

Worksheet 1 (O5): Chapter 4 Reservation and Ticketing Operation

Itinerary 1

Mr. Wen Jiabao works in Bangkok, he wants to visit the World Expo 2010 in Shanghai for a week with his son, Jinlong who are the age of 5 (24 May 2005). Please book the reservation for his itinerary from the following details.

- Advise his mobile phone number in Bangkok 0896784784 and his son email address jinlong@hotmail.co.cn
- He will start his trip on 18 August.
- He likes to fly with China Eastern Airlines on Economy class
- Please remark airfare, taxes and total fares per passenger.
- Request window seats for them all sectors.
- He requests child meal for his son.
- Issued ticket 7 days before departure date.
- Mrs. Shulin contacts you for this reservation.

Itinerary 2

Ladda Mongkholsawad would like to study Spanish in Barcelona for 40 days. Please make a booking from the following details.

- Advise her mobile phone number in Hua Hin, 0869583455.
- She will leave from Bangkok on 20 October 2010
- She will fly with Singapore Airlines and she wants to earn mile for FFP.
- She requests seafood meal for flight from Singapore to Barcelona.
- On the return trip she will fly from Milan to Singapore
- She requests low calories meal for flight from Singapore to her homeland.
- Remark the airfare, taxes and total fare
- Inform airline that she can't speak Spanish.
- Her mom, Suda contacts for this reservation.

Note: Once you complete making reservations please print PNRs and hand them in on 2 August 2010 in your class.

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MU มีโปรแกรมขายตั๋วรวมแพคเกจตั๋วเครื่องบินกับโรงแรมและรถเช่า
โดยถ่าย Copy ตั๋วที่ออก ส่วนที่ Fax : 02- 636 6981
(แบบ Sale MU)

FARE SHEET



TOUR CODE : BKK10009

EFFECTIVE FOR DEPARTURE DATE : 01APR10 - 31OCT10

ROUTING	FARE BASIS	BOOKING CLASS	MSP TO AGT				VALIDITY
			GROUP		FIT		
			OW	RT	OW	RT	
BKK - PVG - BKK SHANGHAI (PVG)	F/PKD	P	20000	33000	20000	33000	1 YEAR
	C/JKD	J	15000	23500	15000	23500	1 YEAR
	C/JKD	O	12000	19500	12000	19500	1 YEAR
	Y/KKD	B	13000	21600	13000	21600	1 YEAR
	Y/KKD	E	11000	-	11000	-	1YEAR
	Y/KKD	H	9500	-	9500	-	1 YEAR
	Y/KKD	L	8000	-	8000	-	1YEAR
	Y/KKD	E	-	18300	-	18300	6 MONTHS
	Y/KKD	H	-	15000	-	15000	3 MONTHS
	Y/KKD	L	-	13000	-	13000	45 DAYS
	Y/KKD	M	-	11500	-	11500	45 DAYS
	Y/KKD	N	-	10500	-	10500	45 DAYS
Y/KKD	R	-	9500	-	9500	45 DAYS	

RULES & CONDITIONS

1. DISCOUNT : CHILD UNDER 12 YRS -- 75% OF APPLICABLE FARE.
: INFANT UNDER 2 YRS -- 10% PUBLISHED FARE. (NO MORE COMMISSION AND EXCESS BAGGAGE 10KGS.)
: 10 ADULT PAYING PASSENGER OR MORE.
2. MINIMUM GROUP SIZE : ONE F.O.C PER GROUP OF EVERY 15 ADULT.CHILD 2-12YRS COUNT AS HALF.
3. TOUR LEADER REBATE : TICKET CHANGE DATE CHARGE 2000 THB FOR GROUP ONLY.
4. CHANGE OF TRAVEL :NON END / NON RER # VALID ON MU ONLY FOR FIT TICKET.
5. ENDORSEMENT BOX :NON END / NON RER # DATE CHG FEE THB 2000 FOR GROUP.
6. FARE BASIS BOX :FRIST CLASS=F/PKD BUSSINESS CLASS =G/JKD ECONOMY CLASS=Y/KKD
7. TOUR CODE BOX :PLEASE ENTER"BKK 10009"//"GVXX"FOR GROUP(XX EQUALS NO OF PAX)
8. DOMESTIC LESS 50% FARE MUST BE ADD ON MU INTERNATIONAL ROUTING. ALL DOMESTIC FLIGHT BOOKING " K " CLASS
9. REFUND CHARGE : 2000 THB
10. ALL TAXES/ FUEL / INSURANCE SURCHARGE ARE NOT INCLUDED.
11. NOT VALID AFTER BOX :EXPIRY DATE MUST BE SHOWN "DATE//MONTH"
12. ALLOW TO COMBINE FARE BETWEEN SECTORS IN TOURCODE "BKK10004/ BKK10005/ BKK10006/ BKK10007 /BKK10008 /
BKK10010/ BKK10050 " NET FARE APPLY 1/2 RT+1/2 RT # THE MOST RESTRICTED VALIDITY & CONDITIONS.
(TOURCODE MUST BE SHOWN TOGETTHER IN TOURCODE BOX)
11. ALLOW TO MIX CLASS (NET FARE 1/2RT+1/2RT).APPLY THE MOST RESTRICTED VALIDITY & CONDITIONS.

