



Carrier Reservations Matrix

As a service to the agent community, the following matrix has been provided which summarizes individual carrier rules pertaining to reservations practices. Those carriers providing such information to ARC by the publication date have been included. Every effort will be made to update the matrix on a timely basis.

Please note that these are individual carrier rules. Should any additional information be required, or questions arise, please contact the affected individual carrier directly.

“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.

In instances where a carrier does not appear in this matrix, the carrier should be contacted directly if there are questions regarding it’s reservation rules.

In instances where the carrier has left a cell blank the carrier should be contacted directly if there are questions regarding it’s reservation rules.

For the latest carrier matrix please check ARC’s website at www.arccorp.com or ARC’s fax service at (800) 811-1608 and access Form # 692.

These notes accompany the Carrier Reservations Matrix and must be referenced as directed by the carrier.



Carrier Reservations Matrix

	Maximum Number Of Passenger Per PNR		Maximum Number Of Segments Per PNR		Maximum Number Of Concurrent Unticketed Reservations		Reservation Time Limits		Reservation To Ticketing Match		Immediate Ticketing	
	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic
Aer Lingus	7	7	No Limit	8	1	1	Tariff Rules	2 Hours	Yes	Yes	Tariff Rules	Tariff Rules
Aeroflot - Russian Int'l Airlines	2F 2C 2Y	2F 2C 2Y	4	4	None	None	7 days	7days	Yes	Yes	Tariff Rules	Tariff Rules
Air France	9	N/A	No Limit	N/A	N/A	N/A	Tariff Rules	N/A	Yes	N/A	Tariff Rules	N/A
AirTran Airways Inc	9		8				24 Hours					
Alaska Airlines	7	9 Note AS1	CRS Max Note AS2	CRS Max Note AS2	Unlimited Note AS3	Unlimited Note AS3	Note AS4	Note AS4	Yes	Yes	Tariff Rules Note AS4	Tariff Rules Note AS4
America West Airlines	9	9	CRS Max Note HP-1	CRS Max HP-1	Unlimited Note HP-2	Unlimited Note HP-2	Tariff Rules	Tariff Rules	Y	Y	Tariff Rules	Within 24 hours
American Airlines	9, Note AA-1	4	No Limit	8	N/A	8 in 24 hours	Tariff Rules	2 hours	No	Yes	Not at this time	Not at this time
British Airways	99	5	99	4	No Limit	No Limit	Tariff Rules	Max 355 Days-min 24 hours	Tariff Rules	Yes	Tariff Rules	Yes BA-1
Canadian Airlines	9, Note CP-1	4	99	8	N/A	8 in 24 hours	Standard	2 hours	No	Yes	No	No
Cayman Airways Ltd	9, Note KX-1	N/A	99	N/A	No Limit	N/A	Tariff Rules; Note KX-2	N/A	Yes	N/A	Tariff Rules	N/A
Continental Airlines	9, Note CO-12	4	No Limit	8	No Limit	3	No Limit	Note CO-1		Note CO-11	Note CO-15	Note CO-4
Delta Air Lines	9, Note DL-1	4	CRS Max	6	No Add'l. Requirement	6	Tariff Rules	Notes DL-2 to DL-4	No Add'l. Requirement	No Add'l. Requirement	Tariff Rules	Notes DL-2 to DL-4
Frontier Airlines	9	9	99	8	N/A	N/A	338 days up to 2 hours	338 days up to 2 hours	N/A	N/A	Within 24 hours	Within 24 hours
Japan Airlines	9	4		6								Within 24 hours
KLM	9	9	10	10	2	2	4 hours	24 hours	Yes, Note NW-3	Yes, Note NW-3	Note NW-2	Note NW-2
Kuwait Airlines	99		99		Yes		Yes		Yes		No	
LTU Int'l Airways	9	8	N/A	4	Not Allowed	N/A	48 Hours	Immediate Payment	Required	Yes	No	Yes
Lufthansa	9	6	No Limit	4 ow, 8 rt	N/A	2	N/A, Note L-1	Note L-2	Required	Required	Subject to fare	Required



