



# Low Cost Carriers (LCC)

---

## USER GUIDE

December 2020

All Low Cost Carrier bookings are **instant ticketing** and once ticketed are managed directly with the Airline.

---

## SEARCH

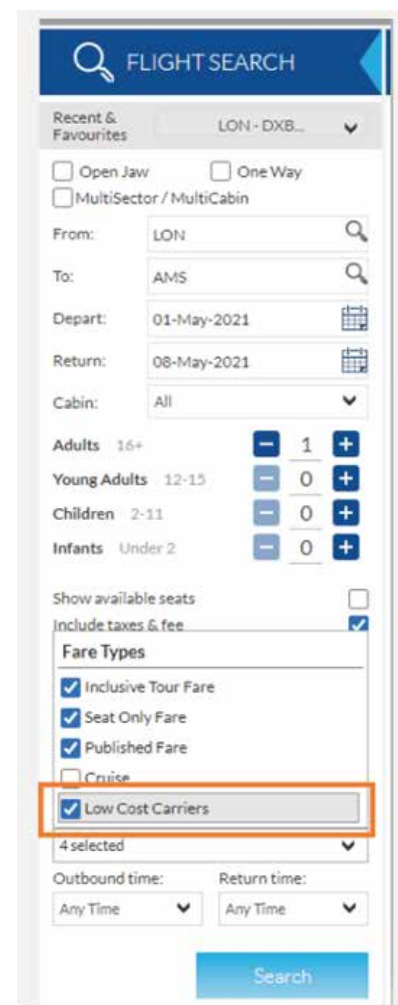
A new option shows in the Fare Type dropdown for 'Low Cost Carriers'.

Low Cost Carriers (LCC) can be selected on its own, or alongside other fare types.

If you select only LCC, the results at availability will show LCC options only.

If LCC is selected alongside other Fare Types, all will be searched and the lowest prices results shown at availability across all fare types.

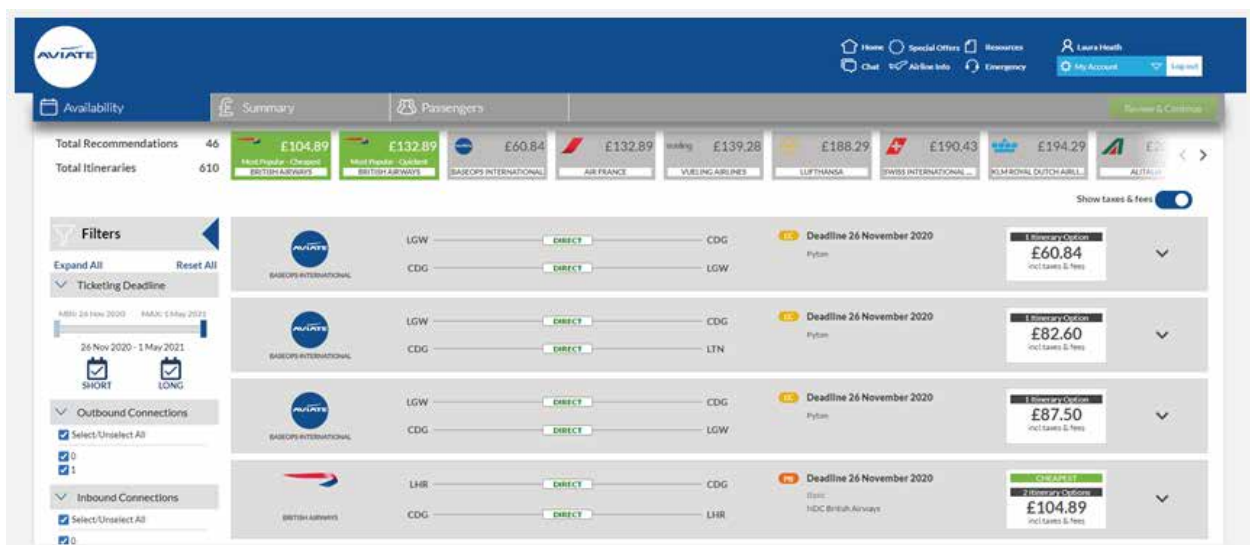
Once you have entered your Route, Dates, Pax, Fare Types etc press **Search** as normal to continue to availability.



