Clearing Bank:**
The bank or other organization appointed by a BSP mainly for the purpose of receiving remittances from the agents and to settle those remittances to BSP airlines. In some cases, the clearing bank receives “sales transmittals” from the agents and processes the data to render billing to those agents.
- **Conditions of Carriage:**
The conditions by which the airline provide transportation to the passenger and his baggage. Those conditions are published by the carrier and mentioned by reference on the passenger ticket in the “conditions of contract”. The full text of the conditions of carriage for an airline is available on the website and in its offices.
- **Conditions of Contract:**
The conditions of the contract between the passenger and the transporting airline(s) handed over to the passenger on the ticket or itinerary/ receipt.
- **Delay (Baggage Delay) as defined by MITA:**
A piece or pieces of baggage which fails to arrive at the airport of destination on the same flight as the passenger, but is subsequently delivered.
- **DPC: Data Processing Center:**
The entity contracted by BSP Management under a BSP to receive and process Agency Sales Transmittals from Agents and to notify the Clearing Bank and the BSP Airlines of the amounts due.¹
- **IATA Clearing House:**
An office created by IATA in 1947 for the purpose of settling dept between airlines. This dept arise from interline tickets issued by one airline on behalf of others.
- **IATA Traffic conference:**
A conference involving airline members of the IATA initially made to coordinate air fares and tariff application. The reason was that many governments demanded the right to oversee prices charged by international airlines. Thus, the fares and rates resulting from Traffic conference remain subject to government approval. Fare construction rules, Prorating rules, baggage allowance, ticket and air waybill design

¹ Source: IATA BSP manual for agents 2008.

are many more details agreed in the first traffic conference held in Rio De Janeiro 1947. The practice was later on referred to as “Tariff Coordination”.

- **Interline Baggage:**
Checked baggage to be transported over the lines of two or more parties to the Multilateral Interline Traffic Agreement.
- **Mishandled Baggage:**
Baggage which is damaged, delayed, lost or pilfered.
- **MITA: Multilateral Interline Traffic Agreement:**
An agreement between scheduled airlines (members or non-members of the IATA) by which an airline accepts/sells tickets to passengers, their baggage and/or cargo from/to other airlines according to the type of the agreement.¹
- **Non-TC Member (Non Tariff coordinating member)**
A member of the IATA who has elected not to participate in Tariff Coordinating Conference.
- **Pilferage/ Shortage:**
Where items are reported or known to be missing from a piece (or pieces) of baggage.
- **PIR: Property Irregularity Report:**
A report usually made by an airline or its handling agent in the case of mishandled baggage.
- **Proration:**
The procedure by which airlines divide the air fare of an interline ticket between them. The procedure involves the usage of weight millage in proportion to the constructed fare. The end result gives each airline its share from the through fare.
- **Reporting period: *in a BSP:***
The time span at the end of which a “transmittal report” of an agent’s sales is transmitted to the Data Processing Center (DPC).
- **SPA: Special Prorate Agreement:**
An agreement between two (or more) airlines for a special rate in the proration of an interline journey. In this case, if the passenger’s route involves more than two airlines, the normal procedure for prorating the air fare does not apply; but rather the amount specified in the agreement.
- **Tariffs: *as defined by MITA:***
The published fares, charges and/or related conditions of carriage of an airline.

¹ More about MITA in this chapter

International Air Transport Association

منظمة النقل الجوي العالمية

The International Air Transport Association – IATA was founded in 1945 (The year World War II ended) in Havana, Cuba. It was meant to replace the International Air Traffic Association found in 1919.

The aim of the IATA was to cooperate between member airlines in promoting safe, secure and economical air travel; all for the benefit of air consumers.

It is worth noting that the scheduled air transport industry now is almost 100 times larger than in 1945.¹

The early role IATA played in the industry was technical. It made great contribution in developing standard in air navigation, airport infrastructure and flight operations. It give input the ICAO when the organization was drafting its standards.

On the legal side, IATA helped to develop the “Conditions of Contract” to comply with the legal framework of airlines. The standard format and technical specification of passenger ticket and air waybill was also decided in an IATA resolution.

Because many governments demanded the right to oversee prices charged by international airlines, and they couldn't do it themselves, IATA regularly held Traffic Conferences. The first traffic conference was held in Rio De Janeiro 1947 in which 400

نشأت منظمة النقل الجوي العالمية في عام 1945 بهدف التنسيق بين الشركات الأعضاء في المنظمة للوصول إلى طيران آمن واقتصادي.

لعبت المنظمة و ما تزال دورا هاما في وضع المعايير التقنية و التجارية و القانونية التي تشكل جزءا لا يتجزأ من عمل شركات الطيران اليوم.

من أهم الفعاليات التي تنظمها الأياتا هي مؤتمرات النقل حيث تصدر القرارات بإجماع الأعضاء الفاعلين. أول أجتتماع كان في 1947 و تقرر فيه أكثر من 400 قرار شملت الرحلات التي يشترك فيها أكثر من ناقل و التخاصص و العفش المسموح و شكل و مواصفات تذكرة الركاب و البوليصه الشحن و العديد من الأشياء الأخرى.

تقوم الأياتا بالإشراف على هيئة التخاصص بين الشركات و أنظمة المقاصة عن طريق البنك مع مكاتب السياحة و السفر.

في عام 2002 أعيد ترتيب المنظمة للتجاوب من التحديات الكبيرة التي تواجه شركات الطيران. أهم المبادرات التي قامت بها المنظمة في هذه الفترة هي مبادرة تبسيط العمل و شهادة السلامة في العمليات الجوية.

¹ As per the IATA

resolutions were agreed by members. Fare construction rules, Prorating rules, baggage allowance, ticket and air waybill design are many more are details agreed in the Rio De Janeiro. The practice was later on referred to as “Tariff Coordination”.

IATA resolutions were made by discussion and voting of airline members who represented their respective states. So IATA regulations are binding for member airlines because they are ones who took the decision at the first place.

A very important role the IATA plays is dept settlement between airlines. The dept arises from interline tickets issued by one airline on behalf of other airlines according to interline traffic agreements. The settlement is made in the IATA Clearing House (ICH) which started operation in 1947.

A similar development was the establishment of the Billing and Settlement Plan and Cargo Accounts Settlement Systems. This is some sort of a clearing house between agents and airlines to speed the flow of revenue.

In 2002 IATA was restructured to cope with the challenges of the post 9/11 world. This world held many challenges to airlines like fragile economy, jet fuel prices increase, additional taxes and environmental challenges.

The main two initiatives in this period to face those challengers by the IATA are “Simplifying the Business” and the “IATA Operational Safety Audit”.

Interline Agreements

إتفاقيات تبادل المستندات

Interline transportation of passengers (which the transportation of passenger on the services of multiple airlines) can be made on a single ticket issued by one airline on behalf of other airlines of the passenger's routing. Those airlines must be members in the MITA Agreement managed by IATA. MITA stands for Multilateral Interline Traffic Agreement.

Any scheduled airline in the world may be a party of this agreement (even non-IATA members with an annual fee). The airline should send a written notice of application the IATA. Once IATA received the application they send a copy of the contract to be signed.

When the agreement is signed, IATA sends a notice to all airlines already members of the agreement. Airlines who want to be placed in agreement with the new applicant may send a notice of this to IATA (or what they call an instrument of concurrence).

So the new member airline will not be automatically placed in agreement with all airline parties, but only with those who express approval to be put in agreement with it. Those agreements are regularly published by IATA for the members of the MITA.

There are several types of agreements in MITA:

- Multilateral Interline Traffic Agreement – Passenger
- Multilateral Interline Traffic Agreement – Cargo
- Interline Traffic participation Agreement – Passenger (MITA One-Way)

MITA One-Way agreement member airlines express their interest to join the agreement but either as issuing airlines only, where they issue tickets but do not accept passengers, or as participating airlines, where they accept passengers from issuing airlines but do not issue tickets on other airlines.

Due to copyright restriction I will not be able to publish the text of the agreement in this book. But the full text is available in a manual called: Multilateral Interline Traffic Agreements Manual (MITA) published by the IATA and available on IATA online store (www.IATAonline.com).

Here are the main components of the agreement:

- Provisions that airlines member to the agreement are authorized to issue tickets on other parties and should accept each such ticket from other parties.
- Provisions on furnishing of tariffs.
Airlines should make available to other airlines fares which are “interlineable” (or valid for interline routings). Usually this is done via a system called ATPCO, a

database for all airline and industry fares. Those fares are either airline specific fares made for the purpose of interline journeys or industry fares (IATA fares) agreed upon in IATA tariff coordination meetings.

- Provisions on checking baggage for interline routes and provisions for mishandled baggage.
- Provisions on interline charges collected by issuing airlines from the accepting airline.
- Provision for interline billing and settlement:
Settlement between airlines is usually made by the IATA clearing house for those airlines members in the house.

يمكن للراكب الذي يتضمن خط سفره العديد من الشركات أن يستخدم تذكرة سفر واحدة مقطوعة من أحد هذه الشركات بالنيابة عن البقية. و لكن هذه الشركات يجب أن تكون عضوا في اتفاقية تبادل المستندات التي تشرف عليها الأياتا.

يمكن لأي شركة منتظمة الإنضمام لهذه الإتفاقية بإرسال طلب للأياتا. عندما توقع هذه الشركة الإتفاقية تعلم الأياتا الأعضاء البقية حيث تقوم الشركات التي ترغب في التعاون مع هذه الشركة بالتصريح بذلك. هكذا لا تستطيع الشركات الأعضاء إصدار التذاكر تلقائيا على جميع الشركات و لكن فقط من الشركات التي تبدي رغبة في الدخول بالاتفاق مع هذه الشركة.

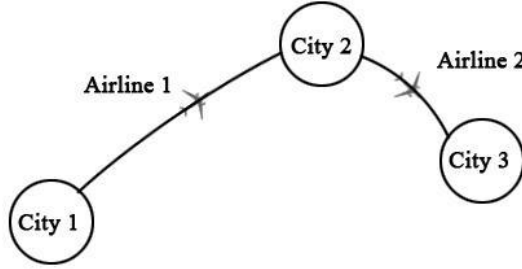
هناك اتفاقية للركاب و أخرى للشحن و هنالك اتفاقية تشارك فيها الشركات من جانب واحد إما بالإصدار أو بقبول الركاب من بقية الشركات.

لا أستطيع بسبب حقوق النشر أن أضع نص الإتفاقية في هذا الكتاب. النص الكامل موجود في كتاب تنشره الأياتا بشكل دوري. تم التنويه لأهم عناصر الإتفاقية باللغة الإنكليزية.

Special Prorate Agreements

إتفاقيات التخاصص الخاصة

As we discussed, an airline can issue one ticket for a passenger who is traveling on more than one airline, provided the airline is in agreement with those other airlines. The process to calculate the share amount for each airline is called proration. Two or more airlines can get into a Special Prorate Agreement – SPA to agree on a specific price for certain sectors.



Let's say that 'Airline 1' operates a regular flight between 'city 1' and 'city 2'. 'Airline 1' recognizes that there is a demand for travel from 'City 1' to 'City 3'. The demand is not high enough to make it commercially viable for the airline to operate a flight to 'City 3'. So the airline makes an agreement with 'Airline 2' which operate between 'City 2' and 'City 3'. In this case 'Airline 1' asks 'Airline 2' for a special rate for this flight regardless of the proration.

'Airline 1' can now transport passengers from any part of its network to 'City 3' via 'City 2' in cooperation with 'Airline 2'. 'Airline 1' will establish its fares keeping in mind the amount it should pay to 'Airline 2' for its service.

تحدثنا أن شركة ما يمكنها إصدار تذكرة واحدة لراكب مسافر على عدة خطوط طيران بشرط أن تكون هنالك إتفاقية تبادل مستندات بين هذه الشركات. تعرف كل شركة حصتها من سعر النقل بواسطة عملية تسمى التخاصص.

عندما تجد شركة ما أن هنالك طلبا في السوق للسفر إلى نقطة ما و لكن هذا الطلب ليس كافيا لتستطيع الشركة تسيير رحلات نظامية، تدخل الشركة باتفاقية مع شركة أخرى لنقل الراكب إلى هذه النقطة عبر نقطة أخرى تنقل إليها الشركة. تتفق الشركتان على قيمة معينة لهذا المقطع بغض النظر عن قيمة التخاصص و تسمى إتفاقية تخاصص خاصة.

Billing and Settlement Plan

نظم المقاصة عن طريق البنك

The Billing and Settlement Plan (BSP) is a system designed to simplify and unify the process of issuing tickets, reporting those tickets, remittance of the tickets values and settling them between IATA accredited agents and IATA airlines participating in the BSP.

After an agent participates in the BSP, the agent can issue tickets with any participating airline as a validating airline. In other words, the agents can sell tickets on any airline participating in the scheme provided the airline has given this agent prior approval to do so.

As agreed in each plan, the agents should report sales made by the end of specific periods. This period is usually 15 days and is usually called the reporting period. Agents have a specific time to pay the money to the clearing bank which will settle the account of each participating airline.

The clearing bank will receive the remittance amount from the agents and will in turn settle the amount between participating airlines.

BSP procedures and regulations are to a large extent standardized by IATA. Still, local procedures apply. Usually IATA distributed the BSP manual for agent on a yearly basis. The manual is available in IATA.org and consists of 13 chapters of standard procedures. The so called "14th" chapter is distributed separately by local IATA offices and BSP administrators. The chapter 14 contains local procedures and information about certain BSPs.

الهدف من نظام المقاصة عن طريق البنك (BSP) هو تسهيل و توحيد عملية بيع التذاكر و تحصيل قيمة هذه التذاكر و توزيعها بين الشركات.

يمكن لوكيل السياحة و السفر بعد أن ينضم للنظام أن يصدر تذاكر السفر على أي من الشركات المساهمة شرط أن تكون الشركة أعطته مسبقا هذه الصلاحية. عندها على الوكيل أن يسدد ضمن فترات محددة ثمن التذاكر التي باعها للبنك الذي يقوم بدوره بتوزيع مجموع المبيعات بين الشركات المساهمة.

أحكام و شروط النظام معظمها موحد من قبل الأياتا و لكن هنالك فروقات بين البلدان أو المناطق التي تنطبق فيها. تصدر الأياتا سنويا كتابا يتضمن هذه الأحكام مؤلفا من 13 قسما. القسم الرابع عشر يوزع منفصلا من قبل المكاتب المحلية و يتضمن معلومات خاصة بكل منطقة.

Chapter: 3

الجزء الثالث

Passenger Ticket

تذكرة الراكب

What will you learn in this chapter:

- What's the electronic ticket
- Electronic ticketing
- Components of the contract of carriage
- Conditions of the contract of carriage

- ما هي التذكرة الإلكترونية
- إصدار التذاكر الإلكترونية
- مكونات عقد النقل
- شروط عقد النقل

Resources used in this chapter:

Convention For The Unification Of Certain Rules For International Carriage By Air. 28 May 1999. Montreal.

IATA Travel Centre. [Online] <http://www.iatatravelcentre.com/>.

Ticketing Hand Book - TAH. IATA, 01 Jun 2007, 39th Edition. ¹

Passenger Air Tariff General Rules: IATA & SITA, Apr 2009.

¹ The book is usually available as a free download from the IATA agent home website but with some pages removed from it.

Passenger Ticket

تذكرة الراكب

When you want to travel, the airline will give you a document with your name, the details of your travel plan, the amount you paid and other information. Many things in this document seem like incomprehensible codes to you. Others are even incomprehensible to the agent who sold you. This document is called the passenger ticket.

The passenger ticket has been through many changes in style and design. The latest and most important of those changes was the move to electronic ticket. The ticket is now simply a record in the airline's data base and is represented by a ticket number.

In addition to the ticket, there are several types of travel documents. Each of those documents is used in specific cases or purposes.

إذا أردت السفر جوا فإن شركة الطيران سوف تعطيك مستندا يتضمن اسمك و تفاصيل رحلتك و المبلغ الذي دفعته و أشياء أخرى كثيرة. بعض ما هو مكتوب عليه غير مفهوم بالنسبة لك و بعضها الآخر غير مفهوم حتى للموظف الذي باعك. هذا المستند يسمى تذكرة الراكب. مرت التذكرة بمراحل إعادة تصميم عديدة كان آخرها و أهمها الإنتقال إلى التذكرة الإلكترونية. التذكرة اليوم هي مجرد إدخال موجود في قاعدة بيانات الشركة ممثلا فقط برقم.

New terms in this chapter

تعريف مهمة جديدة في هذا الجزء

- **Airline code: (Airline designator code):**
The two characters or three letters which identify a particular airline.
- **Applicable fare: (not for the purpose of fare calculation)**
The normal or special fare (or combination of fares) to applied for a passengers journey and which is mentioned in detail and total on the passenger ticket. The fare is calculated taking into account the passenger all conditions relating to the passenger and travel.
- **Approval Code: (in credit card payment transaction)**
A series of characters assigned by the credit card company authorization system to confirm the approval of a credit sale transaction.

- **ATB: Automated Ticket and Boarding pass:**
A form of automated tickets. Each coupon is printed separately and consists of detachable passenger flight coupon and boarding pass. One coupon is issued as a passenger receipt. ATB ticket stock is in many times used for purposes other than passenger ticket such as MCO, Excess baggage ticket and recently as an itinerary/ receipt.
- **BBR: Bankers Buying Rate:**
The rate at which a bank will purchase a given amount of foreign currency in exchange of one unit of the national currency.
- **BSR: Bankers Selling Rate:**
The rate at which a bank will sell a given amount of foreign currency in exchange of one unit of the national currency.
- **COC: Country of commencement of travel:**
The country from which the travel on the first international sector takes place.
- **Code-share flight:**
A situation where two airline agree to sell seats on one flight. The airline which actually operates the flight is called the operating airline while the other airline is called the marketing airline. According the terms of the agreement one or both of the airlines may market the flight in industry timetable publications and systems.
- **Conjunction ticket(s)**
When the passenger's routing involved more than four flights several tickets would be issued with consecutive serial numbers. This is because the ticket (including e-ticket) can have only four flight coupons.
- **Conjunction ticket:**
Two or more tickets concurrently issued to a passenger and which together constitute a single contract of carriage.
- **COP: Country of payment:**
The country where payment is made by the purchaser to the carrier or its agent. Payment by cheque, credit card or other banking instrument shall be deemed to have been made at the place where such instrument is accepted.
- **Electronic coupon:**
The representation of a flight segment of the journey stored in the airline's database. It is called coupon reference to an actual coupon which used to be issued for each single flight in the passenger's journey in paper tickets.
- **Electronic Ticketing System:**
An automated method, including equipment, programs and procedures which have access to airline PNR data, stored in a CRS or airline reservation system for the issuance of electronic tickets.

- **Electronic Ticketing:**
A method to document the sale of passenger transportation without the need to issue value paper documents.
- **Endorsement:**
The “transfer of authority” required when a passenger needs to change his travel to an airline other than the one listed on the passenger ticket.
- **ET: Electronic Ticket:**
A combination of the itinerary/ Receipt issued by the airline, the electronic coupons stored in the airlines data base and a boarding document (if applicable).
- **Exchange:**
For a ticket totally unused, to move the value of a document to another document.
- **Fare Basis:**
The unique code for a fare which is usually put on a the passenger ticket for each sector. The fare basis usually gives basic information about the nature of the fare.
- **FIM: Flight Interruption Manifest:**
A document which may be issued when it is necessary to reroute passengers on an involuntary basis and time or circumstances do not permit the reissuance of the original flight coupon(s).
- **Flight coupon:**
A portion of the passenger’s ticket representing on flight in the passenger’s journey. A flight in this case includes multi-leg flights where the passenger embarks and disembarks the aircraft once.
- **IT: Inclusive Tour:**
A pre-arrangement combining air transportation and other ground arrangements sold as one package to promote air travel.
- **Itinerary/ Receipt:**
A document issued by the issuing airline (or its representative) forming part of the electronic ticket and contains information the passenger ticket and the legal notices.
- **Itinerary: (Journey):**
The total of all portions of a passengers trip from beginning to end even if they were separated by gap(s).
- **Leg: (in passenger transportation)**
The space between any two consecutive touchdown points of a single flight.
- **Marketing carrier: (in the context of code-share flights)**
The airline whose airline code is recorded as the transporting carrier in the reservation message and electronic flight coupon.
- **MCO: Miscellaneous Charges Order:**
A document issued to cover the collection of payment for certain services by an airline of its agent.

- **MPD: Multi-Purpose Document:**
A form used for issuance of interline accountable documents other than the “Passenger ticket and baggage check” such as an excess baggage ticket, Tour order, prepaid ticket advice, MCO and others.
- **Operating carrier:** *(in the context of code-share flights)*
The airline which actually transports that passenger in a code-share flight but which is different than the marketing carrier which has its designator on the flight coupon.
- **Passenger:**
Any person, except for the crew, to be carried in an aircraft with the prior permission of the airline.
- **PTA: Prepaid Ticket Advice:**
A notification that a person in one city/country has paid and requested that issuance of transportation as described in the authority to a person in another city.
- **RBD: Reservation Booking Designator:**
A code used in reservations and electronic tickets to indicate the compartment in which the reservation is made and the booking sub-class.
- **Revalidation:**
The authorized change to a flight coupon/ electronic coupon other than to the origin, destination or fare.
- **Sector:**
A part of the passenger’s itinerary consisting of one flight in the passenger itinerary.
- **TAT: Transitional Automated Ticket:**
Form of automated multi-copy carbonized ticket, normally issued mechanically in airline offices.
- **TFC: Taxes, Fees, and Charges:**
Specific amounts of money imposed by the governments or aviation facilities on the passengers, which are collected by the airlines and reflected on the ticket to be paid later by the airline on behalf of the passenger.
- **Ticket number: (Document number):**
The unique number of a passenger ticket/ traffic document comprised of the airline numeric code, form code, serial number and a check digit.
- **Ticket: (Passenger ticket):**
The document called “Passenger ticket and baggage check” or the electronic ticket issued by the airline and includes information about the passenger, his journey, applicable fare and notices of contract term.
- **Validating carrier:**
The issuing airline whose numeric airline code is reflected in the electronic transaction in the flight coupon.

Traffic Documents and Passenger Ticket

وثائق السفر و تذكرة الراكب

What is a traffic document?

A traffic document is any type of many forms issued manually, mechanically or electronically for passenger air transportation or related services. A travel document may be a passenger ticket, electronic ticket, a Miscellaneous Charges Order (MCO), Multiple Purpose Document (MPD) and others.

Generally, traffic documents are standard between IATA airlines. The design and the components of different types of passenger documents is made by IATA on behalf of its member and taking into account the legal and the commercial requirements.

Traffic document were made to facilitate passenger traffic or other services provided by the airline in conjunction with this traffic. We will take a closer look on types of traffic documents but the most important of them is the passenger ticket.

The passenger ticket

The passenger ticket is one of the most important type of traffic documents and the most commonly used. Since the creation of IATA, members agree on a universal form for the passenger ticket in accordance with the requirements of international law and to facilitate the commercial work of airlines.

Although the ticket has evolved through the years in shape, but the main components of the ticket are still the same.

The ticket is typically consisted of multiple "Flight Coupons". Each flight coupon represents on flight¹ in the passenger's journey. In the case of paper tickets, the flight coupon for a specific flight is taken by the transporting airline (honoured) in the sequence shown on the ticket. Electronic tickets have a special indicator to mark a specific "electronic coupon" as flown.

At the beginning there was the manual ticket. It consisted of carbonized set of multi-copy flight coupons to be filled manually by the agent. Then special printers were able to print the same information on a slightly different design of ticket. This new ticket was the Transitional Automated Ticket (TAT) which was similar to the manual ticket in that it was a carbonized multi-copy document. The revolution was that instead of writing the information

¹ One embarkation and disembarkation of an aircraft.

on the ticket, they were entered in the system (or generated by the system) and then printed on the ticket in one step.

The major revolution over the TAT was the Automated Ticket and Boarding Pass (ATB). The ATB came with a whole new design and way of use. Each flight coupon of the ATB was printed separately consisting of two detachable parts, one is the flight coupon and the other is a boarding pass. Each coupon had a magnetic strip in the back. It was designed to be inserted in a special machine in the airport to print the baggage, seating and gate information and return the boarding pass portion to the passenger. However, this function was not widely used by airlines.

At the end of May 2008, all types of paper ticket were phased out by IATA airlines. Manual tickets, TAT and ATBs now belong to the museum, with the exception of ATB which is still used for purposes other than passenger tickets. In June all IATA airlines had to move to 100% "electronic ticketing".

Electronic ticketing implementation was a big challenge for airlines. Although on the long term it will make big cost reduction, the implementation needed big investments and efforts in infrastructure and software.

To be realistic, although the electronic ticket seems like a great revolution, it is not a big technical achievement. Other industries were (like the banking industry) are much more technically advanced than airlines. For example, people have been transferring virtual money with a plastic piece between banks and countries many years ago.

تذكرة سفر الراكب هي واحدة من العديد من أنواع وثائق السفر. هذه الوثائق تصمم عموما من قبل الأياتا بالنيابة عن الشركات الأعضاء مراعية المتطلبات القانونية و الإحتياجات التجارية لهذه الشركات.

مرت تذكرة السفر بالعديد من التغييرات منذ نشأتها و لكن العناصر الأساسية ما تزال كما هي. تتكون تذكرة السفر من عدد من الكوبونات يمثل كل منها رحلة ضمن خط سفر الراكب. في التذاكر الورقية كانت الشركة الناقلة تاخذ الكوبون الخاص برحلتها من التذكرة أما الآن في التذاكر الإلكترونية فهناك مؤشر يدل أن هذا المقطع قد تم استخدامه.

على الرغم من أن هذا الإنتقال يبدو نقلة نوعية كبيرة فهو في الحقيقة ليس ثورة تقنية حقيقة. العديد من المجالات الأخرى تسبق مجال شركات الطيران تقنيا بمراحل فعلى سبيل المثال الناس يستطيعون نقل النقود إفتراضيا بين البلدان و البنوك بطاقات بلاستيكية ممغنطة منذ سنين.

Electronic Ticketing

Electronic ticketing is a way to document the actual selling process of an airline ticket without the need to produce a paper value document (the passenger paper ticket is a value document as it has value which can be exchanged with services or money).

The electronic ticket came with many benefits for the airlines and passengers.

For the airline it is now much easier to accept and handle tickets any time any place; it is easier to capture sales and flown revenue data on real time; and it has made big reduction in the cost of producing paper tickets. Although the other face of this saving was a considerable investment in systems and technology to adapt to the requirements of the E-ticket.

The passenger no long has to worry about the loss or theft of this ticket; the ticket is safely stored in the data base of the airline. What the passenger needs to travel is the ticket number for fast retrievable of the information and a valid form of identification (FOID). You can now issue tickets for travel from anywhere in the world for anyone, eliminating the need for a Prepaid Ticket Advice (PTA) except in rare circumstances.

The electronic ticket is used exactly in the same way as paper tickets. And most of the conditions and regulations for handing paper tickets are applicable to the electronic tickets.

يمكن بواسطة إصدار التذاكر الإلكتروني أن نوثق عملية شراء التذكرة دون الحاجة لإصدار مستند ذو قيمة كالتذكرة الورقية (تعتبر التذكرة مستندا ذو قيمة كونها تصدر بقيمة محددة يمكن استبدالها بخدمات أو نقود).