Carrier Reservations Matrix (Continued)

	Auto Cancel Option		Pre-Arranged Ticketing		Credit Card Information In Form Of Payment		ERSP ID For Electronic Reservations		Unique Customer ID For Electronic Reservations	
	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic
Aer Lingus	Yes	Yes			No	No	N/A	Yes	N/A	Yes
Aeroflot - Russian Int'l Airlines	Yes	Yes	None	None	Yes	Yes	N/A	N/A	N/A	N/A
Air France	Tariff Rules	N/A	Optional	N/A	As Applicable		N/A	N/A	N/A	N/A
AirTran Airways Inc	24 hours									
Alaska Airlines	Note AS9	Note AS9	Note AS6	Note AS6	No	Yes	N/A	Yes	N/A	Yes
America West Airlines	Tariff Rules	Y	No	No	No	Yes	N/A	Yes	N/A	Y
American Airlines	No	Note A-2	No	No	No	Yes	N/A	Yes	N/A	Recommends
British Airways	Tariff Rules	BA-2	Optional	Yes BA-3	No	Yes	N/A	Yes	N/A	Recommends
Canadian Airlines	No	Note CP-2	No	No	No	Yes	N/A	Yes	N/A	Recommends
Cayman Airways	Note KX-3	N/A	No	N/A	Not Required	N/A	N/A	N/A	N/A	N/A
Continental Airlines	Note CO-15	Note CO-6	Note CO-15	Note CO-5		Note CO-7	N/A	Yes	N/A	Note CO-8
Delta Air Lines	Yes, Note DL-5	Notes DL-2 to DL-4	E-Ticket	E-Ticket	Not Required	Yes, Note DL-6	N/A	Yes, Note DL-7	N/A	Yes, Note DL-8
Frontier Airlines	No	No	No	No	Yes	Yes	N/A	Yes	N/A	No
Japan Airlines		24 hours				Note JL-1	N/A		N/A	
KLM	Note NW-2	Note NW-2	E-Ticket	E-Ticket	Yes	Yes	Note NW-4	Yes, Note NW-1	Note NW-1	Yes, Note NW-1
Kuwait Airlines	Yes		Yes		Yes		N/A		N/A	
LTU Int'l Airways	Yes Note LT-1	N/A	N/A	No	Yes	Yes	N/A	No	N/A	No
Lufthansa	Optional	Note LH-3	Optional	Required	Optional	Required	N/A	Required	N/A	Required

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Carrier Reservations Matrix (Continued)

	Maximum Number Of Passenger Per PNR		Maximum Number Of Segments Per PNR		Maximum Number Of Concurrent Unticketed Reservations		Reservation Time Limits		Reservation To Ticketing Match		Immediate Ticketing	
	Tradi-tional	Elec-tronic	Tradi-tional	Elec-tronic	Tradi-tional	Elec-tronic	Tradi-tional	Elec-tronic	Tradi-tional	Elec-tronic	Tradi-tional	Electronic
Malaysia Airlines	9 Indiv 99 Group		No Limit		No Dupes		4 hours		N/A		Day of Departure	
Martinair Holland	4Y		4		2				Yes			
Midway Airlines	7	Not Allowed	4	Not Allowed	Yes	Not Allowed	Yes	Not Allowed	N/A	Not Allowed	Some Fares	Not Allowed
Midwest Express Airlines	7, Note YX-1	4	CRS Max	8	N/A	2	Tariff Rules	2 Hours	Yes	Yes	Note YX-2	Note YX-2
Northwest Airlines	9	9	10	10	2	2	4 hours	24 hours	Yes, Note NW-3	Yes, Note NW-3	Note NW-2	Note NW-2
Philippine Airlines	Note PR-1	Note PR-1	Note PR-2	Note PR-2			Note PR-3	Note PR-3			Note PR-4	Note PR-4
Scandinavian Airlines	9	4, Note SK-1	No Limit	OW/RT only, Note SK-2	N/A	4 w/in 24hrs, Note SK-2	Tariff Rules	Note SK-2 & SK-3	Yes	Yes	Tariff Rules	Within 48 Hrs, Note SK-2
Trans World Airlines	9, Note TW-1	4	CRS Maximum	6	N/A	1	Tariff Rules	24 hours	N/A	Yes	Tariff Rules	Yes
Turkish Airlines	99	3	99	4	Yes	No	Yes	Yes	Yes	No	Yes	No
United Airlines	9	9	99	99	20	N/A	None	None	Yes	Yes	Tariff Rules	Yes
US Airways	99	4	CRS Maximum Note US-1		Yes	N/A	2 hours	2 hours	Yes	Yes	Tariff Rules	Yes

