

UNIT II

2.1. COMMON AIR TRANSPORT TERMS AND DEFINITIONS

2.2. AIR TRANSPORT ABBREVIATIONS AND MEANINGS

2.3. TYPES OF AIRLINES AND AIRCRAFTS

2.4. PARTS OF AN AIRCRAFT

2.1. COMMON AIR TRANSPORT TERMS AND DEFINITIONS

TERM	DEFINITION
1. Adult	A person who has reached his/her 12th birthday as of the date of commencement of travel.
2. Accompanied baggage	Baggage travelling on the same aircraft as the passenger. <i>Bas with you</i>
3. Airport service charge	Charge levied by a city or state at the time of passenger's departure. It may be collected at the time of ticketing. <i>taxes</i>
4. Baggage	Means such articles, effects and other personal property of a passenger as are necessary or appropriate for his or her wear, use, comfort or convenience in connection with the trip. Unless otherwise specified, it includes both checked and unchecked baggage of the passenger.
5. Baggage allowance	Weight or volume of baggage that may be carried by each passenger without extra charge. <i>free of charge</i>
6. Baggage check	Means those portions of the ticket which relate to the carriage of the passenger's checked baggage. <i>from your bag check</i>
7. Baggage claim area	That part of a transportation terminal where passengers may claim baggage checked in at departure. This area is usually located in the arrival hall after immigration (passport) control but before customs check. <i>Collect the baggage</i>
8. Baggage identification tag	Means a document issued by carrier solely for identification of checked baggage. <i>Particular No. sign</i>
9. Boarding pass	Card handed to a passenger before boarding an aircraft.
10. Booking	Making a reservation or a reservation as such.

11. Banker's buying rate
equal amount of national

Means the rate at which a bank will purchase a given amount of foreign currency in exchange for one unit or units of the national currency of the country in which the transaction takes place.

12. Banker's selling rate

Means the rate at which a bank will sell a given amount of foreign currency in exchange for one unit or units of the national currency of the country in which the transaction takes place.

13. Booking form
Passenger detail

A form completed by the travel agent, giving full information about the purchaser. It contains a full statement about what is being purchased and may include a liability clause to be read, understood and signed. This information might be noted and registered in electronic reservation systems in form of a Passenger Name Record (PNR).

14. Bulkhead

A vertical wall or partition of the passenger's cabin.

15. Cancellation charge

Means the service charge made by reason of failure of a passenger to use reserved accommodation without having cancelled such accommodation prior to the latest appropriate time for cancellation specified by the carrier.

16. Carriage *to transport*

Which is equivalent to the term "transportation", means carriage of passengers, baggage and/or cargo by air, gratuitously or for hire.

17. Carrier *airline*

Includes the air carrier issuing the ticket and all air carriers that carry or undertake to carry the passenger and/or his baggage or to perform any other services related to such air carriage.

18. Charge *Amount of money*

18. Charge *Amount of money*
Means an amount to be paid for carriage of goods or excess baggage based on the applicable rate for such carriage; or an amount to be paid for a special or incidental service in connection with the carriage of a passenger or baggage.
19. Checked baggage
Baggage given to the airline by the passenger to be carried in the baggage compartment of the aircraft.
20. Charter
To hire by contract, the complete and exclusive use of a vehicle, aircraft or ship.
21. Child
Means a person who has reached his/her second birthday but not his/her twelfth birthday as of the date of the commencement of travel.
22. Check-in *one formality at the airport*
Formalities undertaken on the arrival of a passenger at an airport, or guest at a hotel. These consist of the issue of a boarding pass for the relevant flight or, at a hotel, the signing of the register card.
23. City terminal
An airline ticket office, other than at the airport, where a passenger may check-in for a flight, receive seat assignment, check baggage, and obtain ground transportation to the airport.
24. Commission
Amount of money, usually determined as a percentage of the sale price and paid to a travel agent by carriers and other suppliers for the sale of air transportation and other services.