قدمت التذكرة الإلكترونية فوائد عديدة للشركات و الركاب حيث يمكن الآن التعامل مع أي تذكرة في أي زمان و مكان دون الحاجة لوجود التذكرة نفسها و سهلت العمليات المالية و لم يعد هنالك خوف من ضياع أو سرقة التذكرة التي تقبع بأمان في قاعدة بيانات الشركة الناقلة.

كان التحدي الأكبر في تطبيق الإصدار الإلكتروني هو كيفية إصدار التذاكر التي تحتوي على أكثر من ناقل. في هذه الحال يجب أن تكون هنالك اتفاقية بين الشركة المصدرة و الشركة الناقلة و أن يتبعوا المعايير المعتمدة للتبادل بين الأنظمة.

الانتقال إلى التذكرة الإلكتروني يفتح الباب لكثير من الأفكار التي ليست قابلة للتطبيق دون المرونة التي تتيحها التذكرة الإلكترونية.

تحتوي التذكرة الإلكترونية كما الورقية على كوبونات يمثل كل منها رحلة من خط سير الراكب. كل تذكرة يمكن أن تتكون من 4 كوبونات على الأكثر. إذا تطلب خط سفر الراكب أكثر من ذلك يمكن إصدار عدة تذاكر إلكترونية مرتبطة ببعضها البعض.

كذلك فإن التذاكر الإلكترونية استعاضت عن النحكم الملموس بالتذكرة العادية بوضع الإدخال الإلكتروني لكوبون السفر تحت تحكم شركة واحدة على الأكثر في أي وقت من الأوقات.

The major challenge facing airlines implementing electronic tickets was interlining (selling a ticket for travel on two or more airlines). In this case an agreement should be in place between those airlines for exchanging electronic tickets and they have to follow agreed industry standard for the exchange of between their systems.

Remains to be said is that the introduction of electronic ticketing will make many other ideas or innovations achievable in customer service and travel workflow. Many ideas depend on the flexibility of the e-ticket to be practically doable.

E-Ticket handling:

Just like the paper ticket, electronic tickets are consisted of electronic coupons. An electronic coupon is a flight coupon in the airlines database. Each flight coupon contain information about a certain flight including flight number, airline designator, date and time of flight, origin/destination airport codes, Reservation Booking Designator (RBD), and reservation status code. The sum of the electronic coupons makes up the passengers itinerary.

The industry elected to keep the paper ticket standard of maximum four coupons for each ticket. Thus, electronic coupons have consecutive coupon numbers from 1 to 4 for each ticket. If the passenger's journey involves more than 4 flights, several conjunction tickets are issued.

The concept of control:

The concept of control is similar having the actual physical ticket in paper tickets. The electronic ticket coupon can be in the control of one airline at a time. And the airline in control of the ticket can do further ticketing transactions to the electronic coupon.

For example the issuing airline (validating airline) will give airport control to the airline transporting the passenger (provided they have a bilateral agreement). In this case the transporting airline can do all ticketing transactions in addition to check-in functions.

Contract of Carriage Components

مكونات عقد السفر

1. The electronic Ticket

1. التذكرة الإلكترونية

The electronic ticket is the equivalent of passenger's paper ticket stored in the airline's system. It contains all data relating to passenger's itinerary, fare, class, payment, and others.

It is required by international law (namely the Warsaw Convention) that the passenger is handed a document containing important information about his travel. The IATA standard ticket design complies with those requirements.

Each reservation system displays the information of an e-ticket differently. The layout and arrangement of components is not always the same. Still, the components are the same.

ETKT	ABC AIRWAYS				05MAY07				JP 0	⑧	
	NARITA AIRPORT OFFICE		DD								
	MITSUTA/KUNIKOMS									①	
										③	
	1	NRT	DD	0010	F	05MAY07	1100	OK	FRT	05MAY PC F	⑩
②	2	X	JFK	EE	5407	Y	05MAY07	1225	OK	CRT	05MAY PC A
	3	IAD	DD	0001	F	10MAY07	1115	OK	FRT	05MAY PC O	
		NRT									
	PNR	G2QXBH				FFP	EE	99200300000000			
	TYO	DD	X/NYC	5816.48	EE	WAS	DD	TYO	M3096.84D		
	TYOWAS	2719.64	NUC	11632.96	END	ROE	109.757	XF	IAD4.5		④
	FARE	JPY		12276800		EQU					
	TAX			2040		SW		730	XY		470 XF
	TAX		⑤	520		YC		520	AY		2920 US
	TAX			320		XA					
	TOT	JPY		1285000							
	CASH		⑥								⑨
	CONJ					TKT-NO.	000	2101960002			
	ORI										⑦
											EX

Here are the main components of the passenger ticket (including the electronic ticket):

1. Passenger Name

The passenger name is entered in the format: FAMILYNAME/FIRSTNAME TTL. The title of the passenger identifies the passenger age, type or other special cases.

Common passenger titles are: MR, MRS, MISS, CHD (Child), INF (Infant). In some cases special passenger cases are referred to in the passenger name. The following codes may be inserted after the passenger's name.

- CBBG: Cabin baggage
- DEPA: Deportee (accompanied with escort)
- DEPU: Deportee (unaccompanied)
- EXST: Extra seat
- IAND: Inadmissible passenger
- UM: Unaccompanied minor
- STCR: Stretcher passenger

2. Itinerary information

The itinerary information includes details about each flight the passenger takes using this ticket. Each flight is represented by a sector in the ticket or an electronic coupon. Each sector has the departure city IATA 3 letter code, airline code, flight number, class of booking (RBD), date of travel, local time of departure and the reservation status. If in case the departure point of a sector is a transit point, an "x" is put directly beside the city code.

3. Fare basis code

The fare basis is a code which represents the fare type for this sector. Each airline or industry fare between two points has its "Fare basis". The fare basis usually gives basic information about the fare such as OW or RT, normal or special, the booking class, validity and/or others.

IATA has a standard system for the fare basis of IATA fares. Many airlines follow that system for their fares. Other airlines may elect to have their own system for assigning fare basis to their fares.

The components of an IATA fare basis are as follows:

- Prime Code: (Mandatory) one character representing the RBD of the passenger.
 - First class: (P, F, A)
 - Business class: (J, C, D, I, Z, T)
 - Economy class: (W, S, Y, B, H, K, L, M, N, Q, V)Many airlines have different classification for booking subclasses.
- Seasonal code: (Conditional) to indicate the season of the fare application.
 - H Peak season (The highest level is there are two or more seasons)
 - K Shoulder season 1 (if there are 3 or more seasons)

J	Shoulder season 2 (if there are 4 or more seasons)
F	Shoulder season 3 (if there are 5 or more seasons)
T	Shoulder season 4 (if there are 6 or more seasons)
Q	Basic High season (if there are 7 or more seasons)
Y	Basic Middle season (if there are 8 or more seasons)
L	Basic season (the lowest level if there are two or more seasons)

- Part of week code: (Conditional)

W	Weekend fare
X	Weekday fare

- Part of day code: (Conditional)

N	Night
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- Fare or passenger type code (conditional)

There are many codes used to identify the type of the fare or the passenger.

Here are some of them:

AD	Agent discount fare*
AP	Advance purchase fare **
CB	Extra seat for cabin baggage
CD	Senior citizen fare
CH	Child fare *
DG	Government officials *
DL	Labor fare
DP	Diplomats and dependants *
EE	Excursion fare.**
EX	Extra seat for passenger's comfort
ID	Air industry employee *
IN	Infant
IT	Inclusive tour
OW	One way
RT	Round trip fare
RW	Round the world fare
SC	Ship crew member (seamen fare) *
SD	Student fare *
SZ	extra seat(s) for stretcher
ZZ	Youth fare *

* if based on discount, should be followed by two numbers to specify the discount used or 00 if the discount is 100% (free ticket)

** followed by one to three digits to indicate the validity

- Fare level identifier

To determine the fare level if more than one fare with the same fare basis exist.

- 1 highest fare level
- 2 second highest fare level
- 3 third highest fare level (etc.)

Examples of the fare basis:

YLEE21/AD75 economy excursion fare valid in low season for 21 days, discounted for an agent traveling by 75%

MAP3M/CH33 Economy class (M subclass) advanced purchase fare valid for 3 month with a child discount of 33%

Although the use of those codes is common between airlines for assigning fare basis, the format is in many times different for airline specific fares.

4. Fare calculation

The fare calculation is a string of data illustrating the fare construction for the ticket. It illustrate the cities in the passenger routing, the fares used between any of those cities and the calculation steps leading the final applicable fare.

More on fare calculation break down and the application of fares in chapter 6.

5. Fare details

The fare details area contains information about the final applicable fare, equivalent amount if the payment is in different currency, applicable taxes and the total fare to be paid by the passenger.

- The fare data element
The applicable total fare for the complete itinerary (without taxes) is inserted in this area. The fare should be in the currency of the country of commencement of travel. The format is first the three letter currency code then the fare rounded properly with the specified number of decimals.
- Equivalent fare paid data element
If the payment would be made in a currency different than the currency of country of commencement of travel, or the payment is in a country other than the country of commencement of travel, the equivalent amount must be inserted as an equivalent fare data element.
The amount is to be converted from the COC currency to COP currency at the Bankers Selling Rate (BSR), and if the payment is made in another currency, it

should be converted from the COP currency to that currency at the Bankers Buying Rate (BBR).

- Taxes, Fees, and Charges (TFC)

Each individual tax is reflected separately in the TFC data entries. The format is first the three letter currency code (optional), the amount and the two letter tax code. That tax amount should be in the currency of COC unless there is an entry in the equivalent fare box; the amounts should be in that currency.

If there are more than three taxes, we can combine several taxes in one amount and inserted with the code XP. However, depending on the system, this is no longer required for E-tickets. And as per IATA instruction XT must not be used after 01Feb09.

- Total fare data element

The total fare amount is the sum of the fare and the applicable taxes. If there is an entry in the equivalent amount, the total is the sum of this amount with the applicable taxes. The format is first the currency three letter code then the total fare amount rounded properly with correct number of decimal places.

In certain cases, when the ticket fare is part of an Inclusive Tour (or bulk inclusive tour) there may not be a specified amount put in the fare and total fare. In the case of inclusive tour we may put IT in the fare box instead of a fare amount.

6. Form of payment

An entry must be put to specify how the airline received the sum of the ticket fare. It may be one of the following:

- Cash
- Credit card payment

To notate that the payment has been made by credit card we put the two letter credit card type code followed by the account number of the credit card followed by the approval code.

Here are the credit card codes for the major frequently used companies:

Ax	American Express
CA	Master card
DC	Diners Club
VI	Visa International

- CHECK or CHEQUE
- PT*

Prepaid ticket advice followed by the form of payment code from the PTA message.

- GR*
Government Transportation request followed by the form or serial number of the request document.
- AGT
This form of payment must not be used alone but to supplement another form of payment to indicate that the document or original document has been issued by an agent.

A combination of two or more forms of payment can be used when the payment is actually made by more than one form. In this case we show the code of each form followed by the amount.

7. Exchanged ticket information

If the ticket is being issued in exchange of another ticket or travel document, we put the details of the original / exchanged ticket in two separate date entries. One is for the exchanged ticket number and the other is for the original ticket (when different than the exchanged ticket) number, date and place of issue and the agent's numeric code.

8. Fare calculation pricing indicator

The fare calculation pricing indicator tells if the fare calculation of a ticket is made manually or automatically by the system. The indicators are based on the airline or the system provider. In general if the indicator is 0 then the fare calculation and pricing of the ticket has been made by the system. If the indicator was 1 or 2 then the ticket was wither manually priced or with manual override made by the agent to the system calculation. Those codes are not all the time standard so you may consult the ticketing system for more details.

9. Coupon status indicator

Each electronic flight coupon maintained in the airline's database has its own status indicator. The status indicator tells the exact status of the coupon through the phases of its life. Those indicators are displayed differently according to the reservation system provider.

The status code may be final or temporary. For example the "F" status code means that the coupon is flown and this cannot be changed or reversed; while the "A" status which means that the coupon is under airport control is temporary and changes later.

Below are the most frequently used status codes (not all of them):

Status Code	Status Name	Detail
A	Airport Control	The transporting airline has control on the flight coupon prior to the scheduled departure. The carrier holding airport control shall forward the coupon status updates to the validating airline or return control within 72 hours of the scheduled departure.
C	Checked in	Indicates that the passenger has made his presence known the transporting airline and has check baggage and/or secured a boarding pass.
E	Exchanged (reissued)	Indicates that the value of the e-ticket has been moved to and new ticket by reissuance.
F	Flown (used)	The flight of the electronic coupon has been completed.
L	Lifted (boarded)	The passenger has boarded the aircraft.
O	Open	The flight coupon is open for all status updates
R	Refunded	The value of the remaining flight coupon is returned to the passenger/ purchaser
V	Void	The entire electronic ticket sale has been canceled.

10. Ticket number

The ticket number is unique for each ticket. The first three numbers are the airline numeric code then the form code then a serial number.

Other components of the electronic ticket:

- Tour code
In the case of inclusive tours a code would be inserted to give basic information about the tour. The tour code area is also often used by airlines to identify certain types of fares or discounts internally.
- Not valid before/after
For each sector identifying the date range in which this specific flight may be performed according to the rules of the fare and ticket validity.
- Free baggage allowance
- Passenger booking reference number
- Conjunction ticket date element
The ticket number(s) of all tickets issues in conjunction with each other.

- Endorsement /restrictions

An area reserved for notes or restrictions which are not apparent by other ticket entries. The endorsement space was also originally used in paper tickets for putting the authority on the coupon for changing the airline.

- Date and place of issue
- Transaction pseudo code.

And internal code used to identify the location of the E-Ticket transaction

Contract of Carriage Components

مكونات عقد السفر

2. The Itinerary/Receipt

2. نسخة خط السفر و الإيصال

From a legal prospective, the itinerary/ receipt constitutes the passenger ticket for the purpose of outlining the contract of carriage and to comply with the requirement of Warsaw/ Montreal conventions.

The itinerary/ receipt must be given to the passenger in all cases of ET issuance. If the passenger is not personally present to receive the itinerary/ receipt it should be sent to him by mail, email or fax. If this couldn't be done, the itinerary receipt must be delivered to the passenger at the time of check in for his first departure.

The itinerary/receipt contains information about the passenger's

journey in plain language understandable to the general passenger. There is no industry standard as to the format of the itinerary/receipt but it usually contains the following information:

- Passenger name
- Itinerary information details for each sector including the airline code or name, flight number, date and time of flight, origin and destination.
- Reservation status codes and passenger booking reference number
- Fare details including the applicable fare, taxes and the total fare

لدى إصدار التذكرة الإلكترونية يعطى الراكب نسخة ورقية عن خط سير الرحلة و إيصال بالمبلغ المدفوع. تعتبر هذه الوثيقة من الناحية القانونية هي تذكرة السفر كونها تذكر شروط عقد السفر و تنطبق عليها الشروط المذكورة في اتفاقية وارسو/ مونتريال.

يجب أن يستلم الراكب هذه الوثيقة قبل أول رحلة له في أي حال من الأحوال حتى ولو لم يكن موجودا حين إصدار التذكرة.

لا يوجد شكل معتمد لهذه الوثيقة لذلك فكل شركة لها الحرية في تصميم الشكل الذي يناسبها شرط أن تتضمن المعلومات الأساسية.

- The form of payment
- Date of issue
- Issuing agent/airline name and the place of issue
- Ticket number
- Free baggage allowance
- Notices and conditions of contract

An itinerary receipt may be printed on an ATB2 type card, plain paper or any other form.

ELECTRONIC TICKET PASSENGER ITINERARY/RECEIPT					
NAME: HAWKINS/ROGER MR			ETKT NBR: 000 6212517168		
ISSUING AIRLINE: ABC AIRLINES			SE /TX99HCA		
ISSUING AGENT: FUN TRAVEL			IATA: 96-000000		
DATE OF ISSUE: 23SEP05					
BOOKING REFERENCE: CMNIXC/AB			BOOKING AGENT: TX99HCA		
INVOICE NBR: 0001761					
DATE	AIRLINE	FLT	CLASS	FARE BASIS	STATUS

20NOV	ABC AIRLINES	771	BUSN EXC	JFL10W	CONFIRMED
	LV: STOCKHOLM ARLANDA		AT: 0700	DEPART: TERMINAL 2	
	AR: LONDON HEATHROW		AT: 0850	ARRIVE: TERMINAL 1	
	BAGS: 30K				
FARE CALC: STO AB LON852.66NUC852.66END ROE7.775618					
FORM OF PAYMENT: CA					
FARE: SEK6630		T/F/C: 142YA		T/F/C:	
TOTAL: SEK6772					
POSITIVE IDENTIFICATION REQUIRED FOR AIRPORT CHECK-IN					
TRANSPORTATION AND OTHER SERVICES PROVIDED BY THE CARRIER ARE SUBJECT TO CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES. PLEASE ENSURE THAT YOU HAVE RECEIVED THESE NOTICES, AND IF NOT, CONTACT THE TRAVEL AGENT OR ISSUING CARRIER TO OBTAIN A COPY PRIOR TO THE COMMENCEMENT OF YOUR TRIP.					
NOTICE					
IF THE PASSENGER JOURNEY INVOLVES AN ULTIMATE DESTINATION OR STOP IN A COUNTRY OTHER THAN THE COUNTRY OF DEPARTURE, THE WARSAW CONVENTION MAY BE APPLICABLE AND THIS CONVENTION GOVERNS AND ON MOST CASES LIMITS THE LIABILITY OF CARRIERS FOR DEATH OR PERSONAL INJURY AND IN RESPECT OF LOSS OF OR DAMAGE TO BAGGAGE.					

3. Conditions of Contract and Other Important Notices

3. أحكام عقد السفر و ملاحظات أخرى مهمة

Passenger's travel is governed by the conditions of the contract, airline's conditions of carriage, international air transport law, regional transport law (eg. European Community), national law, and rules of the applicable tariff.

To facilitate things, IATA has made a unified form for the conditions of the contract¹ and the required notices. This form becomes a standard for airlines use after receiving government approvals.

The conditions of carriage must be delivered to the passenger prior to his first flight. International aviation law requires some other notes be delivered as well to the passenger, which are related to international air transportation.

The main components are:

- The conditions of contract
Contains important information about the conditions of passenger and baggage transportation, validity of the ticket, provision which the ticket is subjected to, time limit for complains, and others.
- Notice of liability limitations for international travel

This notice is required by the Warsaw/ Montreal convention and

it states that any international travel would be subject to the limitations of liability in the applicable convention.

سفر الركاب محكوم بالعديد من الأشياء منها شروط عقد السفر و أحكام النقل الخاصة بكل شركة و الإتفاقيات الدولية الخاصة بالنقل الجوي و الأحكام الإقليمية و المحلية و أيضا لأحكام و شروط السعر المطبق.

من أجل تسهيل الأمور قامت الأياتا بالنيابة عن الشركات الأعضاء و بعد الحصول على الموافقات من الحكومات بعمل نسخة موحدة تتضمن شروط العقد و ملاحظات أخرى.

يجب أن يسلم الراكب شروط العقد و الملاحظات الأخرى التي يطلبها القانون قبل بداية السفر.

فيما يلي النص الذي وضعته الأياتا بالعربية و الإنكليزية.

¹ The latest form is available on IATA website or at <http://www.iatatravelcentre.com/page/e-ticket/>

- Notice of government imposed taxes, fees and charges
- Notice on denied boarding due to overbooking
- Notice on check-in times
- Notice on checked baggage and cabin baggage

You may find some conflicting provisions in the IATA form. This is because those provisions have been changed many times to cope with changes in international law and because they were meant to be inclusive worldwide. Government approvals should be obtained for each change.

CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

This Ticket is Not Valid and Will Not Be Accepted for Carriage Unless Purchased from Issuing Carrier or its Authorised Agent.

Notice

If the passenger's journey involves an ultimate destination or stop in a country other than the country of departure the Warsaw Convention may be applicable and the Convention governs and in most cases limits the liability of carriers for death or personal injury and in respect of loss of or damage to baggage. See also notices headed "Advice to International Passengers on Limitation of Liability" and "Notice of Baggage Liability Limitations".

Conditions of contract

1 As used in this contract "ticket" means this passenger ticket and baggage check, or this itinerary/receipt if applicable, in the case of an electronic ticket, of which these conditions and the notices form part, "carriage" is equivalent to "transportation", "carrier" means all air carriers that carry or undertake to carry the passenger or his baggage hereunder or perform any other service incidental to such air carriage, "electronic ticket" means the Itinerary/Receipt issued by or on behalf of Carrier, the Electronic Coupons and, if applicable, a boarding document. "Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air signed at Warsaw, 12th October 1929, or that Convention as amended at the Hague, 28th September 1955, whichever may be applicable.

2 Carriage hereunder is subject to the rules and limitations relating to liability established by the Warsaw Convention unless such carriage is not "international carriage" as defined by that Convention.

3 To the extent not in conflict with the foregoing carriage and other services performed by each carrier are subject to: (i) provisions contained in the ticket; (ii) applicable tariffs;

(iii) carrier's conditions of carriage and related regulations which are made part hereof (and are available on application at the offices of carrier), except in transportation between a place in the United States or Canada and any place outside thereof to which tariffs in force in those countries apply.

4 Carrier's name may be abbreviated in the ticket, the full name and its abbreviation being set forth in carrier's tariffs, conditions of carriage, regulations or timetables; carrier's address shall be the airport of departure shown opposite the first abbreviation of carrier's name in the ticket; the agreed stopping places are those places set forth in this ticket or as shown in carrier's timetables as scheduled stopping places on the passenger's route; carriage to be performed hereunder by several successive carriers is regarded as a single operation.

5 An air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its Agent.

6 Any exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of carrier and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives.

7 Checked baggage will be delivered to bearer of the baggage check. In case of damage to baggage moving in international transportation complaint must be made in writing to carrier forthwith after discovery of damage and, at the latest, within seven days from receipt; in case of delay, complaint must be made within 21 days from date the baggage was delivered. See tariffs or conditions of carriage regarding non-international transportation.

8 This ticket is good for carriage for one year from date of issue, except as otherwise provided in this ticket, in carrier's tariffs, conditions of carriage, or related regulations. The fare for carriage hereunder is subject to change prior to commencement of carriage. Carrier may refuse transportation if the applicable fare has not been paid.

9 Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch. Times shown in timetables or elsewhere are not guaranteed and form no part of this contract. Carrier may without notice substitute alternate carriers or aircraft, and may alter or omit stopping places shown on the ticket in case of necessity. Schedules are subject to change without notice. Carrier assumes no responsibility for making connections.

10 Passenger shall comply with Government travel requirements, present exit, entry and other required documents and arrive at airport by time fixed by carrier or, if no time is fixed, early enough to complete departure procedures.

11 No agent, servant or representative of carrier has authority to alter, modify or waive any provision of this contract.

CARRIER RESERVES THE RIGHT TO REFUSE CARRIAGE TO ANY PERSON WHO HAS ACQUIRED A TICKET IN VIOLATION OF APPLICABLE LAW OR CARRIER'S TARIFFS, RULES OR REGULATIONS.

ADVICE TO INTERNATIONAL PASSENGERS ON LIMITATION OF LIABILITY

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of origin are advised that the provisions of a treaty known as the Warsaw Convention may be applicable to the entire journey, including any portion entirely within the country of origin or destination. For such passengers on a journey to, from or with an agreed stopping place in the United States of America, the Convention and special contracts of carriage embodied in applicable tariffs provide that the liability of certain carriers, parties to such special contracts, for death of or personal injury to passengers is limited in most cases to proven damages not to exceed US\$75,000 per passenger, and that this liability up to such limit shall not depend on negligence on the part of the carrier. For such passengers travelling by carrier not a party to such special contracts or on a journey not to, from, or having an agreed stopping place in the United States of America, liability of the carrier for death or personal injury to passengers is limited in most cases to approximately US\$10,000 or US\$20,000.

The names of carriers, parties to such special contract, are available at all ticket offices of such carriers and may be examined on request. Additional protection can usually be obtained by purchasing insurance from a private company. Such insurance is not affected by any limitation of the carrier's liability under the Warsaw Convention or such special contracts of carriers. For further information please consult your airline or insurance company representative.

Note: The limit of liability of US\$75,000 above is inclusive of legal fees and costs except that in the case of a claim brought in a state where provision is made for separate award of legal fees and costs, the limit shall be the sum of US\$58,000 exclusive of legal fees and costs.

NOTICE OF BAGGAGE LIABILITY LIMITATIONS

Liability for loss, delay, or damage to baggage is limited unless a higher value is declared in

advance and additional charges are paid. For most international travel (including domestic portions of international journeys) the liability limit is approximately US\$9.07 per pound (US\$20.00 per kilo) for checked baggage and US\$400.00 per passenger for unchecked baggage. For travel wholly between US points, Federal rules require any limit on an airline's baggage liability to be at least US\$3000.00 per passenger. Excess valuation may be declared on certain types of articles. Some carriers assume no liability for fragile, valuable or perishable articles. Further information may be obtained from the carrier.

NOTICE OF GOVERNMENT IMPOSED TAXES, FEES AND CHARGES

The price of this ticket may include taxes, fees and charges which are imposed on air transportation by government authorities. They may represent a significant portion of the cost of air travel and are either included in the fare, or shown separately in the "TAX/FEE/CHARGE" box(es) of this ticket. You may also be required to pay taxes or fees or charges not already collected.

The following notice does not apply to tickets sold in the United States for transportation originating in the United States. DENIED BOARDING BY OVERBOOKING. In those countries where Denied Boarding Compensation regulations are in force, carriers operate compensation plans for passengers with confirmed reservations who are denied boarding because of non-availability of seats caused by overbooking. Details of these plans are available at the airlines' offices.

Check-in Times

The times shown on this ticket or itinerary/receipt if applicable are the departure times of the aircraft. Check-in times, as advised by your carrier, or in the airline's timetable, are the latest times at which passengers can be accepted for travel, allowing the necessary time to complete all formalities. Flights cannot be held up for passengers arriving late, and no responsibility can be accepted in such cases.

BAGGAGE: Checked Baggage: Passengers are usually permitted a free checked baggage allowance, the limit of which may differ by airline, class, and/or route. Extra charges may apply for checked baggage in excess of the permitted allowance. **Cabin Baggage:** Passengers are usually permitted a free cabin baggage allowance, the limit of which may differ by airline, class, route, and/or aircraft type. It is recommended that cabin baggage be kept to a minimum. Please ask your travel agent or airline for more specific information. Refer to <http://www.iata.org/bags> for information and links to airline websites.

Dangerous Articles in Baggage

For safety reasons, dangerous articles must not be packed in checked or carry-on baggage. Restricted articles include but are not limited to: compressed gases, corrosives, explosives, flammable liquids and solids, radioactive materials, oxidising materials, poisons, infectious substances, and briefcases with installed alarm devices.

CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

NOTICE of Liability Limitations

The Montreal Convention or the Warsaw Convention system may be applicable to your journey and these Conventions govern and may limit the liability of air carriers for death or bodily injury, for loss of or damage to baggage, and for delay.

Where the Montreal Convention applies, the limits of liability are as follows:

- 1. There are no financial limits in respect of death or bodily injury;**
- 2. In respect of destruction, loss of, or damage or delay to baggage, 1,000 Special Drawing Rights (approximately EUR 1,200; US \$1,470) per passenger in most cases.**
- 3. For damage occasioned by delay to your journey, 4,150 Special Drawing Rights (approximately EUR 5,000; US \$6,000) per passenger in most cases.**

EC Regulation No. 889/2002 requires European Community carriers to apply the provisions of the Montreal Convention limits to all carriage by them of passengers and their baggage by air. Many non-European Community carriers have elected to do so in respect of the carriage of passengers and their baggage.