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Carrier Reservations Matrix (Continued)

	Auto Cancel Option		Pre-Arranged Ticketing		Credit Card Information In Form Of Payment		ERSP ID For Electronic Reservations		Unique Customer ID For Electronic Reservations	
	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic	Traditional	Electronic
Malaysia Airlines	7days		N/A		N/A		N/A		N/A	
Martinair Holland	14 Days						N/A		N/A	
Midway Airlines	Yes	Not Allowed	No	Not Allowed	Required	Not Allowed	N/A		N/A	
Midwest Express Airlines	Note YX-2	Note YX-2	No	No	No	Yes	N/A	Yes	N/A	Yes, Note YX-3
Northwest Airlines	Note NW-2	Note NW-2	E-Ticket	E-Ticket	Yes	Yes	Note NW-4	Yes, Note NW-1	Note NW-1	Yes, Note NW-1
Philippine Airlines	Note PR-5	Note PR-5	Note PR-6	Note PR-6						
Scandinavian Airlines	N/A	48 hrs	N/A	N/A	Optional	Required	N/A	Yes	N/A	Yes
Trans World Airlines	Note TW-2	Yes	No	Yes	No	Yes	N/A	Yes	N/A	Yes
Turkish Airlines	Yes	Yes	Yes	No	Yes	No	N/A	No	N/A	No
United Airlines	Note UA-1	Note UA-2	Yes	Yes	Yes	Yes	N/A	Yes	N/A	Yes
US Airways	N/A	N/A	Yes	Yes	Yes	Yes	N/A	Yes	N/A	Yes



Section 4.3

Note AA-1	Ten or more must use the group desk.
Note AA-2	24 hours; 72 hours for full fares
Note AS-1:	Ten or more must use the Group Desk.
Note AS-2:	Unlimited segments as long as the PNR contains only one round-trip. More than one round-trip in the itinerary must be separated and booked in different PNR's. Each passenger must have a separate ticket for each round-trip.
Note AS-3:	Subject to fare basis, pricing tariff rules.
Note AS-4:	Within 24 hours of flight departure, tickets must be issued immediately. Reservations involving travel to/from Mexico require ticketing immediately if within 72 hours of flight departure. Agent must automatically cancel any bookings that remain unticketed after 24 hours from the time of reservation.
Note AS-5:	24 hour; 72 hours for full fares.
Note AS-6:	ET eligible itinerary must be ticketed as ET or surcharge may apply.
Note AS-7:	Impossible or illogical bookings for the same person, even if these bookings are not in the same PNR, are not allowed. Impossible or illogical bookings include but are not limited to bookings on concurrent flights that fly in the same time period, multiple bookings between the same origin/destination on the same day for the same person (e.g., passenger is booked from Seattle to Los Angeles on multiple flights on the same day), duplicate bookings or bookings with connections which depart before the arrival of the inbound flight.
Note AS-8:	Agent shall not make any fraudulent, fictitious or speculative bookings which include but are not limited to reservations that list the following in the PNR: Block A/B/C, MOUSE/MICKEY, PASSENGER/CRUISE or a valid surname with an invalid first name field (e.g., SMITH/A/B/C). Agent shall not block or hold reservations due to expected demand or customer's indecision.
Note AS-9:	Agents shall adhere to all ticket time limits established by Alaska Airlines. Agent shall issue tickets in accordance with the status of each flight leg involved. Agent shall not issue tickets showing confirmed space unless the confirmation has been received from Alaska Airlines. Agent shall not alter a reservation for the purpose of circumventing commissions and /or fare rules including but not limited to churning, back dating ticketing or hidden city / points beyond ticketing.
Note BA-1	Within 12 hours, at the latest (see BA-2)
Note BA-2	The booking will be automatically cancelled if not ticketed within 12 hours of booking
Note BA-3	If e-ticket available, passenger has to go for e-ticket
Note CP-1	Ten or more must use the group desk.
Note CP-2	Full fare 72 Hours, Discount fares 24 hours
Notes CO-1 to CO-15	Continental notes refer to the Entity providing the customer with electronic reservations capability the "ETT Service"
Note CO-1	The ETT Service will provide notice to each customer that such customer may not make, and the ETT Service will not permit a customer to make, a booking with respect to any