25. Computer reservations system (CRS) Means a computerised system containing information about schedules, availability, fares and related services, and through which reservations can be made and/or tickets issued, and which makes some or all of these facilities available to subscribers.
26. Conditions of carriage *Detail of condition* Means the terms and conditions established by a carrier in respect to its carriage.
27. Conditions of contract Means the terms and conditions shown on the passenger ticket and baggage check.
28. Configuration The interior arrangement (number, class and arrangement of seats) of a vehicle or an aircraft.
29. Confirmed reservation *matkaay reservation* Oral or written statement by a hotel, restaurant, airline or other supplier that the request for a reservation has been received and will be honoured.
30. Connecting carrier *+* Means a carrier to whose services the passenger and his baggage are to be transferred for onward connecting transportation.
31. 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 carrier incidental thereto.
32. Destination *final stop* Means the ultimate stopping place according to the contract of carriage.

33. Direct flight

Flight between two predetermined point that does not require a passenger to change planes, although there may be intermediate stops.

34. Downgrade

To move down a passenger involuntarily to a lower-grade class of service.

35. Estimated time of arrival (ETA)

Time when a carrier (usually referring to an aircraft) is expected to reach a location or destination; also used to refer to the time a guest or group is expected to arrive at a hotel or other location.

36. Estimated time of departure (ETD)

if delay when it reach it is estimate

Time at which a carrier (usually referring to an aircraft) is expected to leave a location; also used to refer to the time a guest or group is expected to leave a hotel or other location.

37. Exchange order

Take give the money & take back

It's a document issued by a carrier or its agent requesting issue of an appropriate passenger ticket and baggage check or provision of services to the person named in such a document.

38. Excess baggage

Means that part of baggage which is in excess of the baggage which may be carried free of charge.

39. Excess baggage charge

Means a charge for the carriage of excess baggage.

40. Excess baggage ticket

A receipt to a passenger who has paid excess baggage or/and declared excess value.

41. First carrier

when a passenger

Means the participating carrier over whose air routes the first section of carriage on the ticket is undertaken or performed.

42. Flight coupon

Means that portion of the ticket that bears the notation "good for passage" and indicates the particular places between which the passenger is entitled to be carried.

43. Fare

charge

Fare means the amount charged by the carrier for the carriage of the passenger and his allowable free baggage and is the current fare applicable to the class of the service to be furnished.

44. Flight number

*Particular No
for Particular*

Specific designation of a flight expressed in letters and figures and consisting of the airline designator (two-character or three-character code) and of the number of the flight operated (one to four-digit number).

45. Freedoms of the air

Traffic rights bilaterally arranged between various nations.

46. Gateway

Means the first point of arrival/last point of departure in a country or an area.

47. Go-show

A passenger without reservation who is able to board the plane.

48. Giveaway

Means anything given gratuitously by a carrier, whether or not paid for, to a passenger other than air carriage from airport of departure to the airport of destination.

49. Inclusive tour

A tour at a flat rate including air fare, accommodation, transfers, sightseeing, etc., but not necessarily covering all costs.

50. Infant

A passenger who has not reached his/her second birthday.

51. **Intermediate class**
Means a class of service with seating standards which may be superior to those provided on economy/tourist class, but less liberal than standards provided in first class.
52. **International carriage**
Means carriage in which, according to the contract of carriage the place of departure and any place of landing are situated in more than one state.
53. **International date line**
Imaginary line at approximately 180° latitude in the Pacific Ocean where the earth's day begins by international agreement; eastbound crossing passengers gain a day, westbound passengers lose a day when crossing the date line.
54. **Issuing carrier**
Is the airline whose ticket is issued or in whose name a ticket is issued.
55. **Last carrier**
Means the participating carrier over whose air routes the last section of carriage under the ticket is undertaken or performed.
56. **Latest check-in time**
The time, where the check-in at the airport should be finalised.
57. **Load factor**
The percentage of the total of an aircraft's capacity which has been sold.
58. **Loading bridge**
A covered passageway from an airport terminal building to an aircraft for the use of embarking and disembarking passengers. It is also called finger dock.
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59. Minimum connecting time (MCT)

The time needed for through checked passengers and baggage in transit to connect between scheduled flights. If a passenger has been ticketed (not holding two different tickets) with the officially designated minimum connecting time published in the ABC or OAG, but fails to make the connection, the delivering airline will provide another flight, lodging and meals if necessary.