Where the Warsaw Convention system applies, the following limits of liability may apply:

- 16,600 Special Drawing Rights (approximately EUR 20,000; US \$20,000) in respect of death or bodily injury if the Hague Protocol to the Convention applies, or 8,300 Special Drawing Rights (approximately EUR 10,000; US \$10,000) if only the Warsaw Convention applies. Many carriers have voluntarily waived these limits in their entirety, and US regulations require that, for journeys to, from or with an agreed stopping place in the US, the limit may not be less than US \$75,000.
- 17 Special Drawing Rights (approximately EUR 20; US \$20) per kg for loss of or damage or delay to checked baggage, and 332 Special Drawing Rights (approximately EUR 400; US \$400-) for unchecked baggage.
- The carrier may also be liable for damage occasioned by delay.

Further information may be obtained from the carrier as to the limits applicable to your journey. If your journey involves carriage by different carriers, you should contact each carrier for information on the applicable limits of liability.

Regardless of which Convention applies to your journey, you may benefit from a higher limit of liability for loss of, damage or delay to baggage by making at check-in a special declaration of the value of your baggage and paying any supplementary fee that may apply. Alternatively, if the value of your baggage exceeds the applicable limit of liability, you should fully insure it before you travel.

Time limit for action: Any action in court to claim damages must be brought within two years from the date of arrival of the aircraft, or from the date on which the aircraft ought to have arrived. Baggage claims: Written notice to the carrier must be made within 7 days of the receipt of checked baggage in the case of damage, and, in the case of delay, within 21 days from the date on which it was placed at the disposal of the passenger.

شروط العقد وملاحظات هامة أخرى

هذه التذكرة لا تعتبر سارية المفعول ولن تقبل للنقل ما لم يتم شراؤها من الناقل المصدر أو الوكيل المرخص.

إشعار

إذا كانت رحلة الراكب تتضمن محطة نهائية أو محطة وقوف في بلد غير بلد المغادرة فيمكن أن تطبق اتفاقية وارسو، وهذه الاتفاقية تحكم وتحدد في معظم الحالات مسؤولية الناقل فيما يتعلق بالوفاة أو الإصابة الشخصية وكذلك في حالة فقدان أو تلف الأمتعة. راجع أيضاً الإشعار المعنون \إشعار لركاب الرحلات الدولية عن حدود المسؤولية\ و\إشعار عن المسؤولية المحدودة عن الأمتعة\.

شروط العقد

1. إن \كلمة تذكرة\ كما هي مستعملة في هذا العقد ، تعني تذكرة الراكب وبيان الأمتعة ، أو رحلة / وصل استلام عند التطبيق في حالة تذكرة إلكترونية ، والتي تعتبر هذه الشروط والإشعارات جزءاً منها ، كلمة \نقل\ توازي \الرحيل\ ، وكلمة \ناقل\ تعني جميع الناقلين الجويين الذين ينقلون أو ينعهدون بنقل الراكب أو أمتعته بموجب هذه التذكرة أو يؤدون أية خدمة أخرى تتعلق بالنقل الجوي ، وكلمة \تذكرة إلكترونية\ تعني خط رحلة / وصل استلام صادر عن أو بالنيابة عن الناقل ، كويونات إلكترونية وعند التطبيق ، ووثيقة الركوب. إن \اتفاقية وارسو\ تعني الاتفاقية لتوحيد بعض القواعد المتعلقة بالنقل الدولي الجوي الموقعة في وارسو بتاريخ 12 تشرين الأول/أكتوبر 1929 أو تلك الاتفاقية بصيغتها المعدلة في لاهاي بتاريخ 28 أيلول/سبتمبر 1955 حسبما يخضع النقل بموجب هذه التذكرة لأي منهما.

2. يخضع النقل بموجب هذه التذكرة لقواعد وأحكام تحديد المسؤولية التي وضعت في اتفاقية

وارسو إلا إذا لم يكن النقل \نقلاً دولياً\ كما حددتها تلك الاتفاقية.

3. إلى الحد الذي لا يتعارض مع ما تقدم ، يخضع النقل والخدمات الأخرى التي يؤديها كل ناقل: (1) للأحكام الواردة في هذه التذكرة ؛ (2) التعرفة السارية ؛ (3) شروط الناقل بشأن النقل والأنظمة المتعلقة بذلك والتي تشكل جزءاً من شروط هذا العقد (وهي موجودة لدى مكاتب الناقل ويمكن الاطلاع عليها عند الطلب) باستثناء النقل بين مكان ما في الولايات المتحدة أو كندا و أي مكان خارجها الذي تنطبق عليه الأنظمة المعمول بها في تلك البلاد.

4. يمكن اختصار اسم الناقل على التذكرة ، على اعتبار أن الاسم الكامل ومختصره المذكوران في لوائح الناقل أو شروط النقل ، أو الأنظمة أو جداول المواعيد. يكون عنوان الناقل مطار المغادرة المذكور أمام أول اختصار لاسم الناقل على التذكرة. أماكن التوقف المتفق عليها هي الأماكن المبينة على هذه التذكرة أو كما هي مبينة في جداول مواعيد الناقل كأماكن توقف مقررة في خط سير الراكب. النقل الذي يتم بموجب هذه التذكرة من قبل عدة ناقلين متتابعين يعتبر عملية واحدة.

5. الناقل الذي يصدر تذكرة للنقل على خطوط ناقل آخر يؤدي ذلك كوكيل فقط.

6. أي استثناء أو تحديد لمسؤولية الناقل ينطبق على ويكون لصالح وكلاء الناقل وموظفيه وممثليه وأي شخص تستعمل طائرته من قبل الناقل للنقل ووكلائه وموظفيه وممثليه.

7. الأمتعة المعايينة سوف يتم تسليمها لحامل بطاقة معاينة الأمتعة. في حالة تلف الأمتعة المنقولة نقلاً دولياً ، يجب أن تكون الشكوى خطية وتقدم إلى الناقل فور اكتشاف التلف وفي فترة زمنية أقصاها سبعة أيام من الاستلام. في حالة التأخير ، يجب أن تقدم الشكوى خلال (21) يوماً من تاريخ تسليم الأمتعة. راجع لوائح أو شروط النقل الخاصة بغير النقل الدولي.

8. هذه التذكرة صالحة للنقل لمدة عام واحد من تاريخ إصدارها ، فيما عدا الحالات المنوه عنها في هذه التذكرة ، أو في تعرفة الناقل ، في شروط النقل ، أو في الأنظمة المتعلقة بذلك. الناقل قد يرفض النقل في حالة أن الأجور المطبقة لم تدفع.

9. يتعهد الناقل ببذل قصارى جهده لنقل الراكب والأمتعة بسرعة معقولة. الأوقات المبينة في جداول المواعيد أو في أماكن أخرى ليست مؤكدة ولا تشكل جزءاً من هذا العقد. يحق للناقل دون إشعار أن يستبدل الناقلين أو الطائرة ، ويحق له أن يعدل أو يحذف أماكن التوقف المبينة على التذكرة في حالة الضرورة. الجداول خاضعة للتغيير دون إشعار. الناقل لا يتحمل مسؤولية اللحاق برحلات المتابعة.

10. يجب على الراكب الالتزام بمطالب السفر الحكومية بإحضار تأشيرة الخروج والدخول والوثائق الأخرى المطلوبة والوصول إلى المطار في الوقت الذي حدده الناقل. في حالة عدم تحديد الوقت ، ضرورة التواجد بوقت كاف لإنهاء إجراءات السفر.

11. ليس لأي وكيل أو موظف أو ممثل للناقل أية صلاحية في تغيير أو تعديل أو إلغاء أي شرط من شروط هذا العقد.

يحفظ الناقل بحق رفض نقل أي شخص حصل على تذكرة مخالفة للقوانين المطبقة أو لتعرفة الناقل أو قوانينه أو أنظمتها.

إشعار لركاب الرحلات الدولية عن حدود المسؤولية

نعلن للسادة الركاب الذين تتضمن رحلتهم محطة نهائية أو توقف في بلد غير بلد المغادرة الأصلي بأن أحكام المعاهدة المعروفة باتفاقية وارسو قد تنطبق على كامل الرحلة بما في ذلك أي قطاع يقع كلياً

داخل بلد المغادرة الأصلي أو بلد الوصول. وبالنسبة للركاب المسافرين على رحلة إلى ومن الولايات المتحدة الأمريكية أو يتوقفون في مكان متفق عليه مسبقاً فيها فإن الاتفاقية وعقود النقل الخاصة المدرجة في اللوائح السارية المفعول تنص على أن مسؤولية بعض الناقلين الأعضاء في هذه العقود الخاصة عن الوفاة أو الإصابة الشخصية للركاب محدودة في معظم الحالات في الأضرار المثبتة 75000 دولار أمريكي لكل راكب ، ولا يشترط أن تؤسس مسؤولية الناقل حتى هذا الحد على إهماله. وبالنسبة للركاب المسافرين على شركة طيران ليست طرفاً في هذه العقود الخاصة أو المسافرين على رحلة ليست متجهة إلى الولايات المتحدة الأمريكية أو قادمة منها أو ليس بها نقطة توقف متفق عليها سلفاً داخلها. فإن مسؤولية شركة الطيران عن الوفاة أو الإصابة الشخصية التي تلحق بالركاب محدودة في معظم الحالات بمبلغ 10000 دولار أمريكي أو 20000 دولار أمريكي تقريباً.

أسماء شركات الطيران الأطراف في هذه العقود الخاصة موجودة لدى جميع مكاتب التذاكر التابعة لها ويمكن الاطلاع عليها عند الطلب. كما يمكن الحصول على حماية إضافية بالتأمين لدى شركات التأمين الخاصة علماً بأن هذا التأمين لا يتأثر بأي تحديد لمسؤولية شركة الطيران بموجب اتفاقية وارسو أو بموجب عقود النقل الخاصة. وللحصول على المزيد من المعلومات يرجى الاتصال بشركة الطيران التي تتعامل معها أو بمندوب شركة التأمين.

ملاحظة: تحديد المسؤولية بمبلغ 75000 دولار أمريكي شامل للرسوم والنفقات القانونية إلا إذا رفعت المطالبة في ولاية ينص نظامها على فصل المطالبة عن الرسوم والنفقات القانونية فتتحدد المسؤولية فيها بمبلغ 58000 دولار أمريكي ولا يشمل هذا المبلغ الرسوم والنفقات القانونية.

إشعار عن المسؤولية المحدودة عن الأمتعة

مسؤولية الناقل عن فقدان أو تلف أو تأخير أمتعة الراكب محدودة ما لم يعلن مقدماً عن قيمة أعلى لأمتعته والرسوم الإضافية المقررة قد دفعت مسبقاً. فبالنسبة لمعظم الرحلات الدولية (بما في ذلك القطاعات الداخلية التي تشكل جزءاً من رحلات دولية) تتحدد مسؤولية الناقل تقريباً بـ(9.07 دولار أمريكي للرتل) (20.00 دولار أمريكي للكيلو) عن الأمتعة المعايينة و400.00 دولار أمريكي للراكب الواحد عن الأمتعة غير المعايينة ، الحد الأدنى لمسؤولية الناقل عن الأمتعة في الرحلات التي تتم كلية بين محطات داخل الولايات المتحدة الأمريكية هي 3000 دولار أمريكي للراكب الواحد طبقاً لما تقضي به الأنظمة الفيدرالية وقد يعلن عن قيمة أعلى لأنواع محددة من محتويات الأمتعة ، لا تتحمل بعض الشركات الناقلة أية مسؤولية تجاه الأشياء القابلة للكسر أو سريعة التلف أو الثمينة ويمكن الحصول على مزيد من المعلومات في هذا الخصوص من الناقل.

إشعار بالضرائب والرسوم والمصاريف التي تفرضها الحكومة

إن قيمة هذه التذكرة قد تشمل ضرائب ورسوماً ومصاريف تفرضها السلطات الحكومية على النقل الجوي. إن هذه الضرائب والرسوم والمصاريف التي قد تشمل جزءاً ملحوظاً من كلفة النقل الجوي. قد تكون مشمولة ضمن قيمة التذكرة وقد تظهر منفردة في خانة/خانات تحت عنوان الضريبة/رسوم/مصاريف في هذه التذكرة. وقد يطلب إليكم أن تدفعوا ضرائب ورسوم ومصاريف لم يتم تحصيلها.

الإشعار المذكور أدناه لا ينطبق على التذاكر المباعة في الولايات المتحدة للرحلات البائدة من الولايات المتحدة. عدم قبول حجز المسافرين بسبب الحجز الفائض على الطائرة في البلاد التي تطبق قانون التعويض للمسافرين الذين لديهم حجز مؤكد ومنعوا من السفر لعدم وجود أماكن على الطائرة بسبب الحجز الزائد من قبل الناقل - توجد تفاصيل هذه الخطة لدى مكاتب الشركات الناقلة في ذلك البلد.

الوقت اللازم للمعاينة

الأوقات المذكورة في هذه التذكرة أو في خط سير الرحلة/وصل الاستلام إذا كان مطبقاً هي مواعيد إقلاع الطائرة من المطار. أما المدة اللازمة لإنهاء إجراءات المعاينة في المطار قبل الإقلاع ، كما يقررها الناقل أو كما هو مذكور في جدول مواعيد الناقل - هي آخر موعد لقبول المسافر للمغادرة على تلك الرحلة وذلك لمنح الوقت الكافي لإتمام كافة إجراءات السفر. لا يمكن تعطيل الطائرة إطلاقاً بسبب تأخر وصول المسافرين ولا يتحمل الناقل أية مسؤولية في تلك الحالات.

الأمثلة: الأمتعة المسجلة في الوزن: يسمح للمسافرين عادة بالوزن المجاني بحدود تختلف حسب الناقل ، الدرجة أو خط سير الرحلة. تطبق رسوم على الوزن الزائد عن المسموح به. الأمتعة المسموحة بصحبة المسافر داخل كابينة الطائرة: يسمح للمسافرين عادة بحمل حقيبة داخل الطائرة بحدود تختلف حسب الناقل ، الدرجة ، خط السير ، ونوع الطائرة. وينصح بأن يقتصر ذلك على الحد الأدنى. الرجاء الاستفسار عن ذلك من وكيل سفرك أو الناقل للحصول على مزيد من المعلومات. يرجى الرجوع إلى العنوان الإلكتروني الآتي لمزيد من التفاصيل www.iata.org/bags والعناوين الإلكترونية الخاصة بالشركات الناقلة.

الأمثلة الخطرة

أسباب تتعلق بالسلامة وطبقاً للتعريف الوارد في لوائح الأياتا للأمتعة الخطرة يمنع منعاً باتاً حمل المواد الخطرة ضمن أمتعة الراكب أو كأمتعة معاينة أو يدوية. وتشمل المواد المحظورة على سبيل المثال لا الحصر: الغازات المضغوطة ، المواد المسببة للتآكل ، المتفجرات ، السوائل والمواد القابلة للاشتعال ، المواد المشعة ، المواد المؤكسدة ، السموم ، المواد المعدية ، والحقائب ذات أنظمة الأمان والمزودة بأجهزة إنذار والبطاريات التي تحتوي على مادة الليثيوم أو المواد النارية.

شروط العقد وملاحظات هامة أخرى

إشعار عن المسؤولية المحدودة

إن نظام اتفاقية مونتريال أو اتفاقية وارسو يمكن أن يطبق على رحلتك ، وهذه الاتفاقيات تحكم ويمكن أن تحدد مسؤولية الناقل فيما يتعلق بالوفاة أو الإصابة الشخصية ، وكذلك في حالة فقدان أو تلف الأمتعة وفي حالة التأخير.

حيثما تطبق اتفاقية مونتريال ، فإن حدود المسؤولية تكون كالتالي:

1. لا يوجد حدود مالية فيما يتعلق بالوفاة أو الإصابة الشخصية.
2. الحد الأدنى لمسؤولية الناقل عن تلف أو فقدان أو تأخير الأمتعة سيكون 1000 حق سحب خاص (أي ما يعادل تقريباً 1200 يورو أو 1470 دولار أمريكي) للراكب الواحد في معظم الحالات.
3. أما بالنسبة للتلف الناتج عن تأخير الرحلة ، فسيكون الحد الأدنى لمسؤولية الناقل هو 4150 حق سحب خاص (أي ما يعادل تقريباً 5000 يورو أو 6000 دولار أمريكي) للراكب الواحد في معظم الحالات.

إن قانون الاتحاد الأوروبي رقم 2002/889 يتطلب من شركات النقل التابعة لتنظيم اوروبي مشترك أن تطبق أحكام اتفاقية مونتريال والمتعلقة بكافة الحدود المطبقة على كل أشكال نقل الركاب والأمتعة جواً والتي تقوم بها تلك الشركات. كما أن هناك العديد من الشركات غير الأوروبية التي اختارت أن تقوم بهذا

الإجراء الخاص بنقل الركاب وأمتعتهم.

أما حينما يطبق نظام اتفاقية وارسو ، فيمكن تطبيق حدود المسؤولية التالية:

1. 16600 حق سحب خاص (ما يعادل تقريباً 20000 يورو ؛ 20000 دولار أمريكي) عن حالات الوفاة أو الإصابة الشخصية إذا طبقت تلك الاتفاقية بصيغتها المعدلة في لاهاي ، أو 8300 حق سحب خاص (أي ما يعادل تقريباً 10000 يورو ؛ 10000 دولار أمريكي) إذا طبقت فقط اتفاقية وارسو. هناك العديد من شركات النقل قد قامت طوعاً بإلغاء تلك الحدود بكليتها ، وبالنسبة للركاب المسافرين على رحلة إلى ومن الولايات المتحدة الأمريكية أو يتوقفون في مكان متفق عليه مسبقاً فيها فإن الأنظمة الأمريكية تتطلب ألا يكون الحد الأدنى لمسؤولية الناقل أقل من 75000 دولار أمريكي.

2. 17 حق سحب خاص (ما يعادل تقريباً 20 يورو ؛ 20 دولار أمريكي) لكل كيلوغرام عن حالات فقدان أو التلف أو التأخير عن الأمتعة المعايينة ، و332 حق سحب خاص (ما يعادل تقريباً 400 يورو ؛ 400 دولار أمريكي) للأمتعة غير المعايينة.

3. مسؤولية الناقل عن التلف الناتج عن التأخير محدودة.

يمكن الحصول على مزيد من المعلومات المتعلقة بحدود المسؤولية المطبقة على رحلتك من الناقل. إذا تضمنت رحلتك نقل من قبل عدة ناقلين ، فيجب أن يقوم بالاتصال بكل ناقل على حدى للحصول على معلومات عن حدود المسؤولية المطبقة.

بغض النظر عن أية اتفاقية مطبقة على رحلتك ، فيمكنك أن تستفيد من حد أعلى للمسؤولية عن فقدان ، تلف ، أو تأخير الأمتعة عن طريق الإعلان عن قيمة الأمتعة عن المعايينة وبدفع أية رسوم إضافية والتي يمكن أن تضاف. أما إذا كانت قيمة الأمتعة تفوق حد المسؤولية المطبق ، فيتوجب تأمينها كاملاً قبل السفر.

الحد الزمني للشكوى: يجب تقديم أية شكوى للمحكمة خلال فترة زمنية أقصاها عامين من تاريخ وصول الطائرة ، أو من التاريخ الذي توجب على الطائرة الوصول فيه. شكاوي الأمتعة: في حالة تلف الأمتعة المنقولة ، يجب أن تكون الشكوى خطية وتقدم إلى الناقل في فترة زمنية أقصاها سبعة أيام من استلام الأمتعة المعايينة ، وفي حالة التأخير ، يجب أن تقدم الشكوى خلال (21) يوماً من تاريخ تسليم الأمتعة.

More about Passenger Ticket

أشياء أخرى عن التذكرة

Separate ticket for each passenger

For legal reasons, a separate ticket (or conjunction of tickets) must be issued for each passenger.

Notice about fare restriction

When a fare is restricted and this restriction is not clearly noticeable from the entries on the ticket, such restriction should be inserted in the endorsement/ restriction data entry. In addition it is recommended by IATA to give the passenger a notice similar the one below:

Important Notice:

This is a "SPECIAL FARE" ticket which involves travel restrictions. When making or changing reservations, please advise the airline or your travel agent of the special fare so that they may assist you in complying with the restrictions. Failure to comply with the restrictions may result in an increase in fare and/or additional cost to you. In some cases, there are fees for changing or cancelling special fare tickets.

Chapter: 4

الجزء الرابع

Passenger Transportation

نقل الركاب و أحكامه

What will you learn in this chapter:

- What are the conditions and procedures for transportation by an airline?
 - Can an airline refuse to carry a passenger?
 - What procedure must be followed in special medical situations?
 - Why a passenger with a confirmed reservation can be denied?
- ما أحكام و شروط نقل الركاب لشركة ما؟
 - هل يمكن لشركة أن ترفض نقل راكب ما؟
 - ما الأحكام التي يجب اتباعها في الحالات الصحية الخاصة للركاب؟
 - كيف يمكن أن يتوقف سفر الراكب الحاصل على حجز مؤكد؟

Resources used in this chapter:

AIRIMP. 01 Jun 04 - 31 May 2005 28th edition. *IATA/ATA Reservation Interline Message Procedures - Passenger*. IATA/ATA, 01 Jun 04 - 31 May 2005 28th edition.

IATA Travel Centre. [Online] <http://www.iatatravelcentre.com/>.

Passenger Air Tariff General Rules. IATA & SITA, Apr 2009.

Passenger Transportation

أحكام نقل الركاب

We saw in previous chapters that many things govern, restrict and/or organize the transportation of passengers. In our day-to-day work we mostly deal with three of them. The first one is the conditions of carriage for each company and the second is the documentation which the passenger needs in his travel between countries. We are going to discuss those two in this chapter. The third is the applicable fare conditions and we will discuss this in the sixth chapter "Application of Fares".

In addition to this, we will go through several types of special passenger cases which have a special procedure and usually need special handling.

رأينا في الأجزاء السابقة من الكتاب أن هنالك العديد من الأشياء التي تحكم نقل الركاب. في عملنا اليومي نتعامل في الأكثر مع ثلاثة منها. الأول هو شروط نقل الركاب الخاصة بكل شركة و الثاني هو الوثائق المطلوبة من الركاب للتنقل بين البلدان. سنتحدث عنهما في هذا الفصل. الشيء الثالث هو شروط السعر المطبق و سنتحدث عنه في الجزء السادس "تطبيق الأسعار".
بالإضافة لذلك سنناقش في هذا الفصل بعض الحالات الخاصة من الركاب التي لها إجراءات معينة للتعامل و تحتاج معاملة خاصة.

New terms in this chapter

تعريف مهمة جديدة في هذا الجزء

- **Adult:**
A person who has reached his 12th birthday at the date of the first flight in a ticket.
- **Boarding-pass:**
A document issued by an airline (or its agent) for its passengers at the time of check-in to indicate that the passenger has showed up in time and completed the check-in formalities and authorize the passenger to board a flight.
- **Booking: Reservation:**
An arrangement made in advance to secure a seat for a passenger or space/weight for cargo with an airline.

- **Check-in dead line:**
The time specified by the airline before a specific flight, by which the passenger must complete all check-in formalities and received a boarding-pass.
- **Child:**
A person who has reached his second birthday but not his 12th birthday at the date of the first flight in a ticket.
- **Deportee (DEPU – DEPA):**
A person who have legally or illegally entered a country, and who is later formally asked by the authorities of that country to leave.
- **Go-show passenger:**
A passenger who is accepted for travel on a flight without a pre-confirmed reservation on that flight (whether or not he was listed on “Waitlist”).
- **Group: Common interest group:**
A group of passengers who have a common interest in traveling together to the same destination by the same routing. (a common interest other than the group fare or discount).
- **Immediate family:**
Spouse, children (including adopted children), parents, brothers, sisters, grandparents, grandchildren, parents-in-law, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law.
- **Inadmissible passenger (INAD):**
A passenger who is refused entry to a country by the authorities, or a passenger who is refused onward carriage by and airline or government authorities in a transfer point, due to an irregularity in his travel documents like visa, passport, etc.
- **Incapacitated passenger:**
A passenger with physical or mental disability, or with a medical condition, who requires individual attention or assistance on enplaning/ deplaning/ during the flight and/or ground handling.
- **Infant:**
A person who has not reached his second birthday at the date of the first flight in a ticket.
- **Missed connection: Misconnection:**
A passenger who, due to late arrival or non-operation of his original flight to a transit point, arrives too late to board the connecting onward flight.
- **No-show passenger:**
A passenger who fails to use a confirmed reservation on a flight for a reason other than a missed connection.
- **Over-booking:**
A condition when an airline accepts more seat bookings on a flight than the actual

number of seats on that flight, expecting in advance that a certain number of passengers will not show up to use their booking.

- **Standby passenger:**

A passenger who accepts to board a flight subject to seats availability at the time of departure after all passengers having confirmed reservation and passengers who paid a confirmed seat fare without confirmed reservation board the flight.

- **Sundry charges:**

Charges to passengers which shall include but not limited to charges for change of reservation and for change of routing. Such charges which are not prorated and will accrue to the airline who issued the MCO/MPD.

- **Ticketed point(s):**

A city/airport which is included in the passengers planed travel route and shown on the ticket.

- **Transit point: Connecting point:**

A point in the passenger's route where the passenger is scheduled to depart to the next ticketed point in his route within 24 hours of his original arrival to that point.

- **Waitlist passenger:**

A passenger who has made a booking on the waitlist of a flight (does not have a confirmed reservation on that flight).

- **Waitlist:**

A list maintained by an airline for a specific flight which contains the names of passengers who expressed their intention to travel on a full flight.

- **Denied boarding:**

The condition when an airline refuses to board a passenger to a flight on which he has a pre-confirmed reservation and presented himself for check-in within the required time limit. This happens mainly due to "over-booking" or in limited cases of flight over-weight.

- **Onward connection:**

The flight to be taken from a transit point (connecting point) to deliver the passenger to his destination or to the next ticketed point.

Conditions of Carriage

Each airline has its own conditions to transport passengers and their luggage. Many of those conditions are the same especially those requested by law; others are different and those govern how the airline handles special cases with the passenger.

The “conditions of carriage” is mentioned by reference in the conditions of contract and other notices (which is given with the ticket as we saw in the previous chapter). The full text of the conditions may be obtained from the airline offices but more easily from the airline's website; just search for “Conditions of carriage”.

In the conditions of carriage, most airlines make clear their policies on certain issues especially in the handling of special cases of passengers and baggage and in cases of damage.

There is no general form for the conditions of carriage; however, there is a general understanding on what must be contained in them. In general, conditions of carriage contain provisions about:

- The passenger ticket validity and handling
- Applicable fares and taxes
- Reservations and requirements
- Limitations or refusal to carry passengers
- Baggage transportation
- Liability for damage

لكل شركة أحكامها الخاصة فيما يخص نقل الركاب و عفشهم. أحكام نقل الركاب المذكورة بالإشارة في شروط العقد و يمكن الحصول على النص الكامل لهذه الأحكام من مكتب الشركة أو موقعها الإلكتروني.

تختصر أحكام النقل القواعد المتبعة لدى الشركة في العديد من الأمور و توضح طريقة التعامل في أمور أخرى أهمها تذكرة الراكب و عفشه و الحجوزات و مسؤولية الشركة في حال الضرر.