NOTICE : MU/TG CODESHARE FLIGHT MU8452 CODESHARE WITH TG664
FLIGHT MU8451 CODESHARE WITH TG665
(ALLOW TO RESERVE " M " CLASS UP FOR FLIGHT CODESHARE)

*** FARE ARE SUBJECT TO BE CHANGED WITHOUT NOTICED ***

!!!! GROUP FARE: PLEASE CONTACT SALES DEPARTMENT !!!!

RSVN & TKTG.TEL :(66)2636-6980 FAX :(66)2636-6982 SALES TEL :(66)22666571-3 FAX :(66)2636-6981

AIRPORT OFFICE TEL :(66)2134-2101 FAX :(66)2134-2100

BKK10009

Worksheet 1 (O5): Chapter 4 Reservation and Ticketing Operation

ECONOMY CLASS

Ticketing Date : 1 July - 30 September 2010

Last Departure Date : 31 March 2011

For departure & return : THAILAND (BKK, CNX and HKT)

All fares are not valid on SQ 4 digits flights, except on MI services



SR204/10

EUROPE & U.S.A									
Destinations	Fare Type	Fare Basis	RBD	Ex. CNX		Ex. BKK&HKT			
				Net Fare (THB)	Tour Code	Net Fare (THB)	Tour Code		
PEAK PERIOD FOR DEPARTURE BETWEEN : 18DEC10 - 01JAN11									
FIT : With Mileage Accrual									
<i>Europe, Russia via SIN</i> AMS, ATH, BCN, CPH, FRA, LON MAN, MIL, MOW (DME), MUC, PAR, ROM, ZRH	ADL	OW	Y	Y	29,800	D0298	28,800	D0288	
	CHD		Y/CH	Y	22,400	D0224	21,800	D0216	
	ADL	RT	Y	Y	49,000	D0490	48,000	D0480	
	CHD		Y/CH	Y	38,800	D0368	38,000	D0360	
	ADL	RT	YEE6M	B	41,800	D0418	40,800	D0408	
	CHD		YEE6M/CH	B	31,400	D0314	30,800	D0306	
	ADL	RT	YEE6M	E	37,200	D0372	36,200	D0362	
	CHD		YEE6M/CH	E	27,900	D0279	27,200	D0272	
	ADL	RT	YEE6M	H	32,500	D0325	31,500	D0315	
	CHD		YEE6M/CH	H	24,400	D0244	23,700	D0237	
	YEE6M : RESTRICTED TO MIN. 6 DAYS / MAX. 6 MONTHS								
	<i>U.S.A. via SIN</i> LAX, SFO via Pacific route	ADL	OW	Y	Y	31,000	D0310	30,000	D0300
CHD			Y/CH	Y	23,300	D0233	22,500	D0225	
ADL		RT	Y	Y	51,000	D0510	50,000	D0500	
CHD			Y/CH	Y	38,300	D0383	37,500	D0375	
ADL		RT	YEE4M	B	45,000	D0450	44,000	D0440	
CHD			YEE4M/CH	B	33,800	D0338	33,000	D0330	
ADL		RT	YEE4M	E	41,000	D0410	40,000	D0400	
CHD			YEE4M/CH	E	30,800	D0308	30,000	D0300	
ADL		RT	YEE7M	H	38,000	D0360	35,000	D0350	
CHD			YEE7M/CH	H	27,000	D0270	26,300	D0263	
YEE7M : RESTRICTED TO MIN. 7 DAYS / MAX. 4 MTHS									
HOU, NYC (JFK) via Atlantic route		ADL	OW	Y	Y	32,200	D0322	31,200	D0312
	CHD		Y/CH	Y	24,200	D0242	23,400	D0234	
	ADL	RT	Y	Y	53,000	D0530	52,000	D0520	
