

## (2) Itinerary Planning.

It is the total travel plan of a passenger from origin to destination via the various intermediate points.

Point to be kept in mind while planning an itinerary

- (1). Establish the places where your passenger wishes to travel to.
- (2). Establish the order in which to visit them.
- (3). Link the cities in such a way to avoid back-travelling or zig-zagging. So as to establish the shorter route.

(But remember to meet any special request made up the

passenger).

(4) Give preference to itinerary with the lowest fare.

(5) Take into account political situation, geographical situation & practicality of transport options.

(6) Always have alternative ready for your passenger just in case he changes his mind or if there are some unexpected circumstances.

## Passenger Briefing

A passenger is a person other than a member of a crew entrusted to operate a particular flight who is carried or who is to be carried on an air craft when with the consent of the Carrier. Beside holding a ticket a passenger performing and international journey must be in possession of the following

- Passenger
- Visa
- Health Certificate

It is a legal responsibility of the passenger to fulfill all govt. requirement rules and regulations in connection with his travel.

However, If documentation is left to the passenger then it is very likely that the airlines will have a passenger with incomplete documents.

The consequences of this could be disaster for the airlines. Non-fulfillment of governmental formalities will lead to

- (1). off-loading at the origin resulting in an empty seat - result loss of revenue.
- (2). Repatriation of the passenger from the destination and this could be at the cost of the airlines.
- (3). Loss of passenger goodwill because ultimately the passengers will blame the airline for inadequate briefing.
- (4). Loss of goodwill of the govt. authority as time and again they will have to check and recheck passenger documents resulting in long queues at their desk.
- (5). Reflection of inefficiency on the part of the airline.

# Passport

A passport is an official document of identity issued by the competent authority national of the issuing country.

## Different types of passport:

1. ordinary passport is main blue colour and issued to ordinary citizens of the country.

(ii) Diplomatic Passport is Maroon colour and issue to Diplomates.

(iii) Official passport service passport is light green in colour and issued to a govt personnel intending in their own country but going aboard on official visit (official passenger) on arrival to the official

himself or and not to  
the department).

(4) Special Passport for specific  
journey. | Passport Issued  
for Judged

(5) CDC (Continuous Discharge  
Certificate) also  
known as the Sea Men  
Book is a special document  
issued to people working  
in the Merchant Navy

(6) Identity Certificate for  
Stateless persons

Ex: Tibetans living in  
India.

A Passport must be check  
for the following

(1) identity of the holder.

(2) Validity

(3) VISA (Validity)

(4) Any Endorsement.

A Visa is an entry in the passport or any other travel document made by the designated competent authority of the govt. of a country to indicate that the bearer has been granted the permission to enter or re-enter the concerned country. Visas are of diff. types.

- ① Tourist Visa.
- ② Business Visa
- ③ student Visa.
- ④ Transit Visa
- ⑤ Immigrant Visa.

Visa could be single entry, double entry or multiple entry also the validity of the visa may vary.

The check are that need to carry out in the visa are:-

- (1) Identity
- (2) Validity
- (3) Types of Visa
- (4) endorsement.