

**A DICTIONARY OF TRAVEL AND
TOURISM TERMINOLOGY**

Second Edition

This is my 14th book; it is the second to be published by CAB International; I hope there will be many more!

I dedicate it to my grandchildren, Anna and Noah Beaver, Lauren and Max Blum and Poppy and Jack Taylor, in the hope that it will further encourage them in the pursuit of knowledge.

Allan Beaver

A DICTIONARY OF TRAVEL AND TOURISM TERMINOLOGY

Second Edition

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About the Author

Professor Allan Beaver has run a travel business for over 40 years. He is a Visiting Professor at the University of Bournemouth and at Buckinghamshire Chilterns University College.

His professional qualifications are: Fellow of City and Guilds of London Institute, Master of Science, Fellow of the Chartered Institute of Transport, Fellow of the Tourism Society, Fellow of the Chartered Institute of Marketing, Fellow of the Institute of Logistics, Fellow of the Institute of Travel and Tourism and academic member of the Association D'Expertes Scientifiques du Tourisme.

He is the author of many papers, articles and books in the tourism field, including three editions of the 1820-page three volume, *Mind Your Own Travel Business* and an annual industry survey and forecast, the 100-page 27th edition of which was published in December 2004. Repeatedly, his forecasts made each autumn have come within 1% of the outcome.

Allan Beaver's professional interests particularly include the marketing of travel and tourism and its terminology. He is a member of the Professional Body Board of the Chartered Institute of Marketing (CIM), Vice Chair of the CIM Travel Industry Group and writes its monthly meeting reports. He was appointed by the British Standards Institute as the senior UK expert in the field of tourism terminology, representing the UK on several international working groups. As this dictionary was going to press, he was in Berlin, leading the UK delegation to a meeting of CEN, the grouping of European Standards Institutes.

He chaired the Travel Agents and Tour Operators Sectoral Committee of the UK government-appointed Travel and Tourism Events National Training Organization (TTENTO) and was Treasurer of that organization. He is a former Board member of the Association of British Travel Agents and was for many years a member of the Association's Travel Agents Council. He was founding chairman of the ABTA's Greater London region, which includes nearly a quarter of the Association's agent members.

Preface and Introduction

What is Covered by this Dictionary

This dictionary provides definitions of terminology and ‘decodes’ acronyms and abbreviations for the world’s largest industry. All the Internet search engines sell their services, which result in high ranking following a user search, for those who have paid for preferment. In the travel and tourism field, this means that searches involving key words often result in commercial organizations appearing first, with the sought-after organization thousands of results behind. The comprehensive listing in this dictionary of Internet addresses makes it a crucial and invaluable research and reference source for statistics, many associations, trade bodies and other voluntary organizations. As this dictionary was going to press, registrations were taking place for the new ‘dot travel’ domain name to be launched in 2006; see www.tralliance.com/dottravel/main.htm. This dictionary contains many descriptive articles on travel and tourism concepts, which cover a wider range of topics in greater depth than other dictionaries in this field. Where comprehensive information is readily accessible from the Internet, web access points have been detailed. It expands on Allan Beaver’s work in the encyclopaedic volume 3 of his book, *Mind Your Own Travel Business*. This broke new ground by its all-encompassing nature. To indicate the coverage of the present book, it is first necessary to indicate the intended parameters.

The UK Quality Assurance Agency for Higher Education has, in recent years, benchmarked degree courses, identifying in general the characteristics of programmes in specific subjects and the learning outcomes to be expected. Unit 25 includes tourism, and part of that unit is detailed in Appendix II. Having specified that a typical honours graduate should be able to demonstrate an understanding of the stated areas, this dictionary has been designed to support the learning process in those subjects. Despite the wide-ranging nature and variety of tourism courses, the intention is that this dictionary should be appropriate to the needs of all those courses.

It is important to state clearly that this book is mainly limited to tourism terminology used in the English-speaking world. Many non-English words are used by tourism practitioners in Britain, North America and Australasia, hence, not all the words explained are English.

The accent in this dictionary is on the definitions themselves. But a particular exception has been made in the case of tourism information databases, for which access details are provided. Many tourism dictionaries include substantial listings of the organizations in the field with contact information. The entries in this dictionary aim only to provide information not available from organizations' web sites. In this dictionary, having decoded an abbreviation or understood the meaning of a word, it is usually necessary to access the web site noted or go to an appropriate work of reference, for names, addresses and web sites etc. of the organizations or for more information.

This dictionary does not cover words or phrases relating to cultural, destination, location, physical, place or political geography. Most other tourism dictionaries include destination information and geography; each selection is different, according to the whims of the authors and publishers. For good measure, various descriptions of local food specialities and customs are also included. To cover, for example, 5000 areas, sites or attractions of touristic interest would require a 500-page book devoted to this aspect of terminology.

The British GNVQ (General National Vocational Qualification) in this field includes studies of both leisure and tourism but, at the advanced level, tourism and leisure are separate subjects. This dictionary does not cover leisure and sports terms. In many texts, attempts to cover the leisure field are severely detrimental to achieving complete coverage of tourism, simply because of lack of space. For example, in the Columbus Press *World Travel Dictionary*, the very first term is 'A clamp, a diving term for a connecting device between an air hose and diving cylinder'. This type of term is not found here.

In some areas, there is a very thin borderline between travel and tourism, and environmental studies. For example, while there is no doubt that acid rain has a profound ecological effect with a tourism impact, nevertheless, this is not a tourism term and has been omitted together with other material of a similar nature.

There is no attempt to include definitions of words which, although they can be applied to tourism, are not specific to it. The book you are now reading is restricted to decoding and explaining words that are particular to tourism. Thus, most business terminology in general and marketing jargon in particular has been omitted.

Another grey area faced by the author, when deciding what to include, concerns technical transportation terminology. Readers should not, for example, look in this book for an explanation of all of the parts of an aircraft engine, train or ship, although an attempt has been made to cover basic nomenclature. Furthermore, tourism is specific to people rather than goods; so no aspects of the carriage of goods are covered. Thus cargo terms and the associated insurance terms are excluded. The scope of this area may surprise readers. There are 470 closely printed pages in the second edition of *The Marine Encyclopaedic Dictionary* by Eric Sullivan, published by Lloyds of London Press Ltd in 1988.

The three letter system for coding airports and cities and similar system for coding airlines has not been reiterated in this book, for coding and decoding

information is readily available in many computer systems and other reference manuals used in travel agencies worldwide. So far it has been explained what is excluded; so what *is* included?

North American and European differences – It is a particular aim of this dictionary to identify differences, each side of the Atlantic, in the meanings of many of the words or phrases defined. The author is not aware of any other publication that has covered the differences in industry and travel professionals' usage, although many have covered the differences in everyday language, which are outside the scope of this dictionary.

Operating language of the providers (the industry) of tourism services – The travel and tourism industry is very diverse, not merely limited to the providers of hospitality and transport by road, rail, air and sea. There are also a huge number of ancillary services such as the provision of car rental, travel insurance, passports and visa services, health requirements, foreign currency and traveller's cheques, the information services provided by national and local tourist boards and guiding services. There are organizations that package several of these services together and sell them either direct to consumers or via intermediaries, known as tour operators. Travel agents, the retailers of the industry, are in competition with newer intermediaries, communicating with consumers via the Internet, telephone, digital cable television, or a combination thereof. The Global Distribution Systems (GDS) and national travel computer reservation systems provide services to all of the organizations mentioned so far. Each of these aforementioned fields has an operating language. The words may have only a descriptive function or may set a specific standard.

Tourism – The dictionary explains where and why the qualitative and quantitative definitions differ. The latter are used for measuring tourism while the former are valuable because they are descriptive of the phenomenon of tourism. This dictionary is currently the only one which explains the evolutionary nature of tourism definitions. Attention is drawn to alternative definitions that are in textbooks. An explanation is given of why many have been superseded and recommendations for the most appropriate definition are justified.

Acronyms and abbreviations – This is a problem area for new entrants to tourism, be they students or people entering from other fields. Even the headlines in the trade press or titles of papers in tourism journals are a complete mystery without the ability to decode them. Many acronyms are of organizations. The worldwide nature of tourism means that the names of the trade bodies, official and regulatory bodies are from many countries. The major providers of hospitality and transport by road, rail, air and sea are all international and the letters that stand for their names are meaningless to the uninitiated. Each area of travel and tourism has its own set of acronyms; this book decodes 350 International Air Transport Association (IATA) acronyms not previously generally available until publication of the first edition of this dictionary.

Alternatives – Often, various sources offer different definitions for the same word. This dictionary is, at present, the only one which covers the alternatives; when appropriate, it discusses their merits and suggests definitions for general adoption. Definitions recommended in previous editions of this dictionary have been widely quoted in tourism journals.

IT terms – Technological change has caused a revolution in the way the tourism product is distributed to the travelling public. Many large dictionaries of technical and computer terminology have been published and it has not been the intention to compete with these works. Nevertheless, some technical computer terms are commonly used in the travel industry and for the convenience of users of this book, an explanation of the basic ones has been included.

Control language – There are a large number of governmental, official and trade bodies which lay down laws, rules and regulations applicable to travel and tourism; this dictionary identifies these bodies and their functions and includes their associated terminology.

Brand names – These are liberally strewn throughout the travel business like confetti, without any indication of the associated organization. For example, most airlines have clubs with a brand name and frequent flyer schemes, often with a different brand name. The airlines may be affiliated with alliances such as Star or OneWorld. This dictionary identifies the main organizations associated with these brand names.

Accuracy of definitions – The travel and tourism industry is always changing rapidly, in response to consumer's needs and technological advances, particularly in information technology. This dictionary aims to be correct at a date approximately 6 months before its publication date. However, some seminal papers and books on many aspects of tourism were published many years ago; to understand them, it is necessary to be able to 'decode' the acronyms, brand names and expressions that were current at those times. A selection of these obsolete terms has been included, identified as such.

Web sites – Within the currency of this dictionary, 'dot travel' Internet addresses will become available. Many web sites are featured to enable users to access more information concerning many entries. Some may change to .travel.

Disclaimer: no responsibility is accepted by the author or publisher for any errors that may have inadvertently arisen. Users are particularly recommended to check with appropriate sources, information critical to their travel arrangements.

Definitions preceded by 'The 2003 CEN/European Standard official definition is' are indicative of wording which has been published by the British Standards Institute on behalf of CEN (BS EN ISO 18513:2003 Tourism services – Hotels and other types of tourism accommodation – Terminology and BS EN 13809:2003 Tourism services – Travel agencies and tour operators – Terminology). CEN is the European Grouping of National Standards Institutes, 'Comité Européen de Normalisation'. CEN members are the national standards bodies in Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Luxembourg, The Netherlands, Norway, Portugal, Spain, Sweden, Switzerland and the UK.

Committee 329 was established in 1996 and is concerned with travel and tourism; it agreed to set up two working groups to create and agree standard terminology and associated definitions. WG1 was responsible for the accommodation area; WG2 was asked to handle travel agents and tour operators. The

British Standards Institute (BSI), in common with other European standards institutes, set up a national ‘mirror’ group – SVS2 ‘Tourism Services’, and invited ABTA to join this. I was asked by ABTA to represent them in view of my particular expertise on travel and tourism terminology. BSI then accredited me as the Senior UK Expert in Travel and Tourism Terminology to represent them at WG2. Subsequently, WG2 adopted English as its working language and the members of WG2 elected me to be responsible for the definitive English versions of the definitions agreed.

Tourism is inherently diverse; laws, customs and practices vary so widely in each country that agreeing internationally acceptable definitions was always likely to be difficult. This situation resulted in arguments which had not been previously experienced by the UK Expert; in order to salvage something from several years of meetings, definitions were accepted which were only ‘the lowest common denominator’. Part of the introduction to the BSI standard is repeated verbatim:

Many difficulties have been encountered in the preparation of this standard. The following are some of them:

- There are concepts for which an English term does not exist.
- There are concepts for which translation does not exist in one of the official languages.
- There are services (or types of accommodation) that are specific to only one or a few countries.
- There are terms for which more than one meaning is possible, depending on the context.
- In many cases, the requirements are different, depending on the national legislation. In these cases the common minimum has been agreed as the definition for this European standard.

As a result, many of the definitions agreed are rather broad and the standard represents the highest level of consensus which could be reached.

In the spring of 2005, CEN 329 agreed the proposition of AENOR, the Spanish Standards Institute, to embark on an extensive programme of standards development in the tourism field. The author of this book was appointed to lead the UK delegation to Working Group 5, which is to develop a tourist guide qualification standard.

The letters (WTO TM) after a definition indicate that the source is the series of World Tourism Organization Technical Manuals: *Concepts, Definitions and Classifications for Tourism Statistics*; *Collection of Tourism Expenditure Statistics*; *Collection of Domestic Tourism Statistics* and *Collection and Compilation of Tourism Statistics*. References to the WTO Thesaurus relate to the World Tourism Organisation and Secretariat of State for Tourism of France (2001), *Thesaurus on Tourism and Leisure Activities*.

Allan Beaver
May 2005

Acknowledgements

Many of the definitions originate from the glossary of terms in the first, second and third editions of *Mind Your Own Travel Business*, first published in 1975. This dictionary sometimes proposes alternatives expressing disagreement with definitions published in other sources; in order to explain and justify the stance taken it has been necessary to quote the original work. For this purpose advantage is taken of the Copyright, Designs and Patents Act 1988 which states that fair dealing for the purposes of criticism does not infringe copyright if accompanied by a sufficient acknowledgement. Nevertheless, the owners of the copyrights concerned have generously given their encouragement and permission to quote from their work and the author records his thanks for this, which has assisted in the pursuit of knowledge and the development of tourism as an academic discipline.

Unreserved appreciation of their permission is particularly expressed concerning:

- David Relf, Head of Aviation at solicitors Sinclair Roche & Temperley, whose annual *Aviation Handbook* has been a rich source of decoding abbreviations in the aviation field.
- John Patterson (formerly of IATA UK) who listed the meaning of many IATA acronyms and abbreviations not in the Sinclair Roche & Temperley list.
- The American Society of Travel Agents (ASTA) for the access allowed to the members-only web site, enabling data to be mined from the online agents' handbook.
- The British Standards Institute which published on behalf of CEN, the European Grouping of National Standards Institutes, two standards: BS EN ISO 18513:2003 Tourism services and Hotels and other types of tourism accommodation – Terminology and BS EN 13809:2003 Tourism services – Travel agencies and tour operators – Terminology.
- The International Air Transport Association concerning definitions in their *Ticketing Handbook and Travel Agents Handbook* (UK editions).

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- Columbus Publishing Limited (*World Travel Dictionary*) concerning the alternative definitions of a few tourism terms which appear in the comparative discussions of six or so expressions.
 - World Tourism Organization concerning some definitions in the 1995 technical manuals *Collection of Tourism Expenditure Statistics* and *Concepts, Definitions and Classifications for Tourism Statistics*; also the WTO's *Global Code of Ethics for Tourism*, Appendix I.
 - The Quality Assurance Agency in the UK relating to part of their Subject Benchmark Statement for Hospitality, Leisure, Tourism and Sport which appears in Appendix II.
 - Office of National Statistics relating to various statistics published in *Business Monitor MQ6*, *Overseas Travel and Tourism*.
 - AC Nielsen relating to various statistics published in their *Holiday Booking Survey*.
 - Extracts from several CABI publications, namely *Electronic Information Distribution in Tourism and Hospitality* by Peter O'Connor concerning HANK and HIRO and *Tourism Information Technology* by Pauline Sheldon concerning data that should be provided by a destination management system.
 - UK Travel and Leisure Industry Group Kirkpatrick & Lockhart Nicholson Graham LLP concerning part of the wording used in the explanation of the Warsaw Convention.

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A

- 100 A1** In *Lloyd's Register of Shipping*, term indicates an ocean-going vessel made of iron or steel.
- à la carte** Restaurant menu from which the consumer can choose freely, paying for individual items, contrasting with table d'hôte which is a set menu with limited choice for an inclusive price. *Alternatively*, when used by tour operators, refers to an independent inclusive tour (IIT), arranged to the customer's choice; also called 'tailor-made' arrangements in the UK, contrasting with a package tour, where set flights and a hotel are bundled together. *See* alternative meal choices of table d'hôte *and* set meal.
- A to Z Travel Agents System** Name of Digital Computer System Limited UK's travel agents' computerized data and accounting system introduced in August 1984; now believed to be obsolete.
- A/D** Aerodrome.
- A/G** Air/Ground (communication station).
- A1** First class. In *Lloyd's Register of Shipping*, the term applies to vessels built to trade in sheltered waters such as rivers. **a1** is a navigational term, the second polaris correction; while **a2** is the third polaris correction.
- A¹** In connection with car rental, indicates an automatic vehicle rather than one with gear levers.
- A²** As a nautical term, it indicates aft.
- AA¹** Aerolíneas Argentinas.
- AA²** Always afloat.
- AA³** American Airlines. *See* AAdvantage.
- AA⁴** Apparent altitude.
- AA⁵** Automobile Association; based in the UK, it is the largest organization in the world representing motorists, providing roadside repair, recovery and other services. Worldwide, there are many organizations that use these initials, a few of which are mentioned above. *See* www.theaa.co.uk
- AAA** The American Automobile Association represents many US motorists and is regarded as the main non-governmental body concerned with the interests of car owners. Roadside repair and recovery services are typical of the direct benefits provided to members. AAA Worldwide Travel is the wholly-owned travel agency group. *See* www.aaa.com
- AAAE** American Association of Airport Executives. *See* www.aaae.org
- AAAVT** Asociación Argentina de Agencias de Viajes y Turismo. *See* www.aaavyt.org.ar
- AAB** Air Authority Board.
- AAC¹** Aeronautical Advisory Council.
- AAC²** Association of ATOL Companies in the UK, formerly the Association of Airline Consolidators. *See* www.aac-uk.org
- AACC** Airport Associations Co-ordinating Council in the UK is the international organization through which other national and international bodies in this sphere cooperate, world membership currently including over 95 national airport associations and over 350 airports and airport authorities.
- AACO** Arab Air Carriers Organization. *See* www.aaco.org
- AAdvantage** Brand name of American Airlines' frequent flyer programme, the largest worldwide, established in 1981. Travel on AA's services, or use of facilities offered by scheme partners, earns 'miles' which can be exchanged for free travel. While flying is the most common way of earning miles, over 40% of miles earned by AAdvantage members each year is done so through AAdvantage's thousands of partners. These include 35 airline partners, over 30 hotel companies and seven car rental companies, as well as a range of non-travel partnerships, such as retail and financial services. Members can redeem mileage for trips on other airlines as well as for hotel stays, car rentals and holiday packages. As well as bonus miles for qualifying flights, there are automatic upgrade privileges within the USA,

Canada and Mexico, preferred check-in and boarding are provided. The awards can be used to buy membership of AA's Admiral's Club.

The level of membership earned and benefits provided under the AAdvantage scheme depend on the quantity of flying undertaken in the previous calendar year: Gold 25,000 miles/30 segments; Platinum – 50,000 miles/60 segments; Executive platinum – 100,000 miles. American Airlines is a member of the OneWorld alliance and the arrangements extend to those alliance partners, both for earning points and redeeming them (Aer Lingus, British Airways, Cathay Pacific, Finnair, Iberia, LanChile and Qantas). *See* www.aa.com and FFP (frequent flyer programme).

AAFRA Association of African Airlines. *See* www.yohannes.com/Africa/AFRAA.htm

AAIB Air Accident Investigation Branch (of the British Civil Aviation Authority). *See* www.aaib.detr.gov.uk

AAL Above aerodrome level.

AALA Adventure Activity Licensing Authority in the UK. Inspects UK activity centres and other activity providers on behalf of the UK Government's Department for Education and Skills (DfES). *See* www.aala.org

AAMS All-American Marine Slip.

AAPA Association of Asia Pacific Airlines.

AAQUARIUS Was a Sabre CRS sub-system. *See* Sabre.

AA¹ Aircraft accident report (aircraft accident record in some countries).

AA² Association of American Railroads. *See* www.aar.org

AASA Airline Association of Southern Africa.

AASR Airport and airways surveillance radar.

AATTA¹ Arab Association of Tourist and Travel Agents.

AATTA² African-American Travel and Tourism Association.

AAWG AIRPROX Analysis Working Group. (AIRPROX is the ICAO term for air proximity which has now replaced the term 'airmiss'.)

AB Literally able-bodied. Usually applied in term 'able (bodied) seaman', indicative of a qualified seaman with at least 3 years' experience at sea. After 9 months' experience, but without qualifications,

the title is only 'ordinary seaman'. The guidelines stated have been found to vary between cruise lines.

ABA¹ American Bus Association. *See* www.buses.org

ABA² Air charter Brokers Association (in the UK).

ABA³ Australian Business Access Card. Obsolete; replaced in July 2000 with Short Business Electronic Travel Authority. *See* ETAS.

ABAC Association of British Aviation Consultants is a group of professional consultants in this sphere who are neither agents nor brokers. *See* www.baac.org.uk

Abacas Was Mycom Computers Limited's British travel agents' computerized data accounting and ticketing system. *See* Andromeda.

Abacus GDS serving the Far East, based in Singapore. Although stated in some reference works as being associated with Worldspan, switched to Sabre.

abaft At the back end or stern of a ship.

abandonment Originally a maritime insurance term but now applied generally to aircraft, ships or coaches. Perhaps because of detention abroad or partial damage, an owner may be allowed, under the terms of an insurance, to declare that there has been a constructive loss and therefore claim in full.

The same term is used in the USA when an airline no longer wishes to operate on a route for which a licence has been granted.

ABAV Associação Brasileira de Agencias de Viagens. *See* www.abav.com.br

abbonement European rail ticket allowing unlimited travel within a specified area.

ABC¹ The letters were the titles of famous British airline, shipping and rail guides which have now become part of the worldwide OAG series.

ABC² Advance Booking Charter – obsolete term. *See* Advance Booking Charter for details.

ABCOC The Advance Booking Charter Operator's Council in the UK (obsolete).

abeam At an angle of 90° to the long axis of a ship or aircraft. The term is commonly used to mean an angle of 90° to the direction of travel, which because of cross winds etc., may be slightly

different. Loosely speaking, a location opposite the mid-part of a plane or ship is abeam, while the term 'abaft the beam' means any area behind this.

able-bodied passenger Person designated as such by airline check-in staff, who is allowed to sit in seats adjacent to an emergency exit on an aircraft.

able-bodied seaman See AB.

ABn Aerodrome beacon.

aboard On or in a form of transportation.

abort To abandon an aircraft landing or take-off because of a problem.

above board At sea, passenger accommodation above the waterline, suggests US web site www.hometravelagency.com But throughout the English-speaking world, the wording indicates legitimacy and the meaning attributed is not used in the UK.

above the line promotional media Media paying commission to advertising agencies, such as newspapers, magazines, radio, poster hoardings and television. See promotional media.

ABP¹ Able-bodied passenger; a person designated as such by airline check-in staff, who is allowed to sit in seats adjacent to an emergency exit on an aircraft.

ABP² Associated British Ports. See www.abports.co.uk

ABPCO Association of British Professional Conference Organizers. See www.abpco.org

ABS American Bureau of Shipping. The US organization through which ships are certified with respect to international maritime and safety regulations. See *IMO and SOLAS*.

absence flag A small, blue, square-shaped flag which shows that a boat's owner is not on board. On larger vessels, a pennant may show that the captain is absent.

absorption When an air carrier's revenue for its part of a joint fare is less than its own local fare for the same market.

ABT The Association of Business Travellers (in the USA). See www.abt-travel.com

ABTA The Association of British Travel Agents was founded in 1950 to establish an organization fully representative of travel agents and tour operators in the UK; it aims to promote and develop the general interests of all members. Codes of Conduct have been established between members themselves, members

and the general public and members and travel principals. A controversial objective, almost impossible to implement in view of the UK Competition Act, is to 'discourage unfair competition, without interfering in any way with initiative and enterprise based on fair trading'. ABTA is ruled by an 18-member Board elected by the members, which, in turn, elects a president. As well as being the public face of the Association, the president chairs the Board.

There are 11 ABTA travel agent regions: Eastern, Greater London, Midland, North Eastern, North Western, Northern Ireland, Scotland, Southern, South Wales, South Western and Yorkshire and North Midlands, each of which has a regional committee and officers. Smaller agent members with a turnover below £10 million also elect members to an 11-person Council of the Regions. The Regional Councillor automatically becomes the Regional Chairman. The regional committees have few general powers and merely organize some activities and regional meetings, discussing national matters and recommending what they believe ought to be done about them. Propositions passed by regional meetings are not binding upon the Council of the Regions or the Board and have no real authority other than indicating a viewpoint. For more information see www.abt-travel.com

ABTA Accounts Rules Members must submit accounts within 6 months of the end of their financial year.

ABTA Appeal Board Under the Association's Articles, an independent Appeal Board exists to review decisions of the Association's Councils.

ABTA Arbitration Scheme for the Travel Industry Customers who have complaints against ABTA tour operators and travel agents may use an independent arbitration scheme negotiated with the Chartered Institute of Arbitrators in the UK.