العديد من هذه الأمور سيتم التطرق إليها في عدة مواضع في هذا الكتاب. و لكن من المهم مراجعة كل شركة لمعرفة القواعد المتبعة فيها.

لا تعتبر أحكام النقل دليلاً كاملاً عن نظام شركة ما و لكنها تلخص للراكب الأشياء الأساسية حيث يمكن الحصول على المزيد من التفاصيل بمراجعة الشركة.

إذا كنت وكيلاً لشركة ما أو أكثر فمن المفصل أن تقرأ أحكام النقل الخاصة بها. و أيضاً من المصادر الأخرى حول الشركات: المعلومات التي تحتويها أنظمة الحجز و موقع الشركة الإلكتروني و النشرات التي تصدرها الشركة بشكل دوري.

Many of those provisions will be discussed in the current or following chapters. However, it is required to consult each airline's conditions for a specific case.

Although the conditions of carriage contain much information about an airline's procedures, we must note that it is not a full reference which contains all the details. The provisions of the airline are only mentioned in summary for the passenger's knowledge. More details may be obtained from the airlines' manuals and regulations.

If you are handling an airline's passenger services (or multiple airlines in case of a travel agency), it is recommended to go through the conditions of carriage of those airlines. Other useful resources about individual regulations are the notes published in the reservation system, airline's website and market publications.

Classes of Service

درجات السفر

Not all passengers have the same requirements of expectations from air travel. Some passengers only need to be transported from one place to another. Others have more needs like a bigger personal space, reclinable seat to sleep (especially in long haul flights), etc.

Airlines, much like any other industry, try to tailor its product for the satisfaction of everyone, but it could not achieve this with only one type of product (the so called one-size-fits all approach). Airlines had to offers multiple products for its passengers; leading to the design of classes of service.

Traditionally, classes of service were divided into three. The economy class, which has the widest appeal by the regular passenger, with a relatively cheap fare and basic services. The business class, which is designed to appeal to business travelers who can afford to pay a higher fare to enjoy premium services. And the first class, which is most premium product designed to appeal to the premium traveler who cares about the highest standard of service instead of the price.

ليس لكل الركاب نفس المتطلبات و التوقعات من شركات الطيران. بعض الركاب يريدون فقط أن ينقلوا من مكان لأخر. البعض الأخر لديه متطلبات أخرى مثل مساحة أكبر من الحرية الشخصية أو مقاعد قابلة للإنحاء خلفا ليستطيعوا النوم (في الرحلات الطويلة خاصة).

لهذا السبب تصمم الشركات ما يسمى بدرجات السفر أو درجات الخدمة لكي تلبي الحاجات المتعددة للركاب و تستطيع بنفس الوقت كسب المزيد بتوزيع الموارد على عدة أنواع من منتجات الخدمة.

تقليديا كانت هناك الدرجة الأولى (و هي أعلى درجة خدمة) و درجة رجال الأعمال التي تليها من حيث الخدمات ثم الدرجة السياحية (أو العادية أو الإقتصادية) و التي تقدم للراكب الخدمة الأساسية بسعر منخفض نسبيا.

Nowadays, classes of service vary between airlines in so many things. The names are even many times different as some airlines decide to give other names to the classes for marketing reasons. Some airlines also introduced new types of classes like the “premium economy class” which is something between business class and economy class.

In any case, classes of service help airlines achieve better satisfaction for its customers and maximize the revenue earned from the customer mix.

Acceptance and Refusal of Passengers

قبول و رفض نقل الركاب

Airlines generally accept for travel every passenger who has a valid ticket and a confirmed reservation who shows up in the airport of departure at the right time; but this not an obligation for the airlines. In certain cases the airline may refuse to carry such a passenger for reasons of safety or to comply with government regulations.

Airlines are required to use “reasonable discretion” if they refuse to carry or put certain restriction on the carriage of certain passengers.

IATA airlines may cancel the reservation and/or refuse to carry a passenger in his onward connection if:

تقبل الشركات بشكل عام نقل الركاب الذين بحوزتهم تذكرة سفر و حجز مؤكد على أن يحضروا في الوقت المحدد قبل إقلاع الطائرة و لكن هذا الأمر ليس ملزماً. ربما ترفض الشركات في بعض الحالات نقل الركاب توخياً للسلامة أو التزاماً بالقرارات الحكومية.

في عديد من الحالات كالنقص في الوثائق المطلوبة أو المرض أو السكر البين يمكن للشركة إلغاء سفر الركاب أو طلب إجراءات مسبقة. هذه الحالات تكون عادة موضحة في شروط النقل الخاصة بالشركة و هي ليست موحدة بين كل الشركات.

- The passenger’s travel documents and visas are not in conformity with the regulations in the countries of origin, transit or destination.
- Passengers whose transportation by air may cause danger or risk to themselves or others.
- Passengers who show signs of disease and who are likely to cause distress to other passengers.
- Passengers who require personal attention and who are not accompanied by attendants.
- Passengers “obviously” under the influence of alcohol, drugs or narcotics.

In such cases airline may refuse to carry or request prior arrangements to carry passengers.

Each airline has its own provisions regarding such cases. Such provisions are usually mentioned in the conditions of carriage and can be obtained from the airline offices.

Special types of passengers

الحالات الخاصة من الركاب

Some special cases of passengers require special handling by the airline. This special handling may be for the passenger's own safety, other passenger's safety or convenience, safety to the airline's (or others) property, or in compliance with government regulations.

Each airline has its own policies and procedures in handling each of those cases, but some regulations have been made by IATA in certain cases.

We will mention below some of those cases and the handling procedure (if any) put by IATA. In all cases you should consult the transporting airline for its own procedures of handling.

بعض حالات الركاب تتطلب معاملة خاصة و تحضيراً مسبقاً مع الشركة الناقلة. هذه المعاملات قد تكون لسلامة الراكب نفسه أو بقية الركاب أو حرصاً على الممتلكات أو التزاماً بالإجراءات القانونية.

سنستعرض فيما يلي بعض هذه الحالات و الأحكام الخاصة بها إن وجدت من قبل الأياتا. في كل الأحوال يجب مراجعة الشركة الناقلة لمعرفة المزيد من التفاصيل عن كل حالة.

إذا كان هنالك رمز لنوع حالة الراكب فيجب إدخال هذا الرمز في التذكرة و في برقية الحجز.

Many passenger types have a passenger type code – PTC. Sometimes the PTC is different according to the context of use (for example a young passenger may have a code in fares (ZZ), another code in reservation messages (YTH) and another code in the reservation system for fare quote and auto pricing). However, the passenger type code specified by the IATA (mentioned below for each case) must be inserted in the ticket and the sent in the reservation message.

Inadmissible passengers

When a passenger who has been transported by an airline to his destination or to a connecting point is found there to have irregularity in his travel documents (eg. Passport, Visa, health certificate, etc.), the passenger's case is called "Inadmissible passenger" or 'INAD'.

If the passenger has an outbound ticket it must be used regardless of the fare restrictions. Restrictions such as minimum stay, maximum stay or fare validity fare validity may be waived with a note on the ticket “RESTRICTIONS WAIVED DUE INAD”.

If the passenger does not have a ticket, the delivering carrier shall ticket the passenger to his final destination, point of origin or any other points deemed appropriate. The new ticket will be on the routes of the delivering airline (or airlines) wherever possible and the applicable fare would be the same fare that would have been applicable if the ticket was purchased before departure.

The passenger transportation is made with the condition that the passenger should comply with government’s travel requirements and documentation (as mentioned in the conditions of contract). However, if the passenger is not able to pay such expenses the airline may absorb those costs. If multiple airlines contributed the transportation of the passenger to this point, the cost may be prorated between those airlines in proportion to their participation.¹

Deportees

If a passenger was already accepted to enter a certain country (legally or illegally) and after a while ordered by the authorities of that country to leave, this passenger’s case is called “Deportee passenger”. The code used to identify the deportee is ‘DEPU’ if the deportee was unaccompanied by an escort, or ‘DEPA’ if the passenger was accompanied.

Usually, the authorities of the departing country will be responsible for providing a ticket. The outbound airline will issue the ticket with the applicable code mentioned on the ticket; and the airline should take measures to inform the destination station and the connecting airlines of the nature of the passenger.

Incapacitated passengers/ passengers with special health needs

The acceptance of sick passengers is subject to the rules and conditions of the transporting airline. The airline must be given information about the requested route, a brief description of the case, whether the passenger may be seated or in a lying position, and whether the passenger will be escorted or not.

A medical certificate is sometimes required in some cases with more information about the passenger’s case, and the airlines medical service is to study the case and give approval or denial (and special requirements if applicable).

¹ PAT General Rule 8.1.4.1

Disabled passengers / non-ambulatory passengers

In general, a passenger who is not able to walk unassisted is considered non-ambulatory. Airlines have different definitions and provisions for disabled passengers, but it is necessary to bring the situation of the passenger to the airline's attention.

In most cases the passenger will need to use a wheelchair. Those are the types of wheelchair passengers:

WCHC	The passenger is completely immobile
WCHR	The passenger can ascend/ descend steps and walk to his seat. The wheelchair is mainly for the distance to/from the aircraft
WCHS	The passenger can only walk to his seat inside the aircraft but he cannot ascend steps or walk the distance to/from the aircraft

Other types of wheelchairs are mainly used by U.S. carriers when the passenger brings his own wheelchair are WCBDB for a wheelchair with dry battery, WCBW a wheelchair with wet cell battery, WCMP for a manual power wheelchair. Sometimes a wheelchair is required on board the aircraft and is provided by the airline and the code is WCOB.

Stretcher passenger

Many airlines accept to transport passengers who must be laid and moved on a stretcher with certain conditions specific for each airline. Usually the stretcher takes the place of three or more seats and the passenger may require oxygen supply in the flight. Thus the airline must be informed well in advance about the stretcher case.

For more information about the stretcher applicable fare, baggage allowance, and transportation procedures you must consult the transporting airline. The code 'STCR' must be used in the ticket and reservation messages.

Expectant mothers

Expectant mothers can normally travel without a risk on their health unless birth is expected within a certain number of weeks or the treating doctor regards that the woman is not fit for travel. Please consult the transporting airline for their policy on transporting pregnant women. A medical certificate may be required.

Blind (BLND) and/or deaf (DEAF) passengers

Blind or deaf passengers are usually accepted on most airlines without a medical certificate or requiring an escort. This is except if the passenger has another obvious sickness which requires special assistance. The airline's office must be informed in order to make necessary arrangements according its regulations.

Passengers requiring the use of two seats

The fares published for passenger transportation entitle the passenger to occupy one seat. In some cases the passenger may require the use of an additional seat either for his personal comfort to place cabin baggage (eg. Bulky musical instrument, gold packs, important documents, etc).

The fare of the additional seat must not less than the applicable fare paid by the passenger for the first seat. ¹ Please consult the transporting airline for more details on the fare and baggage allowance.

Unaccompanied Minor (UM) and Young passenger (YP)

A child (2-11 years) sent to travel alone is called an unaccompanied minor. A Young passenger is a bit older than the UM and also traveling alone (usually till the age of 15).

Unaccompanied minor is the full responsibility of the airline from the minute take from his parents or the responsible person in the point of origin until the minor is delivered to the responsible person on his destination. Usually a young passenger is dealt with as a UM under the request of his parents.

In general, the transporting airline must be notified about both UM and YP and necessary procedures of that airline must be followed.

¹ PAT General Rule 8.15.

Denied Boarding Compensation

تعويض الراكب الغير مقبول للسفر

Not all passengers who make a reservation on a flight show up in the airport. A passenger with confirmed reservation who does not show up in the airport is called a 'no-show'. On the other hand, a passenger who is accepted for travel on a flight without a pre-confirmed reservation is called a 'go-show'.

Airlines maintain a waiting list for passengers who intend to travel on a fully booked flight. In spite of the airline's effort to reduce the amount of no-show by calling the passengers to reconfirm their bookings and confirming the booking of passengers on the waiting list, no-show happens. An empty seat on a flight which has a high demand is a missed opportunity and lost revenue ('spoilage' as called by airliners).

Many airlines make up for this loss with a practice called 'over-booking'. The airlines monitor the number of passengers who don't show up for their flights in different times of the year. After that they accept more bookings on the flight according to their estimation of the number of people who will be no-shows.

In over-booking the airline accepts bookings on an aircraft more than the actual number of seats available on that aircraft betting that the difference in number will be settled because not all of those passengers will show up. If this did not happen, and the number of passengers who showed up was more than the number of seats on the aircraft, the airline usually compensates those additional passengers and give them free hotel accommodation, meals, transportation, phone calls, etc.

According to many airlines' own statistics this practice have resulted in huge gains in revenue for the airline because the money lost when passengers need to be compensated is much less than the amount of money gained by not letting the seat go empty. If over-booking is studied well, the cases were passengers remain untaken are very few compared to the number of passengers who can travel on full flights.

The case when a passenger is not accepted for travel on a flight where he has a confirmed reservation and who shows up in time at the airport of departure is called 'denied boarding' (DNB).

Following the law of the departure country, denied boarding requires the airline to compensate the passenger. The compensation is defined by the local law which is different between countries.

Not all countries have such regulation in place. However, established airlines which care about its customer and its reputation have compensation plans which are applicable in all the airports of its operation even if the local law does not force such compensation.

ليس بالضرورة أن يحضر للسفر كل الركاب الذين لديهم حجز على رحلة ما و كل مقعد فارغ تغادر به الطائرة حيث يوجد طلب هو خسارة للشركة. على الرغم من كل محاولات الشركات للحد من هذا الأمر بوجود لائحة إنتظار و إعادة تأكيد الحجوزات و غيره فإن تخلف الركاب عن الحضور يبقى موجودا. أحد الأشياء التي تفعلها معظم الشركات لتفادي الخسارة هي أن تحجز على الطائرة عددا أكبر من عدد المقاعد الفعلي. العملية (للتبسيط) تتم بتوقع عدد الركاب الذين يتخلفون عن الحضور لرحلة ما في وقت معين من السنة و إعطاء عدد مماثل من الركاب حجوزات مؤكدة.

ماذا لو كان التوقع غير صحيح؟ يتم تعويض الركاب الذين لم يتم قبولهم لهذا السبب. و كما أثبتت التجربة فإن ما يكسب من مال بالحجز الزائد أكثر (بكثير) من ما يصرف لتعويض الركاب.

في العديد من الدول هنالك قوانين تلزم الشركات بدفع تعويض معين للركاب. الشركات الكبرى التي تحافظ على ركابها و سمعتها لديها برنامج تعويض مطبق في كافة المطارات و حتى لو لم يكن هنالك قانون في بلد ما يجبرها على ذلك.

Ticketing Time-Limit

إلغاء الحجوزات الغير مشتراه

A passenger may make a booking on a desired flight without purchasing a ticket as a first step. The booking only reserves the seat for a certain period of time until the passenger makes full payment and gets a ticket. Such time between allowed between making the reservation and buying the ticket is called a Ticketing Time Limit – TTL.

The ticketing time limit is important for the airline to insure that the seat blocked will actually be used and the price earned. It also frees the space for other passengers who are willing to pay for the seat. At the same time a short time limit may not be enough for the passenger to buy the ticket especially if the booking was made too early.

Airlines usually decide the ticketing time limit according to the nature of the market (the buying habits of customers), the period of the year, the fare type (low – high), and other considerations.

It is important for an airline to maintain a good ticketing time limit system which is not hard to disturb the passenger and not too flexible to waste selling opportunities with a blocked space which will not be sold.

يمكن للمسافر أن يقوم بحجز مقعد على الطائرة دون شراء تذكرة كخطوة أولى. هذا الحجز يبقى المقعد محجوزا للراكب لفترة معينة حتى يقوم بشراء التذكرة. تحدد الشركات هذه الفترة بين الحجز و الإصدار و ذلك للتأكيد على أن المقعد ليس محجوزا دون فائدة و يمكن أن يذهب دون أن يفيد الشركة ماديا و أيضا كي تتيح مجالاً لراكب آخرين يمكن أن يستفيدوا من المقعد.

تحدد الشركات الفترات الزمنية قبل إلغاء الحجوزات حسب دراسة عادات الركاب في الشراء و الفترة الزمنية من السنة و نوع السعر و أشياء أخرى بحيث لا يكون النظام قاسماً على الراكب و لا يكون ليناً فيؤدي لضياع الفرص.

Reservation reconfirmation

إعادة تأكيد الحجوزات

Some airlines ask their passengers to reconfirm an already confirmed reservation in certain cases. For example, if the reservation was made a long time before departure or if the return reservation is after a certain time of arrival, the passenger may be asked to reconfirm. Many airlines see this as a way to insure confirmed reservations are actually used by the passengers. If the passenger fails to reconfirm, the airlines will cancel his reservation.

Usually, for those airlines requiring reconfirmation, the passenger must reconfirm at each point in his route when the intended stay is more than 72 hours. The passenger must call the airline office (or its agent) to do the reconfirmation.

تطلب بعض الشركات من ركبها إعادة تأكيد حجوزاتهم المؤكدة مسبقاً في بعض الحالات. على سبيل المثال إذا تم الحجز قبل فترة طويلة من تاريخ السفر أو إذا كان تاريخ حجز العودة بعد فترة معينة من الوصول. تعتبر هذه الطريقة أحد الوسائل التي تتبعها الشركات للتأكد من أن الراكب سوف يستعمل حجزه. إذا لم يؤكد الراكب تلغي الشركة الحجز.

عادة على الراكب أن يؤكد حجزه إذا كانت فترة إقامته في نقطة ما أكثر من 72 ساعة.

Visa and Health Certificates

تأشيرات الدخول و الشهادات الصحية

Although the passenger is fully responsible for the correctness of his travel documents, a very important issue for the airline staff is to check that all necessary documents are present and valid. This is because the cost of an inadmissible passenger on an airline is not only his expenses and the return ticket. Many governments impose heavy fines on the transportation of passenger with improper documents.

It is therefore important for an airline or travel agent to know what documentation is required by a passenger of a certain nationality to travel to a certain destination. For that purpose IATA has made a useful manual called the Travel Information Manual or TIM. The TIM contains lots of information about the each country in respect of visas, health certificates, nationalities which can enter without a visa, accepted types of travel documents, and much more.

The electronic version used by reservation systems is called TIMATIC. Using the reservation system an agent can put the passenger's nationality and the country of destination to obtain what is exactly needed from a passenger.

IATA recently went one step further with a website called IATA Travel Centre. Using this website a passenger can check for himself what documents he should obtain to visit another country.

من الأشياء المهمة التي يفعلها موظف الطيران بشكل شبه يومي هو التأكد أن الراكب يحمل كل الوثائق المطلوبة لزيارة بلد ما من تأشيرة الدخول أو وثائق صحية. على الرغم من أن الراكب مسؤول عن صحة و تمام هذه الوثائق إلا أن التكلفة لا تقتصر على مصاريف الراكب و تذكرة السفر بل تتعداها إلى غرامات تفرضها العديد من الدول على نفل الراكب بوثائق غير صحية أو كاملة.

لذا فمن المهم للموظف أن يعرف ما هي الوثائق التي يحتاجها كل راكب من جنسية ما لزيارة بلد ما. لهذه الغاية تصدر منظمة النقل الجوي العالمية كتيباً يدعى كتيب معلومات السفر (TIM) و يحتوي على الكثير من المعلومات المفيدة في هذا المجال. لهذا الكتيب إصدار إلكتروني تستعمله أنظمة الحجز كما أن هنالك موقع إلكتروني يستطيع الراكب عن طريقه التأكد بنفسه من الوثائق التي يحتاجها.

Advanced Passenger Information

معلومات الراكب التفصيلية

Many countries' immigration authorities ask airlines to deliver a list of passenger names with detailed information about their passport, visa and/or address for arriving and/or departing passengers. This information is called Advanced Passenger Information (API). This trend started by the United States in the aftermath of 9/11 events for security reasons. Currently many countries require the same information.

A standard format for this entry is agreed in cooperation between World Customs Organization (WCO), IATA and ICAO. The format and codes to be used are detailed in the Reservation Messages Manual¹. This format is to be entered on the passenger's reservation record to be sent by the airline to the border control authorities.

More about the API is the 11th chapter.

تطلب العديد من السلطات الحكومية من شركات الطيران قائمة بأسماء الراكب المغادرين أو القادمين تتضمن معلومات عن وثائق السفر و تأشيرات الدخول و عناوين الإقامة و ذلك لأسباب أمنية. بدأت بهذا الأمر الولايات المتحدة بعد أحداث الحادي عشر من سبتمبر و تبعتها العديد من الدول.

يتم الإتفاق على صيغة موحدة تصاغ بها هذه المعلومات بين المنظمة الدولية للجمارك و منظمة النقل الجوي العالمية و منظمة الطيران المدني العالمية. و يتم إدخال هذه المعلومات على حجز الراكب ليتم إرسالها إلى السلطات المختصة.

¹ "IATA/ATA Reservation Interline Message Procedure" known as AIRIMP

Chapter: 5

الجزء الخامس

Baggage

الأمّعة

What will you learn in this chapter:

- How can we define the amount of baggage a passenger can take free of charge?
- The handling conditions of baggage
- Types of baggage and special baggage
- What system of baggage allowance is applicable?

- كيف نحدد كمية الأمّعة التي يستطيع الراكب أن ينقلها دون تعرفّة إضافية؟
- أحكام التعامل مع الأمّعة
- أنواع الأمّعة و الأنواع الخاصة
- أي أنظمة العفش المسموح يجب تطبيقه؟

Resources used in this chapter:

Convention For The Unification Of Certain Rules For International Carriage By Air. **28 May 1999.** Montreal.

Passenger Air Tariff General Rules. IATA & SITA, Apr 2009.

Baggage Transportation

نقل العفش

When a passenger pays for his ticket he is mainly paying for two services: one seat for him to be transported and an agreed amount of baggage to be transported free of charge with him. This amount of baggage is different between airlines.

The baggage of the passenger is either delivered to the airline to be transported with the passenger or is carried by the passenger in his journey. Each type has its own regulations and requirements. In this chapter we will talk about the transportation of several types of baggage and the responsibility of the airline towards it.

عندما يدفع الراكب ثمن تذكرة الركوب فهو يشتري شيئين أساسيين: مقعد واحد لنقله و كمية محددة من العفش ليصاحبه معه. هذه الكمية المحددة للعفش مختلفة بين الشركات. العفش المنقول إما أن يسلم للشركة الناقلة أو أن يحمله الراكب معه خلال الرحلة. لكل حالة أحكامها و شروطها الخاصة. في هذا الفصل سنتحدث عن الأحكام و الشروط المرتبطة بنقل عدة أنواع من العفش و مسؤولية الشركة تجاه هذا النقل.

New terms in this chapter

تعريف مهمة جديدة في هذا الجزء

- **Baggage Allowance: Free baggage allowance:**
The amount of baggage which may be carried by the passenger free of charge as defined by the rules of his fare, compartment of travel and the airline conditions of carriage.
- **Baggage claim area:**
The area in an airport where passengers gather after a flight to collect their checked baggage and where the baggage is delivered by the airline or its agent.
- **Baggage declared value**
The value of the baggage or goods declared by the passenger at the time of check in to establish the carrier's liability in case of damage and determine the additional charges.

- **Baggage identification tag / strap tag**
A document issued by the carrier solely for identification of checked baggage. It is comprised of two parts; the baggage strap tag is attached to the baggage item and the identification tag portion is given to the passenger.
- **Baggage: Luggage:**
Articles and other personal property accompanied by the passenger for use during the journey including baggage which will be taken by the airline and baggage carried by the passenger himself.
- **Cabin Baggage: Unchecked baggage: Hand baggage:**
The portion of the passenger's baggage of which the passenger retains custody and carries with him during the flight.
- **Checked baggage: Registered baggage:**
The portion of passenger's baggage which the airline takes custody and delivers back to the passenger at his point of destination. The airline is fully responsible to passenger for the safe delivery of his baggage and issues for his a 'baggage check' and a 'baggage identification tag'.
- **Claim**
A written demand for compensation prepared and signed by or on behalf of the passenger, and in the case of baggage, containing an itemized list and value of goods for which compensation is being requested.
- **Consequential damage:**
Damages which are reasonable expenses paid by the passenger as a consequence of the loss/ damage/ delay in the delivery of his baggage.
- **Excess baggage charge:**
An amount to be paid by the passenger in order for the airline to accept the transportation of the 'excess baggage'.
- **Excess baggage ticket:**
A receipt issued by the airline to the passenger when he makes excess baggage payment.
- **Excess baggage:**
The amount or the portion of the baggage which is in excess to the free baggage allowance.

Transportation of Baggage

As a part of the service provided by the company to the passenger is the transportation of his baggage. The amount of baggage provided by the carrier free of charge is different according to the fare type, cabin of service and to the airline itself. The passenger is usually told by the airline or its agent about the amount of baggage that he can take as checked baggage and as hand-baggage.

When the passenger presents himself to travel in the airport of departure the airline, he delivers to the airline the items of baggage he intends to register for carriage and keeps with him the baggage that he wants to carry and care for during the flight. Check baggage is transported on the same flight with the passenger in the baggage / cargo hold of the aircraft.

For the pieces of baggage taken by the airline, the airline will issue baggage identification tags (claim tags) for each piece. A part of this tag is attached the piece of baggage and the other part is handed to the passenger or attached to his ticket. Those tags are only for the purpose of identifying the baggage at the claim area when the passenger takes his baggage in the destination. As a rule, the airline shall only deliver the baggage to the bearer of the baggage identification tags. However, in many airports the passengers are left to identify the baggage themselves without check. Still, the tag has an important role if the baggage was lost in carrying a claim with the airline.

It is also recommended that each piece of baggage has the name of the passenger written. For this purpose, many airlines distribute to the passengers a name label where the passenger can write his name, address, contact information, and temporary address in his destination.

يشكل نقل كمية معينة من الأمتعة للراكب جزءاً من الخدمة التي تقدمها الشركة. مقدار هذه الكمية يختلف حسب درجة السفر و شروط السعر و الشركة الناقلة. تبلغ الشركة الراكب عادة بكمية الأمتعة المسموح بها كعفش مسجل أو كأمتعة يحملها الراكب معه أثناء الرحلة.

يسلم الراكب عند السفر الأمتعة التي يريد تسجيلها و التي تنقل معه على نفس الرحلة في المكان المخصص للأمتعة على الطائرة.

تعطي الشركة للراكب قسيمة عن كل قطعة يسلمها بهدف التعرف على الأمتعة عند استلامها. تقول القاعدة أن على الشركات أن تسلم العفش فقط لحامل هذه القسيمة و لكن التأكد من هذا يتم في كثير من الأحيان من قبل الراكب أنفسهم في منطقة الإستلام في المطار. تبقى القسيمة مفيدة في حال ضياع العفش لتنظيم شكوى مع الشركة الناقلة.

There are some general tips that can be advised to the passenger:

- It is recommended to use good quality luggage that will not be easily damaged or opened up.
- It is highly recommended to write the name and contact details on each piece of baggage.
- Remove any old tags on the baggage because if those remained they may cause errors in handling and loading the baggage.
- Keep your valuables (money, jewelry, important documents, etc) with you in hand baggage.
- If you have a piece of baggage of more than 32KG contact the transporting carrier for special arrangement for carriage.

Categories of Baggage

حالات نقل الأمتعة

Checked baggage

Checked baggage is the part of passenger's baggage which is given to the airline to be transported in the baggage/ cargo hold of the aircraft and which the passenger has no access during the flight.