60. No-show

Passenger holding a reservation on a flight, who fails to use or cancel it.

61. Open ticket

Ticket that does not specify the date on which the service is to be performed, leaving the passenger to secure a reservation at a later date.

62. Origin

The initial point at which a journey commences.

63. Overbooking

The deliberate or mistaken confirmation of more reservations than there is space on an aircraft.

64. Participating carrier

Means a carrier over whose routes one or more sections of carriage under the airway bill or ticket is undertaken or performed.

65. Passenger

Means any person, except members of the crew, carried or to be carried in an aircraft with the consent of the carrier.

66. Passenger coupon or
* Passenger receipt

Means the portion of the passenger ticket and baggage check issued by or on behalf of a carrier, which is so marked and which constitutes the passenger's written evidence of the contract of carriage.

67. Receiving carrier

Airline that transports the passenger after he arrives at an interline point.

68. Reconfirmation

Statement of intention to use reserved space. If not done so latest 72 hours before departure, the space may be resold by the airline.

69. Refund

Means the repayment to the purchaser of all or a portion of a fare, rate, or charge for unused carriage or other service.

70. Resident

A person legally living in a given country.

71. Reservation

Which is equivalent to the term "booking", means the allotment in advance of seating or sleeping accommodation for a passenger or of space or weight capacity for baggage.

72. Shuttle service

A means of transport offering high frequency and used mainly over short distances. On some routes no reservation is required.

73. stand by

A passenger who has checked in holding a waitlist boarding pass and waiting at the gate for space.

74. Stopover

Means a deliberate interruption of the journey by the passenger, at a point between the place of departure and the place of destination, which has been agreed to in advance by the carrier.

75. Terminal

Building(s) at airport or seaport where the formalities for departing and arriving passengers are processed.

*first service
short same*

*int-ld.
writing for
- sit -*

between the O & D

*air port
boundary*

- | | |
|---------------------------|--|
| 76. Through charge | Means a total charge from point of departure to point of destination. It may be a joint charge or a combination of charges. |
| 77. Through passenger | A passenger continuing a journey on the same aeroplane. He has to often stay on board, but sometimes is allowed to deplane and visit the transit lounge. |
| 78. Transfer | Local transportation and portorage for example, from one terminal to another, from airport to hotel, from hotel to theatre, etc. It may be prearranged, prepaid and/or part of an inclusive tour. |
| 79. Unaccompanied baggage | Baggage carried on an aircraft other than the one the passenger is travelling on. |
| 80. Unchecked baggage | Baggage which the passenger is carrying into the passenger section of the aircraft. |
| 81. Upgrade | A voluntary change to a better class of service against payment. It might be possible on some airlines to pay for an upgrading after boarding. In case of overbooking or weight problems, there could be an involuntary upgrading with no additional charge. |
| 82. Waitlist | A list of customers used in reservations, who are waiting for space on a date or at a time that is sold out. |

going on pair to make

*1st. baggage
this baggage
another Air*

*went to travel
went to air*

Conclusion

To conclude, the student will have definitely gained the knowledge of travel terminology used in the travel industry. The knowledge of these special service requirement codes, abbreviation & terms definitions will help you to work efficiently and offer your best services in the travel industry.

2.2. AIR TRANSPORT ABBREVIATIONS AND MEANINGS

Special Service requirement Codes

The following special service requirements codes are the most commonly used codes in the Travel and Tourism industry.

- | | |
|---|-------------|
| (1) Asian vegetarian meal | AVML |
| (2) Bassinet/carrycot/babybasket | BSCT |
| (3) Blind passenger - (specify if accompanied by seeing eye dog) | BLND |
| (4) Cabin baggage (for which an extra seat(s) has been purchased)
specify number, weight and size if known | CBBG |
| (5) Child meal | CHML |
| (6) Deportee - accompanied by an escort | DEPA |
| (7) Deportee - unaccompanied | DEPU |
| (8) Diabetic meal | DBML |
| (9) Excess baggage - specify number, weight, size if known | XBAG |
| (10) Extra seat | <u>EXST</u> |
| (11) First available | FRAV |
| (12) Fragile baggage - specify number, weight, size if known | FRAG |

