

Worksheet 1 (P5): Chapter 4 Reservation and Ticketing Operation

Itinerary 1

Mr. Toyota would like to go to visit his relatives in Japan on the following details.

- Mr. Yamamoto Toyota will travel with his child, Isuke who was born on 23 Jan 2002.
- Advise his office telephone in Chiang Mai 055685943 and Isuke mobile phone in Lampang 0867593345.
- Inform airline that all passengers can't speak English
- They would like to fly with All Nippon Airways on Economy class
- He ask for the cheapest fare that applicable with his stay from 17 August to 15 September 2010
- Remark airfare, taxes and total fare per passenger.
- They will depart from Bangkok to Tokyo but his return will be from Osaka to Bangkok.
- He requests all sectors with Japanese meals for himself and Child meal for his son.
- He wants to sit together by the window only the return flight.
- Ticket must be issued 7 days before departure date.
- Mr. Toyota contacts to agent.

Itinerary 2

Mr. David Pattison and his wife Jennifer will have a honeymoon in Europe. Please make a booking from the following details.

- Advise home number for all passengers in Bangkok 022093857 and their contact address in Paris is Ritz Carlton Hotel.
- Inform airline that David is Hollywood actors
- They want to fly on economy class with Qatar Airways
- His honeymoon will commence from 13 December to 10 January 2011
- From his trip, firstly they will stop at Zurich and then continue to Geneva, Milan and last stop is Paris before they return to Thailand.
- Remark airfare, taxes and total fares per passenger.
- He requests vegetarian meals for his wife all sectors.
- And Muslim meals for himself only flight to/from Doha.
- Definitely they want to sit together all trips.
- Ticket must be issued 15 days prior to trip begins
- His secretary, Jessica, contacts through the agent.

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

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ANA Published Fare

Ref. 10A/P0001
(Revised as of 25MAY10)



From BANGKOK to TOKYO / OSAKA / NAGOYA / FUKUOKA

Super Eco Value Fares (RT / ticket validity 1 month)

Issuing Date :

04 February - 30 May 2010 30 September 2010

Travel Restriction :

Valid for travel commencing on/after **01 April 2010** and on/before **30 September 2010**.

The travel commencing date on the first international sector will apply Seasonality/Day/Time to the entire journey.

*****All Fares are Gross Fare. 5% Commission for ANA Bangkok Authorised Agent.*****

Fare Type / Booking Class (RBD)	Type A : Intl = K , Doms = B						Type B : Intl = H , Doms = B					
	High Season 01APR-15MAY, 20JUL-31AUG			Low Season 16MAY-19JUL, 01-30SEP			High Season 01APR-15MAY, 20JUL-31AUG			Low Season 16MAY-19JUL, 01-30SEP		
Day	SUN-THU	FRI-SAT		SUN-THU	FRI-SAT		SUN-THU	FRI-SAT		SUN-THU	FRI-SAT	
Time	AM / PM	AM	PM	AM / PM	AM	PM	AM / PM	AM	PM	AM / PM	AM	PM
Fare Basis	KHX1M	KHWA1M	KHWP1M	KLX1M	KLWA1M	KLWP1M	HHX1M	HHWA1M	HHWP1M	HLX1M	HLWA1M	HLWP1M
Gross Fare	22,400	23,400	24,400	19,400	20,400	21,400	20,000	21,000	22,000	17,000	18,000	19,000

Fare Type / Booking Class (RBD)	Type C : Intl = W , Doms = B					
	High Season 01APR-15MAY, 20JUL-31AUG			Low Season 16MAY-19JUL, 01-30SEP		
Day	SUN-THU	FRI-SAT		SUN-THU	FRI-SAT	
Time	AM / PM	AM	PM	AM / PM	AM	PM
Fare Basis	WHX1M	WHWA1M	WHWP1M	WLX1M	WLWA1M	WLWP1M
Gross Fare	17,400	18,400	19,400	14,400	15,400	16,400

Important Condition	1.) Flight and Date Change : After ticket issued, flight and date change is permitted only 1time for inbound portion with charge THB1,000. (Non refundable for change charge)					
	2.) Reservation / Ticketing and TLC :					
	2.1) Reservation must be confirmed for all sectors.					
	2.2) <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 5px;"> <thead> <tr> <th style="width: 50%;">Reservation</th> <th style="width: 50%;">Ticketing</th> </tr> </thead> <tbody> <tr> <td>At least 7 days before departure</td> <td>Within 7 days after reservation</td> </tr> <tr> <td>Within 7 days before departure</td> <td>Within 24 hours after reservation</td> </tr> </tbody> </table>	Reservation	Ticketing	At least 7 days before departure	Within 7 days after reservation	Within 7 days before departure
Reservation	Ticketing					
At least 7 days before departure	Within 7 days after reservation					
Within 7 days before departure	Within 24 hours after reservation					

ANA reserves the right to set an automatic time limit cancellation (TLC) on all bookings. Ticket must be completed within time limit.