Articles in checked baggage are labeled with a special baggage identification tags. The tag shows the station of arrival and a serial number. It is composed of two parts, one is attached to the bag and the other is given to the passenger to identify his bag at the collection area of the airport.

Unchecked baggage

Also called hand luggage or carry-on luggage, is the portion of the passenger's baggage which is kept by the passenger and he/she carries during the flight. An article in this category should be with the size and weight to fit in the storage compartment or under the passenger seat.

Airlines shall publish a maximum unchecked baggage allowance which may be different between airlines. Unchecked baggage may have the following maximum dimensions as a general rule¹: length 56cm, width 45cm, depth 25cm and the sum of the three dimensions must not exceed 115cm.

¹ PAT General rule 3.1.1.2

Handling and Responsibility

إجراءات النقل والمسؤولية

The airline will take custody of the checked baggage of the passenger, and it will be responsible for this baggage until it's delivered to the holder of the identification tag.

The airline has the right to inspect or electronically screen the passenger's baggage with or without his consent or presence.¹

The baggage shall be transported on the same flight as the passenger. If the airline could not transport it on the same flight, it will transport it on a proceeding/ subsequent flight on which space is available. The airline has no obligation (and has the right to refuse) to carry more than the free baggage allowance on the same flight.²

The baggage shall be checked/ registered through to:

- The first point of stopover
- A connecting point where the passenger has to be moved from airport to airport and where he is required to take his baggage.
- A point where the passenger is required by authorities to submit his baggage for security check/ screening.

As a rule, checked baggage will only be delivered to the holder of the identification tag. If this condition was not met, the airline may deliver the baggage if the passenger can manage to convince the airline of his right to collect the baggage and on the condition that he declares to indemnify the airline for any loss as a result of the delivery. In practice in many airports, passengers personally check and collect their baggage from the baggage claim area without the intervention of the airline.

The passenger's acceptance of the baggage without a written complain at the time of delivery constitutes a presumptive evidence that the baggage have been delivered in good condition.

The liability of the airline in case of damage to the baggage is limited to the amount defined by the Warsaw/ Montreal 1999 convention as applicable to international travel.³ This limit of liability could be raised if the passenger declared at the time of check-in a higher value for his baggage and paid 'excess value charges' for his whole journey. The excess value charges are defined by the airline and must not be less than USD0.50 for each USD100 of the excess value.

¹ PAT General rule 3.1.2, and usually mentioned in the airline conditions of carriage

² PAT General rule 3.1.10, and usually mentioned in the airline conditions of carriage

³ Refer to Warsaw/ Montreal convention in the second chapter

Free Baggage Allowance

الأمثلة المسموحة دون تعرفه إضافية

As previously mentioned in this book, a passenger has to right to transport with his a certain amount of baggage whether as checked-baggage or hand-baggage.

In checked baggage there are two concepts to define the amount of baggage permitted which are the 'weight concept' and the 'piece concept'. The concept is defined by the route of the passenger.

We will talk in this chapter about those two concepts and about hand baggage.

كما تحدثنا سابقا في هذا الكتاب فإن للراكب الحق أن ينقل معه كمية معينة من الأمثلة المسجلة أو المحمولة باليد. هنالك نظامان يحددان كمية الأمثلة المسجلة و هما نظام الوزن و نظام عدد القطع. يحدد النظام المطبق حسب خط سير الراكب. سنتحدث فيما يلي عن هذين النظامين و عن الأمثلة المحمولة باليد.

Baggage Weight Concept

نظام نقل الأمثلة حسب الوزن

Area of application (PAT General rule 3.2.1)

The baggage weight concept is applicable for passenger journeys worldwide, except:

- To/ from USA or Canada
- Between Area 1 and Area 3 via the Pacific (except from the Asian part of Russia to points in central and south America)
- From Brazil to South Africa and from Brazil to Hong Kong SAR/ Thailand via SA global indicator.
- Between Brazil and Europe/ Middle East
- From Uruguay to Europe and Middle East
- As individually applicable by the transporting airline

Free baggage allowance (PAT General rule 3.2.2)

The free baggage allowance when the weight concept is applied is measured by the weight of the baggage. IATA regulations have a general rule for the permitted amount. This general rule applies when an IATA airline does not publish an exception to this rule. IATA or non-IATA airline may have different amounts of allowable check baggage than those defined below:

Cabin of service	Baggage allowance
First Class	40 kg (88 lb)
Business Class	30 kg (66 lb)
Economy Class	20 kg (44 lb)

The above free allowance is for adult passenger. A child paying at least 50% of the adult fare is entitled to the same allowance as adults. Infants are allowed 10 kg of baggage allowance in addition to 1 fully collapsible stroller for the infant. Incapacitated passengers may carry one wheelchair or assisting device free of charge.

If a piece of baggage weighs more than 32 kg the passenger is recommended to contact the transporting airline to make prior handling arrangements.

What is mentioned above is the industry general standard. For carrier specific baggage allowance information, please consult the transporting airline.

Excess baggage charges (PAT General rule 3.2.3)

When the passenger has an amount of baggage in excess to the amount permitted as agreed with the transporting airline, the passenger would pay extra charges for transportation of this baggage. As a general rule (industry rule by IATA airlines) the extra charge would be 1.5% of the highest normal direct adult one way economy class fare for each extra kilogram.

For carrier specific excess baggage charges, please consult the transporting airline.

Special regulations

Special kinds of baggage may be handled differently by airlines. For example Snow or water skiing equipment is generally charged as 3 kg of excess baggage and a bag of golfing equipment is charged as 6 kg of excess baggage. Consult the regulation of the transporting airline for more information.

Baggage Piece Concept

نظام نقل الأمتعة حسب عدد القطع

Area of application (PAT General rule 3.3.1)

The piece concept applies to the passenger journey as follows:

- To/ from USA or Canada
- Between Area 1 and Area 3 via the Pacific (except from the Asian part of Russia to points in central and south America)
- From Brazil to South Africa and from Brazil to Hong Kong SAR/ Thailand via SA global indicator.
- Between Brazil and Europe/ Middle East
- From Uruguay to Europe and Middle East
- As individually applicable by the transporting airline

Free baggage allowance (PAT General rule 3.3.2)

The free baggage allowance is determined by number of pieces instead of the weight of the baggage in the weight concept. However there is still a limit on the maximum weight of each piece of baggage.

The weight, dimensions, and the number of pieces vary between airlines. However, as an industry rule defined by IATA for IATA carriers, the passenger is entitled to two pieces of baggage the maximum weight of each piece is 32 kg. For the first and business class, the total dimensions of each piece must not be more than 158 cm (62 inch). For economy class, the total dimension of the bags measured together must not be more than 273 cm (107 inch) and each bag must not exceed 158 cm (62 inch).

Many airlines now apply 23 kg per piece for economy class passengers. Some airlines give three pieces of 23kg for first/ business class and two pieces (same weight) for economy class. Details of the allowance can be obtained from the carrying airline.

Children paying at least 50% of the adult fare are entitled to the same allowance and infants are entitled to one piece in addition to fully collapsible stroller for the infant. Incapacitated passengers are also allowed free of charge a wheelchair or other assisting device.

Excess baggage charges (PAT General rule 3.3.3)

When the passenger's baggage is in excess to the number of pieces, dimensions or weight, the passenger must pay an extra amount for his baggage to be transported.

The way to calculate the excess amount to be paid is different than the weight concept. In the piece concept there are fixed amounts to be paid. There is a specific amount for an extra piece (more than two pieces), for a piece exceeding the allowable dimensions, and for a piece exceeding the allowable weight. Note that in most cases a piece of baggage which weights more than 32 kg may not be accepted by the airline.

You may obtain from the transporting airline a table specifying the amount to be paid for excess baggage charges according to the points of origin and destination.

Special regulations

As an industry standard some articles are considered one piece of baggage regardless of their actual dimensions (eg. sleeping bag or bedroll, a pair of snow skies, a golf bag, a suitably packed bicycle, etc)

Exceptions and special conditions apply for each airline.

Carry-on baggage

الأمثلة المحمولة باليد

In addition to the checked baggage (whether in weigh or piece concept) the passenger is entitled to carry without additional charges a hand-bag with a size suitable to be placed under the passenger's seat or in the over-head compartment.

The industry standard for economy class passengers is that the bag's dimensions in total may not exceed 115 cm. The dimensions may not exceed: length 56 cm (22 in), width 45 cm (18 in) and the depth 25 cm (10 in). The allowed weight of the bag is usually 7-8 kg maximum. Consult the transporting airline for specific allowance information.

The airline may collect excess baggage charges for items in excess of the allowable amount or it may refuse to carry such items as cabin baggage.

Baggage using additional seat

Baggage of fragile or valuable nature may be transported in an additional seat in the passenger cabin. The maximum weight in this case may not be more than 75 kg per seat and the baggage allowance of the passenger will not be affected.

The price to be paid is the price that would have been charged to a passenger occupying such seat at the time of booking the additional seat.

Chapter: 6

الجزء السادس

Application of Fares

تطبيق الأسعار

What will you learn in this chapter:

- How does airlines put the price
 - What are the steps to calculate a fare
 - Types of fares
 - How to write it down on the ticket
- كيف تضع الشركات أسعارها
 - ما هي خطوات حساب سعر التذكرة
 - أنواع الأسعار
 - كيف تكتب خطوات التسعير على التذكرة

Resources used in this chapter:

IATA. 01 Jun 2007, 39th Edition. *Ticketing Hand Book - TAH.* s.l. : IATA, 01 Jun 2007, 39th Edition.

Passenger Air Tariff General Rules, IATA & SITA. Apr 2009.

Fares Development and the Price Theory

تطور الأسعار و تطبيق مبدأ العرض و الطلب

Airlines have a unique way of pricing its product, the seat. The calculation process used in pricing single flights and multiple/complex routings is unique in the service industry. However, not all airlines follow the same strategy and tactics in pricing. Another unique strategy followed by airlines is how they apply the supply-demand theory in pricing their products.

In the first part of this chapter we will talk about the development and the types of fares applied by airlines. And we will briefly discuss the system developed by airlines to optimize their revenues with the change in supply and demand in the market.

تعتمد شركات الطيران طريقة متميزة في تسعير منتجها. طريقة حساب سعر رحلة واحدة أو عدة رحلات مركبة مختلف عما هو موجود في قطاع الخدمات و من الممكن تطبيق عملية التسعير قد يختلف بين الشركات نفسها. الشيء الأخر المختلف في شركات الطيران هو طريقة انعكاس العرض و الطلب على عملية التسعير. سنتحدث في الجزء الأول من هذا الفصل عن تطور و أنواع الأسعار المستخدمة من قبل الشركات. ثم سنناقش بشكل سريع كيف وضعت شركات الطيران نظاما يمكنها من الإستفادة المثلى من تغير العرض و الطلب في السوق.

New terms in this chapter

تعريف مهمة جديدة في هذا الجزء

- **Booking sub-class:**
One part of the service class assigned a limited number of available seats for sale. Each fare is attached to one sub-class. The number of available seats usually grows as the fare goes higher. The sub-classes are for selling purposes only and the passengers will eventually be seated in the same cabin in the aircraft.
- **Direct fare: Point to point fare:**
A published fare between two cities for travel on a direct flight between them.
- **Flight schedule: Flight timetable:**
A time table published an airline stating the times of the flights that it operate and other important information about those flights (such as duration, aircraft type, classes of service, etc).

- **Hub: Airline's hub:**
The city (or cities) in which an airline performs its flight operations where flights depart to (and arrive from) other cities in the airline's network. And airline may have one or more hubs where the aircrafts owned by the airline are based to perform flights to other countries.
- **Intermediate points**
Cities included in the passenger's journey but which are not used in the fare calculation process for determining the through fare to be applied.
- **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 the point of turnaround).
- **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 outbound international sector to the earliest day return travel may commence from the last stopover point outside the country of origin (including the point of turnaround).
- **Network: Airline's network:**
All the cities in the world which an airline operates to/from and has the right to transport passengers, freight or mail.
- **One way journey:** *(not for the purpose of fare calculation)*
A passenger's journey departing from one city heading to another city without the intention of coming back to the city of origin.
- **Proration: Ticket proration:**
A process by which the IATA clearing house divides the applicable fare of an interline ticket between transporting airlines according to their contribution the passenger's transportation.
- **Return journey:** *(not for the purpose of fare calculation)*
A passenger's journey departing from one city to another city with the original intention of returning back to the city of origin.
- **Stopover**
A stopover takes place when a passenger arrives at an intermediate point and is scheduled to depart later than 24 hours after arrival.
- **Through fare:** *(not for the purpose of fare calculation)*
A term used for a published fare between the origin and the destination of the passenger's journey which can be applied regardless of the intermediate/transit points between them.

An Outlook on the Structure of Fares

لمحة عن بنية الأسعار

I want to establish an airline. I obtain the necessary government approvals, I rent or buy an aircraft, and I hire the operational and commercial cadre. I study the demand in the market and other competitors; and then I decide on the best city which has a relatively good demand from people provided that this demand is not totally served by established airlines. Let's call that city 'city 1'.

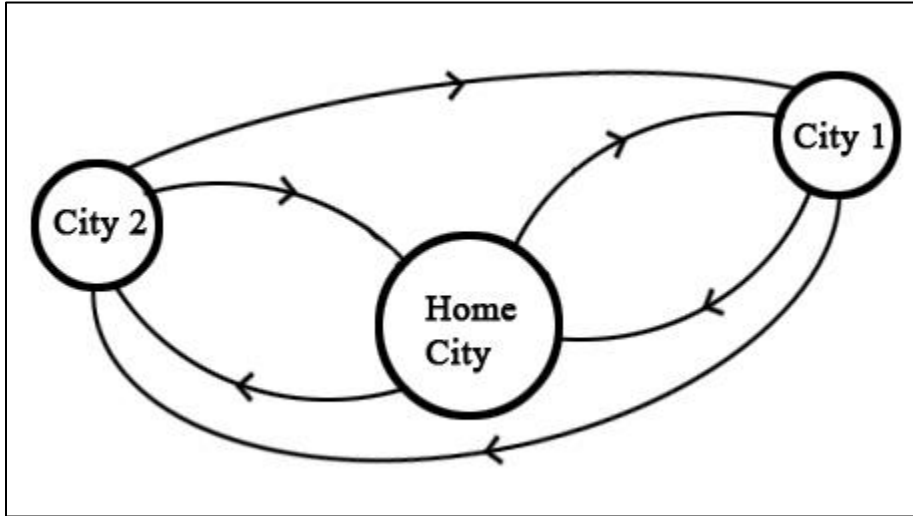
After obtaining civil aviation approvals, the new airline can start operating a flight between my home city and 'city 1' in a certain frequency. The fare I put for my passengers to travel between those two cities is designed to suit the needs of the passengers and at the same time insure a profitable operation for me. The fare is not necessarily the same in both ways. I may charge a fare from passengers to travel from my home city which is suitable for those passengers; and another fare for passengers coming 'city 1' to my home city which is suitable for passengers over there. At the end it's a different market and passengers there have different "willingness to pay".

In case passengers want go out and come back on my airline, they don't have to pay different prices for both journeys. I will establish a return fare from both cities. So now I have 4 basic fares. For each city I have a 'one way journey' fare and a 'return journey' fare.

After a while, I decide that I want to expand my business. I decide to operate my aircraft to another destination. Let's call the new destination 'city 2'. I go through the same process and put a suitable fare for passengers to travel between the 'city 2' and my home city. So now I have an additional 4 fares.

I also have passengers who may want to travel between 'city 1' and 'city 2' but they don't need to visit my home city. Those passengers may not have an airline which transports passengers between the two cities or maybe the existing airlines cannot serve all passengers. I may also want to attract such passenger to travel with my airline to increase my income.

To achieve this I arrange the time for the flights going to the two cities so that the passengers can take the first flight from the 'city 1' to my home city and then take the other flight from my home city to 'city 2'; and on the opposite direction as well. To attract those passengers, I design a through fare from 'city 1' to 'city 2' and from 'city 2' to 'city 1' just as if I was operating a direct flight between those two cities. So now I have an additional 2 fares from each city which makes the total number of the basic fares that I have 12 fares.



As I grow my airline, it gets more complicated. For example if I add a new city I would be having a total of 24 fares; and if I add another point I will have total 40 fares. So the number of fares that I will have dramatically increases each time I add a new city to my 'network'.

Mathematically, assuming I have only two basic fares from each point in my 'network' to each other point, and if we call the number of cities Y and the number of fares X , then the number of fares $Y=2(x^2 - x)$. Of course the number two in the equations represents the number of fares. It is worth mentioning that airlines do not usually have that number of fares (between each two cities in the network). In general an airline would publish a fare if there is an un-served demand between the two cities and it can logically transport the passengers according to its flights schedule.

To understand what makes things more complicated for an airline, let's draw a comparison between an airline and a bus service company. The bus company operating between two cities has a ticket price for taking the bus between the two points in any direction. Which makes sense because the cost of operating the bus is still the same for both going and coming so why would the passenger pay a different fare in each direction. If in case a passenger wants to go between two cities the company goes to, he will pay the ticket price for the first bus and then pay again the ticket price for the second bus. The bus company does not have a through fare like the airline.

Some airlines (especially low-cost airlines) still keep this pricing strategy in their fares. But this is most of the time not commercially viable for an airline. For the airline to maximize its revenues and attract more passengers they usually stick to the traditional concepts of pricing.

However, it gets more complicated for airlines. For example if I see that there is a city (called 'city X') which have a considerable demand in the market, and for any reason I can't operate a flight directly to this city from my home city, I would think about partnering with another airline. In this case I will transport passengers on my aircraft to 'city 2' and let the other airline move those passengers from 'city 2' to 'city X'. In this case, I would construct a through fare between my home city and 'city X' keeping in mind the amount that I have to pay for the other airline for their service.

And it gets much more complicated. It happens very frequently that the through fare that I have between two cities in my network is lower than the combination of the two fares of both flights. For example I may have a fare between 'city 1' and 'city 2' which is lower than the combination of 'city 1' to home city fare and home city to 'city 2' fare. This might be for many reasons the most important of which is attract passengers from other airlines.

This is a healthy situation when the flights are *not* usually full (in low season), so it's better to sell the two seats on a lower fare than to let the plane go empty. But if there was high demand for the flights (in high season) it is better for the airline to take two passengers, one from 'city 1' to the home city and the other from the home city to 'city 2'. But how can the airlines limit the amount of passengers in high season and allow selling in low seasons. This is one benefit of booking classes (which are different than the class of service defined in chapter 4). The airlines assign a different booking class for each fare. Each booking class has a defined amount of seats available for sale. The available amount can be modified by the airline at any time. (More about booking classes follows in this part of the book).

Another situation is when the passenger wants to go from 'city 1' to the home city and also wants to go to 'city 2'. The airline will lose money if the passenger uses the through fare from 'city 1' to 'city 2'. The through fare is used to attract passengers who want to go between two cities, to travel on the airline and take two flights making a transit in its home city (its hub). The through fare is usually less than the combination of the direct fares for both flights. To avoid such loss, airlines have fare conditions to prohibit a stopover in the route.

Moreover, IATA airlines have fare construction rules which help the airlines avoid such situations (and many others). Fare construction rules are followed by IATA airlines strictly in interline tickets (where more than one airline is involved in transporting the passenger) and even in online tickets (where only the issuing airline transports the passenger).

More about IATA industry fares follows in this part of the book. The conditions of the fares and the fare construction rules will be discussed in details in the second part of this chapter of the book.

Types of Market Fares

أنواع الأسعار في السوق

After airlines define the fares between points in its network they make them available in the market for passenger to buy tickets and travel agents to sell to their passengers. Fares are made available in many ways like fare lists, via the internet or via the reservation systems for the agents. We can differentiate between several types of fares according the number of airline which can use those fares or participate in the carriage of the passenger.

Airlines specific fares

Those fares are made by the airline for transportation of passengers on its lines only. The fares are determined by each airline taking many things into consideration like competition, marketing strategy, passenger's 'willingness to pay', time of travel, etc.

The airline may also give special fares to agents or companies (when it makes commercial sense). Those special fares are not publically available. An airline can also conduct promotional fares for a limited period of time to attract passengers or to respond to market changes and insure its fares are competitive in the market.

Bilateral Airline fares

One airline may have an agreement with other airlines to jointly transport the passenger between two points. In this case the issuing airline agrees to pay the other transporting airline a specific fare amount for its service. In this case, the airline would make a through fare for the transportation of the passenger for the whole route taking into consideration the amount to be paid later to the other airline.

For example, an airline operates a flight from point A to point B and another airline operates a flight from point B to point C. The first airline may conduct an agreement with the second to transport passengers who want to go from point A to point C. In this case the second airline specifies a certain amount to be paid by the first airline which sells the ticket to the passenger. The first airline will publish a through fare from A to C.

Industry Fares (IATA fares)

Those fares can be used by airline members of the IATA Multilateral Interline Traffic Agreements (MITA) and who accept the use of IATA fares. Those fares are set by IATA airlines in Tariff Coordination Conferences for the use of all airlines.

As mentioned before in this book, one airline can issue a ticket containing sectors to be flown by another airline if those airlines accept this as part of the MITA. This is very useful for the airline as it can transport the passenger to many destinations even if it does not

operate a flight to those in cooperation with other airlines. This is also useful for passengers who have more options for travel in an easier way contacting only one airline.

In interline transportation the airline selling the ticket can calculate the final fare using the industry fares and regardless of which airline performs which sector. The airline must however use an agreed set of fare calculation rules. The total fare is then prorated between the transporting airlines by the IATA Clearing House (ICH). The clearing house gives each airline a share of the ticket's fare according to its contribution to the passenger's transportation (following an agreed set of rules). The process is called 'Ticket Proration'.

بعد أن تعتمد شركة الطيران الأسعار التي ستبيع بها التذاكر بين النقاط التي تطير إليها تقوم بنشرها في السوق للزبائن و وكلاء السفر عبر نشرات أسعار أو موقعها الإلكتروني أو عبر أنظمة الحجز الإلكتروني. يمكننا أن نميز بين عدة أنواع من الأسعار حسب عدد الشركات التي تستخدمها أو تقوم بنقل الركاب وفقها.

هنالك أسعار خاصة بكل شركة تضعها وفق وضع السوق التنافسي و استراتيجية التسويق و طبيعة الركاب و الطلب في كل وقت من السنة و معايير أخرى كثيرة. يمكن أيضا أن تعطي الشركة أسعارا خاصة لشركة ما أو لوكيل سفر حيث لا تكون هذه الأسعار متاحة لعموم الركاب. كما يمكن أن تنشر الشركة عروضاً خاصة للأسعار لفترة محدودة كي تغري المزيد من الركاب أو لتستجيب لتغيرات السوق.

هنالك أيضا أسعار تضعها شركة بعد الإتفاق مع شركة أخرى للتعاون على نقل الركاب بين نقطتين. تضع الشركة السعر الكامل مع الأخذ بعين الإعتبار المبلغ الذي ستدفعه للشركة الأخرى مقابل خدماتها.

و هنالك الأسعار الموضوعة من قبل الشركات الأعضاء في الأياتا و التي يستعملها الأطراف في اتفاقية تبادل المستندات لبيع التذاكر من قبل شركة واحدة على عدة خطوط. يقسم سعر التذكرة فيما بعد بين الشركات الناقلة حسب مساهمتها في خط سير الراكب.

Airline Fares and the Price Theory

أسعار الشركات و مبدأ العرض و الطلب

The study of the microeconomics of the airline industry and various aspects of price theory takes a separate book. For the purpose of this book we will discuss the basic strategies airlines use to adapt to market changes. But first what is the effect of supply and demand on producers in general. To put it simply, in a free market and under the rules of supply and demand, the price of a product is not related to the cost of producing/ selling this product, but it is determined by the demand for it in the market.

Assume that I sell apples. And I have two apples in my stock and my neighbor who also sells apples has another two in his stock. So we will assume that there are only four apples in the market. If there are more than four people who want to buy apples (and each of them wants at least one apple) then, according the mechanism in the market, there will be a shift in power to the side of suppliers. Those suppliers are under pressure in a free market to give the four apples to highest paying customer, thus raising the price of apples to a level the market is willing to pay. The other way round is if there was less demand for apples than four, suppliers are under pressure to lower the price of apples to attract customers.

As a result, the market is deciding the price of the product in so many ways different between markets. There are so many questions about the ethical sense of the free market because the one who has the purchasing power is the one who ends up getting the product. However, other theories have many other ethical questions and the free market have contributed hugely in the growth of many economies.

Airlines are faced with the same problem. In some markets the demand for travel is high and the supply from airlines cannot cater to the demand. In other markets there are many airlines that operate supplying the market with more seats than what is really needed. It also happens that in low season there is not enough demand to fill the flights and in high season the flights are not enough to serve all the demand. Those two issues and other markets considerations have urged the airlines to create unique strategies in constructing ticket fares. The problem for airlines was to design a fare structure which can serve the needs of all customers in any time of the year and at the same time insure that the highest paying passenger gets the seat.

'Fencing' in the fare structure

One way of making sure that the each passenger is paying the amount that he can afford not less is by fencing the fares of the airline.

The process starts by identifying the types of passengers who travel from a certain place to the other. Each type of those passengers supposedly has different needs and at the same time has a different budget or what is called “willingness to pay”. Each type of passengers is usually called a ‘market segment’.

For example, an airline made a study on the passengers travelling a certain route in its network (from point A to point B). They found out that a certain amount of passengers travel for tourism or leisure. Leisure passengers usually travel for a fixed period of time and they don’t change the dates of travel. They are also willing to pay a certain amount to travel. After the study, the airline designs a fare valid for a short period (2 weeks) and with changes not allowed for a lower value. This way, other passengers wouldn’t be interested in buying this fare because of the restrictions and at the same time those leisure passengers will get a good fare to travel.

So fencing the fares with putting certain restrictions helps the airline to attract more passengers with a suitable fare offer and at the same time not risk lower the fare for all passengers which will lead in lower revenue income for the airline.

It has to be said that in the practice of real life airline pricing this is rarely used effectively. Fencing fares has now become a tradition in airline fares so now airlines automatically put more restrictions on lower fares and those restrictions will ease as the fare goes up. The fencing process is no longer made after a thorough study of the nature of market segments but with the mere intention to keep lower fares more restricted and less desirable. It is so much usual to see the lowest fare appealing to the needs of the business traveler who was otherwise prepared to pay a higher amount of money to travel. In many cases, the improper use of fencing has led to deterioration of airline revenues rather than the opposite.

There are many aspects of rules and restrictions which can be added to the fare. The most common of those restrictions is the maximum stay, minimum stay, allowed number of changes, and many others. Each fare has its own ‘fare conditions’. Those conditions are discussed next in this part of the book.

Booking sub-classes

More effective in forcing the passengers to buy a higher fare is the invention of sub-classes. Sub-classes are parts within the same service class. So for example the economy class is composed of several sub-classes. Each class has a fare associated with it but at the end all passengers will sit in the same compartment and enjoy the same service. Sub-classes were introduced by the airlines to respond more effectively to market changes.

According to the airline’s strategy, sub-classes are used for many different reasons (or a combination of reason):

- Seasonal changes

During the year, the demand for travel is not the same. Thus, the fare which can be earned by the airlines is relatively higher when demand is high (in high season) than when the demand is low (in low season). Some airlines have multiple fares each of them is assigned to one sub-class. The number of available seats on each sub-class is controlled by the airline. Logically, the airline will limit (or remove) the number of available seats on classes with lower fares when they predict that there will be a higher demand for travel.

