



## Making a Reservation

When making any reservation, agents must follow the specific rules that have been established by individual carriers. Because individual carriers have different methods of controlling the seating inventory on their aircraft, they may choose to set individual policies that might not necessarily apply to other carriers. There also are various practices recognized by the industry that facilitate access to inventory and increase the industry's ability to serve customers. When making any reservation, please be sure to observe not only the following general reservations practices in Section 4.1, but also the individual carrier rules described in Section 4.2 and detailed in Section 4.3.

The System Providers (GDS/CRS) used by most travel agencies provide an agent with immediate information about available seats on a particular flight. When an agent makes a reservation for a customer through a System Provider, all of the information the carrier possesses about the passenger has been supplied by the agent, so it is important that the data be as accurate and detailed as possible. Generally accepted reservation practices require the following information to be given at the time the reservation is made. This information, is generally required by all carriers to create an acceptable reservation, however, it is important to check with each individual carrier for specific requirements. Failure to provide this information may result in a passenger being denied boarding at the individual carrier's discretion.

### Itinerary Information

- Carrier
- Fare Basis
- Status (confirmed, wait listed, infant)
- Originating City
- Destination City
- Date and Time of Departure
- Number of Seats desired
- Class of Service

### Passenger Information

- Name of Passenger(s)  
(Last Name, First Name or Initials, Title)  
If passengers with different last names are traveling together, both names must be listed.
- Contact Number  
A telephone contact is required for each passenger, preferably both a home number and business number, if applicable. An agent should obtain as many contact numbers as possible in case it is necessary to contact the customer while he is on his trip.
- Received From Information  
The name and contact information (phone number if applicable) of the agent handling the reservation. Most carriers require that any changes made to a reservation have a Received From entry to ascertain who made or authorized changes.

Please be aware that additional security information about the passenger (Social Security Number, Passport Number, etc.) may soon be required by the U.S. Department of Transportation. This section will be updated once the details of these requirements are ascertained.

