

Airline Reservation System

Reservations can be done by individuals or by agencies (type of customer). For block bookings which are done by agencies, discounts are given.

When a customer wants to make a reservation, at the airline office, the airline officer will take notes of the date of departure, the departure point, destination point and the class the customer wishes to travel in to check the availability of a flight.

If a flight is available according to the customer's requirements, a confirmed reservation is made under the customer's name by taking the following particulars.

Customer's name, Passport Number and contact number(s)

After making the reservation, the customer is informed of the flight number and departure time with the routes of the reserved flight.

A route can be defined as a point-to-point journey between the reservations's starting point and the final destination. There may be some stopovers. As a result, different flights may be used to reach the reservation's final destination. Hence, a reservation may not necessarily take a direct flight to the final destination. The type of aircraft is fixed for each point-to-point journey. Same flight may involve several stopovers and the same or different aircraft may be used for the next succeeding stage.

If a flight is not available according to the requirements of the customer, the customer is requested to make a tentative reservation for that specific flight. If the customer agrees, a tentative reservation is made for him and the customer is informed of the flight number, departure date and time with the routes of that flight.

If the customer wants to leave on a specific date and if he agrees with any flight as long as it leaves on that date, the reservation is made tentatively without any flight attached.

The individual customers are required to pay 50% of the fare as an advanced payment when they reserve a flight but this is not applicable to block bookings done by agencies.

The fare depends on the following factors.

Type of seat class, Type of customer, Flight

Individuals are required to pay the balance amount when they come to the airline office to collect the ticket. Agencies have to settle the payment within a duration of one month from the date of reservation.

Discounts are also given for different payment modes.
They are as follows:

Payment Modes	Discount
Cash	No discount
Traveller's Cheque	e.g. 2% Thomas Cook
Credit Card	e.g. 3% Diners etc.
Block Booking	Depend on the agency.

Finally, when a customer checks in at the airport of departure, the checking officer gives a boarding pass to the customer comprising the following information.

Flight number, Seat number, Boarding gate and time