ABTA Conciliation Service This free service ended in spring 1991.

ABTACHECK Name of service enabling ABTA members to check the validity of credit cards, particularly when the cardholder is not present, identifying 90% of

attempted fraudulent transactions. See www.abtacheck.com

ABTA Membership Requirements All the premises and general requirements for ABTA membership have now disappeared. Any person who has at least 2 years' practical experience can become an ABTA member running a travel agency business from any premises. Only 18 months of such experience is necessary if ABTAC Level 1 and some other training has been completed and this comes down to 1 year's experience for those who have passed ABTAC Level 2 general section. A sound financial background is necessary and applicants must not have been bankrupt or run a business that failed to meet its liabilities. Parallel requirements exist for tour operators. ABTA offers consumer protection against financial loss when effecting travel arrangements through members. All member agents and operators are required to provide a bond, guarantee or some other security for the protection of the Association's funds, when fulfilling this consumer guarantee. See bond *and* BRF (Bond Replacement Fund).

ABTA NTB Association of British Travel Agents National Training Board, established in July 1982. Became Travel Training Company in 1993; now known as TTC Training. Partial successor to ATTITB, using title Government Approved because the Association's scheme satisfied the government's requirements. Became a wholly owned subsidiary of ABTA in 1993. In 1999 agreed a partnership with City and Guilds of London Institute to be the awarding body for the travel courses offered. Was sold by ABTA in 2002 to NTP Group. See City and Guilds of London Institute. *Also see* ABTA-TTC Training; Modern Apprenticeship, *also see* www.ttctraining.co.uk *and* NVQ.

ABTA Stabiliser See Stabiliser.

ABTA Tour Operator Bonding See bond.

ABTA Travel Agents' Fund Association agent members can be required to contribute up to half their annual subscription in any one year as a contribution to the Fund. Its primary purpose is to indemnify, wholly or in part, members of the travelling public against losses sustained by reason of the default or

financial failure of any member who is a travel agent. The fund may also be used, at the discretion of a committee of Travel Agents' Council, to indemnify tour operators who have sustained losses.

ABTAC ABTA Travel Agents Certificate. A national examination at two levels covering much of the underpinning knowledge expected by the Association of a travel clerk working in a leisure-based UK travel agency, after 1 year's experience (Level 1) or 2 years' experience (Level 2). But with the exception of scheduled air reservations, fares and ticketing, which are covered in NVQ (National Vocational Qualification) air units at two levels. The syllabus is carefully matched to relevant leisure travel NVQ units. An ABTAC pass at merit or distinction level exempts a candidate from Unit 1 of the Level 2 or 3 (as appropriate) of the Travel Services NVQ. But whereas these may be tested 'on the job' with copious evidential proof required, ABTAC is tested by a formal written examination. There is also a separate series of examinations at two levels covering business travel, operated by the Guild of Business Travel Agents (GBTA) in conjunction with City and Guilds of London Institute (C&GLI). For more information see City and Guilds of London Institute entry *also* www.city-and-guilds.co.uk; ABTA-TTC Training entry *also* www.ttctraining.co.uk; MA (Modern Apprenticeship) *and* NVQ.

ABTA-TTC Training UK travel training organization formerly an ABTA subsidiary, sold to NTP Group in 2002. See TTC Training www.ttctraining.co.uk for courses and facilities offered.

ABTB Association of Bank Travel Bureaux in the USA.

ABTECH Was the ABTA Technology Information Service providing members with impartial advice. The ABTA service continues but ended under this name in 1999, becoming a commercial organization.

ABTEL 210 Was the name of the ABTA Prestel database, managed on behalf of the trade body by Datasolve, which ended in 1984.

ABTOC Association of British Travel Agents Tour Operators Certificate. The syllabus, at two levels, covers the under-

- pinning knowledge to be expected of a competent member of staff of a tour operator after 1 year's experience (Level 1) or 2 years' experience (Level 2). The awarding body is City and Guilds of London Institute; for more information see www.city-and-guilds.co.uk
- ABTOF** Association of British Tour Operators to France. A UK organization of specialist operators formed in 1992. See www.holidayfrance.org.uk
- ABTOT** Association of Bonded Travel Organisers Trust; a UK trust fund which provides bonds as required by ATOL holders and others. See www.abtot.com
- abyssal/benthic zone** That part of the ocean that is deeper than 1000 m. The archibenthic zone relates to that part between 200 and 1000 m deep.
- AC¹** Abbreviation for air conditioning, particularly used when describing accommodation or car rental. See air conditioning.
- AC² (or A/C)** Aircraft.
- ACA** Air Cargo Annual.
- ACAC** Arab Civil Aviation Council (or Commission).
- ACAP** Aviation Consumer Action Project. In the USA, a consumer pressure group in the field of air travel. See www.acap1971.org
- ACARS** Aircraft Addressing and Reporting System.
- ACAS¹** ICAO meaning is Airborne Collision Avoidance System.
- ACAS²** Worldchoice UK travel agency consortium system for automatic collection and onward payment of money due from member agents to travel principals. Consortium members can see their accounts with individual providers of travel services on an NTL viewdata system, providing the opportunity to raise queries before amounts owing are direct debited from agent's bank accounts. See agents' payment systems.
- ACC¹** As a shipping term, means accepted or acceptance.
- ACC²** In the cruising field, in North America, means Accredited Cruise Counsellor, a travel agency employee certified by the CLIA.
- ACC³** Airport Consultative Committee – an official IATA term. Powers vary between countries. Usually an advisory body representing the interests of users and parties affected by the airport's operations such as local authorities but in some countries may have statutory powers. Most UK airports are obliged under the Civil Aviation Act to run such a committee. New committee guidelines were issued by the UK Department of Transport in the wake of the *Future of Aviation* White Paper in December 2003. These Guidelines suggest Committees should publicise their work more widely and in anticipation of this last year launched a new web site. This provides detailed information not only about the new Guidelines but also on current airport issues at national and EU level. The Liaison Group of the UK ACCs was formed in 1980; it comprises the officers of the committees at the 22 largest UK airports. See www.ukaccs.info
- ACC⁴** As an air travel term, may mean Area Control Centre.
- ACCED-I** Association of Collegiate Conference and Events Directors – International (in the US). See www.acced-i.org
- access code** An alpha-numeric string which is recognized by a computer and allows entry. The most sophisticated codes are bilateral, requiring responses programmed into each computer.
- access time** The time it takes for a computer terminal to connect to a distant system or to retrieve information, once an operator has issued an instruction calling for that data. In the travel industry, there may be several interrelated elements of access time, including that taken to establish communication with a distant computer through the Internet, a computerized reservation system (CRS) type of interfacing device, through direct, permanently leased telephone lines or through ordinary dial-up telephone lines and a viewdata gateway. Also see ADSL.
- accessibility** See transport modelling.
- accommodation** See accommodation types.
- accommodation bill** Although it could be a list of the charges for a hotel stay, depending on the context, it is more likely to be a bill of exchange which a third party has signed, endorsing it that they accept responsibility if the designated payee does not meet the agreed payment.

accommodation categorization systems

See accommodation grading systems.

accommodation centre A place where accommodation can be booked, similar to a tourist information centre. Not in common use is the ISO (International Standards Organization) 1989 Inter-professional Vocabulary of Tourism and Leisure definition, 'A collective lodging open during holiday periods for long or short stays', derived from the French *foyer d'accueil*.

accommodation classification See accommodation grading systems.

accommodation grading systems

Schemes, either official or commercial, which identify the quality of accommodation according to predetermined standards, so that visitors may know what to expect. The 2003 CEN/European Standard official definition designates: 'System providing an assessment of the quality standards and provision of facilities and/or services of tourist accommodation typically within five categories, often indicated by one to five symbols.' The assessment system can be organized by organizations such as international, national or regional authorities, tourist boards, trade associations, guide publishers, tour operators or owners of accommodation themselves.

Systems tend to be a mixture of judgement of three facets: statements of fact as to the nature of the services and buildings available; quantitative statements of the numbers and sizes of each of these items and sometimes the prices to be charged; qualitative judgements, by which means alone the world's best hotels stand out from their counterparts. In some countries operating official classification and grading systems, registration is not compulsory, so that a non-graded hotel is not necessarily the worst.

Burkart and Medlik in their book *Tourism* defined the terms, suggesting that categorization is the separation of accommodation into different types such as hotels, motels, guest houses and pensions. Classification is the separation of accommodation according to physical features, such as the presence or otherwise of bathrooms, showers and toilets. It is felt that 'grading' ought to be a term reserved for verifiable objective features of service, such as the availability of a

night porter and meals, as distinct from subjective features, such as cuisine and atmosphere which call for a qualitative assessment. Although the definition of these terms is a laudable objective, unfortunately all the words are taken to have a similar meaning in general worldwide travel industry usage. Apart from official country grading systems, the *Michelin Guide* is well known in Europe. In the UK, the AA and RAC guides are regarded by travellers as the significant systems.

In March 2004, the Britain Review Group achieved in-principle agreement by the five assessing bodies on common standards for ratings in Britain. The Group is chaired by Alan Britten and is made up of the three national tourist boards for Britain – VisitBritain, VisitScotland and the Wales Tourist Board – as well as the AA and RAC, with its recommendations endorsed by the British Hospitality Association, Regional Development Agencies and Tourist Boards, the Local Government Association and other government bodies. Self-catering properties will be assessed under the new standards from 2005, while serviced accommodation (hotels, guest houses and B & Bs) assessments begin in 2006. At present, nearly half of all accommodation operators in England participate in either the VisitBritain, RAC or AA quality assessment schemes, and a majority of local authorities have already adopted a policy of promoting quality-assessed accommodation. The majority of the major hotel groups have also committed to joining the common standards scheme, which will mean that in excess of 80% of the group hotels will be participating. *For latest details and assessment criteria see* www.VisitBritain.com; travel industry access is via www.tourismtrade.org.uk

accommodation ladder The gangway set up for people to board or disembark from a ship, which usually has handrails as well as 'ladder' type steps. Since these are difficult (if not impossible) to negotiate for elderly or infirm passengers, their usage has declined. See Jacob's ladder.

accommodation layout Plan of accommodation. In hotels etc., in most countries, prominent exhibition of such plans is

compulsory, showing exit routes in case of fire or other emergency.

accommodation rating *See* accommodation grading systems *and* hotels, unbiased opinions of.

accommodation spaces The spaces accessible by passengers on a vessel such as a cruise ship, liner or ferry. SOLAS regulations comprehensively list such areas covering ballrooms, cabins, cinemas, corridors, games rooms, shops and theatres.

accommodation types The 2003 CEN/European Standard official definition designates accommodation as 'The provision of at least sleeping and sanitary facilities'. However, this sets a minimum standard; accommodation may not always provide sanitary facilities; moreover, a 'day room' or any meeting room in a hotel may commonly be referred to as accommodation, although no sleeping facilities are provided. *See* all suite hotel, aparthotel, auberge, boarding house, boutique hotel, budget hotel, bungalow, cabin, camper, campsite, canal barge, caravan, caravanette holiday home, caravan park, casa de huéspedes, casita, chalet, chalet hotel, farm, folding caravan, guest house, health farm, health resort, holiday camps, holiday caravan, holiday centre, holiday club, hotel, inn, lifestyle hotel, minshuku, mobile home, motel, motor-home, pension, residence², ryokan, rural house, spa hotel, static caravan, touring camp, touring caravan, touring park, trailer tent, villa for holidays, YHA.

accommodation, unbiased opinions of *See* hotels, unbiased opinions of.

accommodations In North America, the use of the plural word can mean lodgings of any type, even tents, while in Britain, accommodation can mean a room or rooms available for rental by members of the public.

accompanied car, baggage or motorcycle etc. Where the item concerned is meant to travel on the same transport service as the passenger. In respect of air travel, checked baggage is that part of a passenger's accompanied baggage which is handed to the carrier for transport and collection at the destination airport. Unchecked baggage is referred to as hand luggage or baggage.

accompanying (companion, partner, person or spouse) A non-delegate; at conferences, conventions and events, there is often a programme for non-delegates while the formal sessions are in progress.

account, travel *See* travel account.

accountable documents Providers of travel services issue blank tickets and other documents for use by themselves or their agents. Because, upon completion, they will be valid for travel or event entry, they are numbered, and must be issued in sequence and accounted for. Travel agents' sales returns to IATA, ARC or transport companies must return voided tickets. Lost tickets may be charged at average value.

accounting systems for travel agents *See* Travel agents' computerized accounting and ticketing systems in the UK.

accreditation A formal appointment by a transportation principal or group of principals to sell their services; the associated conditions are covered in an agency agreement. Only appointed agents receive commission on sales.

accredited agent An agent who has received an appointment by a transportation principal or group of principals to sell their services. IATA publishes the names of their accredited (appointed) agents in the 'Agency List'. Thus, the official IATA definition is 'A Passenger Sales Agent whose name is on the Agency List'. The Head Office, Branch Office, and Satellite Ticket Printer locations appearing on the Agency List are known as 'approved locations', as distinct from the organization itself which may own many locations. (Note that cargo and freight handling are outside the scope of this dictionary; there is a parallel set of definitions in this field.)

Accredited Travel Professional UK qualification under development by ABTA (Association of British Travel Agents), ITT (Institute of Travel and Tourism) and People 1st (The Sector Skills Council for the hospitality, leisure, travel and tourism industry). A pilot scheme is currently being run in London. Three levels are: Bronze, for those who have attained an NVQ Level 2 or equivalent qualification, such as ABTAC Level 1 together with 2 years' experience; Silver, for those who have

attained an NVQ Level 3, or equivalent qualification, such as ABTAC Level 2 together with 4 years' experience; and Gold, for those who have attained an NVQ level 3 or 4, or equivalent qualification, together with 7 years' experience. It is intended that ATP should not be a new qualification, but a recognition of the qualifications and experience already possessed, providing it is kept up to date by an ATP programme of CPD (continuous professional development).

acculturation The process by which different cultures absorb customs. Despite widespread tourism, some cultural aspects have proved remarkably resistant to change. The phenomenon of westernization is, perhaps, the most significant example. The WTO definition of acculturation is: 'Process of interaction between two societies or groups that results in some degree of cultural change. While it is recognised that the tourist may change slightly because of interaction with the residents of a destination area, the area residents usually experience greater pressure to adopt the ways of the tourists' [Source: World Tourism Organization and Secretariat of State for Tourism of France (2001), *Thesaurus on Tourism and Leisure Activities*, p. 280]. The same phenomenon is described in some tourism textbooks as adaptation, a term applicable to the behaviour of people in general when they have been subjected to a new or changed environment. Thus terms host or tourist adaptation specify which group is changing as a result of the culture of the other. Anthropological studies sometimes use the word 'passing' when referring to the absorption of tourist's values and culture by an indigenous population. *See* tourism area life cycle. *See also* demonstration effect.

ACE Association for Conferences and Events; an international coordinating body for the meetings industry with over 1000 members in more than 50 countries. Members are both suppliers to and organizers and users of conference, exhibition and travel incentive facilities. Publishes the *ACE Yearbook* – a Who's Who of the Meetings and Events industry. *See* ACE web site for more information www.martex.co.uk/ace

ACET Asociación Chilena de Empresas de Turismo. *See* www.achet.cl

ACEx Aircraft Exchange (IATA).

Acey deucey Slang at sea for backgammon.

ACH US Airlines Clearing House Incorporated. *See also* IATA Clearing House.

achieved average room sales *See* room rates.

ACI¹ Airports Council International is the international trade body for airports; it provides statistics on annual throughput of cargo and passengers for over 600 airports worldwide. *See* www.airports.org

ACI² Assist Card International, based in Florida USA.

ACLS Automatic carrier landing system.

ACM Agency Credit Memo, a BSP document.

ACN Aircraft classification number.

ACOND International hotel code for room with air conditioning.

ACOS Autofile Coach Operators was a British coach operators' reservation and accounting system, introduced in 1983 by Autofile Software Limited.

acoustic coupler This small device has two rubber collars matching a telephone. The coupler changes sound into digital signals recognizable by a computer. Although valuable for mobile terminals, acoustic couplers have intrinsic disadvantages and, if at all possible, laptops should be connected direct to telephone lines, bypassing the ordinary speech instrument. *See also* adaptor.

acoustic sounding Used at sea to indicate depth of seabed, by using sound waves, which travel in water five times faster than in the air, 4900 ft per s. Called an echo sounder because it records the 'echo' from the seabed.

ACP Airline control protocol; early software in the 1970s used by airline reservation systems.

ACP 80 The world's most advanced cargo inventory control and customs' facilities system operated by British Customs at London's Heathrow and Gatwick airports and at Manchester airport.

acquirer *See* merchant acquirer.

ACR Aircraft control radar.

ACRA American Car Rental Association.

ACRISS Association of Car Rental Information System Standards. European group set up in June 1989 to facilitate

the use of computerized reservation systems. Initial objectives to standardize car rental vouchers, CRS screen formats and codes. *See* www.acriss.org

ACRS Accelerated Cost Recovery System.

ACSSP Air Carrier Standard Security Programme.

act of god *See force majeure.*

ACT¹ Actual time of arrival (whereas ETA is estimated time of arrival).

ACT² Association of Couriers in Tourism.

ACTA¹ Association of Canadian Travel Agents. *See* www.acta.net

ACTA² Alliance of Canadian Travel Associations, the members of which are Canadian travel associations throughout Canada. *See* www.edmc.net/butte/acta.html

ACTA³ Association of Cyprus Travel Agents. *See* www.pio.gov.cy

ACTE Association of Corporate Travel Executives. ACTE, covering Africa, the Asia Pacific region, Canada, Europe, the Middle East and the USA, has around 2500 members. In February 2005 announced merger with the Institute of Travel Managers in Industry and Commerce in the UK and Ireland. As well as UK representation on the ACTE Board, a UK Regional Advisory Council has been formed. *See* www.acte.org *Also see list of 70 other business travel related entries which follows corporate travel contracts, some of which lead to further entries.*

Active Travel Group A Yorkshire UK-based consortium of travel agents, member of Worldchoice.

activities host American terminology for Entertainment Organizer, known as an amateur in Europe. The World Tourism Organization and Secretariat of State for Tourism of France (2001), *Thesaurus on Tourism and Leisure Activities* states 'employee of a hotel, resort or cruise ship who arranges, oversees and sometimes encourages guests or passengers to take part in optional entertainment activities'. But the WTO is wrong to suggest that the English word 'animator' is equivalent – this is a cartoon artist!

activity holiday *See* special interest holidays.

ACTO¹ Association of Camping Touring Operators Ltd in the UK.

ACTO² Association of Caribbean Tour Operators in the USA.

ACTOA Airline Charter Tour Operators in the USA.

actual demand for tourism The distinction has been made in some textbooks between the number of people actually travelling and the potential demand. There are no generally accepted definitions so that usage of the wording 'actual demand for tourism' may sometimes be taken to mean the total potential demand. In this dictionary, the opinion preferred is that of Cooper *et al.* in *Tourism Principles and Practice* (2nd edn) that 'actual demand' should always mean the actual number of tourists travelling.

actual flying time Duration of an air journey regardless of time zone differences. Travel literature now commonly only refers to 'flight durations'. Elapsed Flying Time, terminology with the same meaning, is now obsolescent.

ACV Air cushion vehicle, commonly known as a hovercraft. ACV forms of various types are the certificates of insurance cover offered by Lloyd's on hovercraft.

AD Airworthiness Directive.

ad hoc One-off or individually arranged; for example, an ad hoc charter of an aircraft, ship, train or coach is a single arrangement, contrasting with a series charter. *See* charter.

Ad valorem Literally translated from the Latin, 'in proportion to the value'. Customs duties on items imported by travellers in excess of the duty-free allowances are often of this type while airport departure charges and taxes are more usually fixed amounts.

AD75 75% Agent's Discount. IATA resolution 880 allows each appointed IATA agency to be issued with up to two 75% rebated tickets per calendar year by each IATA airline. Normally only full-time employees involved directly in the promotion and sale of travel facilities who have been working for the IATA agency for 12 months continuously are eligible. Lists of staff eligible for reduced-rate transport are meant to be maintained in each country. Similarly, in the USA, ARC and IATAN are meant to keep lists based on information submitted by appointed agents. In the USA, an 'agent' frequently refers to a person, so that an agent eligibility list lists

'people' entitled to facilities rather than businesses.

ADA room Accommodation (or other types of room) which meets the specifications of the US Americans with Disabilities legislation.

ADAP The Airport Development Aid Program is organized by the US FAA to help communities develop their airports by giving grants of up to 50% of the cost of land acquisition and construction and up to two-thirds of the cost of airport planning.

adaptation *See* acculturation.

adaptor A connector for travellers, enabling their equipment (shavers, hairdryers and laptop computers) to be connected to telephone or electric sockets in countries where systems vary from their own. The wide range of types of sockets makes it crucial for travellers to take appropriate adaptors with them on a foreign journey, if equipment use is essential.

ADAVI Asociación de Agencias de Viajes Dominicanas.

ADC¹ Air data computer.

ADC² IATA abbreviation for additional collection, where, due to rerouting, upgrading or other itinerary alterations of the traveller's choice, a higher fare is due.

add-on US term for optional items that can be bought with a tour or other travel arrangements. For example, it may be as little as travel insurance or can be the rail or air fare to get to the start point of the main arrangement, such as a cruise.

add-on fare Add-on fares are used to construct through international fares to and from points not otherwise published in airline tariff manuals. Also, an amount to be added to a fare as signified by the preceding descriptive word, for example, domestic add-on. When constructed, such fares are then treated for all normal purposes in the same way as published fares, with a maximum permitted mileage being derived by the use of a mileage add-on for the domestic sector, added to the international mileage. Where the fares' rules in the tariffs for a particular journey allow for constructing mileages to or from a point, then the lowest combination principle applies.

ADF Automatic direction finding equipment.

ADI Attitude/direction indicator.

ADIZ Air defence identification zone.

adjacent rooms (or seats) *See* adjoining rooms, next entry.

adjoining rooms (or seats) Hotel rooms which are situated next to each other, typically requested by a family with young children with whom they do not wish to share. In modern hotels, such rooms are seldom inter-communicating. Adjoining seats are seats next to each other, on a mode of transport or at an event. By definition, rooms on opposite sides of a corridor, or seats either side of an aisle, are *NOT* adjoining.

ADM Agency Debit Memo, a BSP document.

ADME Association of Destination Management Executives in the USA. Qualification is DCMP (Destination Management Certified Professional). *See* www.adme.org

admeasurement The official size of a ship.

Administrative Office Official IATA definition is an office which is not an Approved Location, but which is entered in the Agency List for administrative purposes. Term in general travel industry use, for example, to indicate the head office of an ABTA member not actually functioning as a travel agency or tour operating centre.

Admiral of the Open Sea Award In America, a small silver statue of Christopher Columbus is presented annually to someone who is considered to have given outstanding service to the shipping industry. Recipients are given (and may use) the title Admiral of the Open Sea.

Admiral's Club Was the name of UK Sealink incentive scheme for regular cross-channel travellers.

Admirals Club Name of American Airlines Frequent Flyers' Club. *See* airline clubs and FFP (frequent flyer programme).

Admiralty Measured Mile Defined in *The Marine Encyclopaedic Dictionary* by Eric Sullivan (1988 Lloyd's of London) as 6080 ft or 1853.184 m compared to the nautical mile of 6076.1 ft. *See* nautical mile.

ADNS ARINC Data Network Services. *See* ARINC.

- ADO¹** Agent's Debit Order. A British Airways form which replaced AXOs in 1980, itself becoming obsolete upon the introduction of BSP in autumn 1984.
- ADO²** Agency Distribution Office of IATA. See Agency Programme Liaison Group.
- adoption rate** Percentage of travellers or travel bookers in a corporate entity following an agreed corporate travel policy or taking up use of a self-booking tool. Note the misnomer that the term uses the word 'rate', implying that it refers to speed of take-up, whereas it is a proportion. For example, a survey of NBTA members found that at the end 2003, over 90% of US companies with managed travel programmes booked individual travel online. In respect of travel policy, 'compliance' is often used. Term may also apply to travel situations in a general sense of the meaning. *A list of 70 other business travel related entries follows corporate travel contracts, some of which lead to further entries.*
- ADP** Automatic Data Processing. In theory the term applies to any processing undertaken by automated machinery, but in practice, this term is used to describe work done by punched card and similar equipment, so as to contrast with EDP (Electronic Data Processing) (general technical terms).
- ADR** Advisory route (aviation term).
- ADRM** Airport Development Reference Manual.
- ADS¹** Agency Data Systems, the US market leader. See Sabre for more information.
- ADS²** Automatic dependent surveillance (aviation term).
- ADS-B** ADS broadcast.
- ADSL** An Asynchronous Digital Subscriber Line. Normal copper telephone wires can be transformed into high-speed digital lines, which are particularly valuable to the needs of the travel industry.
- ADT¹** Alaska Daylight Time or Atlantic Daylight Time.
- ADT²** Approved departure time (air travel).
- ADTF** The Agency Distribution Task Force of IATA was set up at the beginning of 1984 by the IATA Traffic Committee to review the agency distribution system for air travel worldwide.
- adult fare** In respect of international scheduled air transport, adult fares are charged upon passengers reaching their 12th birthday, children's fares being charged from 2 to 12 and infant's fares under 2. Reductions are often given to students and other young persons. Rates within countries and for other modes of transport vary widely; for example, for domestic rail journeys in the UK, under 5 travel free while children aged 5 to 15 travel at half fares. For international rail journeys from the UK, from 4 to 11 inclusive travel at half fare, with youth fares available up to 25.
- adv** Advanced (Boeing aircraft nomenclature).
- Advance Booking Charter** Any charter where governmental or other rules require a minimum advance booking period, in order to protect scheduled carriers. Prior to April 1973, many people travelled between Britain and America or Canada on Affinity Group charters. Any organization, provided it was not formed specifically in order to arrange travel, could become involved in the provision of charter flights for members.
- Charter flights in general were given a bad name because of many disreputable incidents and, from 1973, ABCs were sanctioned by the CAA in the UK and the CAB in the USA. During the following years, relaxation of the regulations resulted in a complete range of alternative low transatlantic fares and there is now little or no difference between ABC rates and similar scheduled airlines' rates offered on APEX or other low fares.
- Advance Passenger Information System** From October 2003, the US Government has required comprehensive data in advance of arrival in the US for air travellers arriving from abroad. PNR (Passenger Name Record) details must be sent soon after a flight's departure. Although much of this information is provided by machine readable passports, other information such as home residence and address while in the USA is also required. From 26 October 2004, travellers from 21 countries to which the visa waiver programme applies are required to have machine readable passports and have their fingerprints and photos taken on entry to the US. See also CAPPs.