The screenshot displays the 'FLIGHT SEARCH' interface. At the top, there is a search bar with a magnifying glass icon and the text 'FLIGHT SEARCH'. Below this, there are several input fields and checkboxes. The 'From:' field is set to 'LON', the 'To:' field is set to 'AMS', the 'Depart:' field is set to '01-May-2021', and the 'Return:' field is set to '08-May-2021'. The 'Cabin:' dropdown is set to 'All'. There are also fields for 'Adults 16+' (set to 1), 'Young Adults 12-15' (set to 0), 'Children 2-11' (set to 0), and 'Infants Under 2' (set to 0). A 'Show available seats' checkbox is unchecked, and an 'Include taxes & fee' checkbox is checked. The 'Fare Types' section has a dropdown menu open, showing several options: 'Inclusive Tour Fare' (checked), 'Seat Only Fare' (checked), 'Published Fare' (checked), 'Cruise' (unchecked), and 'Low Cost Carriers' (checked and highlighted with an orange border). Below the dropdown, it says '4 selected'. At the bottom, there are 'Outbound time:' and 'Return time:' dropdowns, both set to 'Any Time', and a blue 'Search' button.

# AVAILABILITY

At the Availability stage LCC's will be displayed along side other fare types if searched together. These can be identified by the yellow 'LC' icon against the recommendations.



For the most part the Itineraries will display the same for LCC, however unlike other fare types the taxes for LCC are returned to you at booking level.

For LCC itineraries only the availability page we divide the total tax by the number of passengers in order to display a per person cost. For the rest of the booking flow the taxes will be displayed at booking level, which means there may be a few pence difference between Availability and the following stages in the booking process.

**Note:** If you select an LCC itinerary when you continue you will be taken down a new booking path. If you select a non LCC itinerary you will be taken to the Summary stage as per the booking flow you are used to seeing

### LCC Flow



### Other Fare Type Flow



# PASSENGERS

Once you select an LCC itinerary and continue you will be taken straight to a new 'Passengers' page as below.

The screenshot displays the 'Passengers' page with the following sections:

- 1 Enter Passenger Details:** Contains forms for 'Adult 1' and 'Child 1'. Each form includes a dropdown for MR, text fields for First name and Last name, a date field for DD/MM/YY, a dropdown for Sex, and an 'Add Baggage' section with a trash icon and a 'No Bags' dropdown.
- 2 Contacts:** Includes fields for Agent Contact (M00, Laura Tit, track\_development@airtrans.com), Reference, and Airline Contact Email Address (track\_development@airtrans.co.uk, +44, 0123456789).
- 3 Trip Summary:** Shows the itinerary LON-AMS for Thursday 04 April - Thursday 04 April. It lists 1 Booking 1 Adult 1 Child. The cost breakdown is: Total fare (€30.48), Taxes, Fees & Carrier Charges (€9.00), and Service Fees (€79.52), resulting in a Total of €79.98.
- Flight Details:** Shows the flight from LON to AMS on Thursday 04 April 2022, departing at 18:50 and arriving at 21:00. The flight is in Economy class.

**Enter Passenger Details (1)** – You will be required to populate all passengers details, and select any baggage options for each passenger if required. If the airline requires APIS information at the time of booking then additional fields will show for this to be entered. You will be unable to continue until all required details are populated.

**Adult 1**

MR ▼

First name

Last name

DD/MM/YY

Male ▼

**Add Baggage**

No Bags ▼

**Without Baggage**

No Bags

**Baggage**

<input type="checkbox"/>	1 x 15 KG	+ £19.99
<input type="checkbox"/>	1 x 20 KG	+ £22.49

**Child 1**

MR ▼

**Contacts (2)** – Agent contact details will be auto populated based on your user credentials and log in information.

You have an option to add a 'Reference' which is just an internal reference that will carry over to the display booking page.

The 'Airline Contact Email Address' will be auto populated for you but can be amended. The contact details that are added in this field will be sent to the Airline. Once the booking is created/ticketed this cannot be amended by your or Aviate in our booking system.

**Contacts**

**Agent Contact**

MISS Laura Tst track\_development@calrom.com

**Reference**

**Airline Contact Email Address**

**Trip Summary (3)** – This new Trip Summary panel shows details of the itinerary and costs. You can [Email Quote](#) or [Print Quote](#) from this panel, or go back to [Change](#) your selection of flights if required.

Any baggage added in the Passenger Details section (1) will be included in the costs under Ancillary Services/Extras.

