



## Individual Carrier Reservations Rules

Many carriers have specific rules and regulations regarding their conditions of carriage. Although it is the responsibility of the agent to determine and adhere to the rules set by an individual carrier, ARC will publish the most recent information that our publication cycles allow. If you have doubts about a reservations policy not fully explained in this section, or if you require an exception to the published guidelines, please contact the individual carrier.

### Individual Carrier Rules

Individual carriers may set their own rules regarding reservations. These rules vary from carrier to carrier and reflect individual carrier policies with respect to reservations. This section will describe the rules that are common to most ARC participating carriers. The specific carrier requirements for these rules are located in the following section (4.3) in a matrix format. Please note that individual carriers may have different requirements for the same rule depending on the method used by the agent to obtain the reservation. The matrix allows the carriers to differentiate between reservations that are received via “Traditional” channels and reservations made via “Electronic” channels. “Traditional” reservations are made by a customer with the assistance of a person, (travel professional), who acts as the interface between the customer and the inventory of a carrier. “Electronic” reservations are those where no direct human assistance is used by the customer to access the inventory of a carrier.

### Maximum Number of Passengers Per PNR

For example, a carrier may stipulate that no more than X first class seats or Y international seats be reserved within a single PNR.

### Maximum Number of Flight Segments Per Passenger

A carrier may also set a maximum number of flight segments per passenger that can be included within a single PNR.

### Maximum Concurrent Unticketed Reservations

Individual carriers may set rules limiting the number of simultaneously existing, unticketed reservations that can be made by an agency’s customer.

### Reservation Time Limits

Individual carriers may set time limitations on making reservations within a certain minimum time limit prior to flight departure. The time limits may be set by a carrier on a system-wide basis or may be controlled by such criteria as cabin type, destination, or travel dates. For example, a carrier may specify that no reservations be made for that carrier within X hours of flight departure.

### Reservation to Ticketing Match

Individual carriers may require that an agency track the reservations made by its customers and match the reservations made with tickets actually issued.

### Immediate Ticketing

Individual carriers may require that reservations be ticketed immediately. This means that the ticketing function is performed at the time of reservation and that both ticketing instructions and payment information are produced and collected during the same session and passed on to the ticketing entity for immediate ticketing.

### Auto Cancel Option

A carrier may require that a reservation be cancelled within a specified time period if it is not ticketed. The agent should automatically cancel all reservations that do not result in the issuance of a ticket within the specified time frame. In such circumstances, the agent is responsible for advising the consumer of the auto-cancel rule at the time the reservation is created. Thus, a carrier may specify that all reservations must be automatically canceled if not ticketed within X hours of the initial reservation.

### Pre-arranged Ticketing

Individual carriers may specify that a particular type of reservation be ticketed in certain manner, such as an electronic ticket, assuming it is available.

### Credit Card Information in Form of Payment

Individual carriers may specify that an agent not make a reservation without providing all of the following information: form of payment, credit card account number, effective date, expiration date, and the billing address of the passenger if possible (which should match the billing address listed in the records of the credit card issuer).



## Section 4.2

Individual carriers may also require an agent to verify the passengers billing address utilizing the card issuers address verification service when that service is supported by the card issuer.

### **Unique ID for Electronic Reservation Service Providers (ERSP)**

If an agency provides its customers with access to a carrier's inventory via a computer system that does not require the direct intervention of an agent, a carrier may require that an agency obtain an ERSP ID (separate from the standard agency code number) from ARC prior to offering its customers direct access to a carrier's inventory. To request an ERSP ID for such a system, please access the ARC fax service at (800) 811-1608 and request Form # 691. Mail the completed application to:

ARC  
Attn: Accreditation /ERSP  
Suite 600  
4100 North Fairfax Drive  
Arlington, VA 22203

### **Unique Customer ID for Electronic Reservations**

Individual carriers may specify that agencies providing their customers with access to a carrier's inventory via a computer system that does not require the direct intervention of an agent, should assign a unique identification number to each individual customer, to be made available to the carrier upon request. The identification number shall not exceed nine alphanumeric digits.

To abide by individual carrier requirements, agencies using such systems should collect (in addition to the passenger information listed earlier in this section) the appropriate identification information about the user of the system (full name, address, phone number(s), credit card information) upon registration of the customer as a user. The agency should also be able to track the customer's usage of the system, such as checking carrier inventory availability or reservations activity. All such information about the user should be available to be given to an affected carrier upon request