Continental flight which departs on the day of the booking or within a two (2) day period following the day on which the booking is made (e.g., a customer cannot book a reservation on Friday for a departure on that Friday or the immediately following Saturday or Sunday).

- Note CO-2 The ETT Service shall provide the functionality to identify and prevent impossible or illogical bookings for the same person, even if these bookings are not in the same PNR. Impossible or illogical bookings include but are not limited to bookings on concurrent flights that fly in the same time period, multiple bookings between the same origin/destination on the same day (e.g., the passenger is booked to return from Boston to New York on the 3 p.m., 4 p.m., and the 6 p.m. flights), duplicate bookings or bookings with connections which depart before the arrival of the inbound flight.
- Note CO-3 The ETT Service must provide system controls to prevent customers from churning Continental's inventory to circumvent ticket time limits. These controls shall be set to prevent any excessive or constant booking/canceling behavior that may occur.
- Note CO-4 Immediate Ticketing - The ETT Service must have a mechanism that allows ticketing a reservation at the time of booking and that provides ticketing instructions and payment information to the ticketing entity during the same session for immediate ticketing.
- Note CO-5 Ticketing Options - The ETT Service must provide functionality to specify prearranged ticketing, such as Continental's electronic ticketing where available.
- Note CO-6 Any electronic booking and the associated PNR created by a customer using an ETT Service must contain the system entries required by the CRS(s), utilized by the Agent to automatically cancel the booking if the booking does not result in the issuance of a ticket within the period ending at 11:59 p.m. on the day following the day on which the booking is made (e.g., Friday bookings not ticketed by 11:59 p.m. Saturday will be canceled). The ETT Service shall advise the customer of the 24-hour cancellation requirement at the time the customer creates the booking.
- Note CO-7 Before a customer may make a booking using the ETT service, (i) the customer must provide a credit card number; (ii) the approved Form of Payment or credit card must be verified as not stolen; (iii) the customer's billing address, as listed in the records of the credit card issuer, must match the address entered by the customer using the card; and (iv) the expiration dates of the credit card must be checked for validity.