Advance Purchase Excursion Fare

Originally, a low scheduled air fare for travel in the discount or lowest class of cabin. Passengers must book and purchase tickets a minimum period before travel, varying from some months to several days. Now, APEX type fares are offered by many transport operators.

advance timetable A transport services timetable for a future season, prepared for planning convenience of both passengers and the travel industry, often in summary form, and always likely to change when the definitive timetable is published for the period concerned.

Advanced Passenger Train *See* APT.

Advantage Travel Centres (in the UK) Brand name under which NAITA (National Association of Independent Travel Agents) operates in the UK. *See* NAITA www.advantage4travel.com

adventure Followed by words such as cruise, holiday or tourism, means trips with an element of excitement, discovery, discomfort and risk. The term is not specific, so that arrangements could be for backpacking through disease-ridden snake-infested equatorial forests or carefully guided visits causing the least possible disturbance to natural habitats.

Adventure Activity Licensing Authority *See* AALA and www.aala.org

adventure tourism Recreational travel which is hazardous, varying from extremely dangerous activities to involvement in thrilling but relatively safe pursuits. The World Tourism Organization and Secretariat of State for Tourism of France (2001), *Thesaurus on Tourism and Leisure Activities* is felt to be wrong in suggesting that the term only applies to 'soft' adventure activities such as rafting, hot-air ballooning, trekking, four-wheel driving, helicopter riding and mountain climbing.

Adventure Travel Society (USA) *See* www.adventuretravel.com

advertised tour Originally this was an IT (inclusive tour) meeting airline requirements, so that the operator could produce a package using ITX fares which were lower than the normal rates. In Europe, this use is now obsolescent and the term usually only means a travel arrangement described in a brochure. In

the USA, however, IT numbers are still assigned to approved tours by a few airlines that still remunerate agents by commission.

advertising media *See* promotional media.

AE Via Atlantic and Eastern Hemisphere. *See* routing.

AEA Association of European Airlines. *See* www.aea.be

AEADVE Asociación Empresarial Agencias de Viajes Españolas, the Spanish Association of Travel Agents.

AECMA Association Européenne des Constructeurs de Matériel Aérospatial.

AEF Aviation Environment Federation. *See* www.aef.org.uk

AEO Association of Exhibition Organisers in the UK. *See* www.aeo.org

AERO Air Education and Recreation Organisation in the UK, aims to provide a general information and advisory service in its sphere by linking education and industry. *See* www.pilotweb.co.uk

aerodrome *See* airport; an aerodrome in the UK is often a small airport for light aircraft.

Aerodrome Owners Association The trade body of UK aerodromes, which represents their interests.

aerofoil *See* airframe.

Aeronautical Radio Inc *See* ARINC.

aeronautics The study of the engineering and science of flight, derived from the word aeronaut, the original, now obsolete, name for the first pilots and balloonists.

aeroplane Now airplane. *See* aircraft.

AETA Used to be the Association of European Travel Agents. *See* www.aeta.co.uk

AETF Airline Economic Task Force (of IATA).

AETR European Agreement Concerning the Work of Crews of Vehicles engaged in Road Transport. The Agreement is in respect of the hours which commercial vehicle drivers are allowed to drive, and applies to international journeys involving travel through or to Austria, Czechoslovakia, Norway, Commonwealth of Independent States (formerly USSR), Sweden and the states which were formerly Yugoslavia.

AEVT Asociación Ecuatoriana de Viajes y Turismo. *See* www.astanet.com

- AEW** Airborne early warning.
- AF¹** Via Africa. *See* routing.
- AF²** Airframe.
- AFA** Association of Flight Attendants in the USA. *See* www.afanet.org
- AFCAC** African Civil Aviation Commission. The objectives of the Commission are to promote coordination, better utilization, and orderly development of African air transport. Membership is open to African states, members of the Economic Commission of Africa and the Organization of African Unity. *See* www.afcac-cafac.org
- AFCS** Automatic flight control system.
- Affinity Charter** Prior to April 1973, many people travelled across the Atlantic between America or Canada and Britain by virtue of their membership of a club, company, trade body, religious or similar organization. So long as it was formed for a purpose other than merely to circumvent the law as it then was, and arrange cheap travel, the group was acceptable both by the British CAA and the American CAB.
- Widespread abuse finally led to international agreements permitting Advance Booking Charters (*see* separate entry), on which any individual could make reservations. Gradual relaxation of the rules allowed the introduction of other forms of cheap transatlantic air travel, so that affinity charters now only operate on a genuine basis and are no longer a major part of the transatlantic travel market.
- Affinity Group** *See* Affinity Charter. The term now applies to any group of people with interests in common who get together for the purposes of travel.
- Affinity Group Fares** Fares restricted to *bona fide* groups of members of a corporation, club or legal entity. Individuals must have membership for at least 6 months before the date on which group is to fly. Groups can only be formed by solicitation limited to personal letters, circulars or telephone calls addressed to members of the group travel organization. Public soliciting is prohibited. Such groups must not be gathered directly or indirectly by travel agents or anyone else engaged in organizing or selling transportation services.
- AFI** Africa/Indian Ocean; an IATA region.
- AFIS** Aerodrome flight information system.
- AFORR** Association of Foreign Railway Representatives in the UK; now AIRC, Association of International Rail Companies.
- Afos** *See* car ferry CRSs in the UK.
- AFRAA** African Airlines Association.
- AFRC** Australian Family Reunion Club. *See* Reunion Clubs.
- Africa Travel and Tourism Association** For details of this UK-based organization *see* www.atta.co.uk
- Africa Travel Association** Formed to promote travel to and within Africa by official national tourism organizations together with travel service operators. *See* www.africa-ata.org
- African Civil Aviation Commission** *See* AFCAC.
- AFS¹** Aerodrome fire service.
- AFS²** Aeronautical fixed service.
- aft** The rear of a vessel or aircraft.
- AFTA¹** Association of Finnish Travel Agents. *See* www.astanet.com
- AFTA²** Australian Federation of Travel Agents. *See* www.afta.com.au
- afterbody** The back half of a ship or aircraft.
- AFTN** Aeronautical fixed telecommunication network.
- AGAS** Association of Guide Booking Agency Services in the UK.
- age groups (for tourism data collection)** The WTO recommends that travellers' statistics should be collected for the age ranges 0–14; 15–24; 25–44; 45–64; 65 years plus.
- Agency Administrator** Official IATA definition is the IATA official designated by the Director General of IATA from time to time as the holder of that office or his authorised representative. The person who manages agency affairs for IATA, often in partnership with agents, in a designated area.
- agency agreement** A contract between a travel agent and a principal, setting out the terms and conditions under which business is transacted on behalf of or with the principal. The IATA Passenger Sales Agency Agreement operates worldwide in various forms, except for the USA, under IATA Resolutions PAC1, PAC2 and PAC3 (22) 824. In EU and EAA countries it is PAC2 (22) 814b.

After 2 years of hard bargaining the Global Consultative Committee (GCC), which consists of eight airline and eight agency representatives, recommended a new contract because the existing agreement was thought to be too one-sided in favour of the airlines. But on Friday 28 June 2002 the new deal, which needed unanimous approval, was quashed by the airlines at the IATA Passenger Agency Conference in Miami and the meeting suspended. Agents worldwide were encouraged to call on their respective governments to review the antitrust immunity granted to IATA members to control the distribution system; initiate an urgent study into the development of an alternative to the present IATA accreditation system; establish an industry task force to immediately implement a global alternative to the IATA BSP system; actively support and participate in legal class actions against airlines; and suspend until further notice all dialogue and consultations within the IATA Agency Programme. At the time of writing nothing whatsoever has happened!

agency appointment See appointment.

Agency Board Official IATA definition is any of the three Agency Administration Boards established for the three traffic Conference Areas by the Passenger Agency Conference.

Agency Investigation Board See AIP¹.

Agency Investigation Panel See AIP¹.

Agency List Official IATA definition is the list more fully described in section D of the Passenger Sales Agency Administration Rules containing the names and addresses of approved agency locations and, where appropriate, the addresses of their administrative offices. In the USA, an equivalent list is published by the ARC and by IATAN.

Agency Management System In the USA, is a computer system which undertakes the full administration of an agency, as well as ticketing, while in Britain, the term is more usually applied to 'back office' administrative and accounting systems.

agency manager In general usage, the manager of a travel agency. But in the USA and some other countries, it is the person designated as such to gain or

hold an airline appointment. Three years' retail agency experience and other requirements are laid down.

agency payment systems See agents' payment systems.

Agency Programme Official IATA definition is the various IATA Resolutions, rules and procedures adopted by airline members and approved by the regulatory authorities to maintain overall standards and industry practices for the sale of international air transportation by Approved Agents.

Agency Programme Joint Council (Liaison Group) Currently, IATA Resolution 814 has been implemented in all member states of the European Union and in 31 other countries, mainly in Europe and Africa. Under this Resolution, an APJC is set up to consider all aspects of the IATA Programme in the country concerned. Membership of the Councils is limited to 18 representatives, with agency representatives being not less than one-third nor more than one-half of the 18 members. In the UK, under IATA Resolution 808, an Agency Programme Liaison Group was set up in 1988, with nine airline and nine agency representatives. In 1990, following the adoption of IATA resolution 814 in the UK this became the Agency Programme Joint Council. This APJC now has overall control, the UK AIP having been wound down and its responsibilities having been taken over by the IATA Agency Distribution Office in London. It is this office which now makes initial decisions as to whether IATA accreditation standards have been met by applicants. Of the nine UK agency seats ABTA have the majority, together with representation from the Guild of Business Travel Agents and the Scottish Passenger Agents Association. The APLG concerns itself with policy matters. It began by establishing criteria to obtain and retain IATA passenger agency approval.

It is the Agency Distribution Office in the UK that administers applications for IATA approval and has a review programme to ensure that standards are maintained by existing approved agents, both in accordance with Resolution 814 and with APJC policies.

The APJC has established a points system for the assessment of staff qualifi-

cations and has laid down approved syllabuses at two levels. In the UK IATA agents must have at least two qualifying staff members who together achieve a minimum of 40 points. Successful completion of a Level 1 air fares and ticketing course gains 10 points, while Level 2 passes gain 20 points. Recent experience in an IATA agency can gain up to 40 points.

The APJC has also laid down financial criteria. UK agents are required to show a profit before tax and to have an excess of current assets over current liabilities, at the end of a trading period, otherwise a bond is required. Minimum fully-paid share capital levels start at £40,000 for agencies with £2 million or less of IATA sales, rising to £200,000 if sales are £10 million. Companies that have been trading for 3 or more years only need half these share capital levels.

Bonds, if required, vary from 16% of forecast or actual IATA turnover for an agency able to provide less than 3 years' audited accounts; 12% thereafter.

agency representative *See rep.*

Agency Services Manager (of IATA) IATA official designated by the Agency Administrator to head the Agency Services office in a country or area, who is responsible for agency accreditation.

agency tour A term sometimes used in the USA to describe a fam trip. *See familiarization tour.*

Agenda 21 *See sustainable tourism.*

Agency for Research on Tourism by Integration of Statistics/Strategies for Transport *See ARTIST.*

agent *See travel agent.*

agent bypass In the USA, when travel providers deal directly with customers. In the UK this is known as booking direct.

agent eligibility list *See AD75*

agents' discount Travel agents gain a discount varying according to the form of transportation or other arrangement. 50% hotel offers are common, while coaches in the UK and buses in the USA often provide free travel to good agents. For details of the 75% reduction offered to IATA agents for international air travel *see AD75.*

agents' IATA Incentive Scheme Was terminated in the UK at the end of 1978. In autumn 1979, agents received 4%

extra commission on all 1978 eligible sales which were in excess of 110% of 1977 sales. *See commission.*

agents' accounting and ticketing systems

See travel agents' computerized accounting and ticketing systems in the UK.

agents' coupon Most transportation tickets have many coupons with the top copy servicing as an audit or accounting coupon. The agents' coupon of a ticket, also known as the issuing office copy, is the one an agent retains. Fraud is avoided because the other coupons are all carbon copies of the top one, unless agents resort to the practice of cardboarding, so called because a piece of cardboard or thick paper through which a carbon impression will not be created, is inserted between the coupons of an air ticket before it is written out. This enables one or more of the coupons to show different information. Provided the alternative data is entered through carbon paper of the same colour as the copy material with which the ticket coupons are impregnated, the falsification is impossible to detect unless all the coupons are compared. *See air tickets.*

agents' legal status *See legal status of a travel agent.*

agents' payment systems The way in which travel agents report sales of airline tickets and pay for them was the first to be automated. In the USA, the Interactive Agent Reporting (IAR) system and associated direct debit arrangements are described under the ARC entry while the UK Bank Settlement Plan is under BSP. Whereas in Britain the basic cycle is calendar monthly, with agents' payments being debited from their accounts on the 17th of the following month, in the USA, the basic cycle is weekly. In the UK, there is an ABTA members' scheme, 'Single Payments System' (SPS) operative for sales outside BSP; unfortunately, this has had limited success, even though package holidays account for over 50% of the sales of British agents. One of the main reasons for this is that the main tour operators in the UK all have their own direct debit systems such as Thomson's TABS, Airtours' SPACE and Kuoni's KAB. Worldchoice consortium

agents use their own member's direct debit system ACAS. *See* direct debit systems.

However, despite these difficulties, SPS is still developing towards becoming the standard UK agency payment system. There is no charge to travel agents but a small charge to tour operators, less than it would cost them to handle the transaction in-house. Part of the costs of running a system such as SPS are covered by the interest earned on the money in transit between agents and operators.

How does SPS work? Operators produce weekly listings of deposits and amounts due on late bookings, together with money due for departures during the next 42 days. This information is available for viewing by agents on NTL's viewdata system from Monday to Wednesday. During this period agents can amend the account, deleting incorrect charges. After this, NTL reports to operators any changes that have been made. Agents' bank accounts are debited on Friday morning and operators' accounts are credited with the money paid on Monday morning.

In the USA agents can process service fees and other credit card payments through the ARC Travel Agency Service Fee Program (TASF). ASTA members can get a better deal through ASTA's Payment Processing Program via Chase Merchant Services.

agents' sales return *See* ASR.

agio 17th-century term for the percentage commission charged when changing paper money into cash. No evidence can be found for the assertion in several tourism dictionaries that the word *agio* is used to describe the commission charged by a bank or bureau de change when exchanging one currency for another.

AGL Above ground level.

AGNIS Azimuth guidance for nose-in stands.

Agreement on the international carriage of passengers by road by means of occasional bus and coach services Also known as ASOR; replaced from 1 January 2003 by the EC Interbus Agreement on the international occasional carriage of passengers by coach and bus. *See* www.europa.eu.int/scadplus/leg/en/lvb/124264.htm

agricultural tourism As with many descriptors preceding the word *tourism*, it is not specific. May mean merely rural tourism or, at the other end of the spectrum, tourism associated with working farms. *See* farm tourism.

agritourism *See* farm tourism.

agrotourism *See* farm tourism.

AGT Automated Guideway Transit, is a system where public service vehicles, currently usually rail or monorail, run unmanned to a fixed schedule along reserved track.

agt Travel industry abbreviation for agent.

AGTA¹ Association of Gibraltar Travel Agents.

AGTA² Association of Greek-Cypriot Travel Agents in the UK.

AGTE The Association of Group Travel Executives in the USA is a trade body for those who operate or promote group travel.

AH Artificial horizon.

AH&MA The American Hotel and Motel Association is the largest US trade body covering the US hospitality industry. It is a federation of state and regional accommodation industry trade bodies covering Mexico and Central and South America as well as the USA and Canada. *See* www.ahma.com

AH&MA Educational Institute *See* www.ei-ahma.org/ei/index.htm

AHTA Association of Hungarian Travel Agents.

AI Artificial Intelligence systems enable intelligent activities of humans to be modelled and emulated. Work in this field was undertaken by the Open University in the development of the UK travel industry's Computer Based Learning scheme.

AIA Aerospace industries of America.

AIAA¹ Area of intense aerial activity.

AIAA² Aerospace Industry Analysis Association (US based).

AIAA³ American Institute of Aeronautics and Astronauts. *See* www.aiaa.org

AIB¹ Accidents Investigation Branch of the UK Department of Transport, Royal Aircraft Establishment is the British authority responsible for the investigation of all air accidents occurring in Britain as well as those of British registered civil aircraft abroad.

AIB² In some countries means Agency Investigation Board. *See* AIP¹.

AIC Aeronautical information circular.

- AIDS** Aircraft Integrated Data System aims to store in a database all the information about an aircraft.
- AIH** Association Internationale de l'Hôtellerie; was known in English-speaking world as the International Hotel Association. Changed its name in 1990 to International Hotel and Restaurant Association. See www.ih-ra.com
- AIIC** Association Internationale des Interprètes de Conférence. The International Association of Conference Interpreters based in France.
- aileron** See *airframe*.
- AIM** Accord International de Marchandises, the international agreement concerning the carriage of goods by rail.
- AIMS¹** Agency Information Management System.
- AIMS²** IATA meaning is Airline Information Management Study.
- AIOA** Aviation Insurance Officers Association in the UK. See www.iaa.co.uk
- AIP¹** Agency Investigation Panel (in some countries called an Agency Investigation Board). A group of senior airline staff, set up by the IATA Agency Administration Board of the Traffic Conference concerned. Mainly undertakes investigation and consideration of applications for appointment of new agents and reviews existing agents. In the UK, under IATA Resolution 808, an Agency Programme Liaison Group was set up in 1988, with nine airline and nine agency representatives. This APLG was then replaced under IATA Resolution 814 with the Agency Programme Joint Council, which now has overall control, the UK AIP having been wound down and its responsibilities having been taken over by the IATA Agency Distribution Office in London. It is this office which now makes initial decisions as to whether IATA accreditation standards have been met by applicants. See Agency Programme Joint Council (Liaison Group).
- AIP²** An alternative IATA meaning is Aeronautical Information Publication.
- AIPC** Association Internationale des Palais des Congrès.
- AIR** Meaning ascribed by IATA's Information and Marketing Services division is Aviation Information Research.
- Air Accident Investigation Branch** (of CAA). See www.aaiib.detr.gov.uk
- air conditioning** When applied to accommodation or a mode of transport, means temperature control by means of a continuous air flow. In a guest's hotel room or private vehicle, the temperature is usually adjustable by the user. Even when it is centrally controlled, the air supply to a room can usually be shut off. In public transport or public rooms, control is usually centrally operated.
- air credit** North American term for a reduction in the price of travel arrangements including air travel for those who do not want this element. For example, travellers joining a coach tour or cruise.
- air cushion vehicle** A hovercraft. See entry under this name.
- air draft** The height of a ship above the International Load Line. Differences in water salinity and the loading may cause a vessel to ride higher out of the water while decorative funnels and masts may be capable of lowering. These are some of the factors which the Master of a vessel will take into account when deciding whether his ship will be able to sail under a bridge. See *Plimsoll line*.
- Air Education and Recreation Organisation** See *AERO*.
- air fares** Official IATA definitions are: A fare means the amount charged by the carrier for the carriage of a passenger and his allowable free baggage and is the current fare which an IATA member, in the publication it normally uses to publish fares, holds out to the public, or the appropriate segment of the public, as being applicable to the class of service to be furnished. An adult fare is the fare for a person who has attained his 12th birthday and a children's fare applies to a person who has attained his second but not his 12th birthday. An infant fare applies to a person who has not attained his second birthday.
- A *constructed fare* is a fare other than a specified fare. An *economy fare*, which is equivalent to a tourist fare, means the fare established for an economy- or tourist-class service, while a *first-class fare* is that established for a first-class service.
- A *joint fare* is one which applies for carriage over the lines of two or more carriers and which is published as a

single amount. A *local fare*, which is the same as an 'on-line fare', means a fare which applies for carriage over the lines of a single carrier.

A *normal fare* is the highest fare established for a first, or economy-/tourist-class service during the period of applicability. A *proportional fare* means a fare published for use only in combination with other fares for carriage from, to or through a specified point. A *published fare* is one for which the amount is specifically set forth in the carrier's fares tariff.

A *sectional fare* means a fare for travel by one class of service which is established and used by a scheduled air carrier(s), including any individual joint fares, for a section of a through route. A *special fare* is one other than the normal fare. A *specified fare* is one the amount of which is specifically set out in a carrier's tariff.

A *through fare* means the total fare from point of departure to point of destination. A *tour basing fare* means a fare which may be used only for air transportation and part of an inclusive tour. *Combinations of fares* means an amount which is obtained by combining two or more fares.

See also under children's fares and various types of air fare, e.g. APEX, Eurobudget, Excursion, IPEX, PEX, Superpex etc. and under 'airline class and fare designators' for comprehensive list of fare types and codes which designate them on air tickets.

Air, Freedoms of the See Freedoms of the Air.

air hostess Female airline cabin attendant (the male equivalent is a cabin steward).

Air League The Air League is a voluntary body in Britain which states as its main aim, 'To inculcate among the young the realisation of the importance of successful endeavour in the air and to encourage participation in air activities.' See www.airleague.co.uk

air mile same as the nautical mile of 6076.1 ft or 1842.8055 m. See nautical mile.

Air Miles From launch in 1988 until October 2000 was the name of the British Airways frequent flyer incentive scheme and also the brand name of British Airways promotion scheme whereby

traders, mainly not in the travel industry, offer Air Miles vouchers as a sales incentive. From October 2000, the 'currency' for British Airways Executive Club frequent flyer programme was renamed BA Miles. The vouchers are not only exchangeable for British Airways, American Airlines and other airline's flights; they can be used to buy package holidays through Thomson Holidays, Kuoni and other operators, cruises, ferry travel and Eurostar. Air Miles customers collect their vouchers by shopping with one of the 50 UK High Street and on-line partners which include Shell, NatWest and Tesco. By purchasing with a NatWest credit card, Air Miles may be obtained twice, when for example, buying petrol or shopping with Tesco. The scheme is vast in size: in 2004 over one million travellers redeemed Air Miles. For further details see www.airmiles.co.uk

air miss Obsolete ICAO term which has been replaced by 'AIRPROX', meaning an incident where two aircraft avoided mid-air collision. See AIRPROX.

Air Operators Certificate See AOC.

air passenger average weights For many calculations, it is assumed for US domestic journeys that travellers weigh 190 lb (86.2 kg) inclusive of their free baggage allowance. For international first-class travellers from the USA, the equivalent figures are 215 lb (97.5 kg) and for tourist class 200 lb (90.7 kg). The Joint Aviation Authority which sets standards in 23 European countries, was planning to increase passengers' weight allowances from 77–84 kg. In May 2003, a US Federal Aviation Authority survey of regional airline passengers found that passenger weights averaged 88 kg. At the time of going to press, no action had been taken to increase the official figures, although airlines worldwide are understood to be working on higher norms than those stated above.

air pocket unpredictable area of low or high pressure, causing an aircraft in flight to rise or fall suddenly. See also explanation of clear air turbulence under 'turbulence'.

air pressure See pressurization for aircraft cabin pressure.

air rage Non-specific term for disorderly behaviour by air passengers, often as a result of excessive alcohol intake.

air safety See airline safety.

air/sea interchange Agreement between shipping and air carriers allowing acceptance of each others' tickets and granting round trip rebate, if applicable, enabling a complete trip to be undertaken utilizing both types of transport.

air/sea program North American equivalent of a fly cruise programme. See fly cruise.

Air Services Agreement See ASA.

air sickness Type of motion sickness particular to air travel. Modern aircraft usually fly above the weather, avoiding a bumpy journey.

air space See FIRs.