- (13) Medical case
- (14) Meet and assist - specify details
- (15) No smoking aisle seat
- (16) No smoking window seat
- (17) Other service information
- (18) Seat request - include specific number or preference
- (19) Smoking aisle seat
- (20) Smoking window seat
- (21) Special service requirement
- (22) Specify language(s) spoken
- (23) Stretcher passenger
- (24) Transit/transfer without visa
- (25) Unaccompanied minor

MEDA

MAAS

NSSA

NSSW

OSI

RQST

SMSA

SMSW

SSR

LANG

STCR

TWOV

UMNR

Miscellaneous Abbreviations

The most commonly used miscellaneous abbreviations are as follows

- | | |
|---|------|
| (1) Acknowledge | ACK |
| (2) Advice, advised, advising | ADV |
| (3) Alternative | ALTN |
| (4) Arrive, arrived, arriving, arrival | ASR |
| (5) As soon as possible | ASAP |
| (6) Authority, authorise, authorisation | AUTH |
| (7) Change | CHG |
| (8) Commercial important passenger | CIP |
| (9) Child | CHD |
| (10) Clarify—your message not understood | CFY |
| (11) Connect, connecting, connection, connected | CONX |
| (12) Depart, departs, departed, departure | DEP |
| (13) Do all possible | DAPO |
| (14) First available | FRAV |
| (15) Infant | INF |
| (16) Inadmissible passenger | INAD |
| (17) Name, names to be advised | NTBA |
| (18) No show | NOSH |

(19) Origin, original, originate, originated origination, originating	ORIG
(20) Passenger	PSGR
(21) Passenger name record	PNR
(22) Repeat, repeated, repeating	RPT(
(23) Request	REQ
(24) Reservation/reservations	<u>RES</u>
(25) Stopover	STVR
(26) Ticket number	TKNO
(27) Travel agent	AGT
(28) Unaccompanied minor	UM
(29) Very important passenger	VIP

Terms and definitions

The following terms and definitions are the most commonly used by the airlines and travel agents in written communication & reservation.

2.3. TYPES OF AIRLINES AND AIRCRAFTS

CLASSIFICATION OF AIRCRAFT



1. According to the basic design

2. According to the principle of propulsion through the air

3. According to the design of the wings



AIRCRAFT CATEGORIZATION

1) According to the basic design

2) According to the principle of propulsion through the air

3) According to the design of the wings



LIGHTER-THAN-AIR

- Aircraft whose lifting capability depends on being inflated with a gas such as hot air, hydrogen or helium.*

HEAVIER-THAN-AIR

- Aircraft whose lift is produced by a reaction between aerofoil and motion through the air.*
-

POWER DRIVEN

- Aircraft, whose propulsion through the air is supported by engine power.*

NON POWER DRIVEN

- Aircraft whose propulsion through the air is derived from gravity and aerodynamic forces, and it is not supported by engine power.*
-

AEROPLANE (FIXED WINGS)

- Aircraft whose lift is produced by a reaction between fixed wings and motion of the air about them.*

ROTORCRAFT (ROTARY WINGS)

- Aircraft whose lift is produced by rotating wings.*

BASIC DESIGN

HEAVIER-THAN-AIR



LIGHTER-THAN-AIR

PRINCIPLE OF PROPULSION THROUGH THE AIR



POWER DRIVEN



NON POWER DRIVEN

DESIGN OF THE WINGS



ROTORCRAFT (ROTARY WINGS)