Section 4.3

Note CO-8	Before a customer may create a booking using the ETT Service, the Service must require the customer to provide the following minimum information: <ol style="list-style-type: none">1. Full User Name2. User Address3. User e-mail address4. User Telephone Number(s)5. Form of Payment Type and Account Number
Note CO-9	Thirty(30) days prior to providing ETT Service, Agent shall provide notice to Continental of the scheduled implementation date of such ETT Service by transmitting an electronic mail message to Continental at NewETT@MAIL1.FLYCO.COM. Agent shall provide Continental weekly reports (or at such other intervals as Continental shall from time to time require) that identify all transactions, booking and ticketing that occurs through its ETT Service and/or through Approved ERSP's.
Note CO-10	The ETT Service must not permit (and will advise the user thereof) a customer using the ETT Service (i) to make multiple bookings when it is evident that the customer can use only one of the flights booked, or (ii) to make any bookings which violate Continental's Contract of Carriage, tariffs and other rules and regulations, including, without limitation, prohibited practices known as Hidden City/Points Beyond Ticketing. ETT Provider shall use its best efforts to discourage the practice of holding or blocking of seats or serial booking/canceling to circumvent Continental's inventory management system and shall assist Continental in its efforts to prevent same.
Note CO-11	Agent agrees that (i) any booking and ticketing with respect to a PNR made through its ETT Service shall be made through the same CRS, internal reservation system or other system used by Agent to process reservation bookings, and (ii) Agent shall ticket only those bookings made through an Approved ERSP and only if such booking was made on the same system that the Agent will use with respect to the ticketing of such booking. Without limitation, Agent shall report the booking to ticketing ratio by individual user and system basis at such intervals as Continental shall from time to time require.
Note CO-12	More than 9 passengers in a PNR is considered a group and should be booked through Continental's group desk.
Note CO-13	Agent shall never create a duplicate booking for any reason. If agent subscribes to multiple CRS providers, Agency shall not, under any circumstances, duplicate reservations that exist in another CRS.
Note CO-14	Agent shall not make any fraudulent, fictitious or speculative booking. Non-exclusive examples of fraudulent, fictitious and speculative bookings include reservations that list the following in the PNR: Block A/B/C, LINCOLN/ABRAHAM, MOUSE/MICKEY. In addition, any valid surname with an invalid first name field (e.g., Roberts/A/B/C) shall also be deemed invalid. Agent shall not block or hold reservations due to expected demand or the customer's indecision.
Note CO-15	Agent shall adhere to all ticket time limits established by Continental. Agent shall issue tickets in accordance with the status of each flight leg involved. Agent shall not issue tickets showing confirmed space on Continental unless the confirmation has been received from Continental. Agent shall not alter a reservation for the purpose of circumventing commissions and/or fare rules, including, but without limitation, Churning, Back Date Ticketing, or Hidden City / Points Beyond Ticketing.
Note DL-1	Ten or more is considered a group and must be booked directly with Delta.



Note DL-2	For day of departure flights, a valid credit card (based on those accepted by Delta) is required and tickets must be issued immediately. Bookings must be prohibited six hours prior to the flight's scheduled departure time of the originating flight.
Note DL-3	For bookings from two to four days of departure, a valid credit card is required and tickets must be issued immediately.
Note DL-4	For all other bookings, a valid credit card is required and tickets must be issued in accordance with the fare rules. Agent must automatically cancel any electronic bookings which remain unticketed after 24 hours from the time of reservation.
Note DL-5	Agency should cancel if ticketing time limit has expired.
Note DL-6	Credit cards must be validated and authorized prior to ticketing.
Note DL-7	Agent shall obtain from ARC an ERSP identification number and such number must be included in each booking created through Agent's electronic reservations service.
Note DL-8	Agent must assign a unique identification number to each individual customer of the electronic reservations service, and identify the customer to Delta upon request.
Note HP-1	Unlimited segments for so long as the PNR contains only one round-trip. More than one round trip in the itinerary, must be separated and booked in different PNR's. Each passenger must have a separate ticket for each roundtrip.
Note HP-2	Subject to fare basis, pricing tariff rules.
Note JL-1	Must provide all information as requested
Note KX-1	Ten or more is considered a group, and must be booked directly with Cayman Airways Group Desk.
Note KX-2	Additionally, Cayman Airways reserves the right to firm full flights, and may request the release of unticketed reservations as part of this process. Name changes are not permitted unless approved and changed directly with Cayman Airways Reservations Department.
Note KX-3	Auto cancel if not ticketed by time specified in the fare rule.
Note LH-1	3 hours for E-Tickets
Note LH-2	3 hours for E-Ticket, 8 hours for TOD (Ticket on Departure),
Note LH-3	N/A as immediate ticketing is required
Note LT-1	The ticketing deadline as published in the fare rule must be met otherwise reservations are cancelled.