Air Tariff Publishing Company See ATPCo.

air taxi In Europe, the term applies to any small aircraft available for private hire by organization or individuals. During the existence of the American CAB, the term applied to any aircraft carrying up to 19 passengers and operating up to a 250 mile radius of its base. CAB rules were far less restrictive for air taxi services than for ordinary scheduled or supplemental carriers.

air terminal A passenger or cargo handling building on an airport. Passenger terminals provide check-in facilities for travellers and their baggage and baggage reclaim facilities for arrivals.

air ticket revalidation Whenever there is a change in the routing of air travel, with or without a change in the fare, tickets must be reissued. Changes to reservations on air tickets are made by means of a reservations alteration sticker. It is particularly important to check that the new reservation does not contravene the applicable conditions of the fare used, such as night timings, validity, minimum stay or stopovers.

A line must be drawn through any entry in the flight/class, dates, time and status boxes of the reservation being changed on all coupons of the ticket before the completed sticker is placed over the top. The ticket must be authenticated by means of an entry identifying the issuing office. Where BSP is in operation, and stickers are printed in duplicate, the extra copy is fixed to the passenger coupon.

air tickets Air tickets sold in the UK by travel agents are accounted for through a

system called Bank Settlement Plan (BSP). Sales are reported by travel agents either electronically or by post and agents are billed for the value of tickets, less any commission due, sold every month, payable by direct debit on the 17th of the following month. Most air tickets are currently issued through ticket printers, used in all major travel agencies and all airlines. ATB printers (automated ticket and boarding pass) are loaded with individual cardlike coupons, one card being printed for each sector of an air journey. TAT printers are loaded with Transitional Automated Tickets in the form of continuous stationery. Once printed, TAT and ATB coupons are almost impossible to alter; forging them by alteration would require so much time and effort as to make it not worthwhile. Because of this, ticket alteration problems usually only occur in respect of tickets issued by smaller travel agencies who have a stock of international air tickets intended for manual handwritten issue. These consist of a series of coupons backed with a red self-carboning substance. There is an audit copy sent to BSP, an issuing office copy, either two or four travel coupons and a back cover of the ticket also serving as the passenger copy. BSPs operate in many countries of the world; for USA agency reporting arrangements see ARC¹. For more information on air ticket types see ticket and MPD².

Air Traffic Conference Until 1 January 1985, this was a part of the Air Transport Association responsible for self-regulation of American and Canadian domestic airlines, which also vetted and appointed travel agents. This latter function is now undertaken by the ARC.

Air Traffic Control The services that coordinate and control air traffic throughout the world. See Single European Sky.

Air Traffic Control Centre A location from which air traffic within a specified area is managed. See FIRs and MLS.

Air Traffic Controller A qualified person who directs and manages aircraft movements.

air traffic in Europe and forecasts up to 2015 (See table on next page.)

Air traffic in Europe and forecasts up to 2015.

Country	Domestic and international annual growth rate (%)		Passengers (millions)	
	1998	2015	1995–1998	1998–2015
UK	143.9	310.3	6.6	4.6
Germany	106.3	220.4	7.3	4.4
Spain	92.8	173.5	6.8	3.8
France	83.1	161.1	5.5	4.0
Italy	57.0	115.1	7.0	4.2
Holland	34.0	80.3	8.8	5.2
Switzerland	28.3	52.9	5.6	3.7
Turkey	27.8	65.9	14.5	5.1

ATAG suggests that in 2004 over 1.8bn passengers flew on the world's airlines, expected to rise to 2.3bn passengers by 2010. Adapted from *European Air Traffic Forecasts 1985–2015* Air Transport Action Group 2000 edition.

Air Transport Action Group See ATAG.

Air Transport Association See ATA².

Air Transport Association of Canada See ATAC.

Air Transport Licence See ATL.

air transport of animals See animals by air.

Air Transportation Stabilization Board

A US \$10bn fund set up following the 11 September 2001 terrorist outrages to address problems faced by the US airline industry.

Air Travel and Aviation Internet sites See air travel on the Internet.

Air Travel Card The general name for a credit card issued by an airline in connection with the IATA Universal Air Travel Plan. See UATP for full description of card types.

air travel current forecasts See www.boeing.com/commercial

air travel deregulation See airline deregulation in the EU and airline deregulation in the USA.

air travel on the Internet See www.aeroseek.com an aviation search engine; Aeronet www.aeronet.co.uk; Air International mag www.keymags.co.uk; Airlines of the Web www.itn.net/airlines/; Aviation On-line www.aviation.com.br; AeroWorld Net www.aeroworldnet.com; Aviation Internet Resources www.airlines-online.com; Check-ins airline database www.checkin.com/air-db.html; Flight International mag www.flightinternational.com; for pilots and flying enthusiasts www.pilots.co.uk The Farnborough site has information on

the theory of aircraft design and flight theory www.farnborough-aircraft.com/main.html Cranfield University in the UK has developed AERADE, an Internet gateway to aerospace information www.aerade.cranfield.ac.uk The General Aviation Awareness Council in the UK (GAAC) is at www.gaac.co.uk

Air Travel Organizer's Licence See ATOL.

Air Travel Reserve Fund See ATRF; now replaced by Air Travel Trust See ATT.

air travel safety See airline safety.

Air Travel Trust See ATT.

air turbulence See turbulence.

air waybill The shipping document used in air freight transportation by carriers as evidence of a shipment. The document contains shipping instructions, a description of the goods and the transportation charges applicable. When used internationally, an air waybill should be in the standard form denominated by the Warsaw Convention.

air web sites See air travel on the Internet.

airbridge A mobile pier or telescopic walkway connecting the airport runway end of a passenger terminal with an aircraft, facilitating passenger access; in North America, a jet loader or Jetway. See gate.

Air-Britain Founded in 1948 Air-Britain is for people interested in the history of aviation. It has around 4000 direct members and many more associated with it through a network of independent branches. It claims to be the leading organization of its kind in the world and works closely with similar organiza-

tions, museums and correspondents worldwide. *See* www.air-britain.com

AIRC Association of International Rail Companies in the UK.

aircraft Although in theory the term applies to anything man-made used for flying, in practice, the term is restricted to a heavier-than-air machine with an on-board means of propulsion, *airship* being the term for one that is lighter than air, and *glider* for a craft without any means of propulsion. Helicopters, although they have rotors instead of a fixed wing, are still referred to as aircraft. *See also* many immediately following entries, SST, VSTOL and VTOL and air web sites.

aircraft deliveries worldwide *See* GAMA web site for latest half year data.

aircraft design For theory *see* www.farnborough-aircraft.com/main.html and for engineering drawings of Boeing and McDonald Douglas aircraft *see* www.myboeingfleet.com

aircraft emissions Substances produced from aircraft engine exhausts. Carbon dioxide from aircraft is indistinguishable from that from other sources as are other emissions. Aviation contributes some 2.5% of emissions of CO₂ from fossil fuels and some 12% of all CO₂ from transport worldwide. It also produces 2–3% of man-made nitrogen oxides. Nitrogen oxides emitted at cruise altitudes have two effects; one cooling and one warming. There is uncertainty about these effects. They do not cancel as they are geographically distinct. There is equal or greater uncertainty over the effects of water vapour emitted at cruise altitudes, through the formation of condensation trails and cirrus clouds, both of which could cause significant warming. Altogether, aviation is believed to be responsible for 3.5% of the total radiative forcing (causes of global warming) by all human activities. Improvements in aircraft engine technology have resulted in the virtual elimination of carbon monoxide, unburned hydrocarbons and smoke. Information sources are ATAG (Air Transport Action Group), IATA, ICAO, IPCC and www.british-airways.com. *See also* contrails, ICAO and air web sites also radiative forcing.

aircraft engine types *See* jet aircraft engine, piston aircraft engine, propjet, turbine aircraft engine, turboprop, turbojet, turboprop and air web sites.

aircraft frame *See* airframe.

aircraft grounding *See* grounding.

aircraft leasing Hire of an aircraft with all services provided, for travel between specified points is a charter; whereas a lease implies ownership of the aircraft for a specific period, during which the lessee is responsible for it. A dry lease involves only the provision of an aircraft. A wet lease is the term applied to the provision of both aircraft and crew by the lessor. ILFC (International Lease & Finance Corporation), a wholly owned subsidiary of America International Group, is the international market leader in the leasing and remarketing of advanced technology commercial jet aircraft. In July 2000 it owned a portfolio of more than 450 aircraft, 2% of the jets and turbo prop aircraft in service, valued at US\$19 billion.

aircraft manufacture For latest information access the Internet sites of the main manufacturers. *See* www.airbus.com; www.boeing.com; www.aero.bombardier.com; www.bae.co.uk; www.dasa.com (Daimler Benz); www.embraer.com; www.fairchild.com (Fairchild Dornier); www.galaxyaerospace.com; www.ataircraft.com; www.cessna.textron.com; www.gulfstream.com; www.dassault-aviation.fr

aircraft noise New aircraft are around 20 dB (decibels) quieter than those of 30 years ago. Each reduction of 10 dB is perceived by the human ear as a halving of the noise experienced. International aircraft noise certification standards are contained in Chapter 16 of the Convention on International Civil Aviation, widely known as the Chicago Convention. At the time of writing, discussions were ongoing concerning further reducing aircraft noise, by phasing out current chapter 3 aircraft. *See* ICAO for explanation of chapter 2/3 aircraft.

Aircraft Owners and Pilots Association *See* AOPA.

aircraft piracy *See* hijacking.

aircraft pressurization *See* pressurization.

aircraft register www.aviation-register.com provides details of over 400,000 aircraft registered in over 50 countries.

The web site is run by the UK CAA, its Italian counterpart ENAC and French company Bureau Veritas. Information includes aircraft types, engines, certification and airworthiness details together with the operator's name and address.

aircraft sharing When two or more organizations, usually tour operators, jointly charter an aircraft, or alternatively when a main charterer subcharterers a share of the aircraft seats to other organizations.

aircraft slot See FIRs.

aircraft stacking At busy times, there are insufficient runways for all arriving aircraft to land at the world's major airports. They are, therefore, required to fly in huge circles, each stacking level being separated to ensure absolute safety.

aircraft types See fixed wing aircraft, QC aircraft, regular body aircraft, STOL, VSTOL, VTOL, SST, wide body aircraft and GEM.

aircrew All the airline staff on duty on board an aircraft during a flight.

AIRDES Automated interline revenue data exchange system.

AIREP Air report form used for reporting position and weather conditions during a flight.

Airfare Brand names of Thomson Holidays' variety of minimum-rated package tours. Of course, an 'air fare' is the price charged for an air ticket.

airfield See airport.

airfoil North American usage for aerofoil. See airframe.

airframe The structure of an aircraft excluding the engines and accessories. The principal parts of an airframe are the fuselage which is the body; wings; empennage, which is the assembly of stabilizing and control surfaces at the tail; landing gear, and nacelles or pods which house the engines.

The tail fin acts like a giant sail preventing yaw, the movement of the front of the aircraft from side to side. Elevators are the movable edges of the tailplane, which alter the altitude of an aircraft up or down.

An aircraft flies because of the shape of the wings – an aerofoil. The airflow over them results in less air pressure on the top surface than at the bottom. It is this difference in air pressure that con-

tinually forces the wings of a plane upwards. The many hinged surfaces on the wings have different names according to their purpose. Ailerons cause an aircraft to bank or turn when they are operated. Those on the side towards which aircraft is turning will rise while the ailerons on the other side will turn down.

Passengers looking out of an aeroplane's window on to the wing's upper surface may see panels which come up during a landing. These are known as spoilers and they help to brake the aircraft by blocking the air flow. This also reduces the normal aerodynamic effect of the wing shape that, so because of the loss of lift, the aircraft descends quickly. Everyone who has flown is familiar with the flaps that come out of both front and back edges of the wings of an aircraft. A jet plane needs an efficient wing for high speed cruising with little drag. But this wing will not satisfactorily support the aircraft at low speeds when taking off or landing. Flaps not only hinge downwards, trapping the airflow; they also considerably increase the wings' surface area by extending outwards. Names such as blown, towler, split and zap are common types of flap on the trailing edge. An additional extension to some flaps is nominated as slotted. Flaps on the leading wing edge are even more efficient at maintaining an aircraft's altitude at low speed pushing the wing surface both further forward and angled down. Common flaps in this situation are variable camber flaps, which are also known as slats, droops and kreugers.

AIRIMP ATA (Air Transport Association) and IATA Reservations Interline Message Procedure, in the form of a code requesting or altering bookings. Also the name for the booklet incorporating this information.

airline An operator of aircraft, flying passengers and/or freight on a commercial basis.

airline alliances An agreement between airlines for business cooperation aimed at increasing revenue and achieving cost savings. The extent of integration between alliances, varies from complete marketing integration to little more than sharing income on some routes. Some

alliances share equity in partner carriers and may codeshare so that journeys using several alliance carriers appear to travellers to be continuous, on one flight code. If US anti-trust immunity has been provided by the Department of Transportation, the US airlines may discuss pricing with partner airlines designated in the immunity grant. Otherwise, neither scheduling nor fares may be discussed. For full information concerning the three main alliances access the web sites following the summaries below:

Star Alliance: Established in May 1997 as the first global airline alliance. It is the biggest, handling around a quarter of all world air traffic. Operates to 772 airports in 133 countries. Is a three tier alliance with core founding members in full alliance, code-share partners in a second tier and feeder regional airlines in a third tier. United Airlines together with Lufthansa, SAS and Air Canada has had US anti-trust immunity since 2001. Negotiates purchasing agreements on behalf of members. Plans that during 2005 there will a dedicated Star area at Terminal 1 Paris Charles de Gaulle airport and at Miami International Airport South Terminal, including check-in, baggage and gate. Member airlines are Air Canada, Air New Zealand, ANA, Asiana Airlines, Austrian, bmi, LOT Polish Airlines, Lufthansa, SAS, Singapore Airlines, Spanair, Thai Airways, United Airlines, USair and Varig. There are also regional members such as Adria Airways and Croatia Airlines. See www.star-alliance.com

OneWorld: Founded in 2000. Code sharing is not a formal part of this alliance even though many of the members codeshare with partners, for which American Airlines/Finnair and American/Iberia as well as British Airways/Qantas have US anti-trust approval. Member airlines are: Aer Lingus, American Airlines, British Airways, Cathay Pacific, Finnair, Iberia, Lan Chile and Qantas. See www.oneworldalliance.com

Skyteam: Founded in 2000. US anti-trust exemption applies to Delta's association with Air France, Alitalia and CSA Czech Airlines. With Korean Air

the exemption is transPacific. The nine member airlines are Aeromexico, Air France/KLM, Alitalia, Continental Airlines, Czech Airlines, Delta, and Northwest Airlines. Negotiation for full membership of Aeroflot and China Southern were at an advanced stage at time of going to press. Operates 14,320 daily flights to 658 destinations in 137 countries. See www.skyteam.com for more information.

Wings: Was the oldest airline pair alliance, Northwest and KLM having gained anti-trust immunity in the USA in 1993; it disbanded 10 years later.

Qualiflyer: Following the collapse of Swissair, this alliance disbanded in February 2002.

airline automated reservation systems for travel agents See CRS.

airline class and fare designators

Primary codes are combined with a seasonal, part of the week, part of the day, fare and passenger type and fare level identifier code in the order stated to provide a designator with a complete description of the class and conditions applicable to a traveller.

Some typical prime codes are:

- R – Supersonic (Concorde Class)
- P – First Class Premium
- F – First Class
- A – First Class Discounted
- J – Business Class Premium
- C – Club or Business Class
- D, I or Z – Business Class Discounted
- W – Economy/Coach Premium
- S or Y – Economy/Coach
- B, H, K, L, M, N, Q, T, V or X – Economy/Coach Discounted

Some seasonal codes are:

- H – Peak or high season of a fare with more than one seasonal level.
- K – Second level of a fare with more than two seasonal levels.
- J – Third level of a fare with more than three seasonal levels.
- F – Fourth level of a fare with more than four seasonal levels.
- T – Fifth level of a fare with more than five seasonal levels.
- Q – Sixth level of a fare with more than six seasonal levels.

Y – Seventh level of a fare with more than seven seasonal levels.

L – Lowest level of a fare with more than one seasonal level.

Part of the week codes are:

W – Weekend

X – Weekday

The only part of the day code is N meaning Night.

Fare and passenger type codes associated with the other letters describe the actual fare type that the customer has paid, for example:

AB – Advance Purchase Fare (lower level)

AD – Agent (followed by percentage discount)

AF – Area Fare

AP – Advance Purchase Fare

AS – Air/Surface

AT – Attendant travelling at a discounted fare to accompany disabled passenger

BB – Budget Fare

BD – Budget Discounted

BP – Bonus Programme (Frequent Flyer Scheme)

BT – Bulk Inclusive Tour Operator Package (TOP) fare in Europe

CA – Cargo Attendant

CB – Extra Seat for Cabin Baggage

CD – Senior Citizen

CF – Cabotage Fare

CG – Tour Guide (Conductor)

CH – Child

CL – Clergy

CT – Circle Trip

DA – Discover America

DD – Discounted

DE – Discover Europe Pass

DL – Labour

DF – Government Fare

DG – Government Officials

DH – Reduced Fare when travelling to Travel Agency Commissioner hearing

DM – Discount not covered by Industry Regulations

DN – Discover North America Fare

DP – Diplomats and dependants

DT – Teacher

EE – Excursion

EM – Emigrant

GA – Group – Affinity

GC – Group – Common Interest

GE – Group – Vocational Training Trips for Travel Agents

GI – Group – Incentive

GM – Group – Military

GN – Group – Non-affinity

GO – Group – Own Use

GP – Group – School

GS – Group – Ship's Crew

GU – Group – Excursions

GV – Group – Inclusive Tour

GX – Group – Advance Purchase Fare

GY – Group – Youth Fare

GZ – Group – Pex Fare

IB – ATA Employee travelling on industry business

ID – Air Industry Employee

IE – Escort to accompany an inadmissible passenger

IF – Introductory Fare

IG – Inaugural Guest

IN – Infant Fare

IP – Instant Purchase Fare

IS – Late Booking Fare

IT – Inclusive Tour

MA – Military – Category A

MM – Military

MR – Military Recruit

MU – Military Standby Fare

MY – Missionary

MZ – Military – Category Z

OJ – Open Jaw

OR – Orphan/Orphan Escort

OW – One Way Single

OX – Excursion One Way Fare

PD – Family Fare – family members

PF – Family Fare – applicable to both family head and family members

PG – Pilgrim

PH – Family Fare – Head of Family

PX – PEX Fare

RG – General Sales Agent

RP – Regular Passenger Fares

RT – Round Trip or Return fare

RW – Round the World

SB – Seriously Disabled Passenger Fare

SC – Ship's Crew Member (Individual)

SD – Student

SE – Special Event

SF – Bilaterally agreed First Class Entitlement

SH – Spouse Fare (husband or wife)

SR – Special Euro Round Trip Fare

SS – Super Saver Fare

ST – Spouse Fare – accompanying spouse

SX – Superpex Fare

SZ – Extra seating for stretcher

UD – National Travel Agent Association Officials and delegates to joint IATA/UFTAA meetings
 UU – Standby Fare
 VU – Visit USA
 ZS – Youth Fare for which student certificate required
 ZZ – Youth Fare

Other codes used commonly in combination with the above are figures followed by % to indicate a percentage discount; figures followed by D, M or Y, indicating validity in days, months or years, or figures on their own indicating that a fare is the highest (1), second highest fare level (2) etc. FTT means Family Travel Together and GTT means Group Travel Together, when used in an air ticket endorsements box.

airline clubs Most major airlines offer frequent flyers' membership of special clubs. Benefits include use of first-class or Club/Executive class lounges, dependent on the airline, whether or not the traveller is in possession of a first- or club-class ticket, express check-in and baggage handling, reservation priority, discounts on car rental and accommodation, emergency cheque cashing facilities and a club magazine.

Unless otherwise stated, airline clubs listed under their respective headings include all of the above benefits. See Admirals Club, Al Fursan, Ambassador Club, Business Club, Cedar Jet, Chieftain Club, Clipper Club, Club Affaires, Club des 2000, Club Pacific, Courtesy Card Club, Crown Room Club, Diamond Club, Empress Club, Executive Club, Finnair Club, Flight Deck, Flying Colonel, Frequent Traveller Card, Global Club, Golden Falcon Executive Club, Golden Wing, Ionosphere Club, Kanata Club, King David Club, Mabuhay Club, Maple Leaf Club, Marco Polo Club, Morning Club, Navigator Club, President's Club, Prestige Club, Red Card Club, Royal Viking Courtesy Card, Service Plus, Tara Circle, Top Traveller, Travel Club, V Club, Winged Arrow Club, Worldclub.

airline codes By international agreement, for older airlines, two-character airline designators are used in reservations, timetables, ticketing, legal documents, tariffs, schedule publications and in airline inter-line communications as well

as for other industry applications. When the two character codes ran out, it was necessary to begin using three characters. For example, BA is British Airways, AA is American Airlines and QF is Qantas. These designators are different from the two-letter codes used for aircraft operating agencies, aeronautical authorities and services assigned by the International Civil Aviation Organization upon request by the State Registry concerned. ICAO designators are published in ICAO Document 8585. For accounting convenience IATA have allocated all carriers a three-figure code number to be used by members on air tickets and air waybills as a prefix to the serial numbers of the document.

The airline industry began conversion from two-character to three-letter airline designators by assigning three-letter designators to non-scheduled airlines from 25 October 1987. It was planned that the scheduled airlines convert to three-letter designators for all purposes on 26 October 1995, 2 years later than the end of October 1993 date originally agreed. For example, Aer Lingus, currently EI, is planned to become EIN.

Because there are insufficient two-letter codes, since August 1981 combinations of figures and letters have been allocated, mainly to commuter airlines. Over 160 companies now have these alphanumeric codes. The numbers 1 and 0 are not used to avoid confusion with the letters I and O. An example is Air National, whose planned three-letter designator is ANE, but which is currently 6A.

airline deregulation in the EU K.J. Button (1997) writing in *Asia Pacific Air Transport: Challenges and Reforms*, p. 170 stated, 'EU policy has changed dramatically in the last decade after a move from aviation markets being a series of heavily regulated, discrete bilateral cartels, dominated by nationally owned flag carriers to a structure... which has become a liberalised multinational civil aviation market'. The EU has aimed for gradual evolution rather than the rapid revolution which took place in the USA; however, the result is similar.

The first stage from January 1988 was general agreement to move towards a

single aviation market within the EU. The second stage from June 1990 removed 'government-to-government capacity-sharing arrangements, introduced in stages the principle of double disapproval of fares and prevented governments discriminating against airlines, provided that they conformed with technical and safety standards'. Involvement of non-EU airlines was made easier, with fifth freedom (*see* Freedoms of the Air) rights facilitated. The third stage was adopted in January 1993, so that by 1997, the EU was regarded as one domestic market, in which full cabotage rights applied. Fares became completely deregulated. Foreign ownership of EU airlines is now permitted in principle, although the national laws of some EU countries govern the ownership of their flag carriers and other airlines. The EU still has the right to 'intervene' in various circumstances, for example, maintenance of competition and avoidance of air fare price wars.

airline deregulation in the USA The Airline Deregulation Act of 1978 scheduled the elimination of the Civil Aeronautics Board from 1 January 1985. Originally, the Act transferred authority to grant anti-trust immunity for the US travel industry's collective agreements including travel agency programmes from the CAB to the US Justice Department.

This was altered subsequently and together with the remaining economic regulation of the US airline industry, control of anti-trust immunity rules has now been vested in the Department of Transportation. Immunity disappeared altogether on 1 January 1989. The DOT now decides on policy matters and, through the Federal Aviation Administration, regulates safety.

The DOT inherited the CAB's authority to regulate charters, overbooking, baggage liability, smoking, computer reservation bias and similar matters that concern the public. The DOT also controls international route and rate matters as well as the provision of essential air services to small communities, operating the small communities service subsidy programme. The DOT has not been given the power to directly negotiate

international air treaties. This continues to be undertaken by the US State Department. Before deregulation in the late 1970s, agent's share of US air travel was around 40%. Unexpectedly, this rapidly rose to about 80% of domestic sales and over 90% for international business; by mid-2002, despite commission rates reduced to zero, agents still handled 75% of the business. This alteration in distribution costs was one of the factors leading to commission reduction, fully described in the 'commission' entry. *See* opening paragraph of ARC entry for how deregulation led to the establishment of the ARC and IATAN. *Also see* DOT Internet site www.dot.gov

airline flight schedules Travel industry staff access comprehensive flight information through the major computer reservation systems, known as Global Distribution Systems (GDS), Galileo, Sabre, Amadeus and Worldspan. Each of these holds flight availability for over 700 airlines; *but* only for those airlines with which that particular GDS has an agreement. All the Internet general scheduled air flight booking systems gain their inventory from one of the GDSs. OAG (Overseas Airways Guide) publishes a unique two-volume guide to *all* flights worldwide. In August 2000 OAG relaunched its Internet portal, OAG.com. The site provides web access to the OAG 'Flight Engine', the most up-to-date and comprehensive global flight schedules database in the world. The site also supports OAG Mobile, which offers wireless access to OAG travel information, and OAG E-Notification, providing details about the status of a current flight. More than 800 airlines are included in the OAG database, the largest of its kind anywhere. *See* www.oag.com

airline hub *See* hub and spoke.

airline liability *See* Warsaw Convention.

airline losses/profits *See* airline.