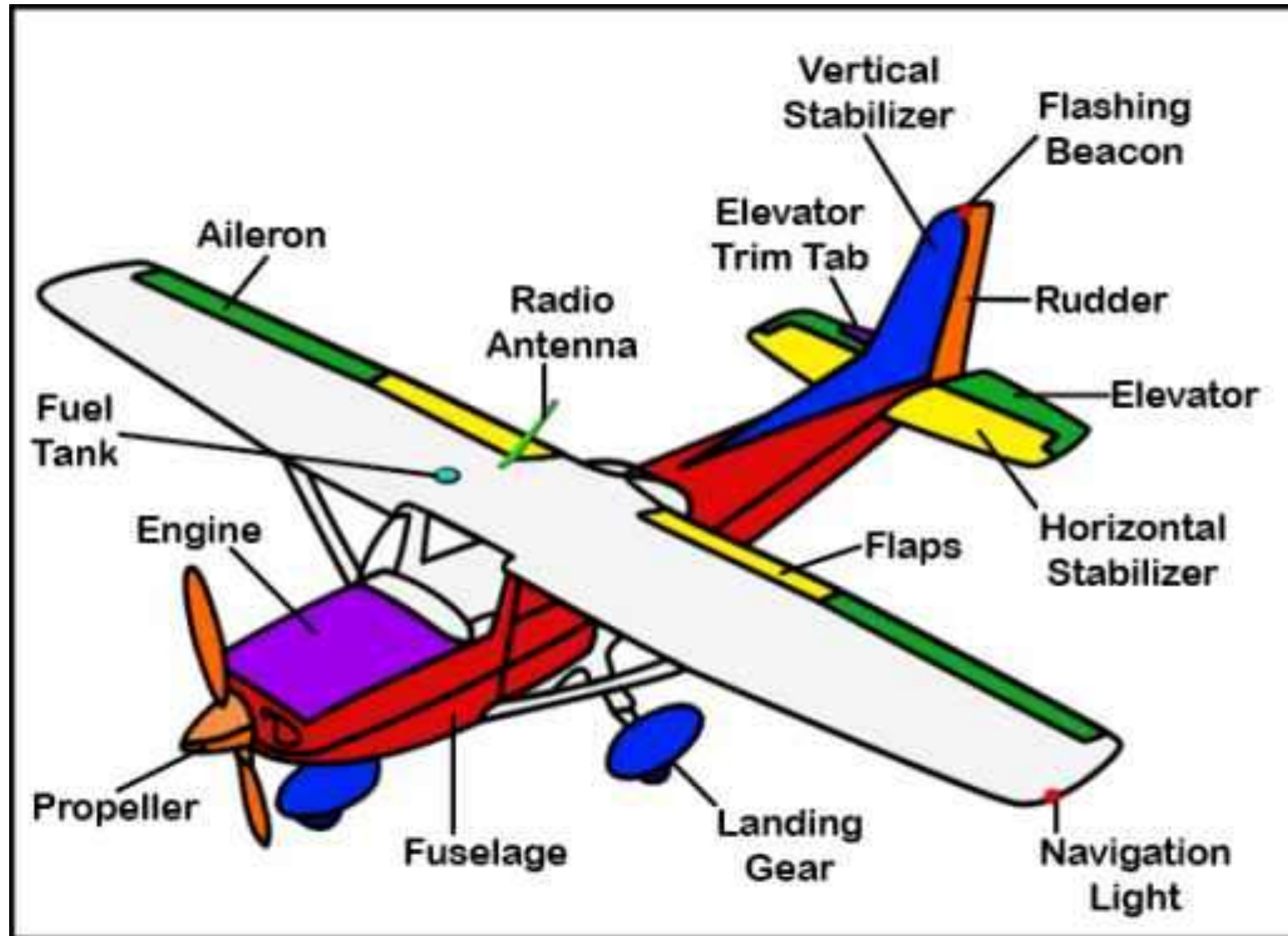
AEROPLANE (FIXED WINGS)