	CHD		Y/CH	Y	39,800	D0398	39,000	D0390	
	ADL	RT	YEE6M	B	49,000	D0490	48,000	D0480	
	CHD		YEE6M/CH	B	38,800	D0368	38,000	D0360	
	ADL	RT	YEE7M	E	43,000	D0430	42,000	D0420	
	CHD		YEE7M/CH	E	32,300	D0323	31,500	D0315	
	YEE7M : RESTRICTED TO MIN. 7 DAYS / MAX. 6 MTHS								
	GV4 - N class : No Mileage Accrual TOUR CODE : D___/GV4								
	GROUP (Minimum 10 adults) - G class : No Mileage Accrual SAME TOUR CODE GV4 & GROUP								
	<i>Europe, Russia via SIN</i> AMS, ATH, BCN, CPH, FRA, LON, MAN, MIL, MOW (DME), MUC, PAR, ROM, ZRH	ADL	RT	YEE6M	N/G	28,000	D0280	27,000	D0270
CHD			YEE6M/CH	N/G	21,000	D0210	20,300	D0203	
ADL		RT	YEE6M	N/G	29,500	D0295	28,500	D0285	
CHD			YEE6M/CH	N/G	22,200	D0222	21,400	D0214	
Peak Period									
<i>U.S.A. via SIN</i> LAX, SFO via Pacific route	ADL	RT	YEE4M	N/G	33,000	D0330	32,000	D0320	
	CHD		YEE4M/CH	N/G	24,800	D0248	24,000	D0240	
	ADL	RT	YEE4M	N/G	34,500	D0345	33,500	D0335	
	CHD		YEE4M/CH	N/G	25,900	D0259	25,200	D0252	
Peak Period									
HOU, NYC (JFK) via Atlantic route	ADL	RT	YEE6M	N/G	34,000	D0340	33,000	D0330	
	CHD		YEE6M/CH	N/G	25,500	D0255	24,800	D0248	
	ADL	RT	YEE6M	N/G	35,500	D0355	34,500	D0345	
	CHD		YEE6M/CH	N/G	28,700	D0267	25,900	D0259	
Peak Period									

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ECONOMY CLASS: STUDENT FARES

Ticketing Date : 1 July - 30 September 2010



Last Departure Date : 31 March 2011

For departure & return : THAILAND (BKK, CNX and HKT)

All fares are not valid on SQ 4 digits flights, except on MI services

SR204/10

From BKK/HKT to...	Fare Type	RBD	Min/Max Stay	Fare Basis	Net Fare (THB)	Tour Code	Remarks	
SIN <i>(Ex. BKK only)</i>	RT	E	- / 1Y	YSD	8,000	D0080	FIT: With Mileage	
FUK, NGO, OSA, TYO (HND, NRT), SEL	RT	E	- / 1Y	YSD	17,000	D0170		
PER	RT	E	- / 1Y	YSD	15,500	D0155		
ADL, BNE, MEL, SYD	RT	E	- / 1Y	YSD	19,000	D0190		
AKL, CHC	RT	E	- / 1Y	YSD	32,000	D0320		
** Domestic sectors in New Zealand refer to Economy Class Fare page 10 of 18								
AMS, ATH, BCN, CPH, FRA, LON, MAN, MIL, MOW, MUC, PAR, ROM, ZRH	RT	E	- / 1Y	YSD	32,000	D0320		
LAX, SFO via Pacific route (Non-Direct flight)	RT	E	- / 1Y	YSD	35,000	D0350		
JFK, HDU via Atlantic route (Non-Direct flight)	RT	E	- / 1Y	YSD	42,000	D0420		

