

Learning subject: Management of tourism companies

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Chapter 6

Tourism tickets

Introduction

1. Definition

Ticketing refers to the process of booking, pricing, issuing, and managing travel tickets for passengers. It connects transport companies, travel agencies, and customers.

❖ There is common information which generally contains on the both types of the tickets like :

Name of the passenger

Name of the airline

Number of tickets along with the code of the airlines provided by IATA..

Name of the destination and origin of travel.

Validity of the ticket. (Except the ticket is marked as "open" Ticket)

Limit of luggage

Type of Taxes imposed

The alpha or numeric code

Dates that the ticket is valid for.

The payment method, like Cash, credit card internet banking etc.

Class	Types of ticket
Economy class	Cheaper, the passengers are not offered any specific meal, the seats are not comfortable
First-class	Very comfortable seats with extra leg space. The quality of meals.
Child tickets	If the child is less than two years, he will sit on his guardian's lap. If a child is more than two years ago, the guardians have to purchase the ticket for his child.
Round-trip tickets	The passengers shall start the journey from the specific destinations and will come back to origin of destination only. The ticket is cheaper than a one way.
One-way air-line	The passenger shall be purchasing the ticket for the onward journey only., and has to buy another ticket if he wishes to travel at other destinations.
Refundable	It makes eligible to the passenger for a refund, if he doesn't cancel his trip.
Non-Refundable	The passenger shall not be getting any refund in case of any changes

2. Ticketing Systems

2.1 Reservation

The word Reservation in the Travel industry is used for blocking of the seats or accommodation in the hotels, without completing the process of buying actually.

The airline industry it refers to block the seats on a request of the passenger, while reservations process the reservationist need the details of the passenger like name of the passenger, age, destination, date and time of travel and other necessary information shall be taken into account.

Manual ticketing: used in traditional offices.

Electronic ticketing (E-ticket): modern digital form allowing customers to receive tickets by email or app.

Global Distribution Systems (GDS): such as Amadeus, Sabre, Galileo — used by agents to book air, train, or bus tickets.

2.2 Reservation softwares

Amadeus:

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Amadeus bookings involving ALTEA have the topmost level of access and everything happening in real time. Even if onward legs are booked on separate carriers yet they would be displayed hence rearrangement becomes easy. The PNR is common between ALTEA Amadeus and airlines so no duality of PNR or command.

Galileo:

The history of Galileo is as old as the year 1971, The travel agents had a huge market share when it came to the selling of the airlines ticket.

Those airlines, which owned the computerized reservation system or had a share in it enjoyed a better exposure on the system. Sabre and Apollo dominated the market at that time. It was

the 1987 which saw the coming together of many airlines: Air Portugal, Olympic, Austrian Airlines, etc. In the year 1992 Covia took over Galileo and merged it with Apollo.

The Galileo Global Distribution System includes not only flight or air bookings but accommodation, packages, coach bookings, train bookings, cruise bookings, insurance, car rentals and sometimes ferries too.

Criteria	Amadeus	Galileo
Type	Global Distribution System (GDS)	Global Distribution System (GDS)
Founded / Developed by	Created in 1987 by Air France, Iberia, Lufthansa, and SAS	Developed by a group of airlines; now owned by Travelport
Headquarters	Madrid, Spain	Langley, United Kingdom
Main Users	European, African, and Middle Eastern travel agencies and airlines	North American and Asian travel agencies and airlines
Coverage	Global, with strong presence in Europe	Global, with strong presence in the USA and Asia-Pacific
Main Functions	Flight booking, ticketing, hotel and car rental reservations, fare comparison	Flight booking, ticketing, seat management, hotel and car reservations
Technology	Advanced online interface, API integration, mobile solutions	Robust interface under the Travelport platform, cloud-based access
Integration	Works with multiple airlines, hotels, and tour operators	Integrated with the Travelport GDS network (including Apollo and Worldspan)
Advantages	User-friendly, multilingual, widely adopted in Europe and Africa	Fast connection speed, extensive airline database, strong in North America
Example of Users	Air Algérie, Lufthansa, Qatar Airways, Air France	United Airlines, British Airways, Singapore Airlines

2.3 Evolution and Alternatives to Traditional GDS Systems

In recent years, traditional Global Distribution Systems (GDS) such as Amadeus and Galileo have faced growing competition from new digital platforms and direct connectivity solutions.

Criteria	Traditional GDS (Amadeus, Galileo)	Modern Platforms / APIs (Navitaire, Travelport Universal API, etc.)
Definition	Centralized global systems connecting travel agencies to airlines, hotels, and car rentals	Web-based or API systems allowing direct connection between companies and service providers
Connectivity	Indirect – through GDS intermediaries	Direct – via APIs or online booking engines
Main Users	Traditional travel agencies, full-service airlines	Low-cost airlines, online travel agencies (OTAs), digital platforms
Technology	Legacy systems with centralized databases	Cloud-based, API-driven, and mobile-friendly technology
Flexibility	Limited — fixed structure and protocols	High — adaptable to each company's system and market needs
Cost Structure	Higher transaction fees per booking	Lower costs, especially for direct connections
Integration of Low-Cost Airlines	Often partial or unavailable	Fully integrated (many low-cost carriers prefer APIs)

Speed and Automation	Slower processes, manual updates possible	Fast, automated, real-time updates
Data Management	Centralized and sometimes restricted	Open data exchange and analytics tools
Example Systems	Amadeus, Galileo, Sabre	Navitaire, Travelport API, NDC (New Distribution Capability)

3. Main Functions

Reservation and confirmation of seats.

Calculation of fares and taxes.

Ticket issuance, revalidation, cancellation, refund.

Coordination with accounting and reporting systems.

4. Importance

Represents a main source of revenue.

Ensures customer satisfaction and service continuity.

Strengthens brand reputation through reliability and transparency.