The screenshot displays the 'Trip Summary' interface. At the top, it shows the route 'LTN - AMS', the dates 'Thu 01 Apr - Thu 01 Apr', and the booking details '1 Booking 1 Adult 1 Child'. There are buttons for 'Email Quote' and 'Print Quote'. Below this is a 'Total Costs' section with a table listing: Total Net Fare(s) at £50.98, Taxes, Fees & Carrier Charges at £0.00, Service Fees at £29.00 (with a 'TPS' badge), and Ancillary services/Extras at £39.98. A 'Total' of £119.96 is shown in an orange box. The 'Flight Details' section shows an easyJet flight on Thursday 01 April 2021 from LTN at 18:50 to AMS at 21:00, with a 1H 10M duration. The flight number is 2163 and the cabin is Economy. A 'Change' button is located at the bottom right.

Total Costs	
Total Net Fare(s)	£50.98
Taxes, Fees & Carrier Charges	£0.00
Service Fees	£29.00
Ancillary services/Extras	£39.98
<b>Total</b>	<b>£119.96</b>

Flight Details	
Thursday 01 April 2021	
<b>easyJet</b>	LTN 18:50 — 1H 10M — AMS 21:00
Flight	2163 <a href="#">Rules</a>
Cabin	Economy

# BOOKING EXTRAS

If the Airline offers booking extras you will be taken to the 'Booking Extras' page once you continue from the 'Passengers' page. If the Airline doesn't offer extras via this system then you will be taken straight to 'Review & Pay'.

The Extras which show will vary depending on what the airline offers, to add an Extra simply click [Add to Trip](#)

The screenshot displays the 'Booking Extras' interface. At the top, navigation tabs include 'Passengers', 'Booking Extras', and 'Review & Pay'. The total price is shown as £119.96. The main area is titled 'Select booking extras' and contains a question: 'Does your client want seat selection?' with an 'Add to Trip' button. The right-hand side features a 'Trip Summary' panel with the following information:

- Trip Summary:** LTN - AMS, Thu 01 Apr - Thu 01 Apr, 1 Booking 1 Adult 1 Child.
- Total Costs:**

Total Net Fares (1)	£30.90
Taxes, Fees & Carrier Charges (1)	£0.00
Service Fees (1)	£29.00
Ancillary services/Extras (1)	£59.90
<b>Total</b>	<b>£119.96</b>
- Flight Details:** Thursday 01 April 2021, LTN 18:50 to AMS 21:00, Flight 2145, Cabin Economy.
- Passenger List:**
  - MR AdultA xclgcedxoh, DOB: 01 Apr 1990, Extras: 1 x 15 KG, + £19.99
  - MISS ChildA xxxooxbxk, DOB: 01 Apr 2012, Extras: 1 x 15 KG, + £19.99



For Seat Selection this will open a seat map like below, for you to pick seats. Any additional cost to seat passengers will be added to the Total Cost panel in the Trip Summary, within Ancillary Services/Extras.

### Select booking extras

Does your client want seat selection ?
✓ Added

**Seat Key**

**Standard**  
from £5.99

**Front cabin seats**  
from £15.49

**Extra leg room**  
from £15.49

X

**Reserved**  
Not available

**London to Amsterdam**  
Flies at 10:54 In the air for 1h 10m

**MR AdultA** xcigcedxxh  
1A £17.99 [Change](#)

**MISS ChildA** xxixcixbxx  
[Select a seat to assign](#)

### Trip Summary

LTN - AMS ✉ Email Quote

Thu 01 Apr - Thu 01 Apr 🖨 Print Quote

1 Booking: 1 Adult 1 Child

**Total Costs**

Total Net Fare(s)	£50.98
Taxes, Fees & Carrier Charges	.00
Service Fees	.00
Ancillary services/Extras	.97
<b>Seat Selection</b>	<b>£17.99</b>
<b>Total</b>	<b>£68.95</b>

**Cost Breakdown (Per Passenger)**

Cost Type	BCP
Baggage Option	£39.98
Seat Selection	£17.99

**Flight Details**

Thursday 01 April 2021

**easyJet**

LTN  
**18:50**

Flight: 2163  
Cabin: Economy

1H 10M

AMS  
**21:00**

[Change](#)

# REVIEW & PAY

Once any Booking Extras have been selected you can continue to the final stage **Review & Pay**.

You can pay via Card Payment or Credit Allowance. This limit of payment types is because the bookings are Instant Ticketing so Bank Transfer and Direct Debit are unable.