- Selling up

Another factor in determining the available seats for each subclass is the airline's strategy in revenue management. In some cases, the airline will assume a certain number of sold seats, after which they do not have to accept low fares on the flight.

- Help in the fare fencing

An additional aspect of fencing fares is defining a limited number on each flight for that fare. In this case the booking sub-class of the fare is assigned a certain number of seats so that passengers who make the reservation late will not be able to use the special fare.

The process of assigning and maintaining the available seats for each booking sub-class is a very complicated process for many reasons like that a booking class on one flight may have several fares attached to it according to the through fare of the journey. Airlines usually rely on very complex revenue management systems and inventory control systems to maintain and control the availability.

Conditions of Fares

شروط الأسعار

As mentioned before, each fare has its conditions of application. If the journey of the passenger and/ or the passenger's requirement does not comply with any of the conditions of the fare, the fare cannot be applied. Thus it is important to check the conditions of the fare and compare it to the passenger's requested journey before quoting the fare.

The industry developed a common set of fare rules and conditions which are most

ذكرنا سابقا في هذا الفصل أن لكل سعرا شروطه الخاصة و درجته السعرية. إذا لم ينطبق أي من هذه الشروط على سفر الراكب أو مستلزماته فلا يمكن تطبيق السعر. لذا فمن المهم التأكد من شروط السعر قبل إعطائه للراكب.

يوجد عدد من الشروط المتعارف على استخدامها في التسعير. تم استعراض أهم هذه الشروط و استخداماتها.

commonly used in airline fares. Below are some of the common conditions.

- **Eligibility**
The type of passengers which can use this fare. For example, a student fare may only be used by students upon presenting a student ID or letter from an educational establishment.
- **Travel and sales restrictions**
A date range may be attached to the fare for sales and travel. For example a certain fare may be bought by passengers from January to March and they have to travel between January and April.
- **Seasonality**
Just like travel and sales restrictions, some fares may be permanently available from an airline but one the condition that travel must be in a certain period of the year (a season).
- **Advanced reservation and ticketing**
A fare may require that the reservation should be made a certain period of time before the date of travel and may also define the maximum period of time when this reservation must be paid for by the passenger (ticketed).
- **Maximum Stay/ Minimum stay**
A fare may require that the passenger must stay in his destination for at least certain period and that he cannot stay more than a certain period. For example some excursion type fares require that the passenger stay at his destination at least 3 days and a maximum of 3 months. *(See definitions for IATA standard definition for min/max stay)*
- **Stopover and transit points**
If the fare was used as a through fare with one or more intermediate cities between origin and destinations, the fare rule may limit (or prohibit) the number of stopover or transit points permitted within the fare component. *(See definitions for IATA standard definition for stopover)*
- **Combinability**
The fare may or may not be combinable with other fares. Sometimes the combination is restricted with certain types of combination or certain fares.
- **Penalties**
There may be a penalty for changing the travel dates, making changes on the ticket/ journey, or making a refund of the ticket. Sometime one or more of those changes is totally not allowed.

Fares

الأسعار

After we looked at the background of airline ticket fares we will by studying those fares in more detail. In the following parts of this chapter we will be focusing on the industry rules followed by the IATA on fares and fare calculation. Those rules are observed by most IATA member airlines even for calculating their own fares. It is important to note that not all airlines follow the rules set by IATA; especially low cost airlines which have totally different pricing principles and airlines which do not wish to participate in the IATA tariff coordination process.

In this part of the book we will talk about other classifications of fares and principles of fare selection and application according to IATA Passenger Air Tariff General Rules.

بعد أن تحدثنا عن تطور الأسعار و الخلفية النظرية و العملية لها سندرس هذه الأسعار بمزيد من التفصيل. في الأقسام التالية من هذا الفصل من الكتاب سنركز على القواعد الموضوععة من قبل منظمة النقل الجوي العالمية (أياتا) للأسعار و حساباتها. هذه القواعد معمول بها من قبل معظم الشركات الأعضاء في الأياتا حتى في تطبيق الأسعار الخاصة بها. يجب الإنتباه إلى أن عددا من الشركات لا يتبع هذه القواعد و خاصة الشركات التي تعتمد نظام التكلفة المتدنية و التي لها أنظمتها الخاصة بالتسعير.

في هذا القسم سنتحدث عن التصنيفات الأخرى للأسعار و كيفية اختيارها حسب خط سبر الراكب و ذلك وفقا للأحكام العامة في تطبيق أسعار سفر الراكب الموضوع من قبل الأياتا.

Definitions

تعريف مهمة

- **Add-on**
(for the purpose of constructing unpublished fares) An amount used only to construct an unspecified through fare or a mileage distance used to construct an unspecified 'maximum permitted mileage'.
- **Applicable fare** (for the purpose of fares calculation process)
A fare which is established after the application of all fare construction calculations,

e.g. excess mileage fare, higher intermediate fare; but excluding related charges e.g. amounts to be annotated with 'S' or 'Q'.

- **COC: Country of Commencement of transportation**

The country from which travel on the first international sector takes place.

- **COP: Country of Payment**

The country where payment is made by the purchaser to the carrier or its agent. Payment by Cheque, credit card or other banking instruments shall be deemed to have been made at the place where such instrument is accepted by the carrier or its agent.

- **Global Indicator**

An indicator attached to a fare used to determine the geographical path applicable to this fare.

- **Half Round Trip (RT) fares**

Half of the published round trip fare between two points which is used for fare components in Round Trip (RT), Circle Trip (CT) or Open Jaw (OJ) types of journey.

- **MPM: Maximum Permitted Mileage**

The maximum length of the passenger's journey in miles between the origin and the destination of a through fare constructed as a sum of the distances between all intermediate points (ticketed points). The through fare can be applied if this total does not exceed the Maximum Permitted Mileage of this fare.

- **SR: Specified Routing**

A special route identified by the IATA or an airline. If the passenger's journey falls within this route, we may apply the origin-destination fare without further checks.

- **Surface sector: Gap**

The part of the passenger's itinerary between two points where travel is by means other than scheduled air service. The distance between airports in the same city does not constitute a surface sector.

- **TPM: Ticketed Points Mileage**

The actual distance between points in the passenger's journey as published by the IATA in the "Ticketed Point Mileage Manual" and widely available in reservation systems.

Fares

As we previously discuss in this book, airline fares are not as simple as 'one fare per flight'. If airline followed this principle, the pricing process would have been much easier. Because of many reasons airlines and the industry have through fares, which can be used for a route instead of a flight, provided certain conditions are met. The use of this concept has led to other complications.

One complication was to determine the share for each airline in an interline routing (if more than one airline participated in the transportation of the passenger on a through fare). The process for determining this share is called 'proration'. The proration process is done either by the IATA Clearing House – ICH or in certain cases of bilateral agreement, individually between airlines.

Another complication is to make sure the use of a through fare does not lead to a lower fare where it shouldn't be. A basic example is this: an airline transports passengers from point B to its hub in point A, then takes those passengers from this point A to another point C. The airline publishes a through fare from B to C with A as a transit point. When a passenger wants to stop for a couple of days in point A and then wants to go to point C he should not use the same fare which is lower than the combination of the fares B to A and A to C. The original purpose of this fare was to attract passengers to travel with the airline from C to B.

We will talk much more about the rules of constructing the fares in the next part of this chapter.

The Neutral Unit of Construction - NUC

Another complication is the currency issue. If fares were published from each point in the currency of that point and there was more than one fare construction point in the route, we will be having a combination of more than two currencies. At the same time it is not practically achievable to publish all the fares in one currency (Dollar for example). For this reason the IATA came up with a neutral unit to calculate fares. This unit is called the Neutral Unit or Construction – NUC.

For the fare calculation purpose, the NUC is a currency. It is a virtual currency for calculating fares and it has a rate of exchange for converting to all currencies. This rate of exchange is called the IATA Rate of Exchange – IROE. The IROE is updated monthly by the IATA in consultation with the national airline and as a monthly average of rate of exchange of the US Dollar to the national currency. The NUC is commonly mistaken with the US Dollars.

Fares from each point are still published in the national currency but when we calculate the fare of a ticket we convert all currencies into NUCs. After constructing the total fare in NUC, we convert the amount into the currency of the country of the ticket origin (called the country of commencement of transportation – COC). If the ticket was bought in another country than the COC, we then convert the amount from the currency of COC to the currency of the Country of Payment – COP.

كما ذكرنا سابقا في الكتاب إن أسعار الشركات ليست ببساطة سعرا لكل رحلة. لو استعملت الشركات هذا المبدأ لكان تسعير الرحلات أسهل بكثير. تنشر الشركات أسعارا بين نقطتين يمكن أن تستعمل لتسعير خط بدلا من رحلة واحدة بين هاتين النقطتين بشروط معينة. إستخدام هذا المبدأ في التسعير أدى إلى تعقيدات أخرى مثل معرفة حصة كل شركة من الشركات المشاركة في نقل الراكب و التأكد من أن هذا السعر يستخدم فقط لغايته و ليس للحصول على سعر أرخص حيث لا ينبغي.

من التعقيدات الأخرى مسألة العملات حيث تنشر الأسعار من كل نقطة بعملتها المحلية مما قد يؤدي إلى مجموعة من الأسعار بعملات مختلفة لخط سفر الراكب. لهذا السبب عملت الأياتا على وضع وحدة حيادية لحساب الأسعار. هذه الوحدة هي عملة افتراضية لحساب الأسعار و لها عامل تحويل إلى معظم العملات في العالم. تحسب الأسعار بهذه الوحدة NUC ثم تحول إلى عملة بلد بداية السفر.

Types of Fares

Point-to-Point & through fares

When a fare is used for one flight from one point to another it is called a point-to-point fare. When the published fare between two points is used for a journey between those points passing by other points it is called a through fare. For example a fare from Damascus (DAM) to Abu Dhabi (AUH) is used for a journey from Damascus – Amman – Abu Dhabi. Point-to-point industry fares can be used as a through fare provided some conditions are met.

يمكن للأسعار التي تسمح باستخدامها لرحلة بين نقطة البداية و النهاية أن تعتمد على مبدأ الأميال أو تحديد خط معين لحصر استخدام السعر. هنالك أسعار تستخرج بنسبة مئوية من أسعار أخرى و هنالك أسعار مخصصة لنوع معين من الركاب. هنالك أيضا الأسعار العادية و الخاصة.

هنالك أيضا أسعار تستخرج بإضافة قيمة معينة إلى سعر آخر.

Mileage & routing

A through fare can be used for a route between two points, but it has to be within certain limitations. It is not logical to accept the use of this fare no matter where the passenger goes in this journey. For this purpose there are two types of fares.

The first type allows the passenger to use the fare for a journey between two points, provided that he cannot exceed a certain length for his journey. For example a fare from Points A to D will allow the passenger to use this fare from travel A – B – C – D but the total distance of this travel must not be more than a defined amount. Fares which use the mileage system have a figure called the Maximum Permitted Mileage (MPM) for each fare.¹

The second type is the routing principle. A fare which uses the routing principle has attached to it a certain route that has to be followed. For example, if the fare between A and D follows the routing principle it would have a specified routing attached which will specify the exact journey which can be followed for travel between those two points regardless of the actual length of the journey.

The routing principle is followed by some airlines in putting their fares to avoid the mileage and other checks in the case of through fares. There are also specified routings put by the IATA. If the passenger's travel falls within one of those specified routings, the fare between the origin and destination is applied regardless of the mileage and other checks.

¹ More about the mileage principle in the next part of this chapter.

Fares established as a percentage

Some fares may be established as a percentage from other fares. For example, a child fare would be 75% of the adult fare, infant is 10% or a youth fare may be 67% of the normal adult fare. The percentage may vary between different routes and airlines.

Normal & Special fares

We may also differentiate between fares as normal and special fares.

Normal fares are usually the highest fare in the cabin class fare structure and it usually does not have any fare restrictions (like min/max stay, eligibility, penalties, etc). Normal fares are established for each service class and published as normal fares. Special fares are any other fare than a normal fare.

Children and infant fares established as a percentage of normal fares are considered normal.

Passenger type fares

Some fares may be applicable only for a certain type of passengers. For example a fare may only be used by students traveling to study abroad provided they can produce a student ID or a certificate from an educational establishment. Those fares usually have a unique identifiable fare basis and they clearly identify the type of passenger in the fare rules (under eligibility).

Constructed fares

Sometimes a fare between two points may not be published. This usually happens when there is no airline operating direct flights between those two points. One solution is to divide the journey into two parts and combine the fares.

For example: a passenger's journey is from Dubai (DXB) – Amman (AMM) – Damascus (DAM) – Sofia (SOF). There is no through fare from Dubai to Sofia so we can combine the fares from Dubai to Damascus and from Damascus to Sofia (or from Dubai to Amman and from Amman to Sofia; or even from Dubai to Amman, Amman to Damascus and Damascus to Sofia).

Another solution is to construct the fare using an add-on. The add-on is a certain value used to construct a fare between two points by adding this value to the fare of other specified two points.

In our day-to-day, the add-on is used in two contexts. The first is to construct unpublished IATA through fare between two points. IATA industry fares may not cover all the points in the world so there are also add-ons defined by the IATA to construct fares by adding the

add-on value to a published fare of another two points. In the example above, there may be an add-on saying that if you want to construct the fare from Dubai to Sofia, you may add a certain value to the fares from Dubai to Athens (ATH). *

The term add-on is also used by some airlines to describe a value that can be added for another airline's sector to establish a through fare. This usually happens in the case of a 'Special Prorate Agreement - SPA' with the other airline.¹

For example the passenger wants to travel from Dubai (DXB) to Johannesburg (JNB) on Emirates airlines (EK) and from Johannesburg to Cape Town (CPT) on South African airways (SA). In this case we can use the published through fare from Dubai to Cape Town. But Emirates has a fare from Dubai to Johannesburg and at the same time has an SPA with South African for a certain amount on the sector from Johannesburg to Cape Town. In this case Emirates will work out an add-on amount which can be added to the fare from Dubai to Johannesburg to establish a through fare from Dubai to Cape Town. The new fare is only applicable on Emirates and South African Airways as specified.

* Not a real example, for illustration only.

¹ More about Special Prorate Agreements in Chapter 2

Types of Journeys

أنواع الرحلات

For the purpose of this chapter the following are considered as one country:

- Canada and USA
- Denmark, Norway and Sweden

One Way Journey (OW)

Travel from a point on a journey (or sub-journey) not returning to the country of the point of origin. For example: Travel from Beirut (BEY) – Paris (PAR) – London (LON). Furthermore, any journey which does not fall under the definition of RT, CT or OJ is considered a OW journey.

Round Trip Journey (RT) ¹

Travel entirely by air from a point to another and return to the original point. The round trip is comprised of two parts (fare components) the first part is from the point of origin to the point of turn around and the second part is back from the point of turn around to the point of origin.

The round trip fare between the two points must be used. The round trip fare will be divided by two. Half of the fare is for the first part (fare component) and the other half is for the second component. If the fare is used as a through fare between the point of origin and the point of turnaround, the final applicable fare for the outbound fare component should be matching the final applicable fare inbound fare component.

If the half round trip fares used for the two fare components are different through class of service, seasonality, day-of-week, carrier variations, the outbound fare shall be used also for the inbound fare component for the purpose of determining if the journey is a Round Trip.

Circle Trip (CT) ²

Travel entirely by air from one point to another and return to the original point (a continuous circuitous air route) but which does not meet the conditions of the Round Trip.

In a circle trip there may be more than two fare components each fare component uses the half round trip in the direction fare from the origin to the destination except if the fare

¹ PAT General rule 2.7.2 a

² PAT General rule 2.7.3 a, b

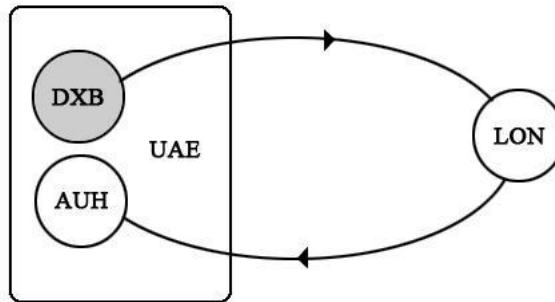
components returns to the country of origin the fare would be on the other direction. For example: a passenger travels from Doha (DOH) to Beirut (BEY) then from Beirut to Cairo (CAI) and then back to Doha. We will take half the round trip fare from Doha to Beirut, plus half the round trip fare from Beirut to Cairo, and plus half the round trip from Doha to Cairo.

Open Jaw Journey (OJ) ¹

Travel from one country and return thereto, comprising no more than two international fare components where:

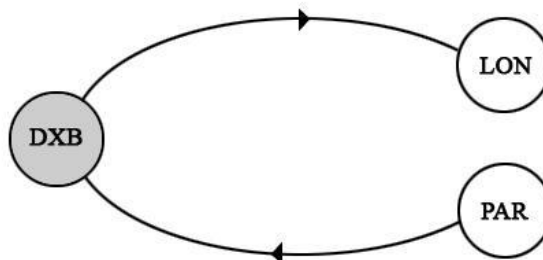
- Origin Open Jaw (OOJ)

The point of origin is different than the final point of destination but within the same country (a surface sector in the country of origin). Example: travel from Dubai (DXB) to London (LON) and return to Abu Dhabi (AUH)



- Turnaround Open Jaw (TOJ)

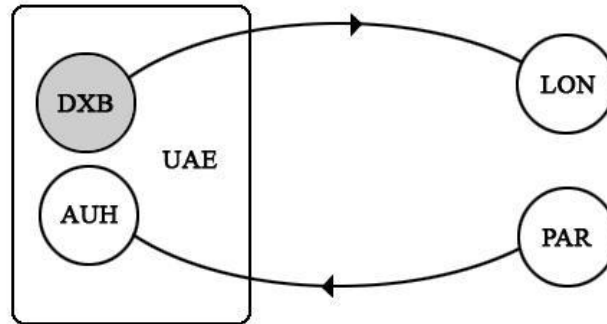
The destination of the outbound sector and the origin of the inbound sector are not the same (a surface sector at the turnaround of journey). Example: Travel from Dubai (DXB) to London (LON) and the return is from Paris (PAR) to Dubai.



¹ PAT General rule 2.7.5.1

- Double Open Jaw (DOJ)

The double open jaw is a combination of the origin open jaw and the turnaround open jaw journeys. There are two surface sectors in both the country of origin and the turnaround of the journey.

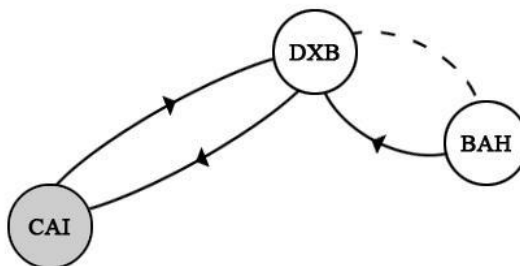


The journey & the sub-journey

The passenger's journey can be divided into sub-journeys. Each part of the journey which is calculated separately and which can be separated into a ticket without affecting other parts is called a sub-journey or a pricing unit. A journey may be a combination one way and return sub-journeys. RT, CT and OJ are considered return journeys or sub-journeys.

Example 1: If a passenger want to go from Damascus (DAM) – Bahrain (BAH) – Kuwait (KWI), we can calculate the fare as a combination of the one way fare from DAM to BAH and one way fare from BAH to KWI. In this case we have two one way sub-journeys constituting the journey.

Example 2: A passenger going from Cairo (CAI) – Dubai (DXB) – *surface* – Bahrain (BAH) – Dubai (DXB) – Cairo (CAI). This journey can be assessed as one return sub-journeys (CAI – DXB round trip) and a one way sub-journey (BAH – DXB one way).



More on the pricing unit concept next part of this chapter.

Types of Journey Fares

أنواع الأسعار حسب الرحلة

Types of Fares

أنواع الأسعار

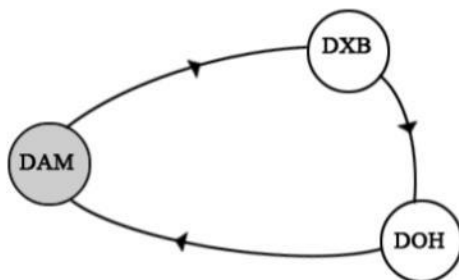
OW and RT fares

According to the type of journey (or sub-journey) a decision is made whether to use One Way (OW) fares or Round Trip (RT) fares. Fares published between any two cities are either one way fares type or round trip fares type.

OW fares are used for one way journeys and sub-journeys. For example: if the passenger wants to go from Dubai (DXB) to Cairo (CAI) and from Cairo to Casablanca (CAS) we may use a OW fare from Dubai to Cairo and combine it with a the OW fare from Cairo to Casablanca. We may also use the through OW fare from DXB to CAS provided that the mileage or specified routing conditions are applied (as discussed previously in this part).

If the journey falls within the definition of the Round Trip journey, Circle Trip journey or Open Jaw journey, Round Trip fares must be used. When applying the RT fare we usually use half the RT fare for each part of the journey (or the sub-journey). For example if a passenger wants to go from Amman (AMM) to Kuwait (KWI) and return, the process of calculating the fare is to divide the journey into two parts: the first from AMM to KWI and the second is the return from KWI to AMM. The applied fare for the first part (fare component) is half of the RT fare from AMM to KWI. The same half RT fare will be applied for the second part.

If the passenger wants to go from Damascus (DAM) to Dubai (DXB) Doha (DOH) and return to Damascus, we go through the same process. We divide the journey into three parts.



The fare applied for the first part is half the RT fare from DAM to DXB, the second part is half the RT fare from DXB to DOH and for the third part half the RT from DAM to DOH.

We notice in the previous examples that the direction of the fare for the part which is returning to the origin of the journey must be in the opposite direction of travel.

Rule:

For journey (or sub-journey) using half RT fares, the fare must be taken in the direction of travel unless for the fare component into the country of origin it will be in the opposite direction of travel¹. For journeys (or sub-journeys) using OW fares, the fares must be taken in the direction of travel. If the journey is divided into several OW sub-journeys, the fare must be taken in the opposite direction of travel when: a. one sub-journey terminates in a country from which a previous sub-journey was assessed²; b. both countries of origin and destination of a sub-journey were used to assess a previous sub-journey³.

تؤخذ الأسعار دائما باتجاه السفر إلا في الحالات التالية: لرحلات الذهاب و الإياب يؤخذ السعر بعكس اتجاه السفر إذا كانت نقطة نهاية المقطع سعري في بلد بداية السفر. في رحلات الذهاب نأخذ السعر بعكس اتجاه السفر إذا كانت نقطة نهاية المقطع سعري في بلد بدأ منه مقطع سعري سابق أو إذا كان بلد بداية و نهاية هذا المقطع قد استخدمنا في تحديد مقطع سعري سابق.

Examples:

Example 1: London (LON) – Milan (MIL) – Stockholm (STO) – London (LON)

LON-MIL	½ RT Fare)
MIL-STO	½ RT Fare)
LON-STO	½ RT Fare)

Travel is continuous circuitous and returns to the same point. The use of OW fares is not permitted. The last fare component is calculated from LON to STO (the opposite direction of travel) because it ends in the same country of origin.

Example 2: Atlanta (ATL) – London (LON) – Stockholm (STO) – Lisbon (LIS) – Manchester (MAN)

ATL-LON	OW Fare
LON-STO	OW Fare
STO-LIS	OW Fare
MAN-LIS	OW Fare

LIS-MAN fare component must be in the direction of MAN-LIS because the termination point (MAN) is in the same country from which a previous component was assessed (LON-STO).

¹ PAT General rule 2.6.3.1.2

² PAT General rule 2.6.3.2 c

³ PAT General rule 2.6.3.2 d

The Global Indicator

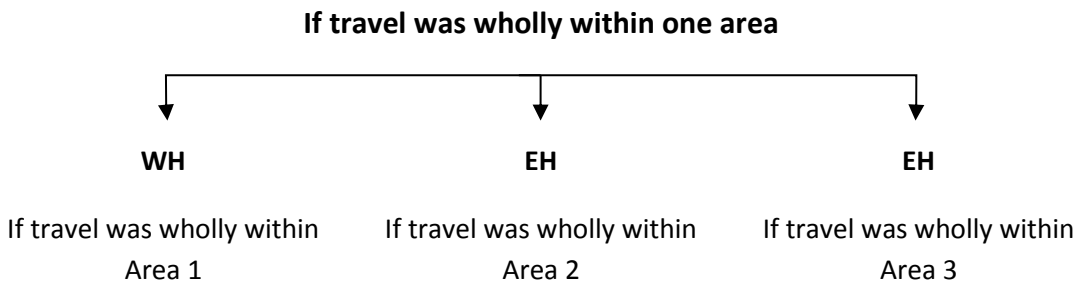
Several fares may exist between two points according to the geographical route of the flights between those points. For example, you will find two sets of fares for travel between New York and Singapore. The first set of fares is for travel via the Atlantic Ocean and the other set of fares is for travel via the Pacific Ocean. For this purpose, a code is used to indicate which route is allowed. This code is called the "Global Indicator - GI".

So to determine the fare which may be used for a fare component, we first look at the route of the journey to determine the GI. Then we look for the fare between the origin and destination matching this global indicator. If there was no fare matching the GI identified by the route, the journey must be broken down to multiple sub-journeys.

المؤشر الجغرافي للسعر أو Global Indicator (GI) يستخدم في كثير من الأحيان لتميز المسار الجغرافي الذي بنيت عليه الأسعار بين نقطتين. فعلى سبيل المثال يمكن أن تجد مجموعتين من الأسعار بين نيويورك و سنغافورة. المجموعة الأولى هي للسفر عن طريق المحيط الأطلسي و المجموعة الثانية هي للسفر عن طريق المحيط الهادي.

لكي نعرف أي سعر يمكن استعماله في رحلة ما يجب أن ننظر إلى خط سير الرحلة و نحدد المؤشر الجغرافي الذي ينطبق عليها. بعد ذلك ننظر في الأسعار بين نقطة بداية و نهاية المقطع سعري لنجد السعر الذي يتناسب معها.

There is a table set by the IATA to specify the Global Indicator. To simplify the process you may follow the below flow-charts¹:



¹ See definitions of Area and sub-areas at the beginning of the book.

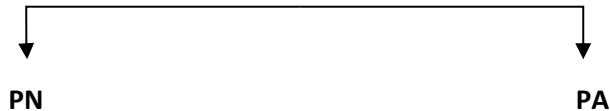
If travel was via the Atlantic Ocean



Between: Argentina, Brazil, Chile, Paraguay, or Uruguay; And: South East Asia, South Asian Subcontinent; Via: points in Central Africa, Southern Africa, Indian Ocean Islands or via direct service across the Atlantic.

Any other journey crossing the Atlantic Ocean.

If travel was via the Pacific Ocean

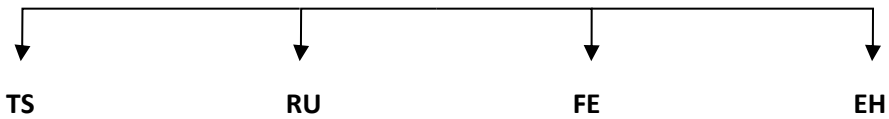


Between: Argentina, Bolivia, Brazil, Chile, Colombia, Ecuador, French Guiana, Guyana, Panama, Paraguay, Peru, Suriname, Uruguay or Venezuela; And: South West Pacific; Via: North America but not via Area 3

Any other journey crossing the Pacific Ocean

If Travel was via both the Atlantic and the Pacific Oceans then the global indicator is AP.