Airline Passenger Service Commitment *See* explanation in 'denied boarding compensation'. An agreement between airlines to maintain minimum standards relating to service and quality.

airline plate In countries without Bank Settlement Plan, individual tickets produced by each airline are supplied to

travel agents, which merely need validating with the agent's airline plate before issuance. BSP tickets and documents are, however, neutral, requiring a different type of validator which in addition to the date and agency location details also imprints air tickets with an airline logo and identification. See BSP for further details of Bank Settlement Plan in the UK.

airline representative See rep.

airline reservations systems There are now two main types of airline reservations system. A 'single host' system is owned and operated by one airline for the purpose of providing automated reservations and other facilities to its own offices. Inventory records are maintained solely for the airline owning the system. The schedules of other airlines, on which reservations can be made, are stored and displayed according to the selling agreements concluded between the system owner and each of the other airlines.

Some single host systems are in effect simple extensions to a number of participants. The inventory-controlled services of the participating airlines are displayed. The display of non-participating airline schedules is dependent on the agreements the system owner has with those airlines. Although the basic functions of the system are used by all participating airlines, the system is designed for each to use as though it were its own. Each hosted airline has its own compartment and can utilize the basic functions of the system to meet its own requirements. Each airline usually loads into its system the schedules to be used for that airline. The schedules of the prime host airline's services are obtained from its own scheduling departments.

Generally, other airline schedule information is obtained from an airline guide publisher on magnetic tape for automatic loading into the system of the prime host airline. Not necessarily all the city pairs published in the guides may be made available for display to users of the system. Hosted airlines select those to be displayed in accordance with their marketing requirements and the agreements they have made with other airlines.

However, with the requirement to include departure and arrival times in reservations messages requesting or selling space, there is an increasing tendency for airlines to obtain, and store in their system, the basic schedules of all other airlines worldwide. In order to be sold, a seat has to be available. Each system maintains the exact numeric availability of each inventory-controlled flight.

Additionally, as interline sales are a vital feature of air transportation, each system maintains availability information for flights of other airlines, to provide for the immediate confirmation of space to the passenger. This availability information, which is incorporated in displays, is dependent on the interline selling agreements concluded between the prime host airline and each of the other hosted airlines. Availability may be on the basis of 'sell and report' (including first posting), 'free sale', 'request and reply' or a combination of types.

For flights covered by a free sale or request and reply agreement, no availability information needs to be maintained in the system of the prime host airline, as the sale is either free of restriction, or has to be requested from the other airline. For flights under a 'sell and report' agreement, the system can sell a seat only if its records show that space is available. Keeping this availability information up-to-date becomes crucial and is achieved by the extensive exchange of availability status messages (AVS²).

As each prime host airline has different selling agreements with its interline partners, the availability displays vary from one system to another. Availability information may be maintained by host airlines up to 1 year in advance. The Passenger Name Record (PNR) is an integral part of the airline reservations function. It presents a record of each passenger's travel requirements, and contains information necessary to enable reservations to be controlled.

A PNR is created, filed/stored and maintained for every passenger for whom a reservation transaction has been completed. The booking airline must maintain a complete record. Every

transaction or change to the itinerary is recorded so that the PNR provides a complete historical record. Other airlines involved in the itinerary need only record information associated with the passenger's travel on the flights on which they are to take action.

All modern systems offer automated fare display, fare determination and automatic fare calculation for complicated international itineraries. No existing system can automatically quote or calculate the fare for every itinerary; but in the author's experience, it is only a very complex itinerary which now necessitates manual fare calculation.

These systems are capable of facilitating automated ticket issue, and can support provision of boarding passes with the ticket. Alternatively an 'e-ticket' can be produced. This is a virtual ticket which only exists electronically, although, of course, the traveller will probably be given the trip details in a printed form. All major systems can also make reservations for hotel accommodation, car rental and, to some extent, tours; some may include ground transportation. Additionally, each system provides a comprehensive fares determination system and a large amount of supporting information such as fare rules, weather, tourism, document requirements, flight or travel restrictions etc.

Airlines have automated departure control systems which use PNRs as their database. These systems include: personal name check-in, automated seat assignment, automated issue of boarding passes and baggage tags, flight reconciliation and load control (weight and balance). *See also* CRS.

airline safety This dictionary entry concentrates on ICAO, EU and FAA activities in the sphere, although all countries have legislation in force on the subject. In October 1995, ICAO members adopted a voluntary safety oversight programme. Unfortunately, it is only instigated upon a request for help. The programme permits ICAO to identify deficiencies related to civil aviation safety and offer advice and assistance to resolve them.

EU countries already have extensive safety legislation in place concerning air

travel, airports and aircraft. Common Position (EC) N037/98 was adopted by the Council on 4 June 1998 and is likely to result in an EC Directive around the time of publication of this dictionary. The purpose of the Directive will be to ensure that information is collected and disseminated so that sufficient evidence can be established to decide on measures required to ensure the safety of the travelling public, as well as those on the ground. Operation and crew of aircraft outside the control of a member state will be inspected, when there is suspicion that safety standards are not being observed, and grounded if necessary.

In September 1994, the FAA began assessing the ability of certain countries to oversee air safety; category 1 countries are designated as those with civil aviation authorities which comply with ICAO standards. Category 2 may indicate, for example, that the authority has not developed or implemented regulations in accordance with ICAO standards; it may lack the technical expertise or resources to license or oversee civil aviation; there may be concerns about flight operations or aircraft maintenance. A total of 28 'unsatisfactory' countries were listed in 2000, namely, Bangladesh, Belize, Bolivia, Colombia, Côte d'Ivoire, Dominican Republic, Ecuador, El Salvador, Gambia, Guatemala, Haiti, Honduras, Kiribati, Malta, Nauru, Saba St Eustatius, Nicaragua, St Kitts and Nevis, Pakistan, Paraguay, Russia, Suriname, Swaziland, Turks and Caicos, Uruguay, Venezuela, Zaire and Zimbabwe. It should be stressed that the FAA assessments do not indicate whether particular carriers are safe; they only identify the extent to which there is a competent civil aviation authority in those countries, overseeing air safety to the satisfaction of the FAA. *See also* next entry and following table.

airline safety scoring Overall accident rates are falling; in 1999, 674 people were killed in passenger air crashes, much under the average for 1990 to 1998 of 1326. The information in the rest of this entry was provided by FlightSafe Consultants Limited, a UK company. Their web site www.flightsafe.co.uk includes a database of

air accidents going back to 1988; at the time of writing, this site covered the safety records of 477 airlines, with more information available on subscription. The concept of airline safety scoring was first devised in 1997 by John Trevett, now managing director of FlightSafe. Ten safety factors are assessed, with a theoretical maximum of ten points achievable. Fleet age and composition are considered; Russian-built planes have a worse safety record than European- or American-built planes, while the newer the technology, the less the chance of accident. Other factors include management structure; safety regulations in the airline's home country, air traffic control and airfield environments. By the time this dictionary is published, a definitive set of assessment guidelines will have been agreed – check the web page for up-to-date information, including the latest statistics. The table overleaf should only be used as illustrative of the situation.

After calculation of 'accidents per 100,000 flights', these statistics are adjusted, for example by counting an accident with fatalities as two and a minor incident as a half, so as to arrive at a safety multiplier. This multiplier is then applied to the marks-out-of-ten safety assessment to produce a final total. Under the FlightSafe scoring system, a rate of one accident per 100,000 scores 0.8; 4 per 100,000 scores 0.6; 9 per 100,000 scores 0.4; 16 per 100,000 scores 0.2 and 25 or more accidents per 100,000 scores zero. It will be seen from the table that many airlines have scored zero; this is because a multiplier of zero results in a zero total score regardless of other considerations. It is suggested that where there has been a single accident early in the life of an airline, this skews the result; readers may feel that the treatment by the scoring system of these airlines is somewhat harsh, as they must all have run fewer than 2000 return flights. (*See table on next page.*)

Are any long-term trends discernible? In a previous edition of this dictionary it was stated, 'In 1986 there were 830 accidents involving aircraft operated by commercial air transport carriers. 150 of these caused 900 fatalities. At the time of writing (June 1989), only preliminary

figures for 1987 were available, there having been 780 accidents. 200 of these caused 1600 deaths. This high number of fatalities must be viewed in the context of increasing traffic. For scheduled services, passenger deaths per 100 million passenger km were 0.09 in 1978; 0.08, 1983; 0.02, 1984; 0.09, 1985; 0.03, 1986; 0.06, 1987. For non-scheduled flights, for accidents of aircraft greater than 9 tonnes maximum take-off weight, figures were 1978, 0.17; 1983, 0.00; 1985, 0.33; 1986, 0.09 and 1987, 0.00. It can be seen that there is no recognizable trend. (Readers should note that the figures quoted from IATA sources do not include USSR.)'

There are arrangements for the reporting and investigation of 'near miss' aviation incidents. *See AIRPROX* for UK statistics.

airline seats Vary in width and pitch between seats depending on class of travel and journey length. The world's largest airline seat is currently being flown by ANA on a Boeing 747 on the Tokyo/London route, 76 x 34 inches in First Class. *See* pitch of seat and reclining seat. Fully reclining seats are often known by airline brand names, such as Dormette, Skyrecliner (JAL), Sleeperette (Finnair), Sleeperseat (BA) and Slumberette (Swissair).

Airline Tariff Automated Collection Facility *See* Genesis.

airliner A large passenger aircraft; the word is imprecise and not technical.

Airlines Reporting Corporation *See* ARC¹.

airlines statistics *See* CAA Data Unit.

airpass Generic word for multi-sector air tickets allowing random travel within a specified area, usually for a limited number of stops. Often used as part of a brand name.

airplane *See* aircraft.

AirPlus An airline credit card. *See* UATP for further explanation.

airport A modern term denoting a place where aircraft land and take off. Dependent upon the size and destination of flights, facilities vary greatly, from the vast size international airport with many passenger terminals, customs and immigration facilities and hangars for storage and maintenance of aircraft, down to the small local airport, which

may be little more than several small terminal buildings and re-fuelling pumps.

The word aerodrome, the normal term for these facilities at the beginning of the 20th century, is now obsolescent. Airfield is a common term in the armed services, often reduced to the usage 'field'. Sometimes this word is used in an attempt to denote an airport with few facilities which may be little more than a landing strip.

airport art Pejorative term descriptive of the poor quality of souvenirs available for tourists' purchase at airports.

Airport Associations Coordinating Council See AACC.

airport codes Airports worldwide have been given three letter codes so as to shorten reservation communications. The codes were originally assigned by IATA in Montreal and the Canadians attempted to make most airport codes coincide with their initial or similar letters.

By the time they had concluded their work, they were not left with appropriate letters for their own airports. This is why the three letter codes for Canadian airports are so unusual, e.g. YYZ for Toronto and YUL for Montreal.

Some codes, which have not been assigned by IATA, are also in general use. There is often a general city code for a town where there are several airports, in addition to the individual codes, e.g. LON for London, LGW for Gatwick and LHR for Heathrow.

Airport Consultative Committee See ACC³.

Airport Operators Association See AOA³ and www.aoa.org.uk

airport passenger handling automation See SPT.

airport runway lengths A large modern jet may require a runway several miles long (more than 3000 m).

airport service charge See ASC¹.

airport tax See ASC¹ (airport service charge) and departure tax.

airport terminal Part of an airport designated to handle incoming and outgoing flights on particular routes, providing all necessary customs, immigration and passenger facilities. Some airports have separate domestic and international terminals. Others have terminals which are exclusively for the use of one airline.

airport transfer See transfers.

airport-city rail links The problems of road traffic congestion in urban areas are exacerbated by large airports; increasingly, rail links are being seen as the best solution for fast convenient access to airports. Over 70 such links are currently in operation worldwide with around 150 planned or under construction. The first link opened in 1935 between London's Victoria station and Gatwick airport. Some links are an integral part of their national railway networks, for example, Amsterdam, Berlin, Birmingham (UK), Dusseldorf, Frankfurt, London Gatwick and Paris Charles de Gaulle. Others have their own dedicated rail tracks, such as the services to London Heathrow and from Milan, Oslo and Stockholm. Some of these stations incorporate airline check-in desks, for example, Airport Express's London Paddington station for Heathrow, London Victoria for Gatwick and Hong Kong. The development of New York's Jamaica station as a virtual JFK tenth terminal makes this the largest facility of its type; AirTrain JFK began operating in 2003. In autumn 2001 AirTrain services began operating between Newark airport and New York City connecting with the airport's free internal monorail service.

Airports Council International See ACI¹ and www.airports.org

airports in America The top ten US airports in 2003 ranked by preliminary passenger traffic figures in millions were:

Atlanta	79.1
Chicago O'Hare	69.4
Los Angeles	55.0
Dallas/Fort Worth	53.2
Denver	37.5
Phoenix	37.4
Las Vegas	36.3
Houston Bush	34.1
Minneapolis/St Paul	33.2
Detroit	32.7

airports worldwide outside USA The top ten airports worldwide, outside the USA in 2003 ranked by preliminary passenger traffic figures in millions were:

London Heathrow	63.5
Tokyo Haneda	63.2
Frankfurt	48.4
Paris	48.1
Amsterdam	40.0

Madrid	35.7
Bangkok	30.2
London Gatwick	30.0
Hong Kong	26.8
Tokyo Narita	26.5

AIRPROX Air proximity; a 'near miss' aviation incident which might have resulted in a collision. This ICAO term has now replaced 'AIRMIS'. The UK AIRPROX Board (UKAB)'s fifth report states that during 2000, there were 99 AIRPROX incidents involving commercial air transport aircraft (CAT), the same number as in 1999 and just one more than in 1998. Of these 99 cases, 85 were assessed as 'no collision', eight as 'safety compromised' and six as 'collision risk existed'. Significantly, the risk-bearing rate for CAT incidents in 2000 fell to an all time low of 1.01 cases per 100,000 flying hours – down 62% on the figure for 1999. *See* www.ukab.org.uk

AIRS¹ Aircrew incident reporting system.

AIRS² Aviation Industry Report System (in Micronesia the equivalent is IATA ARP).

airscrew Obsolete name for an aircraft propeller; but note that 'screw' is still in usage meaning a ship's propeller.

airship A 'lighter-than-air' flying machine; distinguished from an aircraft, which is heavier than air, and a balloon, which has no means of propulsion. Also known as a blimp in the USA. Obsolescent name is dirigible. The demise of airship travel was hastened by the R101 disaster in 1930.

airside That part of an airport not accessible to the general public. After a traveller has passed through immigration controls, customs and security checks, they are designated as being airside. Conversely, public area before passing customs etc. is known as landside.

airspace *See* FIRs.

airspeed Aircraft speed in nautical miles per hour (knots).

airstream A current of air, such as a jet-stream. *See* turbulence for fuller explanation.

airstrip Sometimes called 'landing strip'. Any cleared piece of ground long enough to enable aircraft to land and take off. The term does not imply the provision of any facilities.

AirTrain Originally designed as New York's Newark airport monorail system,

linking the three terminals, a \$650m investment extended the track one mile (1.6 km) to connect with a new Newark airport station linking the airport with regional services provided by New Jersey Transit, including Manhattan; the station is also served by Amtrak's North East corridor services from Washington, DC, Philadelphia, New York and Boston. *Also see* airport-city rail links.

AirTrain JFK New York's Kennedy Airport AirTrain runs 60 feet above the central reservation of the Van Wyck Expressway from Jamaica station in New York's south eastern borough of Queens. The \$1.9 billion light-rail system provides services between the airport's nine terminal buildings and to a new subway station called Howard Beach, an interchange with Line A. Passengers can travel from the central terminal area to midtown Manhattan in about 50 minutes using Howard Beach station and in as little as 30 minutes to the much expanded Jamaica station. The service is provided by 32 driverless Bombardier trains powered by linear induction motors. The service is part of the LIRR network. *See* LIRR *and* <http://www.airtrainjfk.com> *and* airport-city rail links.

airways *See* FIRs.

airworthiness certificates Issued by governmental aviation authorities to denote that an aircraft or component part performs its function to the authorities' satisfaction.

AISC *See* Kal.

aisle seat A seat with open space to one side, in a means of transport, theatre or cinema etc. In wide-bodied jets, once side seats have been allocated, customers often prefer not to be seated in the centre part of five abreast seating and therefore request aisle seats.

AIT Alliance Internationale de Tourisme is a grouping of over 100 national automobile associations founded in 1898. *See* www.aitgva.ch

AITA Alliance for Independent Travel Agents in the USA. *See* Alliance.

AITAL Asociación Internacional de Transporte Aereo Latinoamericano (International Association of Latin American Air Transport). *See* www.aital.com

AITO The Association of Independent Tour Operators is the UK trade body of

around 100 small tour operators, around three-quarters of which are also tour operating members of ABTA. The reason for their existence is because ABTA is dominated by its travel agent and major tour operator members, the latter also being able to exercise their voice through the Federation of Tour Operators. Membership is restricted to those who either hold a valid Air Travel Organizer's Licence or are tour operator members of ABTA. Its aims are commercial cooperation between members and the joint solution of common problems. See www.aito.co.uk

AIV Accord International de Voyageurs, the international agreement covering the transport of passengers by rail.

AJENTS System which connects UK domestic rail agents with ATOC's Rail Journey Information System via an Internet connection, providing an information, reservations, ticketing and accounting service. Through an appropriate printer, credit card sized rail tickets are produced, similar to those issued at rail stations in the UK. Some literature still describes an initial phase where connection was via X-TANT or Fastrak viewdata systems and ticket production was not automated.

Al Fursan Name of Saudi Arabian Airlines' airline club for frequent travellers. See *airline clubs*.

Alabama Bureau of Tourism and Travel See www.touralabama.org

Alaska Tourism Office See www.dced-state.ak.us/tourism

Alaska Travel Industry Association See www.alaskatia.org

alba International hotel code for a single-bedded room.

Albuquerque Convention and Visitors Bureau See www.abqcvb.org

alcove A small area set off from a larger room. In some European or American self-catering studio suites, there may be a main living space and separate alcoves where the kitchen and bed may be located.

ALEX Iceland's agency CRS; an Amadeus partner.

alien Any person outside the country of their nationality. The word 'alien' is becoming increasingly difficult to define. For example, freedom to travel and work anywhere within the

European Community are some of many rights enjoyed by all EC citizens. Nevertheless, under the laws of each EC country, other EU member states' citizens are aliens. The WTO designates tourists as being away from their normal place of residence, disregarding their actual nationality.

all or nothing assignment See *transport modelling*.

All Purpose Ticket Issue System See *APTIS*.

all suite hotel Simplistically, a hotel where all accommodation is in suites. Unfortunately, the meaning of *suite* varies between countries both by law and custom. Increasingly, the term means an apartment hotel targeted at business travellers or other corporate staff seeking more space than usually provided in a hotel room, perhaps intending a long stay. Kitchen facilities of some type are part of the facilities. Typically, prices are 25% lower than an equivalent double room in a hotel; but there are seldom restaurants and room service. See *suite*, *junior suite* and *en suite*.

Allbook Name of British tour operators' reservation and accounting system introduced in 1984, developed from a Scandinavian system used since 1978.

all-expense tour US terminology for inclusive tour. See *inclusive tour*.

alleyway Passageway or narrow corridor of ship.

Alliance The ARTAC travel agents consortium in the UK changed its brand name to Worldchoice but because it started as the Alliance of Retail Travel Agency Consortia, the Alliance name is sometimes used. AITA (Alliance for Independent Travel Agents in the USA) is known as the Alliance, perhaps to distinguish it from the Association of International Travel Agents Inc.

all-in Australian term for Inclusive Tour. Mistakenly stated in several American publications as British terminology.

all-inclusive When applied to an accommodation tariff it usually means inclusion of all meals, limited drinks and other facilities; hence the addition of these words to various accommodation types, as in 'all-inclusive resort', or 'all-inclusive hotel'. When applied to a package holiday, for example a coach tour, travel facilities and excursions may be included. It is crucial that travellers

identify what is *actually* included before purchasing all-inclusive arrangements. The 2003 CEN/European Standard official definition is 'Tariff in which the price includes accommodation, meals and specified beverages as well as specified facilities', conveniently avoiding actually specifying anything!

all-inclusive car rental rates This apparently clear statement offers rates which *vary*, according to the rental company and the country, including some or all of the following typical items: unlimited mileage, collision damage insurance excess waiver, local taxes, airport fees, surcharges and taxes, theft insurance excess waiver, all insurance excesses, public liability, property damage, full fire, theft and third party insurance with cover varying between countries according to local laws, bail bonds where needed, insurance cover for additional drivers, a full tank of petrol, return of vehicle out of normal hours and one-way rentals. *See also* car rental.

allocation *See* allotment.

allocentric tourists Tourists who are continually looking for new experiences and destinations; they are adventurous by nature.

allotment The provision by a travel industry principal of part of its services for onward sale to the eventual customer by another intermediary. For example, a tour operator may be given an allotment of beds throughout a season at a hotel. The contractual arrangements will determine whether part or all of the allotment is returnable without penalty, rates and other conditions. The tour operator may, in turn, give an allotment of part of one or more package holiday departures to a travel agency group, who agrees to sell them. The term is general throughout the industry. It may apply to anything from the provision of car hire, to seats on any mode of transport. It is fundamental that the granting of an allotment to a third party guarantees that space or beds have been reserved and will not be sold to anyone else until or unless the allotment is returned.

allowance of free baggage Baggage which may be carried without payment of a charge in addition to the fare. On international IATA air journeys, the

allowance is either by weight or a number of pieces of defined dimensions dependent upon the route. The standard weight allowance is 20 kg (44 lb) for economy- and tourist-class passengers and 30 kg (66 lb) for first-class travellers. Many airlines have introduced within Europe an alternative of allowing one large piece of baggage, the dimensions of which do not total more than 67 in. plus a smaller case, the dimensions of which must not be more than 40 in. for tourist-class passengers. On transatlantic flights, two pieces are allowed with a dimension limitation of 62 in. Domestic air travel baggage rules vary considerably between countries.

Rail companies in the UK allow second-class travellers 50 kg (110 lb) and first-class passengers 70 kg (154 lb) with half these weights for children travelling at half adult fares. Unless, however, baggage is being sent in advance, these rules are not normally applied. Similarly, the European rail limit of 20 kg or 44 lb per person is only applied where baggage is 'registered through'. The UK coach allowance of one case is also treated flexibly by coach drivers.

aloft Above the superstructure in, at or near the masthead of a ship.

ALPA Air Line Pilots Association in the USA.

Alpha 3 Name of Air France computerized reservation and administration system. For details of travel agency terminal system in France *see* ESTEREL.

alphabet *See* phonetic alphabet.

alphanumeric Featuring of both letters and figures on a computer keyboard.

ALSSA The Air Line Stewards and Stewardesses Association is a US trade union. But the British Airline Stewards and Stewardesses Association is a branch of the Transport and General Workers Union in the UK.

ALTA Association of Local Transport Airlines in the USA.

alterations to air tickets *See* revalidation stickers.

alternate distribution systems In the USA implies a system which bypasses travel agents. *See* intermediation.

alternate restaurant US usage is a cruise ship restaurant for which a supplementary charge is payable. British usage is

that any cruise ship restaurant separate from the main dining room may have this designation, whether or not there is an extra charge for its use.

alternative airport Any airport to which a flight may be diverted if a landing at the original destination is no longer possible.

alternative tourism See tourism, alternative.

altimeter Instrument in aircraft which indicates height (altitude). See also altitude.

ALTIS A guide to Internet resources in hospitality, leisure, sport and tourism. See LTSN and www.brookes.ac.uk/ltsn

altitude Height above mean sea level. See contour.

altostratus See clouds.

alumni rate US term for reduced price offered to previous cruise travellers, suggests US web site www.hometravelagency.com Term is not yet in general use.

ALVA Association of Leading Visitor Attractions in the UK. See www.alva.org.uk

a.m. From the Latin *ante meridiem*, meaning before noon. In most countries, the 24 h clock is used in the travel industry, in order to avoid errors; but in North America it is not uncommon to find the use of a.m. and p.m. in connection with travel timings.

Amadeus This Global Distribution System (worldwide CRS) was created by 12 European airlines: Air France, Air Inter, Adria Airways, Iberia, Icelandair, Linjeflyg, Lufthansa, Finnair, Yugoslavenski Aerotransport, Braathens, SAFE and SAS. The organization's current literature suggests only that it was created by Iberia, Air France, Lufthansa and SAS (no longer a shareholder). Following development of infrastructure, systems and software, operations began in 1992; several years later, another CRS, System One, was taken over. The corporate HQ is in Madrid, Spain; the product marketing and development office is in Nice, France, and the operations and data centre in Erding, Germany.

