

THE TRAVEL ACADEMY'S STUDY GUIDE



Dear New Student,

Welcome to The Travel Academy! In preparation for your new career, we would like you to print this study guide and bring it with you on the first day of class. We have included some information and tips to help ensure that you are ready to apply for jobs while attending our training. Students in both the 300 hour and 120 hour classes will be given a test on the first day of class. Make sure that you know the following information inside this study guide BEFORE you arrive on the first day:

1. The location of all 50 states on a map.
2. The location of each of the Hawaiian Islands on a map.
3. All US airport codes (city codes do not need to be memorized for day 1) as well as what state each airport is located in.
4. The location of the bodies of water surrounding the US (Atlantic, Pacific, Gulf of Mexico)

Websites to help you study geography:

- www.worldatlas.com
- www.seterra.net/

Things to prepare before coming to class (these are required to apply for any airline):

1. Start gathering ALL previous addresses within the last 10 years.
2. Start gathering ALL criminal history in your lifetime including parking tickets with date and location of offense. You can request your driving record from your local DMV.
3. Start gathering ALL addresses and phone numbers to any school you have attended in the last 10 years.
4. Start gathering information regarding ALL jobs you have held in the past 10 years including start and end dates, addresses, phone numbers, salary, supervisor's name. Please gather as much info as possible. You can request info from the IRS by asking for a free copy of your personal w2's.
5. It is easier to get jobs WITH a driver's license, so if you are trying to decide if you should or shouldn't, employers like to see that you have the means to get to work. Also, most airlines require you to have a valid license (not a permit) in order to apply for flight attendant or customer service agent positions.

Documents to bring with you to class:

1. Certified Birth Certificate
2. Social Security Card
3. Passport Book
4. Driver's license/ State ID
5. High School Diploma
6. Rough draft of a resume and cover letter

***Please gather as much information as possible before coming to class so that you don't have to wait to apply for jobs until after graduation.



Airport ABCs: An Explanation of Airport Identifier Codes

From ABE (**A**llentown/**B**ethlehem/**E**aston, Pennsylvania) to ZRH (**Z**urich, Switzerland), airports around the world are universally known by a unique three-letter code: the "Location Identifier" in aviation-speak. It's obviously much easier for pilots, controllers, travel agents, frequent flyers, computers and baggage handlers to say and write ORD than the O'Hare International Airport in Chicago, Illinois -- but how did this practice start, and why are some airport codes easy to understand (ABE and ZRH) while others seem to make absolutely no sense (ORD)?

When the Wright brothers first took to the air in 1903, there was no need for coding airports since an airport was literally any convenient field with a strong wind. However, the National Weather Service did tabulate data from cities around the country using a two-letter identification system. Early airlines simply copied this system, but as airline service exploded in the 1930's, towns without weather station codes needed identification. A bureaucrat had a brainstorm, and the three-letter system was born, giving a seemingly endless 17,576 different combinations. To ease the transition, existing airports placed an X after the weather station code. The **L**os **A**ngeles tag became LAX. Incidentally at the historic sand dune in Kitty Hawk, the U.S. National Parks Service maintains a tiny airstrip called FFA - **F**irst **F**light **A**irport.

Many airport codes are simply the first three letters of the city name: ATL is **A**tla**n**ta (the world's busiest airport), BOS is **B**osto**n**, MIA is **M**iami, SIN is **S**ingapore, and SYD is **S**yd**n**ey, Australia. The first letter(s) of multiple cities served forms other codes: DFW for **D**allas **F**ort **W**orth, MSP for **M**inneapolis/**S**t. **P**aul, and GSP for **G**reenville/**S**partanburg, South Carolina. Sometimes the city name lends itself to one letter for each word, such as **S**alt **L**ake **C**ity (SLC), **P**ort **o**f **S**pain in Trinidad & Tobago (POS), or even **P**ort **a**u **P**rin**c**e, Haiti (PAP).

Most of the "hard to decipher" identifiers become obvious if one knows the name of the airport rather than the city served. Two good examples from Louisiana are MSY and ESF -- **M**oisant Field in New Orleans and **E**sler Field in Alexandria. **O**rly airport (ORY) and **C**harles **D**e **G**aulle airport (CDG) serve Paris, France, while Tokyo, Japan has the **N**arita airport (NRT). When you know what the code represents, some curious acronyms become obvious: CMH is **C**olumbus **M**unicipal **H**angar, BWI is **B**altimore **W**ashington International, LGW is London **G**atwick, and LHR is London **H**eathrow!

This system of identifying airports caught on quickly and soon expanded to include all radio navigation aids used by pilots. This system of identifying airports caught on quickly and soon expanded to include all aviation radio navigation aids. The VOR on the field at ORD sends out the Morse code for ORD. Recently some VORs not located at the airport of the same name changed identifiers to prevent possible confusion. The clearance "cross 10 miles south of Chattanooga" was confusing when the airport and VOR were five miles apart. FAA surprisingly didn't try to change the name of the city but changed the VOR, resulting in the **C**hattanooga Airport (CHA) and the Choo Choo VOR (GCO)!

All localizer identifiers are prefaced with an "I." Compass locators are assigned a two-letter identifier, normally using the localizer as a base. For example, at ABC the localizer might be IABC, the locator outer marker, AB, and the locator inner marker, BC. (Note, outside the US radio navigation aid naming may be much less formal.)

Some special interest groups successfully lobbied the government to obtain their own special letters. The Navy saved all the new 'N' codes. Naval aviators learn to fly at NPA in Pensacola, Florida and then dream of going to "Top Gun" in Miramar, California (NKX). The Federal Communications Committee set aside the 'W' and 'K' codes for radio stations east and west of the Mississippi respectively. 'Q' was designated for international telecommunications. 'Z' was reserved for special uses. The Canadians made off with all the remaining 'Y' codes which helps explain YUL for Montreal, YYC for Calgary, etc. One of the special uses for 'Z' is identifying locations in cyberspace. What am I talking about? Well, an example is ZCX the computer address of the FAA's air traffic control headquarters central flow control facility. ZCX is not an

airport but a command center just outside Washington D.C., that controls the airline traffic into major terminals.

The lack of these letters puts a crimp in the logic of some codes: if the city starts with a 'N', 'W', or 'K', it's time to get creative! **Norfolk**, Virginia, ignored the 'N' to get ORF; **Newark**, New Jersey, is EWR, Newport News, Virginia, chose to use the name of the airport to get PHF -**Patrick Henry Field**. Both **Wilmington**, North Carolina and **Key West**, Florida followed Norfolk's lead to obtain ILM and EYW. West Palm Beach in Florida did some rearranging to get PBI -**Palm Beach International**; **Kansas City**, **Missouri** became MKC and more recently its larger international airport chose MCI!

The continued growth of aviation world-wide meant that three letter combinations were insufficient to identify every airport. Eventually the system expanded, allowing numbers and four digit combinations; however, an airport served by scheduled route air-carrier or military airlift aircraft always has a code comprising of only three letters. My hometown of Raleigh, North Carolina, not only has RDU (**Raleigh/Durham International**), but also the much smaller 5W5 (South Raleigh Airport), W17 (Raleigh East Airport), 2NC3 (*Sky-5* helipad), and ONC4 (Wake Medical Center Heliport). The two-letter, two-number identifiers use the two-letter Post Office or supplemental abbreviation of the State for the two letters: 2ND9 is in North Dakota, 85FL is in Florida, etc. Hilton Head Island, South Carolina, known as 49J when it was a general aviation airport, now has airline service and therefore a new airport identifier - HHH.

Lacking both 'W' and 'N' Washington National has a code of DCA for **District of Columbia Airport**. The newer Dulles airport just outside D.C. was DIA (from **Dulles International Airport**); however, the DIA and DCA were easy to confuse, especially when hastily written in chalk on a baggage cart, scribbled on a tag or a handwritten air traffic control strip, so we are stuck with the backwards IAD. Now one of the rules of the game is "the first and second letters or second and third letters of an identifier may not be duplicated with less than 200 nautical miles separation."