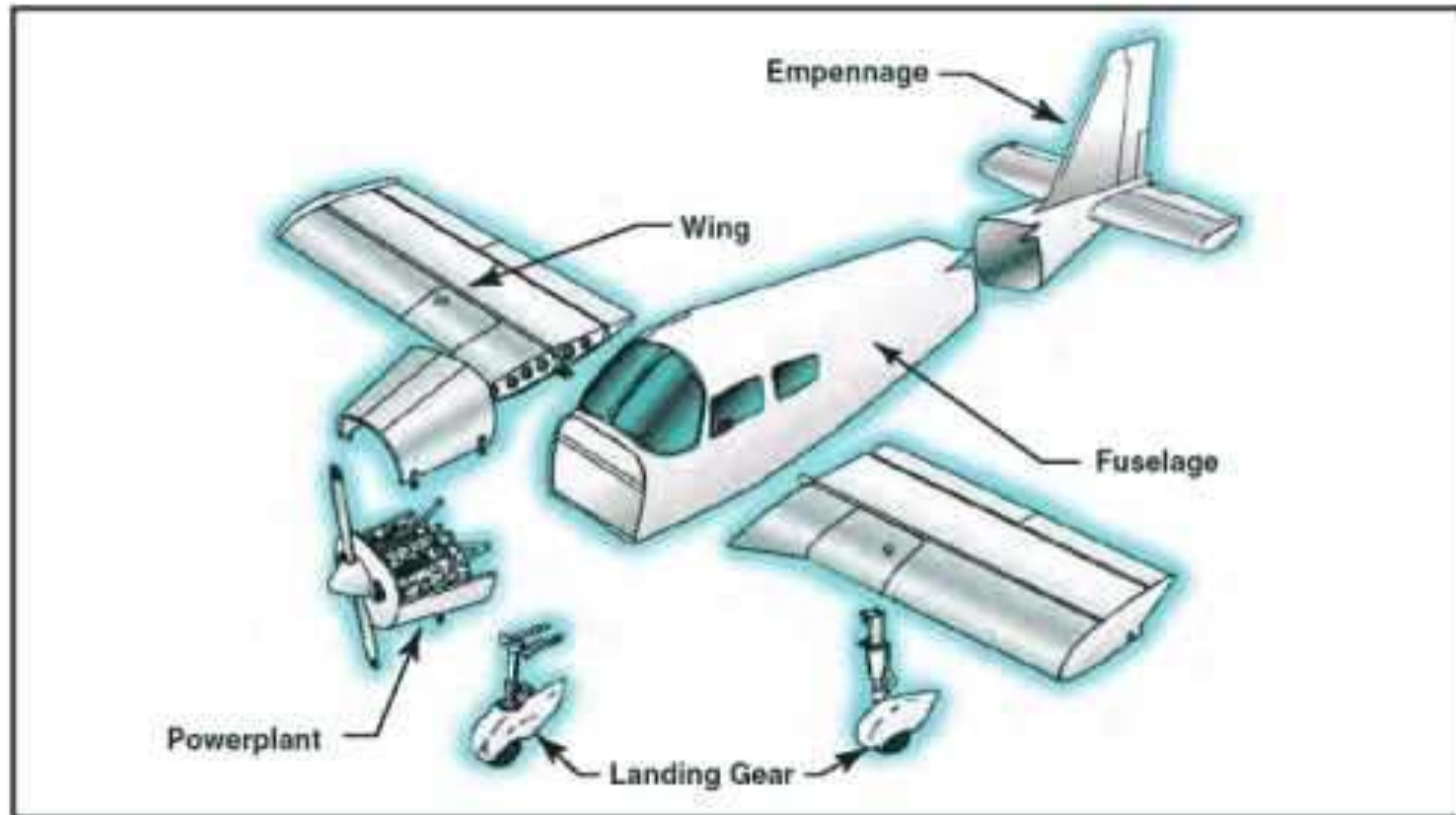
2.4. PARTS OF AN AIRCRAFT

Parts of an Airplane



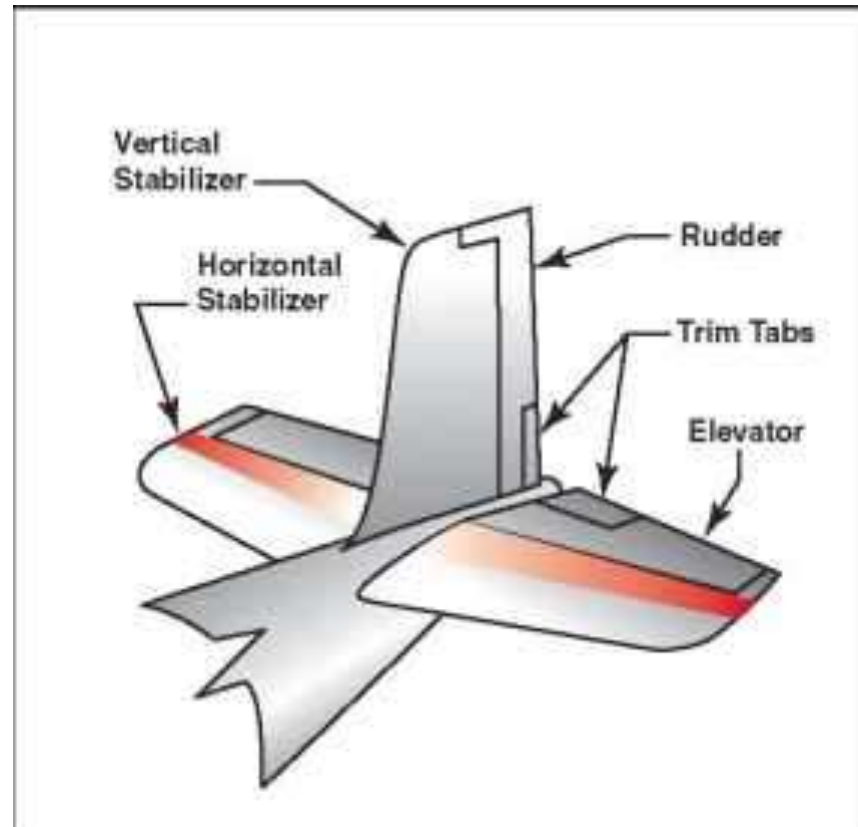
Fuselage

The fuselage is the main body of the aircraft, where the passengers, cargo and crew go.



Empennage

- The empennage is the rear portion of the airplane
- It is integral to control and stability during flight



Landing Gear



Landing Gear

Nose Landing Gear
- Air / Oil Oleo -



Landing Gear - Brakes

Brakes

- Provide a means of stopping the aircraft
- Assist with steering on the ground



INTERNAL PARTS OF AN AIRCRAFT

The Fuselage

The fuselage is the body of the aircraft to which the wings and tail are attached. The fuselage is divided into three main compartments:

- The cockpit
- The hold and/or bulk to accommodate baggage, mail and cargo
- The cabin compartment

The Galley

These are working places for flight attendants. A galley consists of:

- Storage for food, beverages, newspapers, duty free articles, etc.,
- Electric thermos for hot water supply
- Coffee machines
- Hot-air ovens to warm up meals
- Services trolleys with trays including cold food
- Garbage storage

Audio and Video Projection Equipment

Modern medium and long range aircraft have headset which can be plugged into each seat control panel. Usually a choice of 5 to 10 audio channels providing most kind of music styles. On longer flight one or two movies are shown. Besides movie, the following may be shown

- safety instruction before departure
- Individually composed world news
- The information like actual speed, altitude, time, outside temperature, distance flown, next stop, etc.
- Arrival info for the destination airport