From CNX to...	Fare Type	RBD	Min/Max Stay	Fare Basis	Net Fare (THB)	Tour Code	Remarks	
FUK, NGO, OSA, TYO (HND, NRT), SEL	RT	E	- / 1Y	YSD	18,000	D0180	FIT: With Mileage	
PER	RT	E	- / 1Y	YSD	16,500	D0165		
ADL, BNE, MEL, SYD	RT	E	- / 1Y	YSD	20,000	D0200		
AKL, CHC	RT	E	- / 1Y	YSD	33,000	D0330		
** Domestic sectors in New Zealand refer to Economy Class Fare page 10 of 18								
AMS, ATH, BCN, CPH, FRA, LON, MAN, MIL, MOW, MUC, PAR, ROM, ZRH	RT	E	- / 1Y	YSD	33,000	D0330		
LAX, SFO via Pacific route (Non-Direct flight)	RT	E	- / 1Y	YSD	36,000	D0360		
JFK, HDU via Atlantic route (Non-Direct flight)	RT	E	- / 1Y	YSD	43,000	D0430		

SQ TICKET (618)	Endorsement Box : VLD SQ/MI , NON-RER/ END, NO SHOW FEE THB3400
MI TICKET (629)	Endorsement Box : VLD SQ/MI , NON-RER/ END/SQ4DIGITS, NO SHOW FEE THB3400

Additional Conditions for Student Fare:

- 10 KG excess baggage allowance for student with student visa (ON REQUEST BASIS), **except** U.S.A.
- Please forward copy of student visa and ticket/ itinerary receipt within 7 days after ticket issued to K. Sompob, Account department (**By hand or mail only**), or else SQ reserved the right to charge nett year fare.
- For Administration Fee, please refer to "SIA THAILAND'S FEES AND CANCELLATION POLICY" on page 18 of 18

Worksheet 1 (O5): Chapter 4 Reservation and Ticketing Operation

ECONOMY CLASS : CONDITIONS

Ticketing Date: 1 July - 30 September 2010



Last Departure Date : 31 March 2011

For departure & return : THAILAND (BKK, CNX and HKT)

All fares are not valid on SQ 4 digits flights, except on MI services

SR204/10

FIT CONDITIONS :

1. All fares exclude taxes/ surcharges.
2. Ex BKK or HKT No stopover in SIN on outbound journey. Allowed to stopover only on inbound. (for flights beyond SIN)
Allowed to stopover in SIN for departure ex CNX both outbound and inbound. (No surcharge)

Surcharge

Outbound journey: stopover SIN or en-route charge : THB3,000 per stopover

Inbound journey: stopover en-route charge : THB3,000 per stopover **except SIN**

Except SFO NOT allowed to stopover/ transit en-route (HKG) both outbound and inbound journey.

In case of stopover surcharge will be applied, please decode new tour code as below.

For Example

BKK/LAX/BKK	NETT	THB44,000
stopover TYO	surcharge	THB 3,000
Total Nett Fare		THB47000 (omit last 2digits)
Tour Code will be		D0470 (D0_ _)

If you are unsure, please contact Sales or Ticketing staff for new Tour Code.

3. Tickets are non-reroutable, non-endorseable.
4. **MI TICKET (629) : Not valid on SQ4 digits flights**
SQ TICKET (618): Valid on SQ4 digits flights on MI services
5. All fares are eligible for mileage accrual.
6. **Surface / Open Jaw is allowed.**
 - a) Within same region, fares are calculated based on 50% of each round trip fare
 - b) For different region, the higher nett fare level will be used for fare construction.**Please refer SQ office for further clarification.**
7. UM / YP are not allowed to stopover in SIN on both outbound and inbound journey.
Definition
UM = A UM is between 7 and below 12 years old and not accompanied by an adult passenger above 18 years old.
YP = A YP is between 12 and 16 years old and not accompanied by an adult passenger above 18 years old.
8. Please apply adult **FIT** fare for passenger under 12 years old travelling alone (UM).
9. Infant fare as 10% of adult Published Fare.
10. **No STPC provided at all.** If hotel is required please purchase SSH (Singapore Stopover Holidays).
11. **For Administration Fee, please refer to " SIA THAILAND'S FEES AND CANCELLATION POLICY" on page 18 of 18**

For all destinations

SQ TICKET (618)



Endorsement Box : VLD SQ/MI , NON-RER/END/SQ4DIGITS EXCEPT MI SVCS
Fare Calculation Box : NO SHOW THB3400

MI TICKET (629)



Endorsement Box : VLD SQ/MI , NON-RER/ END/SQ4DIGITS, NO SHOW FEE THB3400