Houston has HOU for the William B. Hobby airport. The 200 mile rule lead to the airport label of IAH, for the new **Intercontinental Airport Houston**. **Louisville**, Kentucky, already had an airport with the logical code of LOU; therefore, the letters for the new airport had to be something radically different: SDF stands for **Standiford Field**.

The airport ciphers sometimes don't originate with the city or airfield name but with the county in which it resides. Longview/Kilgore in Texas is GGG, from **Gregg** county airport. The 'W' in Detroit's DTW comes from Wayne county; the 'P' in Greenville's PGV comes from its location in Pitt County, North Carolina. However the John Wayne Airport serving Orange County takes its call letters from the less recognized **Santa Ana** (SNA).

A little more geography cracks the code for CVG, MDT and GTR. Cincinnati, Ohio, has its airport located in northern Kentucky (look at a map if you don't believe me!); therefore, Cincinnati's ID actually comes from the town of **Covington** - CVG. Harrisburg International is physically located in **Middletown**, Pennsylvania (MDT). Any Mississippi State Bulldogs' fan can tell you that Columbus, Starkville, and West Point form the Golden Triangle of Mississippi, with airline service at the **Golden Triangle Regional Airport** (GTR).

History, rather than geography, solves the puzzle of BNA, TYS, GEG, OGG and MCO. The main airport in Nashville, Tennessee, was named in honor of Col. Harry Berry who helped build it: BNA. Knoxville, also in Tennessee, doesn't have a single letter in common with its tag of TYS; however, a historian would know that the **Tyson** family donated the land in honor of their son killed in World War I. The current Orlando International Airport stands on the land that used to be **McCoy** Air Force Base (MCO). Spokane International Airport is coded as GEG in honor of Major Harold C. **Geiger**, a pioneer in Army aviation and ballooning. Geiger field was renamed in 1960 but the code was not changed. Kahului Airport, Maui, was

designated as OGG in honor of aviation legend, and Lihue native, Capt. Bertram J. Hogg (pronounced Hoag).

One of the world's largest airports, JFK, is also one of the very few that changed call letters. A change is rare because an identifier becomes so well known to airline staff that changes are not normally permitted. Interestingly the John F. Kennedy airport's former code also came from the name of the field -- IDL for Idlewild airport. If you knew that Fort Myers used to be called **SouthWest Florida Regional**, the RSW moniker starts to make sense. A code used by American Airlines/American Eagle but never seen by the traveling public is GSW. Pilots spend months at GSW, but no planes land or take-off there. The mystery is solved when you discover that Americans' Flight Academy, with its many simulators and classrooms, is in Ft. Worth on the former site of the **Greater SouthWest Airport**.

Years ago, entire metropolitan areas were given a code to include many airports; NYC covered **New York City** and LON signified **London**. Unfortunately there are no new metropolitan area codes due to the scarcity of letters. These codes provide the ability to quickly look up in a computerized reservation system all the flights to a certain city without using separate codes for each airport. Entering WAS as a designation will give me the next few flights to BWI, IAD and DCA -- the **Washington, D.C.** area. In fact, three letter codes are so scarce that after a year they can be recycled: when Idlewild Airport became JFK, the old IDL tag was retired then reused for **Indianola, Mississippi**.

Airlines use the three-letter codes internationally in their own network, Sita, for messages such as passenger loads and departure times. World ATC and weather agencies use a separate teleprinter network, the Aeronautical Fixed Telecommunications Network (AFTN), which uses a four-letter "location indicator." Going from large area to actual airport, the first letter relates to the part of the world and the second letter the country. The third letter is a group of airports within that country. Most countries who use this particular convention use a letter to denote the FIR in which the airport is located. So F is Frankfurt FIR in Germany, M is Munich; P is Paris FIR, M is Marseilles. Other ways to use the third letter include identifying a group of airports with a common factor. For example, A was used in Germany for all Canadian and American air force bases. The last letter positively identifies a specific airport.

Thus Aberdeen, Scotland, has the International Civil Aviation Organization (ICAO) location indicator of EGPD -- E for Northern Europe, G for United Kingdom, P for Scottish region, and D for Dyce field. Want to figure out LFPG? It's L for southern Europe, F for France, P for Paris FIR, and G for Charles de Gaulle airport. Easy! One more example is EDMM. E for northern Europe, D for Deutschland (Germany), M for Munchen (Munich) FIR, and M again for the Munich airport.

So if London Heathrow has two codes -- and it does, LHR and EGLL -- how come I've heard Chicago O'Hare only called ORD? The answer is unique to the United States. Here the ICAO code is formed simply by adding a "K" to a Sita code. This explains why international flight plans refer to KORD, KMIA, KJFK, etc.

Instrument pilots are familiar with another type of identifier, not for an airport or navigation aid but simply for a point in space. Every airway intersection is a five letter, supposedly pronounceable, combination, from AADCO to ZZARP. Just like airports, some fixes are named after towns: close to Raleigh, N.C., are DUHAM (over Durham) and CHAPL (over Chapel Hill) intersections. Some are named after people or events, and others are named just for fun: BORED, BUILT, BUTCH. The excellent book *Chasing The Glory*, by Michael Parfit, introduces us to the woman who names intersections, Macho Irene. She dreams of some pompous B-747 captain saying, "Roger, will report MUMMI."

From LA to DUHAM, identifiers have grown in complexity and are now used as computer codes in vast reservations systems and flight management computers. The latest trend in bag-tagging technology is laser printed bar codes for automated luggage systems. Will # # # # # ever completely replace DFW? The answer may be found at DIA, the new **Denver International Airport**, which, when open, will inherit the familiar DEN code.

Oh, still wondering about the world's 3rd busiest airport, O'Hare International, and its ORD code? Well once upon a time, before it was renamed for pilot Lt. Cmdr. Edward "Butch" O'Hare, USN, in 1949 (the editor and publisher of the Chicago Tribune, Colonel Robert McCormick suggested the name change as a tribute) there was an airstrip well to the northwest of Chicago with a quaint, peaceful name -- **Orchard Field**.

U.S. AIRPORT CODES

ALABAMA (AL)

| | |
|------------|-----|
| Birmingham | BHM |
| Huntsville | HSV |
| Mobile | MOB |
| Montgomery | MGM |

ALASKA (AK)

| | |
|-----------|-----|
| Anchorage | ANC |
| Fairbanks | FAI |
| Juneau | JNU |

ARIZONA (AZ)

| | |
|---------|-----|
| Phoenix | PHX |
| Tucson | TUS |

ARKANSAS (AR)

| | |
|-------------|-----|
| Hot Springs | HOT |
| Little Rock | LIT |

CALIFORNIA(CA)

| | |
|---------------------------|-----|
| Los Angeles | LAX |
| Oakland | OAK |
| Orange County (Santa Ana) | SNA |
| Ontario | ONT |
| Palm Springs | PSP |
| Sacramento | SMF |
| San Diego | SAN |
| San Francisco | SFO |
| San Jose | SJC |

COLORADO (CO)

| | |
|------------------|-----|
| Aspen | ASE |
| Colorado Springs | COS |
| Denver | DEN |
| Vail | EGE |

CONNECTICUT (CT)

| | |
|--------------------------|-----|
| Hartford (Bradley Field) | BDL |
|--------------------------|-----|

DELAWARE (DE)

| | |
|------------|-----|
| Wilmington | ILG |
|------------|-----|

DISTRICT OF COLUMBIA (DC)

| | |
|----------------------------|------------|
| Washington (city code) | <u>WAS</u> |
| Wash. Ronald Reagan Nat'l. | DCA |
| Washington Dulles Airport | IAD |