Hosts 220,000 agency terminals in 67,000 travel agency locations, through which can be accessed over 490 airlines, 51,000 hotels, 45 car rentals companies and other providers of tourism services.

In 2004 handled 454.1m bookings, 7.6% up on 2003. For detailed information see www.global.amadeus.net

Amadeus Travel Agency Advisory Board An independent international body set up and funded by Amadeus to represent agents' interests concerning the system.

AMASS Airport Movement Area Safety System, a Northrop Grumman system aimed at warning of and preventing airport runway incursions. It is a development of the same company's Airport Surface Detection Equipment (ASDE). At the time of writing installation was proceeding at 34 US airports at a cost of over US\$90 million.

AMAV Asociación Mexicana de Agencias de Viajes, the Mexican Travel Agents Association.

AMAVE Asociación Mayoristas Agencias de Viajes Españolas; the Spanish equivalent of the Multiple Travel Agents Association in the UK.

Ambassador class Brand name given by TWA to passenger area immediately adjacent to first class, where passengers paying full economy fares enjoy improved service and facilities. See business class for full description.

Ambassador Club Name of TWA's Frequent Flyers' Club. Some guests' privileges, office and conference facilities are available in addition to the standard benefits noted under the general entry Frequent Flyer Clubs.

ambient resource The fundamental character of an area which gives it tourism potential, for example, attractive scenery or guaranteed sunshine. The difficulty with terminology of this nature is in limiting its scope. Some experts restrict the application to purely physical characteristics, while others would include interesting culture or even low prices.

amenity kit The complimentary items provided for guests in a hotel room or for first- or business-class passengers on a means of transport.

American Automobile Association See AAA.

American breakfast A full breakfast with a choice of hot and cold foods; also known as an 'English breakfast'.

American Bureau of Shipping See ABS.

American Bus Association See www.buses.org

American Hotel and Motel Association
See AH&MA.

American Hotel and Motel Association Educational Institute See www.eiahma.org/ei/index.htm

American Institute of Aeronautics and Astronauts See www.aiaa.org

American Plan (AP) Full pension or full board – hotel accommodation inclusive of full breakfast, lunch and dinner in the stated rate for the room. Sometimes called Full American Plan or Full Pension Plan in North America. See also MAP (Modified American Plan).

American Resort Development Association
See www.arda.org

American service Type of restaurant service where meals are ‘plated’ by cooking staff and then served directly to customers; more usually called plate service, as distinct from silver service where waiting staff carry food in covered metal dishes to an adjacent serving table. The food is then, after heating, served individually to customers. See also English Service and Silver Service.

American Society of Travel Agents See ASTA².

AMFORHT Association Mondiale pour la Formation Hoteliere et Touristique (World Association for Hospitality Education and Training). Founded in 1969 at the same time as the WTO with the aims, ‘to define, develop, promote and continuously adapt, tourism education on a world-wide basis to the evolving needs and focus on the tourism industry’. See www.amforht.org

AMHA American Motor Hotel Association.

amidships Middle part of a ship. Halfway between bow (front) and stern (back) of the ship.

AMP Airmail Panel; an IATA body formed in 1996, which reports to the CSC (Cargo Services Conference).

amsl Above mean sea level.

AMTA Association of Multiple Travel Agents in the UK.

AMTOS Aircraft maintenance task orientation system.

Amtrak The brand name under which the National Railroad Passenger Corporation operates 265 US intercity passenger trains daily, under contract with individual railroads. Although operating over 22,000 route miles, it only owns

around 3% of US rail track, 730 miles, most of which is the line between Washington, DC and Boston. Amtrak has also successfully tendered for contracts to run commuter services, such as Caltrain in California. The organization was set up in 1970 under the Rail Passenger Service Act and began operating the following year as a federally owned railroad. Amtrak was granted the right of access to the tracks owned by the freight railroads at an incremental cost and with operating priority over freight trains. Amtrak was also granted a monopoly to provide intercity rail transport over its route system. It was intended that after a few years’ initial losses, it would become profitable, but during the last 30 years, subsidies of over US\$27 billion have been needed. Thus, in 1997, Congress set Amtrak the objective of operational revenue covering operation costs by December 2002. To oversee headway the 1997 Act created the Amtrak Reform Council (ARC); it also provided 5 further years of funding, ended Amtrak’s rail passenger monopoly and permitted closure of lines making losses.

The traffic reductions following 11 September 2001 terrorism served to exacerbate a worsening situation. As a result in November 2001, the ARC decided that Amtrak would not achieve self-sufficiency by the end of 2002 and that Amtrak should draw up a plan for liquidation by 7 February 2002, while by the same date, the ARC would draw up a plan for a restructured and rationalized national US passenger rail system. The liquidation never happened! On 7 February the ARC submitted its restructuring plan to Congress. But readers should particularly note that, crucially, the original 1997 Act did not require either the House or the Senate to act on the ARC’s plan! The scheme envisaged separating Amtrak’s functions into three units, each with separate Boards of Directors. The first unit would be responsible for government programme administration and hold the statutory franchise to access freight railroad rights of way at incremental costs and with operating priority. It would maintain and improve a national

reservations system and ensure joint ticketing. Insurance to train operators and limitation of their liability would be continued.

The second unit would be responsible for train operations, handling mail and express business, passenger and commuter operations and equipment and repair shops. The plan envisaged the eventual privatization of this unit. The third unit would be responsible for infrastructure; it would own and maintain the North East corridor from Washington, DC to Boston, Massachusetts.

The ARC plan would permit the introduction of competition at the end of a 2 to 5 year transition period, by the train operating company offering exclusive franchises through competitive bidding. Franchises would be designed and a bidding process established. Among ideas floated in the ARC report are the creation of a passenger rail trust fund and infrastructure financing through the enactment of a Railroad Infrastructure and Development Act for the 21st Century (known as RIDE-21). The US government responded to some of the ARC proposals in July 2003 with the Bush Administration Rail Plan. This sought federal/state rail partnerships to develop passenger rail services. The plan supported proposals to divide the railroad into three separate corporations according to function. Amtrak is strongly against this.

In mid-2004 Amtrak updated its 5 year strategic plan for US railroads. This called for federal funding of capital projects of around \$1.6bn annually and continuance of the \$570m annual support for operating purposes. In furtherance of the Bush proposals, Amtrak has, together with the states involved evaluated the readiness for immediate development of busy commuter rail corridors; those meeting the study criteria have been designated Tier I corridors. Amtrak's ridership on key corridors grew from 17m in 1999 to 21m in 2004.

At the time of going to press, newspaper stories suggested that some services would be reduced as a cost saving measure. However, Amtrak has assured customers that all trains will continue to

operate normally for the foreseeable future. See www.amtrak.com and North American train services.

Amtrak Reform Council Following submission of Action plan in February 2002, work concluded. See www.amtrak.reform.council.gov and Amtrak.

amusement park In Britain, this may be little more than a few fairground attractions but in the USA, the term implies something on a grander scale. See theme parks.

analog (analogue) Data transmission method, which is the normal way that speech goes along telephone lines. Most computers transmit data in digital format. In this mode, sometimes called binary, there is a series of on or off pulses, all symbols, alphanumeric characters or other information, being broken down into such a series. Analog is a descriptive term that can be applied widely; but it is sufficient for travel industry use merely to understand that continuously variable analog waves, for example on telephone lines, must be converted before use by digital travel computers. For explanation of conversion see modem.

Anasazi Computerized hotel reservation system.

ANATO National Association of Travel and Tourist Agents in Colombia. See www.alca-ftaa.oas.org

ANC Active noise control (systems).

anchor Apparatus which attaches a water-borne vessel to the seabed, usually by its hooks. Classically of T shape and of heavy metal. Hence the term 'anchors away', which is the layman's misunderstanding of the term 'anchors aweigh', which means that a ship has taken the weight of the anchor, so that it no longer secures the ship.

anchorage port Means a port with no quay or berthing facilities for cruise ships. But note particularly that the increasing size of cruise vessels means that at some ports the large vessels cannot dock, but smaller ships may have a berth. See tender.

Andromeda Was the name of the UK AT&T ISTEEL computer system for travel agents, combining a direct permanent connection from agency to

ISTEL's central computer, Autobook, the enhanced PC-based viewdata system and Mycrom Abacas back office accounting and administration system. ISTELE is now called AT&T Business (Travel Division).

anemometer An instrument which measures windspeed, various types of which are to be found at sea or in airports.

Anguilla Tourist Board *See* www.anguilla-vacation.com

animals by air A special type of box, designated in IATA regulations, must be used when an animal is being carried by air. One end of the box has to be virtually open and covered with bars to enable the animal to breathe. There is a complicated formula for determining the size of box necessary.

For example, if it is a dog, the length of the container required is calculated by adding together the length of the dog from nose to root of the tail, to the height from the ground to elbow joint. The container has to be twice as wide as the width of the dog across the shoulders, and at least the height of the dog in a standing position.

Special containers suitable for livestock are available from British Airways and other airlines. Largest normal size available is 36 × 18 × 26 inches. Travel clerks need to obtain special labels for customers, clearly indicating that the receptacle contains a live animal, its type and a sign showing the upright position.

Because of anti-rabies rules and other regulations, dogs and many other animals will not be allowed to enter Britain without undergoing a lengthy period of quarantine, unless they are certified as rabies free on a special type of animal passport. Clients should therefore be advised not to take their animals abroad unless they are emigrating or intending to leave the animal abroad.

animateur A leisure activities coordinator. The word is not used in the UK or, generally, outside continental Europe. The 2003 CEN/European Standard official definition is: 'A person responsible for the planning and supervising of leisure and sports activity programmes who encourages travellers to participate and speaks the language understood by the majority of the travellers.' The problem with this definition is that it sets a

standard in its final part; language facility is not inherent in defining the meaning of 'animateur'.

annexe Concerning a travel contract or booking conditions, a separate part, usually more detailed than the main clauses. In respect of accommodation, extra rooms separate from the main part, often without many of the services provided for guests in the main building. *See also* accommodation types.

ANO Air Navigation Order.

ANSIX12 An EDI standard of the American National Standards Institute, used by the travel industry.

Antarctic That part of the Southern hemisphere around the South Pole; technically, that part south of the line of latitude 66° 33' S.

Antarctic Traveller's Code Ecotourism rules operated by cruise operators to the area with the aim of sustainable tourism, so that cruising does not affect the environment being visited.

Anti Trust Travel Agent Coalition US travel agents body mounting class action lawsuit against airlines opposing changes to zero commission.

Antigua and Barbuda Tourist Office *See* www.antigua-barbuda.com

antipodean day A day gained because the date goes backwards when crossing the 180th parallel of longitude, travelling in an easterly direction. *See also* International Date Line.

ANTOR¹ Association of National Tourist Office Representatives in the UK. ANTOR in the UK has a membership of 85 countries. It was established in 1952 to represent the views of its members and facilitate the development of travel outbound from the UK. Objectives are to coordinate and improve, through mutual cooperation, the services that members offer to both the travel industry and British public. ANTOR has two web sites: www.tourist-offices.org.uk and www.antor.com

ANTOR² Assembly of National Tourist Office Representatives with similar objectives in the USA.

ANVR Algemene Nederlandse Vereniging van Reisburo – the Dutch national travel agency organization. *See* www.touring.nl

AOA¹ Angle of attack (of an aircraft).

- AOA²** Aerodrome Owners' Association is the British trade body of the smaller airports.
- AOA³** Airport Operators Association is the trade association that represents the interests of British airports and is the principal body with whom the UK government and regulatory authorities consult on airport matters. Membership comprises 71 airports representing all of the nation's international hub and major regional airports in addition to many serving community, business and leisure aviation. *See* www.aoa.org.uk
- AOC** Air Operators' Certificate from the Civil Aviation Authority is required in the UK by any person or organization wishing to start an airline or air taxi service. The Flight Operations Inspectorate investigates whether the applicant has sufficient managerial and technical resources to carry out safe operations and, once an OAC is granted, continuously monitors the holder.
- AOCI** The Airport Operators' Council International based in the USA is an international trade body representing various governmental bodies responsible for airport operation.
- AODB** Airport and Obstacle Database, created by IATA.
- AOG** Aircraft on ground.
- AONB** Area of Outstanding Natural Beauty (in the UK). The Countryside Commission, Countryside Council for Wales and Department of the Environment for Northern Ireland all have the right to declare such areas, which are on a much smaller scale than national parks. The 50 or so AONBs are conserved and protected against most commercial or private development. In Scotland, the equivalent designation is National Scenic Area.
- AOPA** Aircraft Owners and Pilots Association of the UK represents private pilots and aircraft owners in Britain, and has representatives on the international AOPA body, together with other national AOPAs. *See* www.aopa.co.uk
- AoReCa** The International Union of National Associations of Hotel, Restaurant and Cafe-Keepers is a grouping of various national and other trade bodies in this field.
- AOTOS** *See* Admiral of the Open Sea Award.
- Ap** Approach (lighting at an aerodrome).
- AP** Via Atlantic and Pacific. *See* routing; *also* American Plan.
- AP/DF** Approach and direction-finding facility.
- APALS** Autonomous precision approach and landing system.
- aparthotel** In Europe, the term usually means a hotel where all accommodation is self-catering apartments, with, at the minimum, a small kitchen area, toilet and bath or shower and bedroom. This type of accommodation varies greatly in the hotel services provided and public rooms. In Europe, the terms apartment hotel, apartment complex and residence are similar establishments. Whereas in Europe an aparthotel may be very large, in America the term is usually used to describe a small hotel providing room or bed and breakfast only, which in Britain is a guest house or boarding house. In the USA, this type of accommodation, particularly when it is meeting the needs of commercial clients, is known as a hotel garni. The 2003 CEN/European Standard official definition misses a crucial point by not mentioning self-catering or kitchen facilities in the definition.
- apartment** Self-catering accommodation providing sleeping and sitting facilities with a kitchenette in one large room is usually known as a 'studio apartment', to distinguish it from an apartment where the sleeping facilities are separate. The 2003 CEN/European Standard official definition of 'apartment' incorporates separation as part of the standard. It then designates aparthotels, apartment hotels, apartment complexes and residences as establishments where accommodation is provided in studios or apartments.
- apartment complex** *See* aparthotel.
- apartment hotel** *See* aparthotel.
- APAVT** The Portuguese Association of Travel Agents and Tourism.
- APCO** Association of Pleasure Craft Operators in the UK; founded in 1954, it is the trade association for operators of self-drive hire, passenger/restaurant and hotel boats on Britain's inland waterways. *See* www.canals.com/orgs/apco.htm
- APD** Air Passenger Duty; a UK tax on all air travellers flying from a British airport.

- APEX** Advance Purchase Excursion transport fare.
- API¹** Air position indicator (aviation term).
- API²** Application Programming Interface; a file or group of computer files for which a non-copyright interface is available, so that other software can interact with it. This is particularly important in the travel industry so that APIs are available enabling reservation and other data from GDSs to be used in travel agents' back office systems.
- APIS** *See* Advance Passenger Information System.
- APJC** *See* Agency Programme Joint Council.
- APL** A Programme Language, a computer programming language designed for business planning.
- APLG** Agency Programme Liaison Group. *See* Agency Programme Joint Council.
- APMS** Automated performance measuring system (aviation term).
- APN** Advance Passenger Notice.
- Apollo** Originally was United Airlines' automated reservation and information system, operated by subsidiary, Covia, through which many US agents made general industry and airline bookings; now integrated with Galileo. The Apollo brand name is still used for Galileo, the huge global CRS, in the USA, Mexico and Japan. *See* Galileo.
- APP** Approach control (aviation term).
- apparel** Although the word means clothing in general English, in shipping, it applies to all of a vessel's equipment, including such things as anchors and ropes. When chartering a ship, the wording is often extended to state 'apparel, tackle and appurtenances', covering everything physical necessary to enable the ship to function efficiently and operate for the purpose for which it was chartered.
- application packages** Computer programmes tailored to handle the user's particular requirement, for example, preparation of an agent's sales returns. (A general technical term.)
- Application Processing System** (of ARC) *See* ARC¹.
- appointment** The term means both the agreement entitling a travel agent to represent a travel industry principal and the process of approval. Unless an agent is officially appointed, under the terms of a specific written agreement, major groupings such as IATA will not grant commission. Although an inaccurate use of the word, it is common in the UK to call appointments 'licences'.
- approval criteria for UK IATA agents** *See* Agency Programme Joint Council.
- Approved Agent** Official IATA definition is a Passenger Sales Agent whose name is entered on the Agency List. The term in general use in the travel industry applies to any travel agent approved by a particular travel principal to sell that principal's services.
- Approved Location** Official IATA definition is the Head Office, Branch Office and Satellite Ticket Printer locations appearing on the Agency List.
- après ski** Broadly, the leisure activities in winter sports resorts.
- APRO** Airline Public Relations Organisation is a British group of PR managers of most airlines operating inside and from the UK. *See* apro@onetel.net.uk
- apron (or ramp)** Hard surface area off the airport runways, where aircraft are parked for loading, unloading, servicing or any other handling.
- APS¹** Application Processing System of the US Airline Reporting Corporation for accreditation. This now allows applications to be processed electronically. *See* ARC¹.
- APS²** Aircraft prepared for service (aviation term).
- APSC¹** Airline Passenger Service Commitment, a May 2001 agreement drawn up by carriers, passengers' representatives, European Civil Aviation Conference (ECAC) and the European Commission, as a voluntary code that commits airlines to provide a clearly defined minimum standard of service and sales information to air travellers. *See* Airline Passenger Service Commitment in 'denied board- ing compensation'.
- APSC²** Atlantic Passenger Steamship Conference – a rate-making conference of shipping lines operating on the North Atlantic. Dissolved with the formation of the International Passenger Ship Association.
- APT** Advanced Passenger Train. The prototype began trials in spring 1980, even-

tually coming into service several years later and then being withdrawn because of problems with the tilting mechanism. Other fast train services (see TGV and Bullet Train) operate on specially built tracks with only slight curves. British Rail's APT used ordinary rail track; compensating against forces while travelling around a bend by tilting the train. The APT eventually went into regular service on the London–Glasgow route in 1984 carrying 8000 passengers without mishap. On 12 December 1984, the APT broke the record from London to Glasgow with a time of 3 h 52.75 min, including a 3 min signal wait, for the 401 mile run, at an average speed of over 103 mph. The APT was capable of over 160 mph on specially prepared track. Further development work on the APT has ceased. Altogether BR is believed to have invested £50 million on the APT project. Now, British Rail no longer exists, having been split up into 25 train-operating companies, Network Rail and engineering companies etc.

APTG Association of Professional Tourist Guides in the UK. See www.aptg.org.uk

APTIS 'All Purpose Ticket Issue System' was the name of British Rail's electronic ticket issuing and accounting machine. The prototype was introduced to BR stations in 1982 in the form of a unit measuring 476 mm × 182 mm. Now used by UK rail stations to sell tickets for ATOC members (Association of Train Operating Companies).

APU Auxiliary Power Unit; planes standing on the tarmac can become very uncomfortable for passengers for lengthy periods without the engines running, particularly in hot climates, because there is insufficient power to operate the air conditioning.

aquapark Leisure facility strongly oriented towards water sports.

aquaplaning Phenomenon where the tyres of a vehicle suffer from lack of adhesion to the surface in wet conditions, making it difficult to steer or brake. Particularly dangerous for aircraft attempting to land in tropical rainstorms.

AQZ Area mean sea level barometric pressure zone.

ARA Agent Reporting Agreement (of the ARC).

Arab International hotel code for a twin-bedded room. Also name for an inhabitant of the Kingdom of Saudi Arabia, often generally applied to the inhabitants of many Middle Eastern countries.

Arab Air Carriers Organization See www.aaco.org

Arbiter Throughout the world, there are airline/IATA agency programmes operating under IATA resolutions 808 and 814, setting up organizations through which disputes between agents and the airlines/IATA may be settled. In the USA, however, arguments between agents and the Airlines Reporting Corporation are settled by a particular person, who holds the appointment of Arbiter.

arbitrary Alternative name for a proportional fare. See proportional fare.

arbitration See ABTA Arbitration Scheme.

ARC¹ The Airlines Reporting Corporation became effective in the USA on 1 January 1985. Following the Airline Deregulation Act of 1978 and the Civil Aeronautic's Board's Competitive Marketing Investigation, airlines lost their anti-trust immunity. This meant that each individual airline now had to set appointment standards, commission levels and cover a huge variety of business matters previously handled under the umbrella of their IATA membership. To achieve efficient handling of airline sales while avoiding anti-competitive activities, US domestic carriers formed the ARC, while international carriers formed the Passenger Network Services Corporation, which became the parent company of IATAN, the International Airlines Travel Agent Network.

An ARC-approved agency is open and accessible to the general public for the retail sale of air transportation. Agents must employ at least one Certified ARC Specialist (CAS). A management 'qualifier' may be a person who the ARC feel is qualified to open an agency because of past relevant experience. New agents have, since July 1999, been required to have a ticketing specialist who has become a CAS via a written examination, designed to validate the ticketing qualifier's knowledge of the *Industry Agents Handbook*. Agents exert their influence via an ARC Advisory Council. The system retained

some aspects of the Air Traffic Conference travel agency programme, such as a central administrative system, accreditation, bonding, maintaining uniform standards for agents and the Area Settlement Plan by which agents pay for ticket issues. Initially the ARC did not allow travel agents to use standard ticket stock in unattended ticketing machines. Under the ARC rules, agents have the ability to operate in a dual capacity, both under an ARC appointment and outside this system on an individual basis with air carriers. The ARC has coined a new term for those accredited by them, namely Industry Agents.

The ARC enables agents to vary remittance dates with individual airlines, which may help them keep money in their accounts for a longer period of time than the normal 7-day cycle. It is to be noted that the normal payment cycle in the UK is calendar monthly on the 17th of the month following ticket issuance. In the USA, to prevent massive withdrawal errors, agents nominate a 'maximum authorized amount' that the ARC may withdraw from their account. By mid 2000, ARC had switched from manual reporting to an electronic automatic reporting system, Interactive Agent Reporting (IAR). Under this system a TAAD is a Travel Agent Automated Deduction, the equivalent of an ADM (Agency Debit Memo) in the UK. Often, US travel agents charge for their services in providing low commission or nett price air tickets. When passengers pay for their tickets inclusive of the agent's fee in a single credit card transaction, the agent can submit a Travel Agency Service Fee Document (TAF) under ARC's Area Settlement Plan. At the end of 2001, an ESAC authorization code was introduced, assigned by a carrier through a CRS when a void, refund or exchange request is made on an electronic ticket. Passenger name transmittal files have enabled agents to send details to a back-office file.

Until recently, corporate travel departments (CTDs) in the USA could only get ARC accreditation in two ways. They could operate as an agency open to the public, a route that was followed by

McDonnell Douglas, now part of Boeing and Charles Schwab. Alternatively, arrangements could be made with an ARC-accredited agency to use their authorization; the CTD undertakes all the travel services, using the ARC agency number. This is known as 'Rent a plate', referring to the plates that used to be used in air ticket validation imprinters. In January 1999, following a successful Beta test, the ARC offered CTDs the opportunity to be authorized in their own right under a Corporate Travel Department Reporting Agreement (CTDRA). There are around 50 accredited CTDs. They are required to post financial performance bonds of between US\$50,000 and US\$100,000. The application fee is from US\$850 to US\$1000 plus an extra US\$150 per authorized location and US\$625 for each Satellite Ticket Printer. As with travel agencies, it is a requirement that a member of staff be a Certified ARC Specialist (CAS).

All ARC appointees, whether Industry Agents or CTDs have to follow strict security provisions concerning ARC Traffic Documents, for which the appointee is *absolutely* liable. Those who undertake security arrangements even more stringent than those required, may obtain relief from liability for their ARC documents. In conclusion, *it is stressed that US agents are not required to be appointed through ARC*. They can sell airline tickets, earn commission or obtain reduced-rate tickets dealing directly with individual airlines. It is, however, convenient to become automatically appointed by over 100 airlines automatically, using standard ticket stock of the ARC ASP (Area Settlement Plan). Sales and reporting for these airlines and Amtrak is much simpler than dealing with each airline. For full information about ARC *see* www.arccorp.com *also see* host agency, Restricted Access Location, TravelSellers.com number *and* TSI.

ARC² Automated Revenue Collection system was used by the Owners Abroad group. It was a UK travel agency direct banking debit system whereby the agent's bank account was automatically debited, weekly, for the value of transactions with that operator due for payment. Although the brand name is part

of the First Choice UK tour operator group, there is now generic usage of the ARC acronym.

ARC³ Amtrak Reform Council. *See* Amtrak.

ARC Advisory Council *See* ARC¹.