The Trip Summary panel is still visible so all details can be checked, and once happy you simply select the payment type, tick to confirm the value and T&C's and **Pay & Ticket**

The screenshot displays the 'Review & Pay' interface with the following sections:

- Navigation:** Passengers, Booking Extras, Review & Pay.
- Review & Pay Section:**
  - Message: Please review the booking details to ensure the information provided is correct.
  - Section: Choose your Payment type.
  - Selected Option: Credit Allowance.
  - Table:


Credit Limit	£60000.00
Current Balance	£22279.38
To Pay	£155.94
Remaining Balance	£22123.44
  - Checkbox:  £155.94 to Aviate Management Ltd to be debited from your Credit Allowance.
  - Checkbox:  I accept the [Terms and Conditions](#) updated as at Feb 2018.
  - Button: Pay & Ticket.
- Trip Summary Panel:**
  - Route: LTN - AMS
  - Dates: Thu 01 Apr - Thu 01 Apr
  - Passengers: 1 Booking 1 Adult 1 Child
  - Buttons: Email Quote, Print Quote.
  - Section: Total Costs

Total Net Fare(s)	£50.98
Taxes, Fees & Carrier Charges	£0.00
Service Fees	£29.00
Ancillary services/Extras	£75.96
<b>Total</b>	<b>£155.94</b>
  - Section: Flight Details
    - Date: Thursday 01 April 2021
    - Route: LTN 18:50 → 1H 10M → AMS 21:00
    - Flight: 2163
    - Cabin: Economy
    - Buttons: Change
  - Passenger 1: MR AdultA xcigcedobh (DOB: 01 Apr 1996)
    - Seats: 1A1 (+£17.99)
    - Extras: 1 x 15 KG (+£19.99)
  - Passenger 2: MISS ChildA xxxboxixbox (DOB: 01 Apr 2013)
    - Seats: 1B1 (+£17.99)
    - Extras: 1 x 15 KG (+£19.99)

The booking will then be created, ticketed and payment taken. If successful the below screen will be displayed to you and you can click [Go to Booking](#) if you would like to view the details on the display booking page.

If for any reason the booking fails to create/ticket then a message advising this to you will be displayed here.. As we don't have access to PNR's like we would in the GDS, you would need to try to create a new booking via the website. These errors could happen for example if the availability was taken before the booking created.

**Confirmation**




Payment has been taken successfully and the booking is complete

**Important Information**

Booking Reference 657125

Pnr Reference 20201202121335

Confirmation emails sent  track\_development@calrom.com

[Go to Booking](#)

**Trip Summary**

AMS - BRU RETURN Email Quote

Sun 07 Feb - Sun 14 Feb Print Quote


1 Booking 1 Adult

**Total Costs**

Total Net Fare(s)	£36.00
Taxes, Fees & Carrier Charges	£18.00
Service Fees	£10.00
Transaction Charge	£7.70
Ancillary services/Extras	£21.64
<b>Total</b>	<b>£93.34</b>

**Flight Details**

Sunday 07 February 2021

 AMS 00:00 — 1H 30M — BRU 01:30

Flight 1000 Rules

Cabin Economy

# DISPLAY BOOKING

Once bookings have been created/ticketed they can be viewed within our booking system like other bookings, however they have no post ticket management options e.g. to Amend or Add APIS.

The screenshot displays a flight booking confirmation page. At the top, it shows ticketing details for 'Felix Flyer' on 'Low Cost Carriers' (booking ref: 457123) and contact information for 'MISS Laura Heath' at 'AVIATEMANAGEMENT'. The flight itinerary includes two segments: London to Singapore and Singapore to London, both on Garuda Indonesia. A 'Ticket Cost' table breaks down the total price of £913.94 into fare (£400.00), taxes (£18.00), and other charges (£495.94). Below this, a 'Booking Payments' table shows a cash advance of £75.00. The passenger list includes one adult, 'ALAN', with a 'View APIS details' link highlighted in orange.

All booking management needs to be done directly with the Airline and so a message is displayed in the booking to advise you of this.

This screenshot shows a similar booking confirmation page but with a prominent orange warning banner at the top. The banner reads: 'Low Cost Carrier Bookings: This booking is made with the airline on your behalf under Aviate's Terms & Conditions. Please note our relationship with this airline is transactional only and once booked we have no further access to the booking. Any subsequent changes must be made directly with the airline via their website. See: https://www.aviate.com/low-cost-carrier-terms for more information.' The booking details below show 'Baseops International' as the ticketing airline and '642014' as the booking reference. The 'View APIS details' link is again highlighted in orange.