FLORIDA (FL)

| | |
|-----------------------|------------|
| Daytona Beach | DAB |
| Ft. Lauderdale | FLL |
| Jacksonville | JAX |
| Miami | MIA |
| Orlando (city code) | <u>ORL</u> |
| Orlando Int'l (McCoy) | MCO |
| Tampa | TPA |
| Sarasota | SRQ |
| Palm Beach Int'l. | PBI |
| Fort Meyers | RSW |

GEORGIA (GA)

| | |
|----------|-----|
| Atlanta | ATL |
| Macon | MCN |
| Savannah | SAV |

HAWAII (HI)

| | |
|--------------------|-----|
| Honolulu | HNL |
| Lihue | LIH |
| (Island of Kauai) | |
| Kahului | OGG |
| (Island of Maui) | |
| Kona | KOA |
| Hilo | ITO |
| (Island of Hawaii) | |
| Molokai | MKK |

IDAHO (ID)

| | |
|-------|-----|
| Boise | BOI |
|-------|-----|

ILLINOIS (IL)

| | |
|------------------------|------------|
| Chicago (city code) | <u>CHI</u> |
| Chicago O'Hare airport | ORD |
| Chicago Midway airport | MDW |

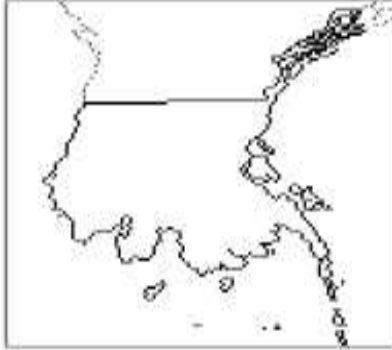
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|------------------------------|------------|----------------------------|------------|
| Springfield | SPI | Kansas City (city code) | <u>MKC</u> |
| | | Kansas City International | MCI |
| INDIANA (IN) | | St. Louis | STL |
| Fort Wayne | FWA | Springfield | SGF |
| Indianapolis | IND | | |
| South Bend | SBN | MONTANA (MT) | |
| | | Billings | BIL |
| IOWA (IA) | | Bozeman | BZN |
| Des Moines | DSM | Great Falls | GTF |
| Iowa City | IOW | Helena | HLN |
| Sioux City | SUX | Missoula | MSO |
| | | NEBRASKA (NE) | |
| KANSAS (KS) | | Lincoln | LNK |
| Wichita | ICT | Omaha | OMA |
| | | NEVADA (NV) | |
| KENTUCKY (KY) | | Las Vegas | LAS |
| Lexington | LEX | Reno | RNO |
| Louisville | SDF | | |
| | | NEW HAMPSHIRE (NH) | |
| LOUISIANA (LA) | | Manchester | MHT |
| Baton Rouge | BTR | | |
| Lafayette | LFT | NEW JERSEY (NJ) | |
| New Orleans | MSY | Newark (Also serves NYC) | EWR |
| Shreveport | SHV | | |
| | | NEW MEXICO (NM) | |
| MAINE (ME) | | Albuquerque | ABQ |
| Bangor | BGR | | |
| Portland | PWM | NEW YORK (NY) | |
| | | Albany | ALB |
| MARYLAND (MD) | | Buffalo | BUF |
| Baltimore (Also serves D.C.) | BWI | New York City (city code) | <u>NYC</u> |
| | | New York City Kennedy | JFK |
| MASSACHUSETTS (MA) | | New York City LaGuardia | LGA |
| Boston | BOS | Rochester | ROC |
| | | Syracuse | SYR |
| MICHIGAN (MI) | | NORTH CAROLINA (NC) | |
| Detroit (city code) | <u>DTT</u> | Charlotte | CLT |
| Detroit Metro Airport | DTW | Greensboro | GSO |
| Grand Rapids | GRR | Raleigh/Durham | RDU |
| Lansing | LAN | | |
| | | NORTH DAKOTA (ND) | |
| MINNESOTA (MN) | | Bismarck | BIS |
| Duluth | DLH | Fargo | FAR |
| Minneapolis/St. Paul | MSP | Grand Forks | GFK |
| Rochester | RST | | |
| | | OHIO (OH) | |
| MISSISSIPPI (MS) | | Akron | CAK |
| Gulf Port/Biloxi | GPT | Cincinnati | CVG |
| Jackson | JAN | | |
| | | | |
| MISSOURI (MO) | | | |

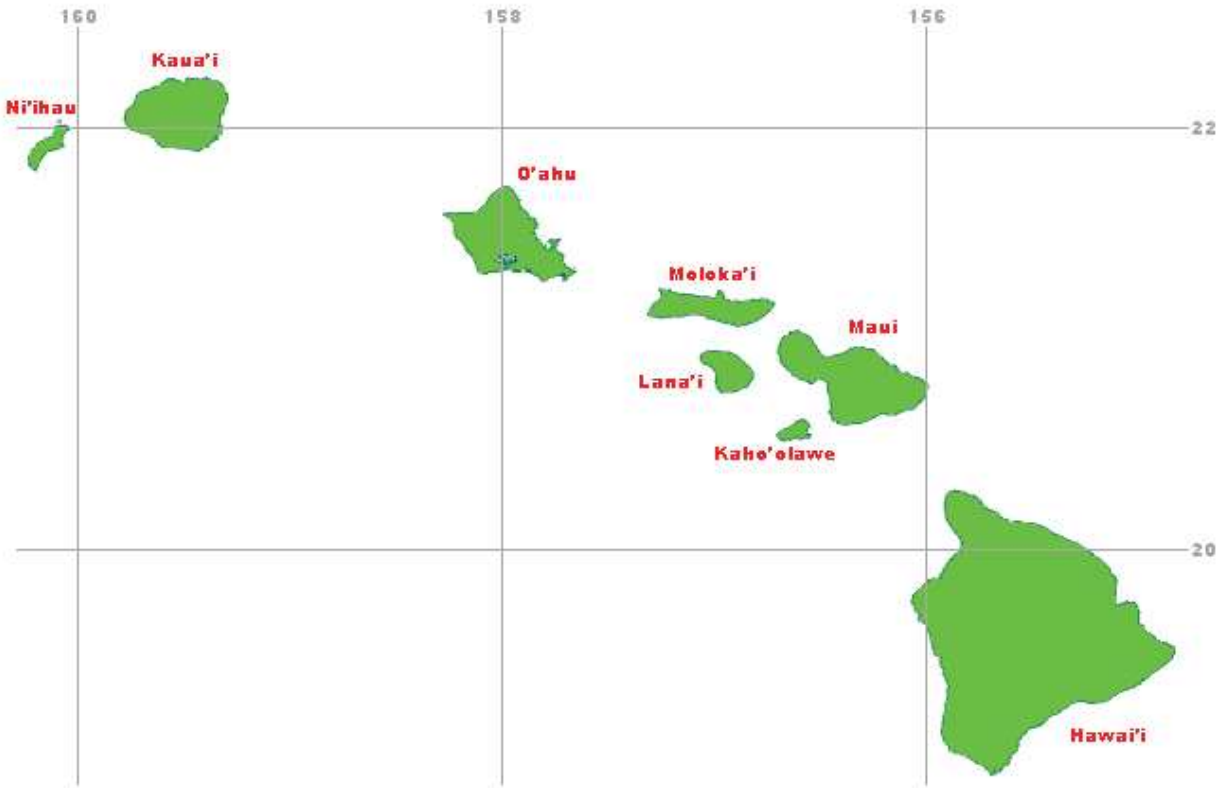
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|----------------------------|-----|------------------------------|------------|
| Cleveland | CLE | Dallas/Ft. Worth (city code) | <u>DFW</u> |
| Columbus | CMH | Dallas/Ft. Worth Int'l | DFW |
| Dayton | DAY | Dallas/Love Field | DAL |
| Toledo | TOL | El Paso | ELP |
| OKLAHOMA (OK) | | Houston (city code) | <u>HOU</u> |
| Oklahoma City | OKC | Houston Hobby | HOU |
| Tulsa | TUL | Houston Intercontinental | IAH |
| | | San Antonio | SAT |
| OREGON (OR) | | UTAH (UT) | |
| Eugene | EUG | Salt Lake City | SLC |
| Portland | PDX | | |
| PENNSYLVANIA (PA) | | VERMONT (VT) | |
| Allentown | ABE | Burlington | BTV |
| Harrisburg | MDT | | |
| Philadelphia | PHL | VIRGINIA (VA) | |
| Pittsburgh | PIT | Norfolk | ORF |
| | | Richmond | RIC |
| RHODE ISLAND (RI) | | Roanoke | ROA |
| Providence | PVD | | |
| SOUTH CAROLINA (SC) | | WASHINGTON (WA) | |
| Charleston | CHS | Seattle/Tacoma | SEA |
| Columbia | CAE | Spokane | GEG |
| SOUTH DAKOTA (SD) | | WEST VIRGINIA (WV) | |
| Rapid City | RAP | Charleston | CRW |
| Sioux Falls | FSD | | |
| TENNESSEE (TN) | | WISCONSIN (WI) | |
| Knoxville | TYS | Green Bay | GRB |
| Memphis | MEM | Madison | MSN |
| Nashville | BNA | Milwaukee | MKE |
| TEXAS (TX) | | WYOMING (WY) | |
| Austin | AUS | Casper | CPR |
| Corpus Christi | CRP | Cheyenne | CYS |
| | | Jackson Hole | JAC |