Other Conditions

Flight Application	International sectors valid on NH operated flights (NH916, NH954, NH915, NH953). Japan domestic sectors (between TYO-OSA/NGO/FUK v.v.) valid on NH flights only.
Fares	Available in all GDS with auto pricing.
Child / Infant Fare	Child (2 - 11 years) - 75% of Adult Fares , Infant - 10% of Adult Fares
Unaccompanied Child	Child (5 - 11 years) - 100% of Adult Fares
Ticket Endorsement	NONREF/PEX/NONRRT/INTL VLD NH OPS FLT/INBND CHG ONLY ONCE N FEE APPLY
Minimum / Maximum Stay	- / 1 Month
Fares Combination	1/2 RT combination between Super Eco Value Fares K Class, H Class and W Class permitted.
Open Jaws	Permitted only Tokyo, Osaka, Nagoya, Fukuoka.
Stopovers	One stopover permitted in Tokyo in each direction.
Transfers	One transfer permitted in Tokyo in each direction.
Rerouting	Not permitted after ticket issued. Exception : Permitted to change Non-Stopover/Stopover for inbound portion.
Tax and Surcharge	All taxes, Insurance and Fuel Surcharges "YQ" are not included.
Refund before departure	Permitted with charge THB2,000.
Refund after departure	Non refundable (Unused Taxes and "YQ" Surcharges will be refunded).

For more conditions , please recheck the fare note via your GDS. Fares and conditions are subject to change without prior notice.

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RULE CONDITIONS

EFFECTIVE : 1 APRIL 2010 - UFN
TRAVEL EX BKK : 1 APRIL 2010 - UFN
GCC / ME / EUROPE / AFRICA / USA /
SOUTH AMERICA

REVISED : FARE RULES (26APR10)

Fares/Rules are subject to change without prior notice.



BOOKING CLASS	BUSINESS CLASS						ECONOMY CLASS													
	ONEWAY			RETURN			ONEWAY							RETURN						
	COWTH	JOWTH	DOWTH	CKTTH	JEE6MTH	DEE6MTH	YOWTH	BOWTH	LOWTH	MOWTH	QOWTH	KOWTH	HOWTH	YKTH	BRTH	LKTH	MEE6MTH	QEE6MTH	KEE6MTH	HEE6MTH
Ticketing Code	BKKR001																			
Flight Application	Valid on QR via DOH only. Not applicable on QR codeshare flights.																			
Open Return Ticket	NIL						Allowed							Not Allowed						
Minimum Stay	NONE																			
Maximum Stay	1 Year			1 Year	6 Months	3 Months	1 Year							1 Year	6 Months	3 Months				
Stopovers	1FOC - outbound.	Outbound stopover surcharge. A) GCC&ME - charge THB6,000 for Business. B) Africa - charge THB5,000 for Business.		2FOC with 1outbound & 1inbound.	Europe and USA/South America - 2 FOC (one outbound, one inbound) For GCC&ME / Africa : 1FOC (inbound). If outbound stopover is required, A) GCC&ME charge THB6,000 for Business and B) Africa charges THB5,000 for Business.		1FOC - outbound.	Outbound stopover surcharge at THB4,000 for Economy to all zones.							2FOC with 1 outbound & 1 inbound.	Europe and USA/South America - 2FOC (one outbound, one inbound) For GCC&ME / Africa : 1FOC (inbound). If Outbound stopover is required, surcharge at THB4,000 for Economy.				
Mixed Class Fare	NIL			Permitted among C, J, D, Y, B, L, M, Q, K, H using half return with most restrictive fare rule/condition applies.			NIL							All economy classes can be combined with any economy subclasses using half return with most restrictive fare rule/condition applies.						
STPC	<p><u>Provided</u> :- ONE FREE STPC at DOH either outbound or inbound for ALG, DAR, NBO, LOS, NYC, WAS, HDU except SAD, BUE with 2 FOC STPCs subject to no immediate connection in DOH from 8 hrs but not exceed 24 hrs. Ticket must be issued by adding a suffix '9' into the fare basis. For example - Fare basis QEE6MTH, with one free STPC the fare basis is QEE6MTH9.</p> <p><u>Not Provided</u> :- 1) Apart from the above. NO FREE STPC permitted for any destinations. 2) If there is NO immediate connection at DOH on any day from 8 hrs and not exceeding 24 hrs to any destination, STPC can be requested with an additional of USD125 (net) for Economy and USD150 (net) for Premium per person. Please contact QR office for STPC booking/payment procedure.</p>																			
Travelling in F Class where there is no Business Class operation	Permitted in any flight beyond DOH. For D class fare, book in A class. For J fares, book in P class. For C fares, book in F class. If no A/P class available, passenger must travel in Economy booking in B class. <u>NO REFUND</u> the difference.																			
Travelling in F Class where there is Business Class operation	Permitted with additional surcharges; A) GCC charge USD200 per coupon. B) ME charge USD300 per coupon. C) Europe/Africa charge USD500 per coupon. For D class fare, book A. For C&J fares, book P.																			
Extension of Validity	NIL			Permitted + fare difference			NIL							NIL			Permitted + fare difference			
Change of Reservation Before Departure (per transaction)	For C, J, D, Y, B, L, M, Q :- Free of charge + fare difference if upselling to higher booking class. For K, H :- Charge THB1,500 + fare difference if upselling to higher booking class.																			
Change of Reservation After Departure	For C, J, D, Y, B, L, M, Q :- Free of charge + fare difference if upselling to higher booking class. For K, H :- Charge THB1,500 + fare difference if upselling to higher booking class.																			