- Information for connecting passengers, including updates in case of delays etc.

Emergency Equipment for Disembarkation

- A life saving jacket or vest is available and located under each seat
- When Disembarking the aircraft in an emergency, a slide is inflated to reach the ground safely, or in case the aircraft has crash landed on water, that slight might be used as a inflatable boat.

To Combat fire

- To prevent accidents, the non-smoking sign is always on during take off, landing and during refueling at an intermediate stop.
- Smoking is prohibited when
 - Seated in a non-smoking section
 - Standing in the aisle
 - In the toilet
 - On board a non-smoking flight

Toilets

In the aircraft there are common toilets available for men or women. The number of toilets in an aircraft depends on:

- The airlines specific requirements
- The type of aircraft
- The network i.e. short haul or long haul flights of the airline

Storage room

- In the cabin , to store hand luggage and clothes very limited space is available. It can be fitted into the overhead lockers or under the front seat.
- For safety reasons, it is advisable to not to carry bulky and heavy baggage in the cabin, unless the passenger is paying for an additional seat.

Seats

Seat space is determined by a combination of three factors- seat pitch, seat width and configuration of the aircraft

- Pitch is the airline term for the front-to-rear spacing of seat rows
- Seat width is also determined by airline policy. It is the total side-to-side space available at seat cushion or chest level.
- Configuration refers to the arrangements of seats in an aircraft. The most common cabin separates an aircraft into first, business and economy class sections.