ARC number The eight-digit code allocated to ARC-appointed travel agents, the equivalent of IATA numbers in the rest of the world. Continental Airlines and Northwest Airlines require US domestic air booking locations that are not ARC accredited, but using a GDS, to obtain an RSP (Reservation Service Provider) number from ARC. This applies to all non-ARC users of a GDS outside contractors and corporate customers. In lieu of an RSP number, non-accredited international booking locations located outside the USA, Puerto Rico and USA Virgin Islands must obtain a TIDS (Travel Industry Designator Service) number from IATA. Applications via www.arccorp.com/aguaform.htm (US\$225 for 3 years) or www.iata.org/tids (US\$55).

architectural bias (of CRS) Refers to the way airlines' computer reservation systems used to be designed so that the parent airlines' flights were given precedence. Bias was prohibited in the USA, prior to deregulation. It is still prevented by the EC Neutral CRS Rules (Appendix III). These are under review and likely to change within the currency of this dictionary.

architecture Term used to describe the design of a computer system which often limits software programs that can be implemented on the equipment.

archived files In general applies to files in a travel agency which are no longer current, the customers having travelled and the accounting concluded. The term is also applied to computerized information stored on a disk or tape separate from the computer system, so that it may be accessed if specifically loaded.

ARCHY Accounts and Reservations Computer Holiday System; *was* the acronym for British Airways Tours Division private Viewdata system, providing full interactive communication with UK travel agents, enabling them to make bookings direct from their office terminals. Now obsolete, having been

replaced with the PAL section of BA LINK, which itself became obsolete in 2001.

Arctic That part of the northern hemisphere around the North Pole; technically, that part north of the line of latitude 66° 33' N.

ARDA American Resort Development Association. *See* www.arda.org

Area *See* the three geographical areas delineated as IATA Traffic Conference Areas, listed under the headings TC-1, TC-2 and TC-3.

Area Bank Settlement Plan *See* BSP.

Area of Bank Settlement Plan A country or group of countries in which a BSP operates.

Area of Outstanding Natural Beauty *See* AONB.

Area Settlement Plan *See* ASP.

Argentina National Travel Agency Organization *See* AAATV.

Argentina Secretaria de Turismo *See* www.turismo.gov.ar

ARIES Was Agents Reservations and Information and Enquiries System, the acronym for Global's private Viewdata system in the UK.

ARINC Aeronautical Radio Inc. (also known as ADNS) is a non-profit making computer communications network owned by American air carriers, which also offers facilities like other travel service providers such as hotels and car rental companies.

Arizona Office of Tourism *See* www.arizonaguide.com

ARMTA Association of Regional Multiple Travel Agents in the UK.

ARP Agents Reporting Plan (of IATA air ticket sales) in the USA.

ARR¹ Arrival (aviation term).

ARR² Average room rate.

arrival tax Payment required from travellers at their destination. Usually, but not always, applied by a few countries to international arrivals.

arrival time The 2003 CEN/European Standard official definition is 'Time when the contracted service of transport ends.' Thus, the words have been given contractual significance which may become important if this standard ever has the force of law. Most travellers, for example, regard the landing time of an aircraft as their arrival time; it may well

be up to an hour later that they finally pick up their luggage, thus concluding their contract.

ARS Automatic route setting. *See* Train Describer.

ARSR Air route surveillance radar.

ARTA Association of Retail Travel Agents, a trade association of US travel agents. *See* www.artaonline.com

ARTAC Alliance of Retail Travel Agency Consortia but legally registered as Alliance Travel Ltd. Operates under the brand name 'Worldchoice'. In 2001, officially changed name to Worldchoice. Grouping of most of the local and regional UK travel agents cooperative associations, including Active, Consort, Diamond, E.F.T.A., F.O.S.T.A., Gwynedd, L.T.A.C., Sun Island, Sun West, Sussex and Unity. Alliance negotiates override commissions and other deals for members. It is as large as UK multiple travel retailers, creating sufficient national cooperative marketing effort to match their buying power. In the 1990s, the Carlton group was owner of the AT Mays UK travel agency chain; the Worldchoice brand name was acquired in return for a marketing deal with ARTAC, giving the consortium combined with the chain even bigger buying power. When Thomas Cook acquired the Carlton agencies, arrangements were made so that Worldchoice was aligned with Thomas Cook in general and its holiday brand, JMC. *See* www.worldchoice.co.uk, ACAS, travel agency consortia in the UK *and* consortium.

Articles of Association A lengthy document detailing the activities a British limited company may undertake and the rules by which that company is governed. In the USA the term Articles of Incorporation is used.

artificial beach A beach that has been man-made, usually by the transport of sand and shingle from another place.

ARTIST Agenda for Research on Tourism by Integration of Statistics/Strategies for Transport. A project funded by the European Commission under the Transport RTD Programme of the 4th Research and Development Framework Programme.

ARTS Automatic Radar Terminal System enabling air traffic controllers to monitor and organize aircraft under their control.

Aruba Tourism Authority *See* www.aruba.com

AS/PAC Asia Pacific, an IATA region.

ASA An Air Service Agreement is an agreement between two or more states, regulating the air services between them. The Bermuda Agreement was made in 1946, relating to air services between Britain and the USA. This bilateral agreement was subsequently renegotiated in 1977. The original has been used as a model for many other similar bilateral air agreements, hence the term 'Bermuda type agreement' has become generic.

The most important clause in this type of agreement states that there shall be a fair and equal opportunity for the carriers of the two nations to operate on any route included in the agreement. Most international air operations are controlled by bilateral Air Services Agreements made between the governments concerned. Sometimes traffic rights are restricted. Thus, an airline flying from A to B to C and to D, may have no traffic rights to carry passengers only travelling between B and C, but permission to pick up or set down passengers travelling between these and the other points.

A multilateral ASA is one between three or more countries. When the governments concerned have signed agreements, they do not specify fares. These are left to the airlines to decide, subject to the ratification of governments. *See also* Bermuda, Traffic Rights, Freedoms of the Air, Five Freedoms of the Air *and* Chicago Convention.

ASATA Association of Southern African Travel Agents. *See* www.asata.co.za

ASAV Asociación Salvadoreña de Agencias de Viajes.

ASB Air service bulletin.

ASC¹ Airport Service Charge. Charge on all passengers leaving on an international journey from an airport under the control of certain authorities, covering airport handling charges and air traffic control fees. In some cases this charge can only be paid within the country concerned; in Europe it is now normally included in the total charge for

- the ticket, but shown in a separate box. In 1999, in Europe, airlines began to separate these charges from fares, denoting them in a tax box on air tickets. The effect of this was to deny agents commission on a significant part of the ticket value. Court cases against airlines in Germany and Britain in 1999/2000 found in favour of agents, forcing commission payments on passenger service charges. Now that most airline commissions have ceased, the decision is merely history. *See* APD and departure tax.
- ASC²** Airport Services Committee of IATA. *See* IATA.
- ASC³** Association of Snowsport Countries. This organization was formed in 1999 by the tourist boards of nine leading winter sports countries, Andorra, Austria, Canada, France, Norway, Slovenia, Sweden and Switzerland and USA. *See* www.snowsportscountries.com
- ASC⁴** Aviation Security Charge; ASCs were introduced in the light of the US airline terrorist attacks on 11 September 2001, to cover the extra costs of air travel security and insurance.
- ASCII** American Standard Code of Information Interchange. One of the main computer standards defining every character or figure in an 8-bit digital coding system.
- ASDA** Acceleration stop distance available (aviation term).
- ASDE** Airport Surface Detection Equipment. *See* AMASS.
- ASEAN** Association of South East Asian Nations.
- ASFA** Association of Special Fare Agents. A grouping of international air travel consolidators.
- ASG** Air Safety Group.
- ASI¹** Air speed indicator (aviation term).
- ASI²** American Sightseeing International, an international trade body for local tour operators.
- ASIA** Airlines Staff International Association based at Geneva Airport, Switzerland.
- ASK** Available seat kilometres. An air term arrived at by multiplying passenger capacity (number of seats) by route distances in kilometres. *See also* RPK.
- ASM¹** Available seat miles. An air term arrived at by multiplying passenger capacity (number of seats) by route distances in miles.
- ASM²** Ad hoc schedules message from IATA providing details of an air schedule change.
- ASMGCS** Advanced surface movement guidance and control system (aviation term).
- ASO** Agency Services Office (of IATA).
- Associação Brasileira de Agências de Viagens** *See* www.abav.com.br
- ASOR** Used to be the 'Agreement on the international carriage of passengers by road by means of occasional bus and coach services'; replaced from 1 January 2003 by the Interbus Agreement on the international occasional carriage of passengers by coach and bus. *See* www.europa.eu.int/scadplus/leg/en/lvb/124264.htm
- ASP** Area Settlement Plan, the generic term for schemes which enable travel agents to use standard air ticket stock and make one payment for each accounting period, rather than dealing with a multiplicity of airlines. For a typical example *see* BSP.
- ASPA** Association of South Pacific Airlines.
- ASR¹** Airport surveillance radar.
- ASR²** Agent's Sales Return, which is a listing of all the tickets sold in a particular period. Sales returns must be furnished to a travel industry principal by an agent by a date specified in the agency agreement, together with a remittance for the value of the tickets less agency commission.
- ASRP** Aviation Safety Reporting Programme (aviation term).
- ASRS** Aviation Safety Reporting System (aviation term).
- assistance during travel** The 2003 CEN/European Standard official definition is 'information and support for travellers during the contracted portions of their travel, including a 24 h/365 day contact number'. It is suggested that this is an example of the danger of making a group of words with an obvious meaning into a definition. It is, for example, self-evident that travellers getting information from a tourist information centre after a flight

- but before continuing their journey onwards by public or private transport, are being assisted during travel.
- Associated British Ports (ABP)** *See* www.abports.co.uk
- Associated Travel Network** *See* ATN².
- Association for Conferences and Events** *See* ACE.
- Association Mondiale pour la Formation Hoteliere et Touristique** *See* AMFORHT *also* www.amforht.org
- Association of African Airlines (AAFRA)** *See* www.yohannes.com/Africa/AFRAA.htm
- Association of American Railroads** *See* www.aar.org
- Association of ATOL Companies in the UK** formerly the Association of Airline Consolidators. *See* www.aac-uk.org
- Association of Bonded Travel Organisers Trust** *See* ABTOT; www.abtot.com
- Association of British Professional Conference Organizers (ABPCO)** *See* www.abpco.org
- Association of British Tour Operators to France** *See* ABTOF. *See* www.holidayfrance.org.uk
- Association of British Travel Agents** *See* ABTA.
- Association of British Travel Agents Certificate** *See* ABTAC.
- Association of British Travel Agents Tour Operators Certificate** *See* ABTOC.
- Association of Business Travellers (in the USA)** *See* www.abt-travel.com
- Association of Canadian Travel Agents (ACTA¹)** *See* www.acta.net
- Association of Car Rental Information System Standards** *See* ACRISS.
- Association of Collegiate Conference and Events Directors-International (in the USA)** *See* www.acced-i.org
- Association of Cyprus Travel Agents (ACTA³)** *See* www.pio.gov.cy
- Association of Destination Management Executives (in the USA) – Qualification is DMCP (Destination Management Certified Professional).** *See* www.adme.org
- Association of European Airlines (AEA)** *See* www.aea.be
- Association of European Community Travel Agents and Tour Operators** *See* ECTAA.
- Association of Exhibition Organizers (AEO)** *See* www.aeo.org
- Association of Flight Attendants (AFA)** *See* www.afanet.org
- Association of Group Travel Executives** *See* AGTE.
- Association of Independent Tour Operators** *See* AITO.
- Association of Leading Visitor Attractions** *See* ALVA *and* www.alva.org.uk
- Association of National Tourist Office Representatives** *See* ANTOR.
- Association of Pleasure Craft Operators** *See* APCO.
- Association of Professional Tourist Guides (APTG)** *See* www.aptg.org.uk
- Association of Retail Travel Agents** *See* ARTA.
- Association of Snowsport Countries** *See* ASC³.
- Association of Southern African Travel Agents** *See* www.asata.co.za
- Association of Teachers and Trainers in Tourism** *See* ATTT.
- Association of Train Operating Companies** *See* ATOC.
- Association of Travel Marketing Executives** *See* www.atme.org
- Association of Travel Trades Clubs** *See* ATTC¹.
- Association of Women Travel Executives**
A UK organization, affiliated to the Women's Travel Club of Great Britain. AWTE London organizes a mixture of educational and social events for its members, including seminars, workshops, evening meetings and monthly lunch meetings. *See* www.awte-london.co.uk *also see* IFWTO – www.ifwto.org
- ASTA Tour Operator Program** Whereas ABTA rules including consumer protection are mandatory on all members, ASTA's TOP is voluntary. ASTA's tour operating members are encouraged to highlight their reliability and financial stability through adherence to standards set by ASTA and participation in a consumer protection plan. A TOP program member must be an Active or Allied member of ASTA and have been in the business of operating tours for at least the previous 3 years. US\$1 million Errors and Omissions insurance must be effected naming travel agents as additional insured parties. Travel agent bookings must be accepted and commission paid; TOP participating operators must ensure their promotional material does not disparage agents. Operators agree to comply with applicable federal and state travel regulations. They must

respond to Better Business Bureau and other consumer protection agency complaints within 30 days and cooperate with ASTA's consumer affairs department in resolving complaints. Compliance with the ASTA Code of Ethics and ASTA's environmental code is sought.

Under TOP, operators must participate in one of the following consumer protection plans: USTOA US\$1 million bond; NTA US\$250,000 bond; National City Bank Travel Funds Protection Plan (TFPP) or Federal Maritime Commission (FMC) financial indemnification. For details of these *see* entries under their respective headings. For details of operation of an escrow account and of the TFPP *see* escrow account. For more details concerning bonding, *see* ATOL, ABTA, ASTA, ATRF, BCC, BRF, FMC, NTA¹, TOP³, TPA (obsolete), USTOA and the Internet sites associated with those entries.

ASTA¹ Airport surface traffic automation.

ASTA² The American Society of Travel Agents is a US trade organization with its headquarters in New York, founded in 1931. It represents travel agents and other travel industry businesses throughout the world. With more than 26,000 members it is the largest organization of its kind. NACTA is a wholly owned subsidiary (*see* NACTA). Classes of membership are Active, International, Individual, Allied, Travel School, Associate, Associate Independent, Senior and Honorary.

Active members must be located in the USA, Puerto Rico, the US Virgin Islands, Guam, Northern Mariana or American Samoa. They must operate with the intention of making a profit from the travel agency business and conduct the majority of their business in an agency/principal relationship with suppliers. They must not be owned or controlled by a major supplier. They must also be accredited by the ARC, or ARP, or endorsed by IATAN or hold Errors and Omissions insurance of at least US\$1 million.

International members must be IATA appointees not located in the USA and be operated with the intention of making a profit from the travel agency business. Individual members must not be

agency owners, but full-time employees of a retail travel agency either: (i) accredited by ARC; or (ii) accredited by ARP; or (iii) endorsed by IATAN; or (iv) be an active member of the NTA. Allied members are engaged in providing products, services or information, sold or used by agencies. Travel School members educate and train individuals for a career in the travel industry. Associate members are individuals employed by any organization in the previous categories. Associate independent members are independent outside sales representatives for one or more active member firms. There are also Senior members who have retired and Honorary members.

Apart from the above, ASTA has requirements for membership concerning finance, turnover and obedience to a code of ethics. For full information about ASTA and its activities *see* www.astanet.com; *see also* ASTA Tour Operator Program *and* Bond.

ASTAPAC ASTA's Political Action Committee.

astern Shipping term for travelling backwards. Also applied generally to the rear part of the vessel as distinct from forward pronounced 'forrard'.

ASTOR Airborne stand-off radar.

ASTRA Advanced System Training Aircraft made their first flights in 1986. Hawk training jet planes have been fitted with computers enabling them to simulate the flying characteristics of any aircraft for which software has been developed.

ASVA Association of Scottish Visitors Attractions. *See* www.asva.co.uk

AT Via Atlantic. *See* routing.

ATA¹ Africa Travel Association. *See* www.africa-ata.org

ATA² The Air Transport Association of America is the United States' scheduled airlines trade body, originally formed in 1936. For more information *see* www.air-transport.org

ATA³ The Czech Association of Travel Agents.

ATAAB *See* Amadeus Travel Agency Advisory Board.

ATAB Air Travel Advisory Bureau in the UK. *See* www.atab.co.uk

ATAC The Air Transport Association of Canada is that country's airlines trade body. *See* www.atac.com

- ATACF** Airline Tariff Automated Collection Facility. *See* Genesis.
- ATAG** Air Transport Action Group, a UK lobbying organization. *See* www.atag.org
- ATAS** Advanced training avionics suite system (aviation term).
- ATB and ATB2** An automated ticket and boarding pass. Boarding information, seat assignment and baggage data, until the 1980s, were entered on a boarding pass as passengers checked in at the airport. IATA resolution 722c and recommended practice 1722c now govern the specification and use of a combined computer produced ticket and boarding pass. Automated tickets and boarding passes are produced in multi-coupon form by specialized air ticket printers, which became the norm in large UK travel agencies by the mid-1990s, as multi-layered carbon copy tickets were phased out. However, these continue to be used by many medium- and small-sized travel agencies. ATB2 tickets incorporate a magnetic strip enabling coupons to be passed through electronic readers, facilitating speedy check-in procedures.
- IATA set a deadline of 1 April 1996, by which time all airlines must issue ATB2s instead of other types of ticket. At the time of writing, 11 years later, the changeover is still not complete. However, IATA has now set an end 2007 deadline for all paper tickets to finish. Whereas the original ATB was of one type, there is an Off Premises Automated Ticket/Boarding Pass (OPATB2) for agency use. *See also* automated ticket, bar code, bull's-eye, computer airline ticket, e-ticketing, OCR, OPTAT, OPATB2, TAT, teletype airline ticket *and* ticket (main entry).
- ATC¹** Additional technical conditions (aviation term).
- ATC²** Air Traffic Conference (USA).
- ATC³** Air Traffic Control. *See also* FIRs and MLS.
- ATC⁴** Air Travel Card. *See* UATP.
- ATC⁵** Australian Tourist Commission. *See* www.atc.net.au
- ATC⁶** Automatic Train Control. Combined signalling and automatic control systems which automatically stop a train, if the driver fails to obey signals requiring a train to slow down or stop.
- Typical early introduction was in the USA, where a US\$15 million investment by CSX Transportation in the early 1990s resulted in centralization of 33 dispatch (control) centres formerly located all over America. When express rail services between Kuala Lumpur and its airport were introduced in 2002, the 160 km per h trains used the Siemens Swiss ZSL90 system used by several Swiss narrow-gauge railways introduced in 1996; however, this system is not suitable for complex networks. ATC's success has resulted in driverless trains (*see* driverless trains).
- In the UK, an important aspect of ATC is now called ATP (automatic train protection). This is the system that the UK government has targeted to be fitted on all British trains by 2008; meanwhile, a less sophisticated system, TPWS is being installed (*see* TPWS). ATP is much more than ensuring that train drivers obey signal instructions. Transmitting information to a computer control unit on board a train enables heavier traffic to be carried on a line, with shorter distances between trains. (Technically this is 'running with minimum headways'.) *See also* AGT.
- ATC Tour Order** Was the standard form covering the sale of advertised air tours that had been authorised by the Air Traffic Conference in the USA.
- ATCC** Air Traffic Control Centre.
- ATCO** The Association of Transport Coordinating Officers in the UK.
- ATD** Actual time of departure.
- ATE¹** Automatic testing equipment (aviation term).
- ATE²** Australian Tourism Exchange. The annual Australian Tourist Commission trade fair.
- ATF** Aviation Trust Fund, raised from US Federal taxes on air transport.
- ATHE** Association for Tourism Higher Education in the UK, renamed from the National Liaison Group in November 2000. *Also see* LTSN *and* ATTT.
- Athens Convention** International agreement which limits liability of shipping companies in respect of loss or damage to luggage and injury or death of passengers when travelling on international services by sea. Originally adopted in 1974, the Convention harmonized the

two earlier Brussels Conventions of 1961 and 1967. There have been two major revisions, the 1990 and 2002 Protocols. The carrier is made liable for damage suffered as a result of the death or personal injury of a passenger and the loss of or damage to luggage, if the incident which caused the damage was due to the fault or neglect of the carrier, its servants or agents.

Usually, in agreements of this nature, fault or neglect of the carrier, servants or agents is presumed always, unless the contrary can be specifically proved by the carrier, where a loss of or damage to cabin baggage arises from shipwreck, collision, stranding, explosion, fire or defect of the ship. In respect of loss of or damage to other luggage, the fault or neglect is presumed irrespective of the nature of the incident.

Cabin luggage is defined as not only articles actually in a passenger's cabin, but also those in his or her possession, custody or control. Cabin luggage includes possessions in or on a vehicle.

In the case of damage to luggage which is not apparent at the time of delivery, or when a loss is involved, a claim in writing must be submitted within 15 days. Other occurrences should have been reported by the customer at the time.

The maximum liability limits of carriers were originally set in terms of gold francs. These have now been replaced by Special Drawing Rights (SDR); *see entry under this heading for an explanation of SDR*. The 2002 Protocol substantially raised liability limits. In the case of death or personal injury to a passenger, liability is limited to 250,000 SDR (about US\$325,000). However, there is no liability if the carrier can prove the cause resulted from an act of war, an unforeseeable circumstance outside of the carrier's control etc. When losses for which a carrier is liable exceed the limit, then negligence on the part of the carrier may raise the limit to 400,000 SDR (US\$524,000). However, states may opt out of these limits and set lower ones, a matter outside the scope of this dictionary. But, they may not opt for different levels in respect of damage to baggage or vehicles. For loss of or

damage to baggage, liability is limited to 2250 SDR (US\$2925) per passenger. For vehicles, including associated baggage, the liability limit is 12,700 SDR (about US\$16,250).

This entry is only a summary of the 'Athens Convention relating to the Carriage of Passengers and their Luggage by Sea, 2002'. Readers using this information should check that the new liability limits have been activated.

ATIDS Airport surface identification system.

ATII Association of Travel Insurance Intermediaries in the UK.

ATIPAC Air Travel Insolvency Protection Advisory Committee which replaced the UK CAA's Air Travel Trust Committee with the new group. *See ATOL and ATT*.

ATIS¹ Automatic terminal information service (or system).

ATIS² The European EDI standard for the tourism industry. *See Electronic Data Interchange*.

ATITA The Air Transport Industry Training Association is a voluntary body which advises air companies and airports, undertaking some aspects of the former role of the ATTITB.

ATK Available tonne kilometres. An air cargo term arrived at by multiplying cargo capacity by the distance involved. *See also* RTK.

ATL¹ Air Transport Licence. Required by British registered aircraft before they can operate scheduled services. Under section 22 of the Civil Aviation Act 1971, authority can be granted for the operation of seven classes of flights. 1: scheduled services; 2: carriage of charter categories other than ITCs and sole-use; 3: ITCs; 4: carriage, on the same aircraft, of ITCs and other categories other than sole-use; 5: substitute charter flights, apart from exempted operation for other airlines using UK registered aircraft; 6: charter flights for the carriage of cargo and attendants; 7: sole-use charter flights apart from exempted operations. Usually, this is for sole-use flights to and from London Heathrow or traffic to and from oil rigs. (ITC means Inclusive Tour Charter.)

The full specifications for each of the seven classes of licence are published in the CAA Official Record, Series 1. ATLS are not required for ambulance, test or

training flights or official government charters.

ATL² Arranged total loss (aviation and maritime insurance term).

Atlantic Excellence Alliance Obsolete airline alliance. Originally formed in June 1996, bringing together Austrian Airlines, Delta, Sabena and Swissair and ended in October 1999, although the code-sharing arrangements continued until August 2000. *See* airline alliances.

Atlantis Name of TAP Air Portugal in-flight magazine.

atlas A book of maps. *The Mercator Atlas of Europe* is believed by Dr Peter Barber, Deputy Map Librarian of the British Library, to be the first to have been described as an *atlas*, so-named after the Titan forced by Zeus to support the sky on his shoulders. It was assembled by Gerard Mercator, the Flemish geographer, for his patron, Werner von Gymnich, who made a tour of Europe in 1570 with the son of William V, the Duke of Cleves. The Crown Prince of Cleves was the cousin of Anne of Cleves. This famous atlas includes the only copy of Mercator's wall map of 1554 and one of only four existing copies of his wall map of the British Isles of 1564. It was Mercator's projection that has enabled navigators to plot a course on maps in straight lines. *See* map projection.

Although the *Mercator Atlas* was probably the first to be called as such, in the same year, 1570, Abraham Ortelius published his *Theatrum Orbis Terrarum* in Antwerp, an atlas in all but name. Ortelius knew Mercator – there is evidence that they had met many years before at the Frankfurt Book Fair.

Atlas Name of Air France in-flight magazine.

ATLB Air Transport Licensing Board (obsolete).

ATM¹ Air Traffic Management.

ATM² Available ton miles – a US term indicating air cargo capacity, arrived at by multiplying the cargo capacity by the distance involved. More usual in Europe is Available Tonne Kilometres.

ATMA Asia Travel Marketing Association. *See* www.asiatravel.org

ATME Association of Travel Marketing Executives in the USA. *See* www.atme.org

ATN¹ Aeronautical Telecommunication Network.