If travel was between Area 2 and Area 3



TS
Between: any point in Area 2 And: any point in Area 3 where there is a direct flight between a point in Europe and Japan or Korea*. (If the origin was in European Russia it must be via another country in Europe.)

RU
Between: European part of Russia And: any point in Area 3 where there is a direct flight between Russia (in Europe) and Japan or Korea*.

FE
Between: Ukraine or a point in the European part of Russia And: any point in Area 3 other than Japan or Korea*.

EH
 Any other journey between Area 2 and Area 3

* Above reference to Korea includes Democratic People’s Republic of Korea (North Korea) and the Republic of Korea (South Korea).

Notes:

- The global indicator is on the fare component level. It may well happen in return journeys that the outbound has a different global indicator than the inbound.
- For a global indicator to apply the origin of the component must be mentioned after Between:, the destination of the component must be mentioned after And:, and at least one of the intermediate points must be mentioned after Via:.

Fare Calculation

حساب الأسعار

Now that we know how to determine the type of a journey and how to select the fare for this journey we will move to talk in detail about the process of calculating the ticket fare. In our days this process is mostly automated by the system; however, a good understanding of this process is very important. If we don't understand how the fare was calculated we wouldn't be able to make. The computer calculates the fare according to the way fares and rules were fed into it and it does not give a correct fare each and every time especially for complex routings.

In this part, will we talk about analyzing the journey and the steps that have to be followed for calculating the fare of the journey according to the rules of the IATA.

بعد أن تحدثنا عن أنواع الاسعار و أنواع الرحلات سنتحدث بالتفصيل عن خطوات حساب السعر. في يومنا هذا أصبحت عملية التسعير مؤتمتة بشكل شبه كامل و لكن يبقى من الضروري جدا أن نعرف كيف تتم هذه العملية و إلا لن نعرف أن نجري أبة تغييرات فيما بعد و لا أن نعدل السعر يدويا. يقوم النظام بحساب الأسعار حسب ما هو مزود به من أسعار و قواعد و هو لا يعطي دائما الجواب الصحيح خاصة في الخطوط المعقدة.

في هذا القسم سنتناول كيفية تحليل الرحلات و الخطوات التي يجب اتباعها لحساب سعر الرحلة حسب قواعد حساب الأسعار الخاصة بالأياتا.

New terms in this chapter

تعريف مهمة جديدة في هذا الجزء

- **Change of equipment en route: Change of gauge en route:**
The scheduled change of aircraft between an origin and destination but still within one flight segment of the journey (one flight number and one flight coupon).
- **End-on-end combination: End-on combination**
Combination of two or more pricing units at the fare construction points.
- **Fare component**
The portion of the journey between two consecutive construction points.
- **Fare construction points: Fare break points**
Two cities in the passengers journey constituting the beginning and the end of a fare

component. If there were other intermediate points between those two cities the through fare between the origin and the destination is to be taken.

- **Intermediate points**

Cities in the passenger's journey which fall between two fare construction points within a fare component.

- **Local combination**

The combination of two (or more) fare components to create a single pricing unit.

- **Pricing unit**

A journey or a part of a journey which is priced as a separate entity regardless of other parts of the journey, and which, according to the way it was calculated, can be ticketed separately.

- **RTW: Round The World**

Travel from a point and return to it making only one crossing to the Atlantic ocean and one crossing to the Pacific ocean.

- **Segment**

The portion of the journey between boarding at one point and disembarkation at the next point in the passengers journey. The segment is identified by one flight coupon and one flight number.

- **Side trip combination**

Combination of two pricing units at an intermediate point in a fare component.

- **Side trip**

Travel from/to an intermediate point of a fare component.

- **Stopover**

A stopover takes place when a passenger arrives at an intermediate point and is scheduled to depart later than 24 hours after arrival.

- **Ticketed point**

Any point shown in the passenger's itinerary regardless of it being a stopover or a transfer point.

- **Transfer point**

A point at which the passenger transfers from one flight to the other (different flight numbers) but which does not constitute a stopover.

The Pricing Unit Concept

مبدأ الوحدة السعرية

The introduction of the pricing unit principle was a major shift of thinking in the way we calculate the fares of journeys. The principle allowed us to totally separate the calculation process for parts of the journey resulting in a much simpler way of handling journeys.

The pricing unit is a part of the journey which is independent from other parts of the journey. Being independent means that this part is calculated separately and that it can be removed from the journey without affecting the fare of other parts of the journey. So any part of the journey which is capable of being sold independently of any other fare is called a Pricing Unit - PU.

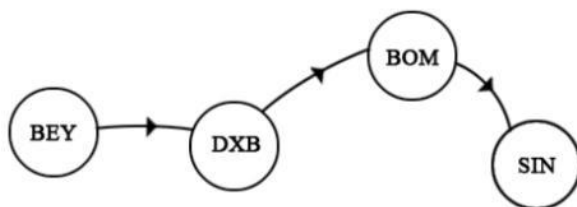
مبدأ الوحدة السعرية كان نقلة نوعية أعادت تنظيم عملية التسعير و خاصة للرحلات المعقدة. فبدلاً من أن نتعامل مع خط سفر طويل واحد نستطيع الآن تقسيم هذا الخط إلى وحدات منفصلة نتعامل كل منها بشكل مستقل عن الأخرى.

الوحدة السعرية هي جزء مستقل من خط السفر بمعنى أنه يحسب بشكل مستقل عن بقية الرحلة و يمكن إزالته من الرحلة بدون أن يؤثر ذلك على سعر بقية الرحلة. لكل وحدة سعرية بداية و نهاية و تطبق عليها الخطوات الخاصة بنوع الرحلة لتلك الوحدة.

The concept of pricing unit shifted the calculating process from one complex journey into several simple parts of the journey or so called *Sub-Journeys*. Each pricing unit has an origin and a destination which may be different than the origin and the destination of the journey. The fare calculation steps are applied to each pricing unit according the type of the sub-journey (OW, RT, etc.) which may well be different than other pricing units.

Examples:

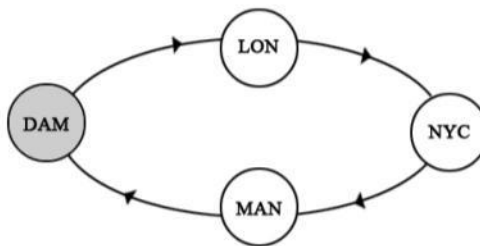
Beirut (BEY) – Dubai (DXB) –
Mumbai (BOM) – Singapore (SIN)



This journey can be assessed as:

1. One pricing unit (BEY – SIN through OW fare using the mileage system)
2. Two pricing units (OW BEY – DXB and OW through fare DXB – SIN)
3. Three pricing units (OW BEY – DXB, OW DXB – BOM and OW BOM – SIN)

Damascus (DAM) – London (LON) –
New York (NYC) – Manchester (MAN) –
Damascus (DAM)



The journey can be assessed as:

1. One pricing unit (DAM – NYC through RT fare using the mileage system)
2. Two pricing units (Open jaw DAM – LON /- MAN – DAM and another open jaw LON – NYC /- NYC – MAN. Half RT fares will be used and sectors MAN – DAM and NYC – MAN will be in the opposite direction of travel as they return to the country of pricing unit origin).

What are the Components of a Journey?

مم تتألف الرحلة؟

We know that the journey can be divided into 'standalone' pricing units. We also know that a single flight is one sector in the journey and that return journeys are made up of fare components. So let's organize this a little bit and see the breakdown of the components of the journey.

A single flight may be composed of one or more legs. The **leg** is the part of a flight between each touchdown. For example a flight goes from point A to B and continues with passengers on board to point C. This flight is called a 'multi-leg flight' and parts A-B and B-C are each called a leg. For fare calculation purposes we don't care about the legs of the flight, we only care about the actual points of departure and arrival (embarkation and disembarkation) of the passenger.

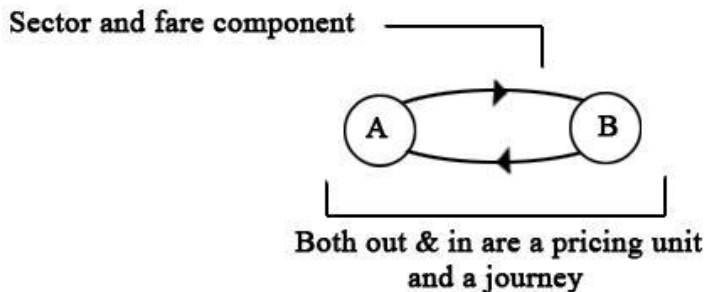
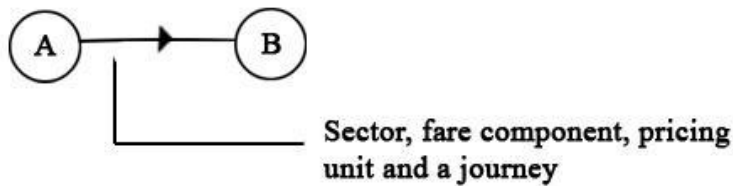
As we agreed earlier, each flight is represented by a flight coupon in the ticket. In fare calculations each flight is called a **sector**. The sector is the smallest part of the journey. So the passenger's travel from point A to B in one flight is called a sector; which in this case is the whole journey.

The fare in the previous case is simply taken from the point of origin to destination of the sector (the fare from A to B). If the passenger wants to continue from point B to a point C in another flight, we will have another sector B to C. In this case we may take the fare from A to C via B using the mileage system and applying other fare checks. The portion of the journey which has one through fare applied between its origin and destination is called a **fare component**. In this case the fare component is between point A to C via B which is the whole journey. In return travel, say from A to B and return to A, the outbound has an

applicable fare (half RT fare) and the inbound have an applicable fare which may or may not be the same. In this case we have two fare components in a round trip, one in the outbound portion of the journey and the other in the inbound portion of the journey. Those two fare components cannot be separated from each other (The fare will be totally different if they were separated).

In the previous example of the round trip, both fare components constitute a **pricing unit** because they are united with each other (can't be separated) but they are not related to any other part of the passenger's journey. So even if the passenger had other flights in his journey they would be priced separately and will not be affected with the price of the round trip pricing unit. If there are no other parts in the journey the pricing unit is in itself the journey.

The journey may be comprised of one pricing unit which is one fare component and which is one sector. A passenger travelling from A to B only has one sector which is a fare component since a fare is applied between origin and destination and which is a pricing unit since it's independent and priced individually.

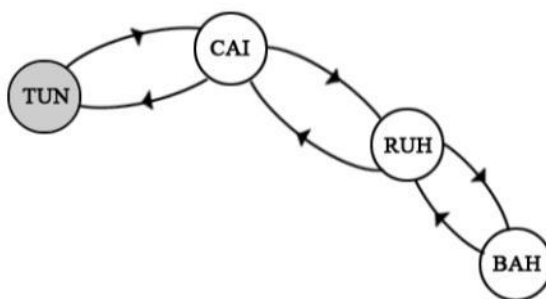


Slicing and Dicing a Journey

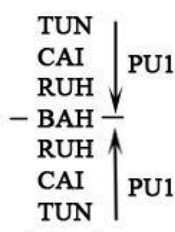
تقسيم الرحلات

The introduction of the pricing unit concept has led to the introduction of the concept of slicing and dicing a journey. The term “slice and dice” is used to describe the way we segment a journey into several pricing units when we have a common point or country in the journey. It is necessary to travel via a city or a country more than once in order to be able to slice and dice the journey.

Let’s take the following journey: Tunis (TUN) – Cairo (CAI) – Riyadh (RUH) – Bahrain (BAH) – Riyadh (RUH) – Cairo (CAI) – Tunis (TUN). In this journey we have two common points in the itinerary, CAI and RUH. The passenger traveled via those points two times in the outbound and the inbound. I always recommend drawing the journey to get a better comprehension of it.

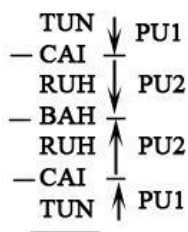


Because we have common points in the journey we are able to slice the journey into several sub-journeys. In this case each of the sub-journeys is Round Trip pricing unit. This journey can be assessed or “sliced and diced” in four ways:



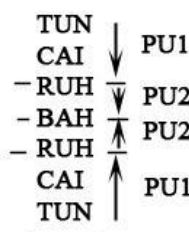
One pricing unit

RT fare from TUN to BAH



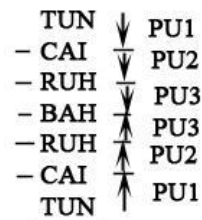
Two pricing units

Combination of two RT fares (TUN-CAI-TUN + CAI-BAH-CAI)



Two pricing units

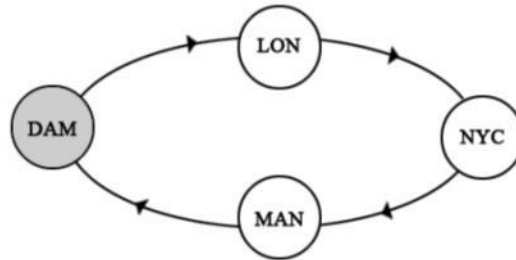
Combination of two RT fares (TUN-RUH-TUN + RUH-BAH-RUH)



Three pricing units

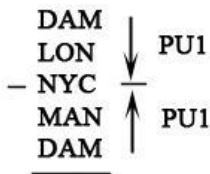
Combination of three RT fares (TUN-CAI-TUN + CAI-RUH-CAI + RUH-BAH-RUH)

Let's take another example: Damascus (DAM) – London (LON) – New York (NYC) – Manchester (MAN) – Damascus (DAM)



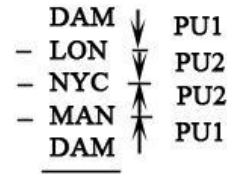
In this case we don't have common points but we have common countries. The passenger traveled via Great Britain twice in the outbound and the inbound. We can slice the journey into two separate pricing units. The definition of Open Jaw applies to each of those sub-journeys.

This journey can be assessed in two ways:



One pricing unit

Round trip fare DAM-NYC-DAM



Two pricing units

Two open jaw sub-journeys

DAM-LON/-MAN-DAM

And LON-NYC-MAN

Half RT fares should be applied to this journey.

General rules:

- When the journey can be sliced into several sub-journey pricing units, the fare must be calculated in all cases and the lowest fare is to be applied.
- Half round trip fares must be used whenever the whole journey falls within the definition of Round Trip or Circle Trip¹ (meaning that the journey is circuitous, continuous and returns to the same point of origin). This is to insure that simple RT or CT journeys are not divided into a series of one way pricing units.

¹ PAT General rule 2.6.1.1. b

Combination of Fares

As we previously saw, journeys may be a combination of several parts whether fare components or pricing units. The applicable fare for the whole journey is the sum of the fares of each part of the journey. The combination of fares allows us to put two or more different types of journeys (OW, RT, etc) in one ticket. However, we must adhere to the following conditions when combining fares:

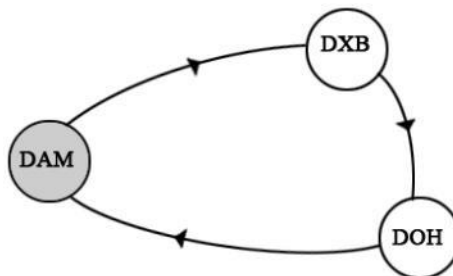
- We must check that the fare rules for each of the fares we use do not prohibit the fare combination.
- All fares shown used must be separately shown on the ticket.
- The fare condition for each fare shall apply its part of the journey; unless the fare rules demand that the fare rules must be applied to the whole journey or that the most restrictive conditions should be applied to the whole journey¹.

To further organize what we said about slicing the journeys into different types of parts, we will differentiate between the following types of combinations:

Local combination

This type of combination is within a pricing unit. The local combination is a combination between two or more fare components in order to create a single pricing unit.

Example: Damascus (DAM) – Dubai (DXB) – Doha (DOH)



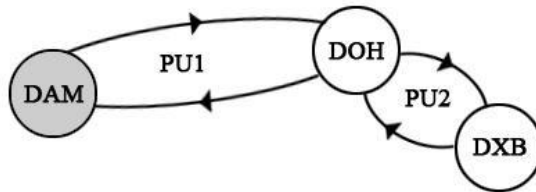
One way of calculating the fare of this journey is to break the fare at DXB. So we have to fare components; the outbound from DAM to DXB using half RT fare and the inbound from DXB to DAM via DOH using half the RT fare DAMDXB applying the mileage and other checks on the fare components. The combination of those fare components is a single pricing unit and we call this type of combination a local combination.

¹ Such a requirement applies to all conditions except periods of application, children and infant fares, routings, surcharges and transfers (PAT General rule 2.11. d)

End-on combination

End-on combination (or end-on-end combination) is the combination of pricing units which could be sold separately at a fare construction point. So this combination is between two or more pricing units.

Example: Damascus (DAM) – Doha (DOH) – Dubai (DXB) – Doha (DOH) – Damascus (DAM)

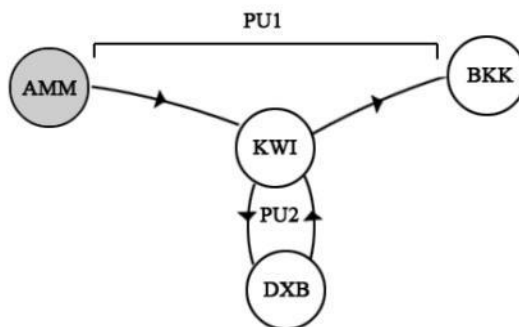


Pricing unit DAM-DOH-DAM is combined with the pricing unit DOH-DXB-DOH at the construction point DOH. This combination is called an end-on combination.

Side trip combination

This is also a combination between several pricing units but the combination is at an intermediate point in a fare component (not a fare construction point). A side trip means travel to/from an intermediate points of a fare component which is separately charged. The side trip combination means the combination of two pricing units from an intermediate point of a fare component.

Example: Amman (AMM) – Kuwait (KWI) – Dubai (DXB) – Kuwait (KWI) – Bangkok (BKK)



This journey is assessed as OW AMM-BKK via KWI and a side trip KWI-DXB-KWI. The side trip fare is calculated separately using RT fares.

Journey Assessment

We now know that we are able to divide journeys into fare components and pricing units. In fact, this is the first step to do when we calculate the fare of a journey. The fare of the journey should always be the lowest of:

- The applicable fare if the journey was assessed as one pricing unit (when possible)
- The lowest combination of the fares of several pricing units.

So the journey must be assessed as one pricing unit whenever possible. The fare for this assessment is compared with the applicable fare if we divide the journey into multiple pricing units. The lowest fare should be applied.

When we have passenger journey the first thing to do is to define the fare construction points. We apply the through fare between those fare construction points subject to the restrictions and checks which will be covered in this chapter.

If the journey type is OW we try to assess the journey as one pricing unit taking the origin-destination fare whenever possible. If the through fare cannot be applied (because of the mileage system for example), we divide the journey into several OW sub-journeys trying to get the lowest fare possible for the journey. This practice is usually called the Lowest Combination.

If the journey is a return journey we need to find out the turnaround point. The turnaround point is a fare construction point in return journeys (sub-journeys). The fare of the return journey is the applicable RT fare between and origin and the turnaround point.

To choose the turnaround point we search for the furthest point from the point of origin. We do this to make sure that our choice of the turnaround point is the best for the mileage

يتم تسعير خط السفر كوحدة سعرية واحدة طالما كان ذلك ممكنا و يقارن السعر مع السعر الذي نحصل عليه بتقسيم الرحلة إلى عدة وحدات سعرية. يطبق دائما السعر الأرخص. عندما لا يكون بالإمكان أخذ الرحلة كمقطع سعري واحد (بسبب نظام الأميال مثلا) يجب تقسيم الرحلة بحيث نحصل على أدنى مجموع للأسعار من الوحدات السعرية.

في حالة رحلات الذهاب و الإياب يجب تحديد نقطة العودة و هي النقطة كسر السعر التي تطبق على الرحلة سعر الذهاب و الإياب من نقطة البداية إليها. عادة نختار هذه النقطة لتكون النقطة ذات الأميال المسموحة الأكبر.

لا يجب أن يكون في أي مقطع سعري أكثر من إقلاع واحد من نقطة البداية، هبوط واحد في نقطة النهاية و توقف واحد في أي من النقاط الوسيطة.

system. We usually choose the turnaround point as the point which has the highest Maximum Permitted Mileage (MPM) from the point of origin.

As we know, between any two points, there is the distance between them in miles which is called the TPM and there is the maximum distance which can be traveled between the two cities (in the case of indirect travel) and still apply the through fare (called the MPM).

Moreover, there are other limitations for indirect travel.

A fare component must not include¹ more than:

- One departure from its point of origin
- One arrival at its point of destination
- One stopover at any one intermediate ticketed point

For example travel: Dubai (DXB) – Bahrain (BAH) – Dubai (DXB) – Hong Kong (HKG) is not permitted at the through fare from Dubai to Hong Kong even if the travel was within the Maximum Permitted Mileage (MPM).

Furthermore, a journey on a ticket or conjunction ticket must not include more than 4 international arrivals and 4 international departures in any one country except in Europe not more than 3 international arrivals and 3 international departures in one European country.²

For the above limitations on indirect travel, the rule for Canada and USA and for Denmark, Norway, and Sweden to be considered one country does not apply to this rule.³

¹ PAT General rule 2.8.1.1.

² PAT General rule 2.8.2.

³ PAT General rule 2.8.1.

Mileage Principle

نظام الأميال

We saw previously that there are many ways to calculate a single journey either by taking the through fare between the origin and destination or by dividing the journey into multiple sub-journeys. We also agreed that the fare to be charged should be the lowest of those fares.

When we take the fare between an origin and destination of a fare component and there are other intermediate points between the origin and the destination, we say that we are taking the “through fare”. So the through fare is the origin-destination fare of a fare component through the intermediate points in that component.

However, it is not always possible to apply the through fare between two points regardless of the intermediate points. There are conditions for the application of the through fare. To apply the through fare between two points we have to follow either the Specified Routing principle or the Mileage System principle.

IATA rules or an airline may define that the through fare between two points should be applied if the route of the passenger was according to a Specified Routing. In this case we handle the origin-destination fare as if it was a point to point fare and we apply it to the fare component without any further checks (such as mileage, HIP, etc). In many cases, airlines now publish their market fares as Specified Routing to avoid the complication of further calculation steps. The fare is still subject to the fare conditions of the fare applied (such as stop over charges, penalties, etc).

كما رأينا فإن هنالك العديد من الطرق لتسعير خط سفر واحد إما باعتباره وحدة سعرية واحدة و تقسيمه إلى وحدات أصغر. و لكن هنالك قيودا على تطبيق السعر بين بداية و نهاية مقطع سعري عبر نقاط وسيطة. لتطبيق هذا السعر يجب أن نطبق إما مبدأ الخطوط المحددة Specified Routings أو أن نتبع مبدأ الأميال.

هنالك خطوط محددة مسبقا من قبل الأيانات أو الشركات عندما تنطبق على خط سفر الراكب يمكننا تطبيق السعر بين بداية و نهاية المقطع السعري دون أي حسابات أخرى. معظم الشركات تنشر الآن أسعارها الخاصة حسب هذا المبدأ لتجنب تعقيدات الخطوات الحسابية. بالطبع يخضع المقطع السعري لشروط السعر المطبق مثل نقاط التوقف أو الغرامات و غيرها.

مبدأ الأميال ببساطة هو أن الراكب يحق له السفر عبر أي خط بين نقطتين شرط أن لا تزيد المسافة التي يقطعها عن مسافة محددة مسبقا.

If the route of the passenger is not a specified routing, we should check the mileage system for the ticketed points in the passenger's itinerary.

The mileage principle is simple; you may use the through fare between the origin and the destination on the condition that the amount of mileage traveled by air via all the ticketed points is not higher than a pre-defined amount. This predefined amount is called the Maximum Permitted Mileage – MPM. Between any two cities where fares are published there is an MPM. The MPM value between two cities can be extracted from the reservation systems or the tariff books.

The actual distance in miles between two cities is called the Ticketed Points Mileage – TPM. The TPM can also be extracted from the reservation systems or from the tariff books.

To know if we can apply the through fare in a fare component we compare the sum of the TPM (the actual distance between the cities) and the MPM from origin to destination. If the value of the TPM is less than the MPM we can apply the origin destination fare safely.

For example: travel from A – B – C – D. The distance in miles between those cities (TPM) is as follows:

City pair	TPM
A – B	180
B – C	75
C – D	65

The total TPM is $180 + 75 + 65 = 320$. So we check the Maximum Permitted Mileage between A – D. assuming that the MPM between A and D is 350 we may apply the fare between A and D on this fare component.

If the distance is higher than the MPM, we divide the sum of Ticketed Point Mileages by the Maximum Permitted Mileage, and we raise the fare by a percentage according the table below:

If the result is over:	But not higher than:	Surcharge the fare by:
1.00	1.05	5%
1.05	1.10	10%
1.10	1.15	15%
1.15	1.20	20%
1.20	1.25	25%
1.25		Through fare not allowed. Lowest combination principle must be used to calculate the fare.

So we take the origin destination fare and we apply a mileage surcharge up to 25%. If the total TPM was higher than that we can not apply the through fare and we must divide the journey into smaller units to establish the lowest possible combination of fares.

In the previous example, let's assume that the MPM between A and D is 290. So if we divide $320 \div 290 = 1.10344828$. We take the result to 5 decimal places to be 1.10344 which is higher than 1.10 so according to the table above we have to raise the fare by 15%. If the published fare between A and D is 100 NUC the fare to be applied is 115 NUC.

In the fare calculation area¹ on the ticket there is an indicator to tell what mileage surcharge has been applied. If the total TPM is lower than the MPM ("within mileage") we put the letter M before the amount to be applied. If the fare was raised we precede the letter M with a figure to indicate the percentage by which we raised the fare (5M, 10M, 15M, 20M or 25M).

Fare Calculation Principles

مبادئ حساب الأسعار

Higher Intermediate Point

النقطة الوسيطة الأعلى

In applying the through fare we are faced with another dilemma. Let's take an example:

A passenger wants to travel from A – B – C – D. the journey is not a specified Routing so we have to apply the mileage system taking it as one pricing unit if applicable. The total TPM between the cities is lower than the MPM between A and D so we will apply the fare between A and D which is for example 300 NUC.

What if the fare from A to B is 350 NUC? In this case the passenger has traveled from A to B then to C and D with even a lower fare than A to B alone. For this purpose we have to check for a Higher Intermediate Point – HIP.

يمكن في بعض الحالات عند تطبيق السعر بين بداية و نهاية مقطع سعري أن يكون هناك سعر من أو إلى أحد النقط الوسيطة أعلى من سعر البداية - نهاية. في هذه الحال يكون الراكب قد سافر إلى هذه المدينة و مدن أخرى بسعر أرخص حتى من سعر جزء من تذكرته. لذلك يجب مقارنة السعر بكل الأسعار من و إلى نقاط التوقف الوسيطة و تطبيق السعر الأعلى. تطبيق على هذا السعر الأعلى أيضا الزيادة المطلوبة في نظام الأميال إن كانت موجودة.

تستثنى من مقارنة الأسعار نقط العبور (ترانزيت) و لا يطبق عند تطبيق مبدأ الخطوط المحددة.

¹ More on the fare calculation area in this chapter

Checking for the HIP is the next step to be made after checking the mileage system. In checking for the HIP we are making sure that the passenger's fare does not undercut the fare of an intermediate point. So we check the fares between:

- The fare component origin and all stopover intermediate points;
- Each stopover intermediate points to subsequent stopover intermediate points (normal fares only)
- Each intermediate stopover point to the point of destination of the fare component.