The United States





Hawaii Airport Codes

| | |
|----------------|-----|
| Honolulu, Oahu | HNL |
| Kahului, Maui | OGG |
| Lihue, Kauai | LIH |
| Hilo, Hawaii | ITO |
| Kona, Hawaii | KOA |
| Molokai | MKK |

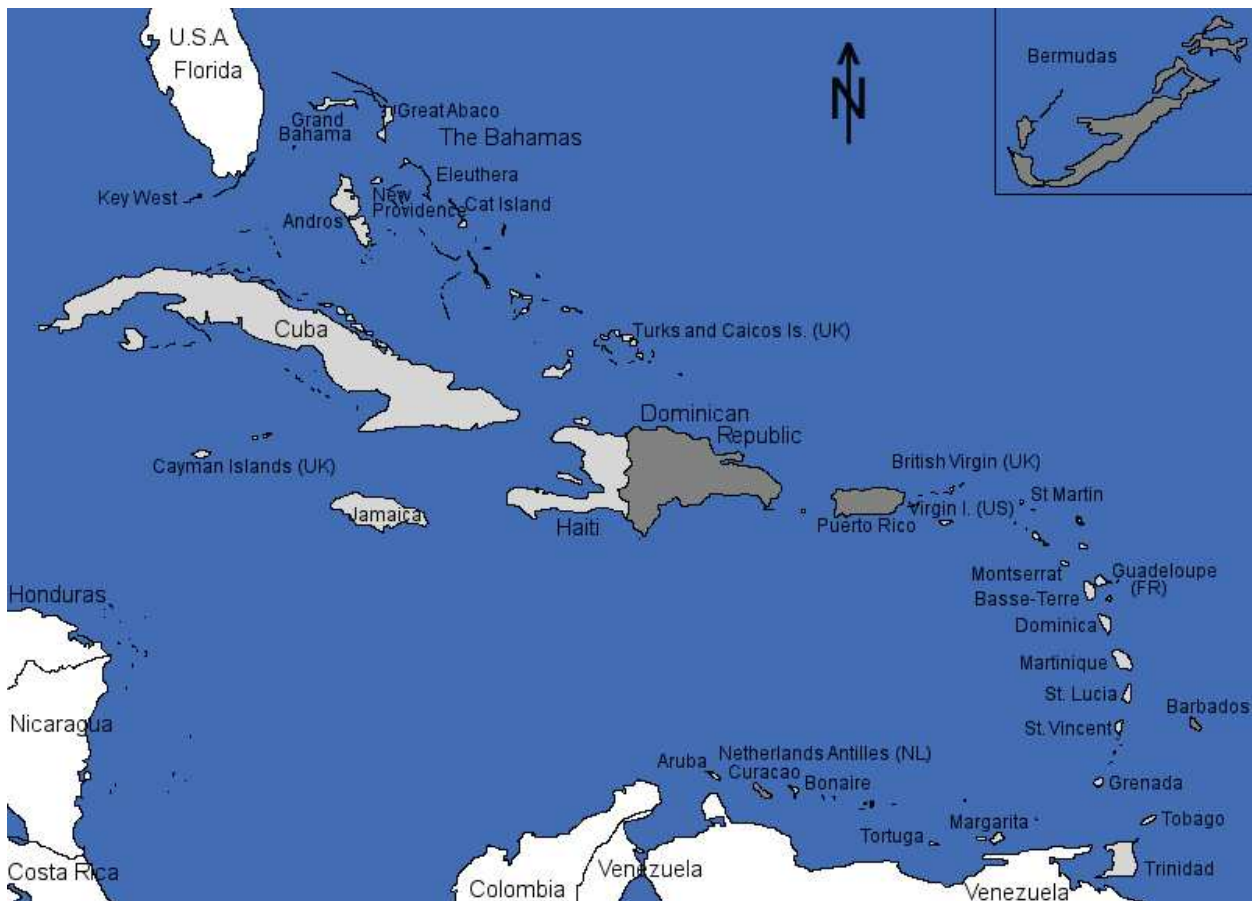
CANADA AIRPORT CODES:

| | |
|-----------------------|-----|
| ALBERTA (AB) | |
| Calgary | YYC |
| Edmonton | YEG |
| BRITISH COLUMBIA (BC) | |
| Vancouver | YVR |
| MANITOBA (MB) | |
| Winnipeg | YWG |
| ONTARIO (ON) | |
| Ottawa | YOW |
| Toronto | YYZ |
| QUEBEC (PQ) | |
| Montreal | YUL |



CARIBBEAN AIRPORT CODES:

| | |
|---------------------------|-----|
| ARUBA | AUA |
| BAHAMAS | |
| Nassau | NAS |
| Freeport | FPO |
| BERMUDA | |
| Hamilton | BDA |
| DOMINICAN REPUBLIC | |
| Puerto Plata | POP |
| Punta Cana | PUJ |
| GRAND CAYMAN | GCM |
| JAMAICA (Montego Bay) | MBJ |
| PUERTO RICO | |
| San Juan | SJU |
| ST. LUCIA | SLU |
| ST. MARTIN/SINT MAARTIN | SXM |
| <u>US VIRGIN ISLANDS:</u> | |
| ST. CROIX | STX |
| ST. THOMAS | STT |



Mexico



MEXICO AIRPORT/CITY CODES

| | |
|--------------------|-----|
| Acapulco | ACA |
| Cabo San Lucas | SJD |
| Cancun | CUN |
| Cozumel | CZM |
| Guadalajara | GDL |
| Ixtapa/Zihuatenejo | ZIH |
| Manzanillo | ZLO |
| Mazatlan | MZT |
| Merida | MID |
| Mexico City | MEX |
| Oaxaca | OAX |
| Puerta Vallarta | PVR |

DOMESTIC AIRLINE CODES:

| | |
|----------------------|----|
| Air Tran | FL |
| Alaska Airlines | AS |
| American Airlines | AA |
| Continental Airlines | CO |
| Delta Airlines | DL |
| Frontier | F9 |
| Hawaiian Airlines | HA |
| Jet Blue | B6 |
| Southwest Airlines | WN |
| Sun Country | SY |
| US Airways | US |
| United Airlines | UA |

INTERNATIONAL AIRLINE CODES:

| | |
|------------------|----|
| Aer Lingus | EI |
| Air Canada | AC |
| Air France | AF |
| Alitalia | AZ |
| British Airways | BA |
| Cathay Pacific | CX |
| Japan Airlines | JL |
| KLM Royal Dutch | KL |
| Lufthansa | LH |
| Mexicana | MX |
| Quantas | QF |
| SAS Scandanavian | SK |
| Singapore | SQ |
| Swiss Air | SR |
| Iceland Air | FI |

AIRLINE CALL LETTERS:

A – Alpha
B – Bravo
C – Charlie
D – Delta
E – Echo
F – Foxtrot
G – Golf
H – Hotel
I – India
J – Juliet
K – Kilo
L – Lima
M – Mike
N – November
O – Oscar
P – Papa
Q – Quebec
R – Romeo
S – Sierra
T – Tango
U – Uniform
V – Victor
W – Whiskey
X – Xray
Y – Yankee
Z – Zulu

24 HOUR CLOCK:

The travel industry uses the 24-hour clock to avoid confusion between a.m. and p.m. It is always written in 4 digits to include both hours and minutes. It does not use a.m. and p.m. Most International countries use the 24-hour clock to depict flight times.