Section 4.3

Note NW-1	<p><u>Identification</u> <u>Electronic (On-line) Booking Channels</u> -An ARC approved Electronic Reservation Service Provider (ERSP) number must be provided to Northwest at the time of booking and ticketing. -ERSP numbers can now be assigned by CRSs and will soon be available through the Airlines Reporting Corporation -In the future, ERSP <u>user</u> identification numbers must be provided at points in the transaction process to be specified.</p> <p><u>Traditional Booking Channels</u> - An ARC/IATA approved number must be provided to NW at time of booking and ticketing for all agency bookings</p>
Note NW-2	<p><u>Ticketing Requirements</u> <u>Electronic (On-Line) Booking Channels</u> - Ticketing at the time of booking or auto-cancel if not ticketed by midnight the date following the booking date - Electronic ticketing is the preferred ticketing method in all E-Ticket eligible markets</p> <p><u>Traditional Booking Channels</u> - Ticketing at the time of booking or auto-cancel if not ticketed by time specified in the fare rule - Electronic ticketing is the preferred ticketing method in all E-Ticket eligible markets</p>
Note NW-3	Yes only if not providing Note N-1 and Note N-2
Note NW-4	Agent User ID currently provided
Note PR-1	95 names per PNR
Note PR-2	99 ft. Segments/PNR including auxiliary service segments
Note PR-3	<p>TKTL 30 days before ETD for bookings on flights leaving in 2 months and beyond TKTL 07 days before ETD for bookings on flights leaving between 15 days to 2 months TKTL 72 hrs before ETD for bookings on flights leaving between 3 days to 14 days</p>
Note PR-4	For bookings on flights leaving within 3 days
Note PR-5	PR auto-cancels, upon expiration of option, bookings which are (1) pure domestic bookings (within Philippines only) and (2) are booked directly in the PR host system.
Note PR-6	Through PR Sales Offices and GSAs
Note SK-1	Varies by Booking Engine
Note SK-2	For SAS' own booking engine. Varies by other booking engines.
Note SK-3	Minimum 72 hours before departure. Ticketing within 48 hours.
Note TW-1	Ten or more must use the group desk.
Note TW-2	Agency should cancel if ticketing time limit has expired.



Note UA-1	The lesser of 5 days or the tariff rule.
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Note UA-2	Immediate Ticketing is required.
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Note US-1	Unlimited segments for so long as the PNR contains only one round-trip. More than one round-trip in the itinerary must be separated and booked in different PNRs. Each passenger must have a separate ticket for each round-trip.
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Note YX-1	8 or more must use the group desk
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Note YX-2	<p><u>Ticketing Requirements</u></p> <p><u>Electronic (On-Line) Booking Channels</u></p> <ul style="list-style-type: none">- Ticketing at the time of booking or auto-cancel if not ticketed by 2 hours after the reservation is made- Electronic ticketing is the preferred ticketing method in all E-Ticket eligible markets <p><u>Traditional Booking Channels</u></p> <ul style="list-style-type: none">- Ticketing at the time of booking or auto-cancel if not ticketed by time specified in the fare rule- Electronic ticketing is the preferred ticketing method in all E-Ticket eligible markets
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Note YX-3	<p><u>Identification</u></p> <p><u>Electronic (On-Line) Booking Channels</u></p> <ul style="list-style-type: none">- An ARC approved Electronic Reservation Service Provider (ERSP) number must be provided to Midwest Express at the time of booking and ticketing- ERSP numbers can now be assigned by CRSs and are available through the Airlines Reporting Corporation- In the future, ERSP <u>user</u> identification numbers must be provided at points in the transaction process to be specified. <p><u>Traditional Booking Channels</u></p> <ul style="list-style-type: none">- An ARC/IATA approved number must be provided to YX at time of booking and ticketing for all agency bookings.
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