We apply the highest of those fares.

In the above example we check the fares as follows:

A	A	B	C
B	350	-	-
C	280	60	-
D	300	150	75

So after we have all the fares we can see that the highest is the fare from A to B so we apply this fare instead of the fare from A to D. If there was no other fare higher than the origin-destination fare (A – D) we apply this fare.

If the mileage system resulted in a surcharge to be applied to the fare we apply this surcharge on the Higher Intermediate fare not to the origin-destination fare. In the above example the total TPM was higher than the MPM by 5%, we raise the fare from A to B by 5% resulting in a fare of 367.50 NUC.

The Higher Intermediate Point check does not apply to transit points (so we ignore transit point when searching for higher fares) and it does not apply if the journey was a specified routing unless prompted by the specific fare rule which is to be applied.

In the fare calculation area we indicate that we raised the fare to a higher intermediate fare by putting the city pair codes directly before the final amount to be charged.

Exceptions to the HIP check:

- For journeys between Kilimanjaro and Nairobi, HIP check will be for all ticketed points.
- For traffic originating in India and destined to Canada/ USA, when stopovers are taken in Europe or UK, higher intermediate fares shall not be applicable from points in Europe/ UK to Canada / USA.

- For travel originating in Malawi, the additional HIP check in each fare component shall be applied on all ticketed points in Malawi.
- For travel between Middle East and Turkey involving more than one point in Turkey, any higher intermediate point in Turkey must be charged whether or not a stopover is taken.
- For journeys originating in western Africa, the HIP check in each fare component shall be applied on all ticketed points in western Africa.
- Other exceptions may be applied by airlines. Contact the issuing/ transporting airline for more information.

For the purpose of the Higher Intermediate Point check, fares are taken in the direction of fares of this fare component (the direction of travel unless the fare components ends in a country from where a previous fare component has been assessed). In RT fare components half RT fares must be used.

The fares conditions of seasonality, stopover/ transfer and day of the week conditions are to be observed as well. The date of travel in the specific sector is used to determine the season and the day of the week for the fare used. If more than one fare in the booking class are present and their conditions are all satisfied, the lowest fare may be used for this HIP comparison.

When there is no direct route fare between two points the fare must be constructed over an intermediate point. When required to be shown on the ticket as a HIP, this will be shown as a single amount, including the mileage surcharge if required, with the designator "C/" followed by the code of the city used in the construction and preceded by the codes for the 2 cities between which the constructed HIP applies.

Hip for special fares

When we use special fares in a pricing unit the application of the HIP is a little different. We need to re-price the pricing unit again in normal fares. If there was **no** higher fare between fare construction points and intermediate stopover points (not between two intermediate stopover points), we can apply the special fare. If there is a higher normal fare, this normal fare should be applied except if there is the same type of special fare between those two points. In this case we compare the two special fares and charge the higher.

Fare Calculation Principles

مبادئ حساب الأسعار

Minimum Checks

حسابات القيمة الأدنى

When applying a through fare on a fare component and after we conduct the mileage system check and the higher intermediate point check, we have to do other checks to make sure that the fare we got is not undercutting a lower value. In each of those checks we make sure that the fare of the journey is higher than a minimum amount. They are called Minimum Checks. Since 15Oct, 2008 we have to worry about minimum check in two types of journey only: One Way and Circle Trip journeys. Each of those journeys has one minimum check to do. Before 15Oct there were a lot of checks to do for each type of journey but the industry (represented by the IATA) is in favor of simplifying the fare calculation process especially after the introduction of the e-ticket and on-line payment methods.

عند تطبيق سعر البداية-نهاية لمقطع سعري و بعد التأكد من نظام الأميال و النقط الوسيطة العليا علينا أيضا أن نقوم ببعض الحسابات للتأكد من أن السعر الذي حصلنا عليه ليس أدنى من أسعار أخرى كان يمكن على الراكب أن يدفعها. في كل واحد من هذه الحسابات نتأكد من أن السعر ليس أدنى من قيمة معينة تسمى القيمة الأدنى و يسمى هذا الحساب حساب القيمة الأدنى. بعد الخامس عشر من تشرين الأول (أكتوبر) 2008 لم يعد هنالك سوى اثنان من حسابات القيمة الأدنى. قبل ذلك كان هنالك العديد من الحسابات على كل نوع من أنواع الرحلات. تتجه شركات الطيران اليوم إلى تبسيط عملية التسعير و الحسابات السعرية أكثر و أكثر و خاصة بعد ابتكار التذكرة الألكترونية و طرق الدفع و الإصدار عبر الأنترنت.

OW Backhaul Check - BHC

The backhaul check is applied only on One Way journeys. In OW pricing units we compare the applicable fare which we get after applying the mileage system and the HIP check, with what we call the backhaul value (or the One Way Minimum - OWM). The OWM is calculated if there is a fare from the point of origin to an intermediate point which is higher than the direct through fare from the point of origin to the point of destination.

So the OWM is the direct fare from the origin point to the highest rated intermediate stopover point, *plus* the difference between such fare and the direct fare from origin to destination of the component.

OWM = highest intermediate fare + (Highest intermediate fare – origin destination fare)

We compare this value with the fare we got. If the fare was equal or higher no more action has to be done. If the fare was lower, we need to raise the fare to the level of the OWM.

Example: travel A – B – C – D

We want to apply the through fare from A to D so we check the mileage and we get 5M. We check the fares for a higher intermediate point and here's the table we get.

	A	B	C
A			
B	50	-	-
C	150	175	-
D	140	160	

The highest intermediate fare is from B to C of 175 NUC. We apply the 5% of the mileage on this fare to get 183.75 NUC.

To calculate the OWM we take the highest fare from the point of origin which is the fare from A to C. the BHC value is: $150 + (150 - 140) = 160$.

Since the backhaul value is lower than the applicable fare ($183.75 > 160$) no more action is to be taken.

Assuming the fare from A to C is 170 NUC. The HIP is still from B to C and the applicable fare is still 183.75 NUC. The backhaul value is: $170 + (170 - 140) = 200$. The OWM is higher than the applicable fare. In this case we will have to raise the fare to the level of the backhaul value. We add a plus-up of the difference between the value and the applicable fare.

In this case we add $200 - 183.75 = 16.25$ NUC to the fare. This amount is added at the end of the fare calculation after the letter P and the two city pairs annotating the backhaul.

The backhaul does not apply for:

- Any point which has been excluded from the HIP check
- Journeys wholly within Area 1
- Journeys wholly between Argentina, Brazil, Chile, Paraguay, Uruguay and Area 2
- Pricing units wholly within Europe

For the purpose of the backhaul check fares are taken according their conditions on seasonality, day of week and stopover/ transit rule (excluding stopover charges). The actual date of travel in each individual sector is used to determine seasonality and day of the week. Fare are taken in the same direction of the fare component.

Circle Trip minimum check - CTM

As we previously saw, Round Trip, Circle Trip and Open Jaw pricing units all use round trip fares in fare calculation. All what we need to do is to check the mileage system and the higher intermediate point in all cases. In addition to this if the journey falls within the definition of a circle trip, there is one last check to do.

In the circle trip minimum check we simple make sure that the fare we got is not lower than the highest published round trip fare from the point of origin to any point of stopover in the pricing unit.

After we calculate the fare of the circle trip, which is the total of the outbound and the inbound each of them applying the mileage system and the HIP check, we check the fares between the origin of the pricing unit and each stop over point in the whole pricing unit. We take direct round trip published fares in the class of service used.

Example:

Travel from Damascus (DAM) – London (LON) – Copenhagen (CPH) – transfer x/Madrid (MAD) – Damascus (DAM)

DAM CPH RT 1,000 NUC

DAM LON RT 1,200 NUC

We calculate the journey as one pricing unit breaking the fare at CPH. The outbound fare component is DAM – LON – CPH is exceeding mileage by 5M. We check the HIP and we find that DAM LON half RT fare is higher than DAM CPH half RT fare. So the outbound fare is 630 NUC which is the 600 raised 5% for the extra mileage.

The inbound fare component CPH – MAD – DAM (taken in the direction of DAM – MAD – CPH) is within mileage so the fare is 500 NUC. There is no higher intermediate point fare (HIP) in the inbound.

The total fare of the journey is 1,130 NUC (total the applicable fares of the outbound and the inbound).

Since the journey falls within the definition of Circle Trip – CT, we have to apply the CTM. The highest round trip direct fare from the origin of the pricing unit to stopover points DAMLON fare (we ignore MAD from the comparison as it is a transfer point). So we have to raise the fare of the whole journey to the level of DAMLON fare (plus up 70 NUC).

When there are several RT fares from the point of origin to an intermediate point with a different global indicator ¹ the fare to be used is the fare applicable to the flown itinerary. When more than one global indicator can be applied to the flown itinerary (one in the outbound and another in the inbound) the lower of those fares can be used. If there is no direct route fare with the appropriate global indicator it is not necessary to construct a fare and the comparison will be made with existing fares only.

The CTM check is not required for an en route point which has been excluded from the HIP check provided the condition of exclusion are observed.

CTM for special fares

If no qualifying special fare is available to a higher rated normal fare stopover point, the fare for pricing unit must not be less than the direct RT normal fare to the higher rated point for the class of service used. ²

¹ Full explanation of the selection of global indicator at the beginning of this chapter

² General rule 2.7.3.2.1 E

Mixed Class Fare Construction

A mixed class journey is when the itinerary involves travel in two or more classes of service. The classes of service are first class, business class (intermediate class) and economy class which are in use by most legacy airlines (with very few exceptions). The mixed class definition does not apply to sub-classes (or Reservation Booking Designators – RBD). Sub-classes as previously explained in the book¹ are part of the same class of service or the same compartment on the plane and they are used for reservation purpose only. Most companies prohibit the use of mixed sub-classes in one fare component of the itinerary.

When a passenger travels on several parts of his journey in different classes of service we calculate the fare of the journey based on the lowest class of service. Then, we add to that fare what we call a class differential.

So for example if a passenger flies part of his journey on economy class and part on business class, we calculate the fare of the whole journey on the lowest class of service (economy class). After this calculation we calculate the “Class Differential” for the sectors flown in the higher class. The class differential is simply the difference in the fare of those sectors in the lower class and the higher class.

الرحلة متعددة الدرجة تتضمن مقاطع سفر على أكثر من درجة سفر واحدة و هي درجات الخدمة على الطائرة (الدرجة الأولى و رجال الأعمال و الدرجة العادية). لا تنطبق هذه الأحكام على الرحلات التي تحتوي على أكثر من درجة حجز فرعية من هذه الدرجات و من الجدير بالذكر أن معظم شركات الطيران تمنع وجود عدة درجات حجز فرعية ضمن المقطع سعري الواحد.

عندما تتضمن رحلة الراكب سفرا على أكثر من درجة خدمة نقوم بحساب الرحلة كاملة حسب أسعار الدرجة الأدنى. بعد ذلك نقوم بحساب فرق السعر بين الدرجة الأدنى و الأعلى لهذه المقاطع. تقول القاعدة بوجوب حساب السعر حسب الدرجة الأدنى و إجراء حساب فرق الدرجة حتى لو كان السفر على الدرجة العليا في مقطع سعري كامل أو حتى وحدة سعري كاملة. مع أنه غير مسموح حسب القاعدة أن نحسب سعر المقطع أو الوحدة السعري بالدرجة الأعلى مباشرة فإن معظم الشركات تفعل ذلك. فمثلا لحساب سعر تذكرة ذهاب على الدرجة الأولى و الإياب على الدرجة السياحية نأخذ نصف سعر الذهاب و الإياب للدرجة الأولى و نجمعه مع نصف سعر الذهاب و الإياب للدرجة السياحية.

عند تطبيق الأسعار للرحلات المتعددة الدرجة يجب أن تحترم جميع شروط السعر المطبق (مثل نقاط التوقف و الصلاحية).

¹ See Airline Fares and the Price Theory at the beginning of this chapter

The rule¹ says that a class differential should be calculated whenever there are multiple classes of service in a journey (regardless if the higher class is within a fare component, a whole fare component, or even a whole pricing unit is on a higher class). In real life situations this is not what airlines do to price their tickets. In fact class differentials are not used except if there are multiple classes of service within a fare component.

Most airlines accept pricing a fare component in the higher class directly without making a differential (eg. Bahrain – BAH to Doha – DOH on economy class and Doha to Bahrain on First class the fare is calculated as half BAH DOH economy RT fare plus half BAH DOH first class RT fare). When a whole fare component or a pricing unit of a journey is in the higher (or lower) class of service, we don't need to bother with the mixed class differential in most cases. Just calculate the fare of each pricing unit or fare component based on the class of service used. If we need to abide by the rule (for example if issuing a ticket on IATA published fares for an interline ticket), we need to do a class differential for the fare component or pricing unit. The end result is *most probably* the same but the steps are different.

Within a fare component the fare differential is calculated as the difference between the fare of the sectors flown in higher class and lower class.

The steps to be taken are as follows:

- We calculate the fare of the journey using the fares in the lowest class of service.
- Calculate a class differential to be added to the fare for the sectors traveled on higher class(s)

The differential is the difference between the fare in the higher class and the fare in lower class for the sector traveled on a higher class. When there are multiple sectors traveled on higher class, the differential must be calculated for each of those sectors. If those sectors are consecutive in the journey, the differential may be calculated as the difference between the through fare in the lower class and the through fare in the higher class. The through fare is calculated normally applying the mileage and HIP checks.

It is important to note that the class differential must not be used to waive any condition of the fare (such as stopover or minimum stay requirements) all the conditions of fares applied in the calculation of the differential must be respected.

¹ General Rule 2.12. Mixed class construction

Fare Calculation on the Ticket

The last step of calculating the fare is inserting the fare calculation steps on the passenger ticket. We have to illustrate the fare calculation on the ticket because many people will handle this ticket after we give it to the passenger and there are many cases where those people need to know how we calculated the fare. For example the ticket will be seen by an auditor who needs to know how we came up with the final fare. Another agent may want to change or reissue the ticket so he needs to know how we calculated the fare in the first place in order to do his calculation for the new journey.¹

Because many people in many places may need to know how we calculated the fare of the ticket, it was necessary to put a standard for inserting this information on a passenger ticket. IATA airlines can issue tickets for travel on more than one airline subject to Multilateral Interline agreements². Therefore the way to enter the fare calculation steps on the ticket is standard between all IATA airlines.

Before the introduction of the e-ticket, there was two standard ways to enter the fare calculation. The first was the vertical way and this was used only in manual tickets (They used to write tickets by hand). The other way is called the linear way (or the horizontal way). This way was used in automated paper tickets and it now moved

الخطوة الأخيرة بعد حساب سعر التذكرة هي إدخال خطوات حساب السعر على التذكرة. بعد أن نعطي التذكرة للراكب هنالك العديد من الأشخاص الذين سيقومون بفتح هذه التذكرة و في كثير من الحالات يحتاج هؤلاء الأشخاص لمعرفة طريقة حساب السعر. من الممكن أن يفتح مدقق حسابات التذكرة للتأكد من أن السعر النهائي صحيح كما من الممكن أن يحتاج موظف آخر في مكان ما أن يجري تغييرا على التذكرة و بالتالي يجب أن يعرف كيف تم حساب السعر بالأساس لكي يقوم بعملية التغيير.

لذلك كان من الضروري وضع صيغة معيارية يتبعها الجميع لإدخال حساب السعر و خاصة الشركات الأعضاء في الأياتا حيث يمكن أن تتضمن التذكرة سفرا على متن عدة شركات.

هنالك الآن طريقة واحدة لإدخال حساب السعر على التذكرة و هي الطريقة الأفقية. كان هنالك طريقة أخرى عامودية للتذاكر اليدوية. في معظم الأحيان يقوم النظام بإدخال حساب السعر بالشكل اللازم غير أن هنالك العديد من الحالات التي تفرض على الموظف أن يدخل حساب السعر يدويا. كما يجب أن نفهم تماما طريقة الإدخال الأفقية لكي نعرف كيف تم حساب سعر أي تذكرة تقع بين أيدينا.

أساس حساب السعر على التذكرة هو خط السفر نفسه حيث تضع رموز المدن و الشركات بالتسلسل يتخللها و يليها معلومات مساعدة مثل سعر كل مقطع سعري و نظام الأميال و غيرها.

¹ More on ticket changes in chapter 10

² More on those agreements in chapter 2

to the electronic ticket unchanged. The ticketing system usually constructs the fare calculation in the suitable format without the interference by the ticket agent. However, there are cases when the agent should enter the fare calculation manually. Furthermore, it is important to understand the fare calculation format on passenger tickets to be able to know exactly how the fare was calculated when we open a passenger ticket.

The sequence of entries:

The basic structure of the fare calculation is the routing of the passenger at the same direction of travel. We insert the city codes and airlines codes in order separated by spaces. We add to this structure other information to indicate what steps we took to calculate the fare (like the fare for each component, mileage system indicator, HIP, etc).

We start by putting the city code of the first city in the passenger route followed by the code of the airline used out of this city then the code of the consequent city in the passenger’s route. A space is put between each of those entries. We continue with this sequence until we reach the end of the fare component. At the end of the fare component we may put several indicators to clarify the fare calculation steps of this component in addition to the fare of this fare component in NUC (or in some cases the fare in the currency of the currency of the country of commencement of international travel). Those indicators may be:

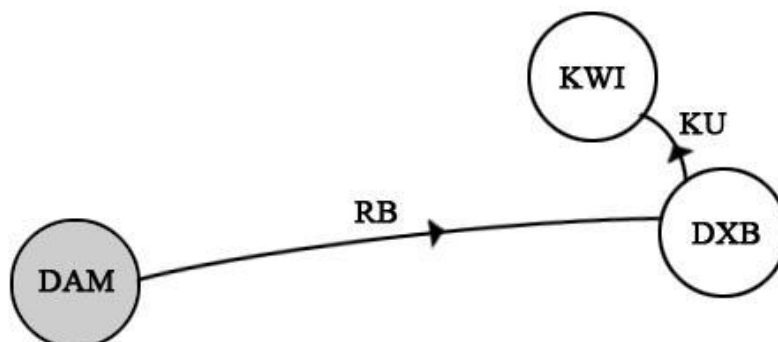
M, 5M, 10M, 15M, 20M, 25M	to indicate the a mileage system check has been made on this fare component and that it was within mileage (M) or that a the fare has been raised by a certain mileage surcharge (5M, 10M, etc where the number is the surcharge percentage) ¹
Two city codes adjacent to each other after the mileage indicator (eg. DXBLON)	We put this when in fare calculation process we had a higher intermediate fare and we raised the fare of the component to this fare. We put the two city codes of the higher fare adjacent to each other after the mileage indicator.

After putting the fare of the fare component we continue with other fare components in the journey the same way. If there was no other fare components, we put the final fare of the journey in NUC then we put the word END to identify the end of the fare calculation. After the word end we usually put the IATA rate of exchange used to convert to the local currency.

¹ More on the mileage system calculation back in this part of the book.

In general a space should be inserted between the last character and the first character of each entry. If one of those characters is a digit or a symbol, a space may not be inserted.

Example 1

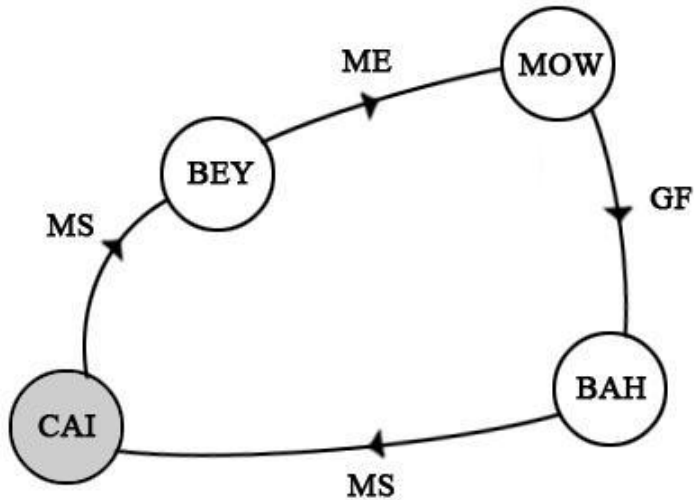


DAM RB DXB KU KWI10M DAMDXB256.00NUC256.00END ROE47.65000

In the above route we have a passenger going from Damascus (DAM) to Dubai (DXB) with Emirates Airlines (EK) then with Kuwait Airways (KU) to Kuwait (KWI).

- We put the cities of travel in sequence separated by the airline of travel.
- The 10M clarifies that the application of the mileage system resulted in raising the fare by 10%
- DAMDXB inserted as one word after the 10M clarifies that the fare is raised to the fare from DAM to DXB which is higher than the through fare from DAM to KWI.
- Note that we didn't put a space between KWI and 10M while there is a space between KU and KWI.
- We finish the fare calculation with the total NUC amount for the whole journey.
- At the end of the calculation and after the word END we put the IATA rate of exchange which we will use to convert the NUCs into Syrian Pounds (SYP). It is important to put the ROE because this will be used afterwards in case the passenger wanted to make any change to his ticket.
- Note that the NUC amount anywhere in the fare calculation has two decimal places.

Example 2



**CAI MS X/BEY ME MOW M550.00GF BAH MS CAI15M BAHMOW700.00NUC1250.00END
ROE3.85000**

The passenger is travelling from Cairo to Moscow transit via Beirut in the outbound and then stopping in Bahrain in the inbound. The journey is a Circle Trip from CAI to MOW so we apply half the CAIMOW RT fare in the outbound and half in the inbound.

- We start by putting down the first fare component (the outbound) from CAI to MOW separating city codes with the airline and putting an X beside BEY to indicate that no stop over is permitted. It is not necessary to put the X indicator if stop over is permitted even if the passenger was connecting within 24 hours.
- The first component is within mileage so we put an M to indicate that and since BEY is a transit point the HIP check is not applicable.
- After putting the fare for the first component (which is half RT fare CAIMOW) we continue with the next fare component.
- The second fare component distance is higher than the allowed maximum permitted mileage so we raise the fare by 15% indicated by 15M.
- In this case we also raise the fare to the level of half RT BAHMOW which is higher than half RT CAIMOW. The 15% increase is applicable on BAHMOW fare.
- Note that BAHMOW to indicate the HIP is in the direction of the fare not the direction of travel.
- We finish by putting the total amount of the ticket in NUC then the ROE.

In addition to what we saw before, there are several other codes we put in the fare calculation to indicate several steps in the calculation process:

Code	Example	Explanation
P	P DOHHKG P AMMHKG AMMOSA	<p>The P is inserted after the end of the passenger routing (or after the last fare component in the journey). It indicates a plus up for a minimum check such as OW backhaul check or Circle Trip Minimum check.</p> <p>In the case of CTM we follow the P with the two city pair codes of the highest round trip fare. In the case of the BHC we follow the with the city pair codes of the higher OW fare then city pair code of the origin-destination.</p>
D	D PARLON230.65 D JNBYTO M LONYTO673.00	<p>The D indicates a class differential. It will be inserted after the last fare component followed by the city pair of the higher class. If the higher class is in several consecutive sectors we put the first and the last city codes after the D. They are then followed by the mileage system indicator and the HIP if applicable. Then we follow with the amount we need to add for the class differential.</p>
Q	Q7.50	<p>The Q surcharge is used to indicate any addition surcharge on the fare other than a stopover/transfer charge. It is used primarily for two things. First if a governmental or carrier specific charges for certain sectors. The most common is the HKG security surcharge which is applicable to all international travel out of HKG. The other use is for the extra seat where we put the amount of the extra seat in the fare calculation.</p> <p>When the surcharge is applicable to one sector we insert the Q immediately after this sector in the fare calculation followed by the amount. If the Q is applicable to several sectors we put it at the end of the fare calculation followed by the first and the last city codes then the amount.</p>

S	S50.00 2S100.00	<p>The S is used to indicate a stopover charge. It is also used to indicate a transfer charge (a number of transfers in excess of those allowed by the fare).</p> <p>When the stop over charge is applicable to a specific point we insert it in the fare calculation immediately after the city code of this point. If the stopover charge is applied for excess stopovers (more than what's allowed by the fare rule) we put the S at the end of the itinerary preceded by the number of excess stopovers and followed by the applicable charge.</p>
/-	... LON M350.00/-PAR AF ...	This code is used to indicate a surface sector which is not included in the fare component. This means that both the city proceeding and the city following it are fare break points. The code is always put between fare components.
//	... LON//PAR M550.00	The code indicates that there is a surface sector but this sector is considered flown for the purpose of this fare. This means that we calculated the fare as if this sector was flown because it gives a better fare.
(...)	... DOH(EK DXB150.00EK DOH150.00)QR LON ...	When we have a separately calculated side trip we put it between brackets in the fare calculation. This indicates that this section of the fare calculation is independent from the fare component it comes in the middle of.

Fare Calculation Steps Summary per journey type

خطوات حساب الأسعار حسب الرحلة

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One Way Pricing Units

	Normal fare OW Pricing Unit	Special fare OW Pricing Unit
Specified Routing	If the journey is a Specified Routing or there is a carrier Specified Routing fare for the journey, apply the origin-destination fare without performing any further checks (unless requested by the fare rule). Most carrier fares are based on SR.	
Fare Rule	Check the fare rule for the application of the fare (Ex: fare validity, minimum/ maximum stay, advanced purchase requirement, flight application, eligibility, etc)	
Mileage Check	Applicable unless Specified Routing	
Higher Intermediate Point check – HIP	Check if there is a higher fare (compared to the origin destination through fare) from the origin to any stopover point, between intermediate stopover points (in the direction of travel), and from each intermediate stopover point to the destination of the pricing unit. If there is a higher fare, this fare will be applied and also raised for the mileage surcharge when applicable.	We re-calculate the journey at normal fares. If there is a HIP in normal fare between the origin and stopover points or from stopover points to the destination (not from intermediate stopover to stopover), we check for a HIP in special fare. If there is no same type of special fare between the two points we apply the normal fare unless there is a special fare from the same category.
Backhaul Check – BHC	Compare to the OWM (from the origin to the highest rates stopover point)	

Return Pricing Units

	RT (Normal/ Special fare)	CT (Normal fare)	CT (Special fare)	OJ (Normal/ Special fare)
Specified Routing	If the journey is a Specified Routing or there is a carrier Specified Routing fare for the journey, apply the origin-destination fare without performing any further checks (unless requested by the fare rule). Most carrier fares are based on SR.			
Fare Rule	Check the fare rule for the application of the fare (Ex: fare validity, minimum/ maximum stay, advanced purchase requirement, flight application, eligibility, etc)			
Mileage Check	Applicable unless Specified Routing			
Higher Intermediate Point Check – HIP	<p>The HIP is applied on the fare component level (ex: for outbound and inbound separately). Check if there is a higher fare (compared to the fare of fare component origin-destination) from the origin to any stopover point, between intermediate stopover points (in the direction of travel), and from each intermediate stopover point to the destination of the fare component. If there is a higher fare, this fare will be applied and also raised for the mileage surcharge when applicable.</p> <p>HIP for special fares is applied after comparing normal fares. If there is a HIP in the normal fare we check for a higher intermediate point in special fares between the city pair. If no fare of the same type available we apply the normal fare.</p>			
Circle Trip Check – CTM	Not applicable	The CTM is applied on the pricing unit level from the origin of the pricing unit to each stopover point	CTM for special fare is applied in the same way as the HIP. We check for a higher fare in normal fares then we check special fares.	Not applicable