Examples:

Morning Times –

One minute past midnight would be 0001

1:00 a.m. is 0100

2:00 a.m. is 0200

2:15 a.m. is 0215

6:20 a.m. is 0620

10:40 a.m. is 1040

Afternoon times –

Starting in the afternoon the clock begins with 13 for 1:00 p.m.

2:00 p.m. is 1400

3:15 p.m. is 1515

6:00 p.m. is 1800

5:15 p.m. is 1715

8:30 p.m. is 2030

(Add 12 to the 12 hour clock time to make sense of it.)

Example: for 5 p.m.....add 12 + 5 = 17.....5:00 p.m. would be 1700

Tourist Attractions/Events

Alaska - Denali National Park, Glacier Bay, Kenai Fjords.

Arizona— Grand Canyon National Park, London Bridge, Petrified Forest, Painted Dessert.

Arkansas—Ozark National Forest, Ozark National Park.

California— Alcatraz, Disneyland, Death Valley National Park,

Golden Gate Bridge, Chinatown, Hollywood, San Diego Zoo, Fisherman's

Wharf, Universal Studios, Venice Beach, Yosemite National

Park, Redwood Forest.

Colorado - Rocky Mountain National Park, Estes Park, Vail, Copper Mountain, Aspen, Steamboat Springs, Mesa Verde, Giant Sand Dunes.

Florida—DisneyWorld, Everglades National Park, Kennedy Space

Center, SeaWorld, Universal Orlando, Daytona 500

Georgia— Stone Mountain

Hawaii— Volcanoes National Park, Pearl Harbor, Haleakala National

Park.

Illinois— Windy City of Chicago, Sears Tower

Indiana - Indy 500

Kentucky— Kentucky Derby, Mammoth Cave Nat'l Park.

Louisiana— Mardi Gras, French Quarter

Massachusetts—Freedom Trail, Plymouth Rock

Michigan - Motown, Winter wonderland

Minnesota— Mall of America, Valley Fair, Boundary Waters, Lake Superior, Voyager's Nat'l Park.

Montana - Glacier National Park, Bridger Bowl and Big Sky ski

Areas.

Nevada—Las Vegas, Hoover Dam, Lake Tahoe.

New York—Central Park, Empire State Building,

Greenwich Village,

Niagara Falls, Metropolitan Museum of Art, Statue of Liberty, Times

Square

Ohio— Rock and Roll Hall of Fame

Pennsylvania— Independence National Park, Liberty Bell.

South Carolina - Hilton Head, Charleston by the Sea

South Dakota— Mount Rushmore, Badlands.

Tennessee— Graceland, Grand Ole Opry, Great Smokey Mountains.

Texas— Sixth Floor Museum, The Alamo, San Antonio River Walk,

Big Bend National Park.

Utah—Great Salt Lake, Bryce Canyon, Zion Nat'l Park

Virginia - Shenandoah National Park

Washington— Space Needle, Mount Ranier National Park

Washington DC— Lincoln Memorial, Smithsonian, White House,

Jefferson Memorial, Vietnam Memorial, WWII Memorial.

Wisconsin - Wisconsin Dells

Wyoming - Yellowstone Nat'l Park, Grand Teton Nat'l Park, Bighorn

mountains, Jackson Hole ski area, Frontier Days.

Canada - Banff and Jasper National Parks, CN Tower, West Edmonton Mall (World's Largest Mall)

England—Buckingham Palace, Big Ben, Harrods,

Parliament, Tower of London, Stonehenge, Oxford

University, Madame Tussaud's Wax Museum, Blackpool Pleasure Beach

France— Eiffel Tower, Arc de Triomphe, Notre Dame

Cathedral, Palace of Versailles, Disneyland Paris, Louvre Museum, Normandie (D-Day Beaches)

Germany—Freiburg Cathedral, Checkpoint Charlie Museum, Heidelberg Castle, Nueschwanstein Castle,

Oberammergau Passion Play, Black Forest.

Greece—Acropolis, Greek Islands of Mykonos,

Santorini, Rhodes.

Ireland— Blarney Castle, Cliffs of Moher, Waterford Crystal factory, Doors of Dublin.

Israel— Wailing Wall, Dead Sea, Temple Mount

Italy— St. Mark's Basilica, Colosseum, Sistine Chapel, Roman Forum, Trevi Fountain, Pantheon, Pompeii,

Leaning Tower of Pisa, Venice waterways, Venetian glass.

Iceland— Land of volcanoes, Geysers and glaciers, Golden Waterfall.

Scotland— Edinburgh Castle, Stirling Castle

Switzerland— Alps, Chillion Castle

Jamaica— Dunn's River Falls, Fern Gully

Mexico— Chichen Itza, Uxmaal, Mexico City

Nepal— Kathmandu

China— Great Wall of China, Forbidden City, Victoria Peak, Yangtze River, Terracotta Army,

Brazil— Sugar Loaf Mountain, Statue of Christ the Redeemer, Copacabana and Ipanema Beaches, Iguazu Falls

Bolivia—Lake Titicaca

Australia— Sydney Opera House, Ayers Rock, Great Barrier Reef, AMP Tower,

Airline and Travel Glossary

-A-

A La Carte - Referring to meals. An indication that each dish is priced separately or that a choice of meals may be available.

Add-On - An option, usually at extra cost, added to travel arrangements.

Adjoining Room - A hotel room that is next to another, but without connecting doors.

ADT - Atlantic Daylight Time; Alaska Daylight Time.

Advance Purchase Requirement - An airfare that must be purchased a certain number of days ahead of departure, usually 7, 14, or 21 days, for the best fare.

Aft - Toward the rear of a ship or aircraft.

Air Travel Card - A credit card sponsored by the airlines, for the purchase of air travel only.

ARC - The Airlines Reporting Corporation - Oversees the tracking of payments from travel agency to airline, upon issuance of tickets, created by the air carriers.

Airport Transfer - A transport service to/from an airport to hotel, normally prepaid as part of a package tour, but available separately as well.

Air/Sea - a term referring to tickets, trips, fares, etc. that include both air and land-based travel arrangements, such as a cruise package with air included.

All-Inclusive - A plan that includes all meals, drinks, tips, service charges, accommodations, some water sports (usually nonmotorized), etc. NOT all plans are equal - be sure to inquire as to what IS included and what is extra !

American Plan - A hotel's meal plan that usually includes all three meals each day.

Amidships - Toward the middle of a ship - usually most stable part of the vessel.

APEX - An airline term meaning " advance purchase excursion fare " - normally the least expensive fares.

ARTA - Association of Retail Travel Agents - professional trade group of travel agents only

ASTA - American Society of Travel Agents - Trade group consisting of travel agencies, travel agents, and allied members (suppliers, etc.).

AST - Atlantic (or Alaska) Standard Time.

Autobahn - High-speed equivalent to the US interstate highway system, in Germany and a few other European countries.

Availability - The actual inventory of seats that are really available to be sold at a certain fare. Just because a fare is presented as "available " between two cities does NOT mean seats at that rate are available. This causes much confusion when airfare ads are published. You must read the " fine print " before calling your agent and asking them to get that fare for you !