The above fares/rules are for guideline or refer to GDS. For further information, please contact QATAR AIRWAYS at Tel. 02 259 3115, Fax. 02 259 3114, Email : bkkenquiry@th.qatarairways.com

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RULE CONDITIONS

REVISED : FARE RULES (26APR10)

Fares/Rules are subject to change without prior notice.



EFFECTIVE : 1 APRIL 2010 - UFN

TRAVEL EX BKK : 1 APRIL 2010 - UFN

CCC / ME / EUROPE / AFRICA / USA / SOUTH AMERICA

	BUSINESS CLASS						ECONOMY CLASS													
	ONEWAY			RETURN			ONEWAY							RETURN						
	COWTH	JOWTH	DOWTH	CRTTH	JEE6MTH	DEE3MTH	YOWTH	BOWTH	LOWTH	MOWTH	QOWTH	KOWTH	HOWTH	YRTH	BRTH	LRTH	MEE6MTH	QEE6MTH	KEE3MTH	HEE3MTH
BOOKING CLASS	C	J	D	C	J	D	Y	B	L	M	Q	K	H	Y	B	L	M	Q	K	H
Ticket on Departure	Only permitted for RBD C, J, Y, B, L																			
Reroute After Ticketing	For C, Y, B, L :- Permitted with FDC + fare difference if any. For J, M, Q :- Permitted with a surcharge of THB1,500 + fare difference if any. For D, K, H :- NDT permitted.																			
No-Show	Charge USD125 (To avoid the no-show fee, the cancellation must be done at least 6 hours before departure)																			
Single Open Jaw	Permitted with turnaround on return basis																			
PTA	Permitted plus PTA fee																			
Endorsement	VALID QR ONLY / NON END / NON REF / ANY CHANGES RE FARE RULES / NO SHOW FEE USD125																			
Refund	THB3,000 (THB2,000 TO QR, THB1,000 TO AGENT). Partially used ticket is non refundable. Penalty is waived for death of passenger or family member and the Official documentation is required.																			
Ticketing	1. Valid on QR plate only. 2. All tickets must be issued as per fare rule and to show correct published fare on the ticket. 3. These fares are allowed to be ticketed in Cambodia in USD only using the applicable BSR on the date of ticketing.																			
Child / Infant	CHILD - 75% of adult fare, Infant - 20% of adult fare. If child reaches 12yrs old after departure, the remaining portion of journey (inbound) must be charged as adult fare. If infant reaches 2 yrs old after departure, the whole journey must be charged as child fare.																			
Unaccompanied Minor (UM)	Charge adult fare																			
Name Change	NOT permitted																			
Tax	Taxes, Insurance and other charges must be collected separately.																			
Commission	Above fares are net. No agency commission permitted.																			

FOR ALL OTHER CONDITIONS PLEASE REFER TO IATA GOVERNING RULE

SIDE TRIP FARES

SECTOR	BOOKING CLASS	FARE in THB (NET)
DOH - DXB / AUH / BAH / MCT	As per the main trip (using lower booking class if mixed class fare applied)	7,000
DOH - RUH / KWI		8,000
DOH - JED / THR / SAH		11,000
DOH - CAI / ALY / LXR / IST / AMM / CAM		12,000

FOR JED, NOT VALID DURING 1 AUG 10 - 23SEP 10 and 1 NOV 10 - 3 DEC 10

CONDITIONS

Sales Validity	01 APRIL 2010 - UNTIL FURTHER NOTICE
Travel Validity	01 APRIL 2010 - UNTIL FURTHER NOTICE
Commission	NO agency commission permitted. Above fares are net.
Ticketing	The above side trip fares must be issued as part of QR online journey. NOT permitted to issue on a separate ticket. The violation will be billed at full published IATA fare.
Refund	NO refund value for un-used coupons of these approved side trips.
Other conditions	CAN NOT BE COMBINED with Premium Fares. Other conditions refer to BKKR001

The above fares/rules are for guideline or refer to GDS. For further information, please contact QATAR AIRWAYS at Tel. 02 259 3115, Fax. 02 259 3114, Email : bkkenquiry@th.qatarairways.com