ATN² (Obsolete) Associated Travel Network in the UK. ATN originated in the USA in the 1980s as a grouping of travel agents which recruited international associates. When the ATN consortium in the USA was bought in 1989 by the United States Travel Service (USTS), the name disappeared in America and the British ATN was established as a separate grouping. By April 1991 there were 13 members with an annual sales turnover of around £150 million, with 32 business travel locations and around 120 ordinary agency sites between them. The largest companies involved were Woodcock Travel, based in Sheffield, Sibbald Travel in Scotland and John Hilary Travel in East Anglia. Woodcock Travel failed in the 1990s, while the other two companies were taken over.

ATO Automatic train operation. *See* AGT.

ATOA Was the Air Transport Operators Association which merged into the GAMTA; this, together with the BAUA formed the BBGA – British Business and General Aviation Association. *See* www.bbga.aero

ATOC¹ Association of Train Operating Companies in the UK. During the 1990s British Rail was privatized and split up into 25 operating companies, Railtrack to manage the rail network and other companies. ATOC functions as a trade body for the operating companies but also has commercial and some statutory responsibilities. It appoints travel agents to sell UK rail travel, requiring that at least two members become rail experts, passing their 'Quality of Service' validation. Bonds are also required of them. There are currently 1200 rail-appointed agents in the UK. Agency commission was cut from 9% to 7% in 2003.

The principle has been established concerning IATA appointments in the UK and ARC and IATAN in the USA that these are not dependent on the turnover that will be produced. However, ATOC expect applicants to provide a marketing plan showing that they will produce new rail business. Agents must effect reservations and undertake ticketing through one of two computer systems. Both provide a fully integrated information, reservation, ticketing and account-

ing system. Elgar, which is also the Eurostar system, is the alternative for agents with Galileo or Sabre GDS, ticketing being through an ATB type printer. AJENTS connects to ATOC's Rail Journey Information System via the Internet and prints credit card sized tickets through a dot matrix printer. See www.rail.co.uk/atoc/public/index.htm for comprehensive index of the extensive ATOC site; www.nationalrail.co.uk for a comprehensive guide to all UK national rail services; trains (this main entry details many further references); *also* rail fares in the UK; rail reservations in the UK and rail season tickets in the UK.

ATOC² The Association of Timeshare Owners Committees. See timeshare.

ATOL Air Travel Organizer's Licence in the UK, granted by the CAA (Civil Aviation Authority). It gives comprehensive protection from losing money or being stranded abroad to people in the UK who buy air holidays and flights from tour operators, consolidators and travel agents. It is by far the largest travel protection scheme in the UK, and the only one for flights and air holidays sold by tour operators. From 8 October 2003, a loophole in the regulations was closed, so that firms selling package holidays on the basis of split contracts were unable to do so without holding ATOLs. 'Split contract' sales are arrangements under which a holiday company sells a flight (which may be ATOL protected) and accommodation, or other travel products such as car hire, under separate contracts which may be protected by other means, or even not all. This sometimes caused financial loss if, for example, the provider of the flight failed and the customer then either could not find a replacement flight, or had to pay a higher price to secure a flight that enabled them to use the accommodation. In March 2004 the CAA made revolutionary proposals recommending that the scope of ATOLs be widened to include all UK-originating scheduled flights booked direct and paid for in advance of departure. The proposals would probably mean a contribution by each traveller to a protection fund; tour operators might opt for similar payments instead of being bonded as at

present. It has been pointed out that in 1996 there were 22.2m VFR (Visiting Friends and Relatives) and holiday travellers, 96% of whom were covered by the ATOL rules. By 2003, numbers had risen to 39.7m but only 69% were ATOL protected. **It is hoped to have new regulations in place by 2006.** Following extensive consultation, amended legislation was being considered by the UK Parliament at the time of going to press.

All tour operators selling flights and air holidays must hold a licence from the CAA. Before it gets a licence each operator is examined to ensure it is properly managed and financially sound, and it must lodge a bond, which is a financial guarantee provided by a bank or insurance company. If it fails, the CAA then uses the money to pay for people abroad to continue their holidays and to travel home as planned, and to make refunds to those who have paid but not travelled. If the bond is not enough, any shortfall is met by the Air Travel Trust Fund, which is managed by the CAA and backs up the individual bonds.

Over the past 17 years, ATOL has managed over 300 tour operator failures, rescuing almost 190,000 people from being stranded and giving refunds to more than a million others at a total cost of £160 million. In the year to March 2003, 3,900 people were rescued or refunded, at a cost of £1.3 million.

There is no equivalent scheme covering sales made directly by airlines. Most passengers carried on charter airlines buy their tickets through tour operators and are protected by ATOL. Passengers carried on scheduled airlines are not protected by ATOL unless they buy the seat, perhaps as part of a package, from an ATOL holder.

The ATOL regulations were introduced in the UK in 1972. Number of licensees rose in 1992 to 603, following the introduction of the EC inspired Package Holiday legislation; there are currently 1862 holders. It is required by UK law that all promoters of group arrangements by air operating in and from Britain obtain such a licence from the CAA, satisfying them as to their financial stability and providing a bond. Other types of ATOL are for travel

agents and air travel consolidators. Licence numbers must be quoted in all literature and advertisements.

It has already been pointed out that licensees must offer a bond, guaranteeing payment of the sum required in the event of their failure; this bond is executed in favour of the Air Travel Trust Fund, which authorizes the CAA to administer use of the bond if necessary. In 2000, the CAA replaced its Air Travel Trust Committee with a new group, the Air Travel Insolvency Protection Advisory Committee (ATIPAC). However, the Air Travel Trust Fund (ATTF) continues. Originally created following the Clarksons Group collapse in the 1970s as the Air Travel Reserve Fund, it was established by a levy on holiday-makers. The aim was to provide a permanent second line of defence, should an ATOL holder's bond be insufficient to cover repayments. Then in the early 1990s, following the collapse of the International Leisure Group, a payout of £10 million necessitated borrowing money; currently (31 March 2004) the ATTF is £9.7 million in deficit, guaranteed by the UK government up to £21 million.

Originally, licence numbers were followed by a letter indicating the type of activity for which a licence had been granted. Now, however, licences authorize the holder to engage in all licensable activities for group air travel, whether on part charter, scheduled or charter air services.

The three types of licensable activities under ATOL regulations are the provision of seats: on advance booking charter flights, for the carriage by air of passengers on inclusive tours, for other forms of air travel. Operators of aircraft are not required to hold an ATOL because they already hold an Air Transport Licence, nor are agents of airlines. Travel agents who act as retail agents of airlines in selling inclusive tour and common interest travel arrangements based on specified individual or group fares on scheduled service such as ITX and GIT did not originally require a licence. However, now *all* travel organizers who make available holidays by air in or from the UK, even on scheduled services, do

require a licence. The CAA has developed a new streamlined processes for firms selling fewer than 500 seats each year. ATOLs can now be issued to small firms on the basis of protection offered by third parties. Guidance about this is available on the ATOL web site www.atol.org.uk or by telephoning 020 7453 6361.

A travel organizer, which acts only as an agent of an airline or other licensed travel organizer in making available accommodation to a passenger on an aircraft, does not itself need an ATOL. But a travel organizer which acts as a principal in making available accommodation, for example, chartering the whole or part of an aircraft and selling the seats to passengers, does need a licence.

Whether a travel organizer acts as a principal or agent depends on the contractual relationship between the passenger, the airline and the travel organizer. If the travel organizer buys accommodation from an airline or from another licensed travel organizer and makes it available for example by reselling it to a passenger, then a licence is needed. If, on the other hand, tickets for scheduled air services are sold on a commission basis as agent for an airline or another licensed travel organizer, a licence is not normally required by an IATA-appointed ticket stock-holding agent. This is providing the tickets or an airline document are issued and given to the customer at the time they pay, in whole or in part as a deposit. Sub-agents, non-appointed agents and other agents not holding stocks of blank air tickets are not able to comply with this requirement and may need an ATOL. Special arrangements for members of ABTA have been negotiated with the CAA, which are outside the scope of this book.

At the time of writing in April 2005, the non-refundable initial application fee in the UK for an ATOL for over 500 passengers was £730 plus a further £730 to be paid on the grant of the licence and 10.99p for each one-way passenger seat authorized. Annual renewal fee was £250 plus £495 renewal grant charge. In addition a passenger charge of 10.99p applies. If organizations expect to carry

more passengers than originally applied for, the licence variation fee is £48 plus £55 on granting of the application and the usual 10.99p fee per passenger.

ATOLs are only granted if the holder has entered into an agreement whereby a sum of money, will, in the event of the organizer's failure, become available to a trustee for the purpose of repatriating any stranded passengers and reimbursing any clients who have paid in whole or in part for a flight or holiday that has not yet taken place. This is usually undertaken by licence holders providing a bond. At one time ABTA member tour operators were in a privileged position, being allowed reduced-rate bonding but in 1985 rates were equalized. Existing ATOL holders *must* provide a bond of 10% of their licensed annual turnover. New applicants for an ATOL must provide a bond of 15%, normally reducing to 10% after 2 years.

UK travel agents, as can be seen from this description, often do not need an ATOL. But they *MUST pass on to customers* an ATOL holder's confirmation and account, on the ATOL holder's headed notepaper, otherwise the agent may be liable in the event of failure. In November and May each year, the CAA publishes an up-to-date list of all ATOL holders in its *Official Record Series 3*. Up-to-date information and application guidance notes are to be found on their web site www.atol.org.uk Detailed statistics on UK tour operating and ATOL licence holders are available through the Database option of the trade information section of the web site or direct www.atoldata.org.uk/database.html The latest Air Travel Trust report and details of failures is accessible through the Publications option of the trade information section of the web site.

atomisation Lack of coordination of economic activities in tourist resorts is the suggested meaning in the World Tourism Organization and Secretariat of State for Tourism of France (2001), *Thesaurus on Tourism and Leisure Activities*. However, the term is not in general use in the English-speaking world, and appears to be limited to France.

ATOP Autofile Tour Operators System is a computerized British tour operators

reservation and accounting system introduced in 1982. It is the UK market leader.

ATP¹ Accredited Travel Professional in the UK. *See entry under this heading.*

ATP² Advanced turboprop. *See jet aircraft engine.*

ATP³ Automatic train protection. *See ATC⁶ (Automatic train control).*

ATPCO The Air Tariff Publishing Company which publishes the Domestic General Rules Tariff in the USA, the main rule book guiding US air travel published on behalf of US airlines. ATPCO claims to be the world's biggest distributor of air fare data. Many airlines are considering filing all their fares through ATPCO; within the currency of this dictionary their data will probably have become the best single source of this and similar information. *See* www.atpco.net

ATRF Air Travel Reserve Fund in the UK, which became the Air Travel Trust in 1986. Organizers of group air travel must have an Air Travel Organizers' Licence, which involves a substantial bond enabling the public to be protected against financial failure of the operator. If this bond should prove insufficient, the public is further protected against loss of their money by the ATRF. Originally all holders of an ATOL were required to contribute 2% of their turnover to the fund. It was set up in the UK after the Court Line failure in 1974. Early in 1985 it was decided to wind up the administrative body which controlled the fund, the Air Travel Reserve Fund Agency and to transfer the fund to the Civil Aviation Authority to administer it on a trustee basis as the Air Travel Trust. *See* ATT (Air Travel Trust), ATOL, ATIPAC and bond.

atrium A substantial, enclosed, covered area inside a building or ship; sometimes naturally lit through a glass roof. In some modern multi-storey hotels the atrium may extend from the ground floor reception to the top floor and in some ships, through from the top to bottom deck. On Royal Caribbean International vessels, it is called a centrum.

atrium cabin cabin on a cruise ship with a window or porthole overlooking an inside atrium.

- ATRM** *Airport Terminal Reference Manual*, an IATA publication.
- ATS¹** Adventure Travel Society in the USA. *See* www.adventuretravel.com
- ATS²** Agents Ticketing System, which is software for a PC enabling UK travel agents to produce British Rail tickets and to capture ticket details for accounts purposes.
- ATS³** Air traffic services.
- ATS⁴** American Tourism Society.
- ATS⁵** Automatic train supervision.
- ATSB** *See* Air Transportation Stabilization Board.
- ATSORA** Air traffic service outside regulated airspace.
- ATSU** Air traffic service unit.
- ATT** Air Travel Trust in the UK. Following the Court Line/Clarksons failure in the UK in 1974; the Air Travel Reserve Fund was set up the following year by a 2% levy on package holiday bookings. This enabled holidaymakers to be compensated in the event of company failure and that operator's ATOL bond being insufficient. At the beginning of 1986, the ATT was established to take over the assets and responsibilities of the ATRF. The funds were exhausted by summer 1996 and the UK government guaranteed the ATT to the extent of £21 million. The ATT accounts to end March 2004 showed an accumulated deficit of £9.7 million. The ATT trustees were supported and advised by the Air Travel Trust Committee. This was reconstituted in April 2000, its terms of reference widened and renamed the Air Travel Insolvency Protection Advisory Committee (ATIPAC). The latest Air Travel Trust report and details of failures are accessible through the Publications option of the trade information section of the ATOL web site www.atol.org.uk *See* ATOL, ATRF *and* bond.
- ATTA¹** Africa Travel and Tourism Association in the UK. *See* www.atta.co.uk
- ATTA²** The Association of Travel and Tourist Agents in Singapore.
- Attache and Royal Canadian Class** Brand name given by CP Air to passenger area immediately adjacent to first class, where passengers paying full economy fares enjoy improved service and facilities. *See* business class for full details.
- ATTC¹** The Association of Travel Trades Clubs is the national organization of over 40 UK Travel Trade Clubs. Similar clubs exist worldwide, the members being all levels of employees in the travel and tourism industry.
- ATTC²** Air Travel Trust Committee of the UK CAA, replaced in August 2000 by ATIPAC. *See* ATIPAC *and* ATOL.
- ATTF** Air Travel Trust Fund. *See* ATOL.
- ATTITB** Air Transport and Travel Industry Training Board in the UK. Was one of the many Industrial Training Boards by the Manpower Services Commission, responsible for UK industry training, except for Northern Ireland. Upon its demise in 1982, some of its main functions as far as agents and tour operators are concerned, were assumed by the ABTA National Training Board. This was designated as a non-statutory government-approved training authority and was funded by ABTA. This was then reformed into an ABTA subsidiary, TTTC (The Travel Training Company) with no statutory or other non-commercial responsibilities. The Travel Tourism and Events National Training Organization (TTENTO), which received government approval at the end of 1998, was the voluntary body responsible to government for education and training in its sector in the UK. In autumn 2002 TTENTO amalgamated with the Hospitality Training Foundation and the new body, People 1st, became one of the UK government's Sector Skills Councils.
- attractions** Things or activities which attract tourists, for example, the CN Tower in Toronto, the tallest man-made free-standing structure, to be contrasted with the great natural attraction Niagara Falls. *See* theme parks *also* sightseeing in Britain.
- attractor** An important (or the most important) tourist attraction in a locality, area or region. Word has only its ordinary language meaning outside the USA.
- ATTT** Association of Teachers and Trainers of Tourism in the UK was originally founded in 1975 as the ATT – an independent body, becoming a section of the Tourism Society in 1981. Membership includes most British tourism teachers as well as those involved in general travel industry teaching and training. *Also see* ATHE *and* LTSN.

- ATZ** Air Traffic Zone.
- AUAVI** Asociación Uruguaya des Agencias de Viajes Internacionales, the Uruguayan national travel agency organization.
- auberge** A countryside hotel or inn in a French-speaking country.
- AUC** Air Transport User's Council in the UK. *See* www.auc.org.uk
- audioguide** Hand-held device with sound volume control providing information from an audio tape when activated by visitors to museums, heritage sites or other places of tourism interest.
- audit coupon** All multi-part travel tickets, regardless of the mode of transport involved, have travel coupons which are collected from the passenger when the journey is undertaken, and an audit coupon, used for accounting purposes. Most tickets also have an issuing office copy and passenger coupon. The audit copy is usually the top coupon, making it more difficult to alter the carbon copies for fraudulent purposes. Audit coupons are usually attached to a travel agent's sales returns so that their accuracy may be verified.
- AUKDA** Association of UK Domestic Airlines.
- Australian Business Access Card** Obsolete; replaced in July 2000 with Short Business Electronic Travel Authority. *See* ETAS.
- Australian Federation of Travel Agents (AFTA²)** *See* www.afta.com.au
- Australian Tourist Commission** *See* www.australia.com or www.atc.australia.com
- Austrian Bundesnetzkarten** Known in English-speaking countries as Austrian General Season Tickets, they entitle the holder to unlimited rail travel in first or second class over the lines of Austrian Federal Railways, as well as reduced fares on certain shipping services. Prices vary according to standard validity lengths of 9 or 16 days or 1 month and dependent upon class and whether the season ticket is for an adult or child. A similar Austria Ticket is available to those aged between 6 and 25 years inclusive, giving unlimited travel in second class and certain other facilities, priced between adult and child general season ticket rates.
- Austrian National Tourist Office** *See* www.austria.info
- Austrian National Travel Agency Organization** Osterreichischer Reiseburo Verband.
- Auto Drop PNR** The US term for a traveller's flight booking which is automatically re-presented to an agent or an airline clerk for action to be taken. For example, when a booking made a long time before is to be ticketed, or when a requested flight on a waiting list becomes available.
- autobahn** German equivalent of motorway in UK, freeway or expressway in North America.
- Autobook** Name of UK AT&T Istel's PC-based viewdata system for travel agents.
- autocue** Presentation of a speaker's script so that it is moving forward and visible only to the speaker. Older forms were usually projection on to the lectern but computerized systems are now using LCD displays.
- autodial** The ability to dial a telephone number automatically. Telephone companies worldwide make or rent devices of this nature, enabling access and automatic dialling of hundreds of numbers with the most sophisticated equipment. Computers are programmed with the telephone number of their Internet service provider so that, upon users selecting this service, the computer autodial and establishes a connection.
- autogyro** Word sometimes mistakenly used as an alternative to 'helicopter'. Autogyro was originally a trade name for a flying machine where the wings were similar to a windmill, but rotating freely rather than being powered, as in a true helicopter.
- automated** The term that indicates computerization of any activity. For example automated travel agency accounting, automated airline ticketing, automated reservation systems. *See* information technology in travel and tourism.
- automated air reservation systems for travel agents** *See* CRS.
- automated air tickets** Computer-produced air tickets can either be single documents, necessitating individual insertion into a ticket printer, or tickets on a continuous roll, remaining in the printer throughout the working day,

each ticket being torn off after production. Automated Tickets and Boarding passes (ATBs) are usually produced from hoppers of blank cards.

Each of these types of ticket can be either dedicated to a particular airline or neutral, the airline's name being printed at time of issue. Some automated tickets are pre-printed with document numbers, with or without a bar code or bull's-eye to enable machine recognition of the ticket number. Alternatively, ticket numbers can be printed at the time of ticket issue. IATA has set an end 2007 deadline for paper tickets to finish, so that within the currency of this dictionary, much of this entry may become history. *See also* ATB and ATB2, automated ticket, bar code, bull's-eye, computer airline ticket, OCR, OPTAT, OPATB2, TAT, teletype air ticket and ticket (main entry).

Automated Guideway Transit *See* AGT.

Automated Neutral Ticketing Scheme A scheme which enables an agent with automated ticketing equipment to issue neutral tickets on behalf of airlines participating in that scheme.

Automated Revenue Collection (ARC) *See* ARC².

automated ticket Official IATA definition is any form of passenger ticket and baggage check described in IATA Resolutions 722 and 722a, and Recommended Practice 1722c, designed for issue in various ticket printing devices for which data may be computer generated.

automated ticket and boarding pass *See* ATB.

Automated Ticketing Services Agreement An agreement between airlines which allows a servicing airline to issue neutral tickets on behalf of itself and a number of other airlines.

automatic guide A device providing information to tourists. In some large buildings, this is achieved by radio broadcasts which can only be received in a particular area. Static displays, in museums or similar places, often have recorded sound or video descriptions of exhibits, activated on the visitor's instructions. Guides in the form of audio tapes give directions for tours on foot or by car around interesting places all over the world, whether a trip through a nature reserve or around a world-famous art gallery.

automatic train control *See* ATC⁶.

automation in the travel industry – some books In the UK, at the time of writing, the standard works on this topic are: *Electronic Information Distribution in Tourism and Hospitality* by Peter O'Connor, CAB International; *Information Technology for Travel and Tourism* by Gary Inkpen, 2nd edn, Longman. Concerning travel agency automation, readers seeking information on the historical development should consult *Mind Your Own Travel Business*, by Allan Beaver, 3rd edn, Beaver Travel Publishers. This replaced *Agency Layout Design and Equipment* by Allan Beaver, published by ABTA National Training Board in June 1989, designed to complement the 1989 2nd edn of the ABTA Technology Committee's *Survey of Computer Systems Available in the UK for Travel Agents*. In the USA, *Complete Guide to Travel Agency Automation*, by N. Godwin, published by Delmar in 1987, gave good coverage of the subject. *See* travel agents' computerized accounting and ticketing systems in the UK.

Automobile Association *See* AA⁵.

automobile clubs Organizations such as the Automobile Association and Royal Automobile Club in the UK and the American Automobile Association in North America, which provide substantial services to car owners, the most well known being repair or recovery services following breakdown or accident. These clubs are of the nature of huge insurance schemes, since the costs of an unfortunate emergency sustained by one member are covered by the subscriptions of all the members. Itinerary and route planning and the provision of travel tickets are also offered by the clubs mentioned.

autopilot The computer system and associated mechanics that can control an aircraft automatically; in fog, at some airports, an assisted landing and approach system can take over control of an aircraft and land it safely.

autoqueue *See* queue.

autoroute French equivalent of motorway in UK, freeway or expressway in North America.

autostrada Italian equivalent of motorway in UK, freeway or expressway in North America.

AUW All up weight (aviation term).

availability Travel or tourism services which are unsold, and therefore 'available' for sale. Hence, an 'availability display' is a computerized reservation system screen of information, generated by the system, showing unsold services which can be booked immediately.

available seat kilometres See ASK.

available seat miles See ASM.

available tonne kilometres See ATK.

avalanche warning An avalanche starts off as loose snow which becomes detached on a slope. As it gathers pace, ice, earth, rocks and trees are carried down. In ski resorts, skiers are warned when conditions are dangerous; explosions are detonated to cause small, less dangerous avalanches. Off-piste skiers ignoring warnings can cause avalanches.

AVE Name of Spanish high-speed trains (it is not an acronym; it means 'bird' in Spanish). For example, between Madrid and Seville, the route is covered in less than 3 h at speeds of up to 250 kph. Eight coaches are carried, divided into three classes, first, club and tourist.

average Two meanings – in normal usage, an average is a mean of a number of figures. For example, the average rainfall, humidity or temperature for a month in a particular place is a mean of all the daily figures.

Average is also insurance terminology for the process by which an insurer assesses how much to pay to an under-insured claimant. Assume a customer has a travel insurance policy offering cover under baggage loss of £500. Now assume that the luggage was really of a value of £1000. This means that there was only insurance for one half of the real value. In the event of a complete loss, this may not have any more significance than the claim being limited to £500, although in some cases it might have the effect of voiding the whole insurance. If however, only part of the contents are lost, say for easy calculation half, then although the customer has lost £500 value, identical to the amount insured, the insurer will according to the principle of average, only be liable to pay

the equivalent of half the sum insured, in this case £250.

average air passenger weight See air passenger average weights.

average room rate See hotel statistics worldwide for average rates and pricing of hotel rooms for calculation methods and rate management techniques.

average yield See yield.

AVGAS Aviation fuel (gasoline).

Aviation Consumer Action Project See ACAP and www.acap1971.org

Aviation Environment Federation See www.aef.org.uk

aviation fuel Turbine jet engines usually use paraffin, known in other countries as kerosene. Piston engined planes need a very high octane petrol.

aviation on the Internet See air travel on the Internet.

aviation safety See airline safety.

Aviation Security Charge See ASC⁴.

Aviation Trust Fund See ATF.

Avis reservation system See Wizard.

AVM Airborne vibration monitoring.

AVN Aviation (not generally used – only one usage of abbreviation identified).

AVNET A joint ATA² and IATA project to develop EDI messages suitable for use in transactions between airlines and companies involved in the supply and/or distribution of aviation fuel and related products and services.

AVOSS Aircraft Vortex Spacing System.

AVS¹ Address verification system; when a provider of travel services accepts payment by credit card and the cardholder is not present, through AVS, the address supplied can be checked. In a high proportion of attempted credit card fraud, the correct cardholder address is unknown.

AVS² Availability status; a type of message exchanged constantly between airline reservation systems.

AWB Air waybill. See air waybill.

AWTE See Association of Women Travel Executives.

AWY Airway (not generally used – only one usage of abbreviation identified).

AXESS Name of JAL's CRS.

AXO Agent's Exchange Order. Terminology in general travel usage although previously applied exclusively to British Airways document utilized by agents to obtain tickets they did not themselves stock or to enable a traveller

to obtain a ticket on departure at an airport. Replaced April 1980 by ADO – Agent’s Debit Order. Upon the introduction of BSP in autumn 1984, agents were instructed to use MCOs instead.

AYTO Association of Yugoslav Travel Organizations (until 1991).
Azerbaijan Ministry of Youth Sport and Tourism See www.tourism.az and www.myst.gov.az