-B-

B & B - Bed & Breakfast; usually a quaint, country-style accommodation with a small number of rooms, that includes breakfast each morning.

Back-to-Back Ticketing - An against-the-rules practice whereby an air ticket is issued round-trip with only one portion to be used. Another is then issued roundtrip, again

with only one portion to be used. In effect, this amounts to using one ticket for the outbound part of a trip, and the other for the return. The normal Saturday night stay requirement is then avoided - useful only when two roundtrip tickets are LESS than the cost of a single ticket with no Saturday night stay over. Most agents will not issue such tickets, as they can be *severely penalized* - please DO NOT ask for them !

Balcony - Sometimes called a veranda - an outside " porch " that is usually private, just outside your ship's cabin. GREAT for relaxing and port arrivals !

Bareboat Charter - Renting a yacht/boat without a professional crew.

Base Fare - the basic price of an airline ticket, before ANY taxes, surcharges, airport fees, etc.

Beam - a ship's width at it's widest point; determines whether or not a vessel can pass through the Panama Canal.

Bellman - a person who carries one's luggage to a hotel room.

Benelux - Term for the countries of Belgium, the Netherlands, and Luxembourg.

Berth - Usually refers to the bed in a ship's cabin; also the space at which a ship is docked.

Blackout Dates - Refers to a date or series of dates on which travel is NOT available. Can refer to airline, hotel or car rental arrangements.

Blocked Space - Seats, rooms, and/or cabins held on airlines, in hotels, or aboard ships. Usually held speculatively and made available at reduced rates.

Boarding Pass - A receipt with a seat number, now issued only at checkin at the airport. A ticket is not valid unless a boarding pass has been issued !

Bonded - Protected or guaranteed by a bond, usually referring to the protection of passenger's funds.

Bridge - The navigational center of a ship.

Bulk Fare - A fare only available when buying blocks of airline seats; usually lower than published fares.

Bumping - The airline practice of denying boarding to confirmed passengers who hold tickets on a specific flight, due to an oversold condition. The carrier will ask for volunteers to take later flights, and will usually provide some sort of compensation in the form of vouchers or tickets for future travel. Rules for when compensation must be provided are complicated; ask the ticket agent for a copy of that carrier's rules, as each airline has their own set of guidelines. Some passengers have managed to get bumped regularly, in order to collect compensation.

-C-

Cabin - The passenger area on an aircraft; the stateroom aboard a cruise ship.

Cabin Steward - The person responsible for maintaining/cleaning the cabins aboard ship.

Cancellation Penalty - The monetary penalty due when travel plans are cancelled, usually after final payment has been made.

Carrier - Generic term for any company that transports passengers and/or freight.

Carry-On - Luggage that is hand carried on the aircraft. Most carriers state that the bag must fit in the overhead bin or under the seat in front of you. The usual maximum measurements are 22 X 14 X 9 inches. At most airports, there are bag checking frames that you can insert your carry-on into to see if it meets these requirements. Be prepared to check your carry-on luggage if there is no more room in the cabin.

Cashless Cruising - A term that applies to the system of onboard payment used for most all cruises; the final bill for any such purchases is presented against a credit card or cash deposit given upon check-in. The final statement itemizes the purchases of all passengers in a cabin, such as drinks, shore tours, etc.

Cay - Pronounced " key " - Term for a small island, used primarily in the Caribbean, such as *Princess Cay*.

Change of Equipment - When a flight, with a single flight number, lands and changes the type of airplane used before continuing on to its destination. **AKA - Change of gauge.**

Chunnel - Slang for the tunnel beneath the English Channel, from England to France, through which the Eurostar train passes.

Circle Trip - Any trip that involves more than a single destination, but which returns to the initial point of departure.

City Pair - The departure and arrival cities on an airline booking.

CLIA - Cruise Lines International Association, located in New York City, NY.

Coach - The economy section of an aircraft, which may have literally scores of different fares for the same flight.

Collision Damage Waiver - (CDW) Car rental insurance covering any damage to a rental vehicle; many credit card companies cover their clients in this area if they use that card to pay for the rental. Check with your credit card company to see if you are covered and to what extent.

Commuter - Term referring to the small, regional airlines, sometimes called puddle-jumpers. Also, a person who travels from one city to another for work.

Concierge - A hotel employee who provides additional advice, recommendations, and other services to guests, such as restaurant reservations.

Connecting Flight - An air journey that requires changing planes at an intermediate city along the way.

Consolidator - A business that sells airline tickets in bulk, usually at some savings, but with many restrictions - be careful who you use !

Courette - The sleeping compartment of a train, that can contain up to 6 beds.

CST - Central Standard Time.

-D-

Deck - the floor area of a ship. Some cruise liners have as many as 11 to 14 decks or more!!

Deck Plan - A drawing representing the location of the decks, public rooms, cabins, etc. of a cruise ship.

Denied-Boarding Compensation - That payment and/or voucher given those bumped from a flight; may be somewhat negotiable - always ask ! See "bumping ".

Department of State - The US government agency that, among other things, issues cautions and warnings concerning travel to many points worldwide. Connect to the Department of State for the latest updates for the areas you are interested in.

Diner - The restaurant car of a passenger train.

Direct Access - Refers to a travel agent's ability to get directly into an airlines database to get true last seat availability and correct pricing - a big difference between internet fare quotes and an agent's CRS (Computer Reservations System).

Direct Flight - A flight to another city that is non stop or stops at least once en route, but does not involve a change of equipment (you do not have to change planes).

Disclaimer - A legal document that advises clients that a travel agent acts only as a middleman in the sale of travel products; any liability ultimately lies with the supplier, i.e. airline, hotel, car rental company, tour operator, railway, etc.

Disembark - To get off an airplane or passenger ship.

Domestic Fare - A fare charged for travel within a country.

Double Occupancy - The way in which almost all cruise fares and tour packages are quoted, that is, based on two people traveling together. Most hotel rooms are quoted based on two adults to a room, as well.

Drop-Off Charge - The fee added to a car rental when the vehicle is returned to a city other than where it was originally rented. In some states, there is no drop off fee most of the time.

-E-

Elderhostel - Hostel catering to seniors - see " hostel ".

Electronic Ticket - A " paperless " airline ticket allowing one to check-in and fly with just proper photo ID. E-tickets cannot be lost, or used by anyone else, so they are safer than standard paper tickets. One drawback is that e-tickets on one carrier cannot be honored by another, so in a cancelled-flight snafu, the original carrier must print hard copy tickets before another airline can accept them.

Embark - To board a plane or cruise ship.

En Suite - In the hotel industry, indicates that a Bathroom is directly in the room, rather than down the hall or shared with another room.

English Breakfast - Basic meal of cereal, juice, eggs, meats, and other beverages. Common with most hotels in the UK/Great Britain.

EST - Eastern Standard Time.

ETA - Estimated time of arrival.

ETD - Estimated time of departure.

Eurailpass A special fare ticket that allows either unlimited train travel, or travel for a certain number of days/weeks, in many European countries (except in Britain, where the Britrailpass offers similar travel in England, Scotland, and Wales).

European Plan - A rate at a hotel that includes no meals.

Excursion - A side trip from a main destination, usually at added cost and optional.

-F-

Family Plan - Offered by most hotels, allow children to stay in the same room as parents, at no additional charge. Age requirements vary between hotels.

Fare Basis (code) - The sometimes confusing code or codes on which the price of an airline ticket is based.

First Class - Most aircraft have at least some first class seats up front, which offer much more room and upgraded cabin service, meals, etc.

FIT - Foreign Independent Tour - Actually used generically now for a travel package put together by a travel agent from separate components such as car, hotel and airfare, adjusted exactly as the traveler wishes. May include city tours, theater tickets, and other independent options, and may also include custom mapping/routing to accomplish the client's goals.

Fjord - A narrow inlet from the ocean, usually bounded by cliffs, with spectacular scenery. Most are located in Alaska, Norway, and New Zealand.

Fly-Drive Package - A travel package featuring airfare, rental car, and perhaps hotels. Usually less expensive than booking each separately.

Full Service Hotel - A hotel with restaurant facilities.

-G-

Galley- The kitchen on a ship or aircraft.

Gangway - The entryway onto a ship.

Gateway City - A city that operates as an arrival or departure point for international flights.

Global Distribution System (GDS) - An international computer reservation system that accesses many databases of suppliers, airlines, etc. in different countries, such as WORLDSPAN.

Global Positioning System (GPS) - System of satellites that allows miniature radio receivers on earth to pinpoint one's location within a few feet. Most cruise ships make use of this system to navigate the world's oceans. Now an option when renting a car

Greenwich Mean Time (GMT) - Solar based time in Greenwich, England, for which time in all other time zones in the world are based.

Gross Registered Tonnage (GRT) - A measurement of the enclosed space in a ship. Cruise ships in the 70,000 ton range are considered superliners.

GST - Goods and Services Tax, such as levied in Canadian Provinces.

-H-

Hard-Copy - A printed version of a document, such as an airline ticket or hotel voucher.

Hidden-City Ticketing - Another airline no-no; buying a ticket from A to C with a stop in B. The passenger gets off at B, which was the intended destination anyway. The ticket is purchased because the fare from A to C is LESS than A to B! Yes, the fare structure makes no sense! Do not ask a travel agent to do hidden-city tickets; they can be seriously penalized for it!

High Season - The time of year when a destination gets the greatest crowds, and thus can increase hotel and rental car rates, etc. As an example, summertime is high season for travel to Europe hostel - an inexpensive accommodation, usually dormitory style, popular with the student crowd - thus the term "youth hostel".

Hub - An airport or city in which an airline has a major presence and many flights to other destinations. As

an example, Delta has a hub in Atlanta. Many carriers use the hub-and-spoke system to maximize profits by keeping the aircraft in the air as much as possible. Flights to the hub are many, and from there flights to many other destinations are scheduled.

Hurricane Season - In the Caribbean primarily, and the Southeastern US, a period from June through October during which such storms are likely to occur.

-I-

IATAN- International Airlines Travel Agent Network - Administers the IATAN card, the only widely accepted form of legitimate travel agent identification.

In Season - Meaning only available at certain times of the year.

In Transit - En route; in the process of traveling.

Incentive Travel - Travel as a reward for an employee's outstanding performance.

Inclusive Tour - A package tour that bundles transportation, accommodations, transfers, sightseeing, possibly some meals, etc.

Inside Cabin - A stateroom aboard ship that has no window. Sometimes smaller, but at times the same size as an outside cabin.

Interline Connection - A flight on one airline that connects to a flight on a different carrier. The airlines have an agreement to transfer baggage and allow both airlines to be on the same reservation.

International Date Line - At 180 degrees longitude, the date on one side of this imaginary line, running from the north to the south pole, is different from the other. The line runs through the Pacific Ocean, and because of it, it is possible to leave one destination on one day, and arrive in another the day before!

-J-

JetLag - An upset of one's biological clock due to travel across many time zones.

-K-

Kilometer- A measure of distance used in almost all other countries, at about 5/8 mile.

King Room - A hotel room with a king bed.

Knot - A nautical measure of speed equaling approx. 1.5 mph. A ship traveling at 15 knots is traveling at about 22 mph.

-L-

Land Arrangements - All the details of a the land portion of a trip; hotel, car, tours, sightseeing, etc.

Land-Only - A rate that does NOT include airfare; usually includes most other land-based charges such as accommodations, transfers, taxes, and perhaps other optional items like theme park tickets, rental care, etc.

Last-Seat Availability - The ability of a travel agent to get, literally, the last seat for you on a particular flight, either at a certain fare or actually the last remaining seat on an aircraft. See direct access .

Late Booking Fee - A fee due if travel arrangement are made at the last minute. Normally covers express delivery of documents and other last-minute arrangements that may have to be made by a tour operator.

Latitude - Imaginary horizontal lines of angular distance, measured in degrees north or south of the equator.

Layover - A period of time spent during a trip, sometimes overnight, while waiting for a transportation connection - usually a change of planes.

LDW - Loss damage waiver - Additional insurance pertaining to car rentals, covering theft and vandalism in addition to accident damage.

Leeward - The side of a ship or an island that is located opposite from the direction of the prevailing wind -the "Leeward Islands" in the Caribbean for example.

Leg - On segment of a journey, normally referring to an air itinerary, such as the "outbound leg " or the "return leg ".

Leisure Travel - Travel for pleasure as opposed to business.

Lido Deck - Usually the deck on a cruise ship that surrounds the pool area.

Limited Service Hotel - A hotel property without a restaurant.

Load Factor - The percent of available space on an aircraft or other form of transportation that has been sold to date.

Lowest Available Fare - The current, lowest airfare available for purchase right then - may or may not change within minutes/hours/days!!

Lowest Fare - The lowest published airfare between two cities; may NOT have seats available at that fare, as the airlines usually have a limited number of those seats on any given flight.

Low Season - The period when a destination experiences it's lowest prices and the fewest number of guests.

Lower (bed) - In a cruise stateroom, the bed(s) on the floor as opposed to the higher bunks (uppers), if any. On many ships, two lowers can be arranged to make a king or queen bed - but NOT always. Be sure to ask !!

-M-

Maximum Stay - The maximum time you may stay at your destination in order to qualify for a specific airfare.

Normally most fares have a 30-day limit, but some are less. Usually, the longer you stay, the higher the fare will be.

Midship - Same as amidships.

Minimum Connect Time - Defined as the minimum time necessary between connecting flights - 30 minutes domestically, ideally, at least a hour.

Modified American Plan (MAP) - Meal plan that includes two daily meals, usually breakfast and dinner.

MST - Mountain Standard Time.

-N-

Nautical Mile - Air/sea distance measurement of approx. 1.1 statute miles.

No Show - A passenger who doesn't show for a flight, hotel, or rental car booking.

Non-Refundable - A fare that cannot be refunded either in cash or via a credit card credit; very seldom is there an exception.

Non-Transferable - An air ticket that cannot be used by anyone else.

Nonstop - Referring to an air flight that does not stop enroute to its destination, that is, a single flight segment with no intermediate stops.

NTSB - National Transportation Safety Board; investigates accidents and other incidents related to public transportation.

-O-

Occupancy Rate - The percent of hotel rooms expected to be filled during a specific time period.

Oceanview Cabin - A cabin aboard a cruise ship with a window, such as a porthole or picture-window, and perhaps a balcony/veranda.

Offline Connection - A change of aircraft also involving a change of airlines. I.E American to United

Off-Peak - A time when less travel occurs. Fares are usually lower during these times.

Online Connection - A change of aircraft involving the same airline. I.E American to American

Open Jaw - A circle trip during which there is no travel by air between two of the cities.

Open Return - A air ticket with no return date specified.

Operator - A company providing transportation or travel related services; airline, cruise line, railway, hotel, car rental company, etc.

Option Date - Final date on which a reservation must be deposited or cancellation will result.

Outbound - The departure leg of a journey.

Outside Cabin - See ocean view cabin.

Outside Salesperson - Job description of an travel agency employee who sells travel but is not based primarily in the agency location most of the time.

Overbooking - The practice of selling more airline seats than are available on a specific flight, to make up for no-shows. Requires passengers to be bumped - not always voluntarily. Also happens in the hotel industry, as well.

Override - Extra commission that travel agents sometimes get, usually for selling a certain amount of a supplier's product.

-P-

Passenger Facility Charge (PFC) - A fee for the use of many airports, added in to the cost of an air ticket.

Passenger Name Record (PNR) - The official name of one's reservation in a computer reservation system (CRS).

Passport - Document identifying a persons country of origin.

Passport/Visa Service - A service that will take your passport and hand carry, if necessary, to the appropriate embassy in order to expedite a visa.

Per Diem - "by the day"; in the cruise industry, the per-day cost of a cruise, per person. In the airline industry, the meal expense allowance determined by the total number of hours away from your home base.

Personal Effects Coverage - Additional car rental insurance covering loss of personal property from the rented vehicle.

Point-to-Point - Refers to the fares between two cities; the service between two cities without additional segments or any continuation.

Port - The place where a ship docks; a place visited by cruise ship; the left side of a vessel.

Port Charges/Taxes - Fees levied by local authorities upon the cruise lines for each passenger visiting a port of call, normally added to the total cruise fare.

Portside - Left side of the ship.
Porter - A baggage handler, also referred to as a skycap.
Porthole - Usually a round, sealed window in a shipboard stateroom.
Posada - A small country hotel. Spanish.
Positive Space - Space aboard a ship or aircraft that can be confirmed ahead of time.
PPDO - Per Person, Double Occupancy. Most tours and cruises are quoted this way; the average cost to stay in a particular location per day.
Preferred Suppliers - A travel agency's list of products they prefer to sell the most. These suppliers sometimes offer extra commissions, the agency can rely on the preferred supplier for integrity and a quality product, and the traveler gets a good value at a fair price.
Prop - Referring to propeller-driven aircraft.
PST - Pacific Standard Time.
Published Fare - An airfare that is listed in the carrier's tariff.
Purser - Aboard ship, the person responsible for providing a wide array of services such as information, making change, stamps, etc. Found at the purser's desk.
Aboard an aircraft, the Flight Attendant in charge.

-Q-

Quad - A room suitable for four persons.
Quay - A pier - Pronounced the same as key.
Quid - A monetary term for a British pound sterling.

-R-

Rack Rate - The standard price of a hotel room before any discount has been taken, usually artificially high. Rooms rarely sell for the rack rate unless the property is virtually full or a special event is taking place.
Rate Desk - The office of an air carrier that calculates fares for passengers and travel agents.
Record Locator - The number assigned to one's reservation in an airline's computer system.
Red-Eye Flight - Usually an overnight flight that arrives early in the morning - great when you don't want to lose precious sightseeing time at your destination.
Registry - The formal registration of a ship's ownership, and the country it is registered in. Example: Panama, Liberia, Norway, etc.
Reissue - The generation of a new ticket that is exchanged for another, due to a change of plans, dates, flights, etc. May involve additional fare, penalties and fees.
Repositioning - The moving of a cruise ship to another home port for all or part of a season, such as the repositioning of ships to Alaska for the summer. Often these cruises are excellent bargains, but will involve one-way airfare home from the port of debarkation.
RES - Short for reservation.
River Cruising - Pleasure Cruising along a river. Popular in Europe and China
Rollaway - A cot or other bedding that can be added to a hotel room to accommodate another guest. There is often an extra charge for this.
Round Trip - A flight to a single destination and return.

Run-of-House (ROH) - Refers to a hotel room, the type of which is assigned at the discretion of the hotel shortly before you arrive. Usually, the rates are lower.
Run-of-Ship - Cabin is assigned at the last moment, giving the cruise line the ability to shift accommodations as needed. Usually, guaranteed a minimum category of cabin, and sometimes an upgraded stateroom at no additional cost. Most upgrades are from inside-to-inside cabins, or from outside-to-outside but occasionally an inside-to-ocean view upgrade will occur.

-S-

Saturday Night Stay - The airline requirement that you must stay over a Saturday night during a trip in order to obtain the lowest fare. Usually, there is also an advance purchase requirement as well as other rules that apply, such as travel being limited to certain days of the week, etc.
Scheduled Carrier - An airline that operates on a regular, published schedule.
Sea Bands - A product resembling a bracelet that is worn on the wrists and operates via acupressure. Wearers claim that seasickness can be avoided by their use, thus eliminating the need for drugs such as Dramamine, etc.
Sea Legs - The ability to move around on a ship without losing balance and without sea sickness.
Segment - A leg or part of a journey, usually in reference to an air itinerary. One take-off and landing during air travel constitutes a segment.
Self-Drive - A rental car. British term.
Shore Excursion - Tours that are purchased as an option when visiting ports of call while on a cruise. Can sometimes be bought before you cruise, and is recommended for very popular shore excursions which will sell out before the cruise even leaves port. The cruise line can help you determine which shore excursions should be purchased ahead of time.
Shoulder Season - A period of time between high and low seasons, where prices at a destination are between their highest and lowest, and the crowds are thinner.
Single Supplement - An additional charge when purchasing a cruise or tour whose pricing is based on double-occupancy. This supplement can be as much as twice the PPDO rate.
Sleeper - The sleeping compartment aboard a train.
Spa - A resort area centered around a mineral springs, hot springs and the like, typically where one can find massage, hydrotherapy, exercise, steam baths, etc.
Special Interest Tour - A tour catering to the needs of a specific interest, such as bird-watching, whale-watching, river rafting, mountain biking, rain forest exploration among many others.
Stabilizer - A device on most all cruise vessels, to reduce pitch and roll when at sea - the movement that can cause seasickness. Stabilizers are often pulled in at night in order to allow faster speeds when traveling between ports of call.
Starboard - The right side of a ship.
Stateroom - Another term for a cabin aboard ship.
Stern - The rear of a ship.
Stopover - A planned stay-over in a city for a day or more, while enroute to another destination. Sometimes adds significantly to the cost of an air ticket.

Suite - A hotel accommodation with more than one room, or sometimes a single room with distinct sleeping and living areas and often a kitchenette.

Supplier - Any company that supplies travel and/or related services to the traveling public.

Surface - Travel over land that does not involve an aircraft.

-T-

Tariff - A schedule of prices/fares.

Tender - A small boat or ferry that carries passengers from an anchored cruise ship to the pier at a port of call. Many ships are too large for existing port facilities at some destinations, and so they anchor just off shore and tender their passengers in for their visit.

TGV - The term applied to the French high-speed train system.

Theme Cruise - A cruise devoted to a specific interest, such as big bands, country western, Star Trek, exercise and weight-loss, cooking and cuisine, and many more. There is usually a theme cruise to suit just about any interest.

Through Passenger - A passenger who is not disembarking at a particular stop while enroute to the final destination.

Tour Conductor - The person who accompanies and is in charge of a tour, often on a motor coach tour.

Tourist Card - A card issued to a visitor in lieu of a visa, usually for a short duration visit. Countries such as Mexico require these.

Trans-Canal - Passing through the Panama Canal.

Travel Advisory - A travel warning issued by the US Department of State, indicating a special caution should be taken in a country due to political unrest, natural disaster, or other special situation. These can be obtained from any good travel agent, on any area considered visiting.

Twenty-Four Hour Clock - Used by most of the world, 1pm becomes 1300 hours, 3pm is 1500 hours, etc, up to 2359 or 1159pm. Midnight is then considered 2400 or zero hours. 1:20am is then 0120 or zero one twenty and so on.

-U-

Unlimited Mileage - No mileage restriction when renting a car.

Unrestricted Fare - An airfare that has no special advance purchase, Saturday stay or certain travel day requirements, and is usually refundable. Many full coach and most first-class fares are unrestricted.

-V-

Value Added Tax (VAT) - A tax on goods in Europe, which under certain circumstances can be refunded.

Value Season - Similar to shoulder or low season, when pricing is lower.

Veranda - A roofed-porch, such as connected to a cruise ship stateroom.

Visa - usually a stamp in a passport allowing entry into a country for a specific purpose and a finite amount of time

-W-

Waiver - A written acknowledgement that a passenger has declined something, such as insurance coverage for a trip, for example. Also, the formal acknowledgement of the waiving or dismissal of a requirement, such as a waiver of a penalty for late booking, etc.

Walk-Up - One who purchases an air ticket at the last moment, usually at the airport ticket counter.

Wet Bar - The area of a hotel room that has a bar or other counter space with running water, used for the preparation of drinks.

