Travel Industry Glossary

216 terms and abbreviations used by travel agents, hotels, tour operators and airlines, in plain English

Published by DMC Quote (Travel DMC Group, Singapore), November 2026. The online version, with a search box and links to our full guides, is at https://dmcquote.com/guides/travel-industry-glossary.

How to use this glossary

Terms are in A to Z order, with abbreviations expanded in brackets and the part of the trade that uses them in capitals: hotels, tours and transfers, B2B distribution, air and entry, business and finance, or industry and tourism. Where we have written a full guide, the entry ends with its web address.

One caveat. Nobody regulates these codes, and suppliers sometimes define them their own way. When a contract defines a term differently from this glossary, the contract wins.

Quick reference: hotel meal plan codes

Code	Stands for	What is included	Indian contract code
RO	Room Only	No meals	EP (European Plan)
BB	Bed and Breakfast	Breakfast	CP (Continental Plan)
HB	Half Board	Breakfast and one main meal, usually dinner	MAP (Modified American Plan)
FB	Full Board	Breakfast, lunch and dinner	AP (American Plan)
AI	All-Inclusive	All meals, snacks and a set list of drinks	AI

Quick reference: room codes

Code	Meaning	Watch out for
SGL	Single room	Often a double sold for one person (DSU)
DBL	Double room, one bed	Not the same as a twin
TWN	Twin room, two beds	Twin share prices are per person
TPL	Triple room	Usually a double or twin plus an extra bed
DSU	Double for sole use	Also written DUS
ROH	Run of house	The hotel picks the room at check-in
EB	Extra bed	Charged per night; not every room takes one
CWB / CNB	Child with bed / child no bed	Age bands differ by hotel

A

ABTA (Association of British Travel Agents) INDUSTRY & TOURISM
The UK trade association for travel agents and tour operators, now branded ABTA, The Travel Association. Members agree to follow ABTA's Code of Conduct.

ACM (Agency Credit Memo) AIR & ENTRY
A credit an airline issues to a ticketing agency, for example to return money after a refund or correct a commission. It's the opposite of an ADM and is settled through BSP or ARC.

Adjoining rooms HOTELS
Rooms next to each other with no internal door between them. Families who need to pass between rooms without using the corridor want connecting rooms instead.

ADM (Agency Debit Memo) AIR & ENTRY
A bill an airline sends a ticketing agency when it finds a ticket was issued against the fare rules, such as the wrong fare or a booking-class problem. ADMs are settled through BSP or ARC, and they're the main reason ticketing agencies audit their own work.

ADR (Average Daily Rate) HOTELS
A hotel's room revenue divided by the number of rooms sold over a period. Hotels read it alongside occupancy and RevPAR to judge their pricing.

ADT, CHD, INF (Adult, Child, Infant) AIR & ENTRY
Passenger type codes used in airline and GDS bookings. Each airline sets its own age bands, but an infant is commonly under 2 and travels on an adult's lap, while a child pays a share of the adult fare.

AI (All-Inclusive) HOTELS
A meal plan covering all meals, snacks and a set list of drinks. What 'all' means differs a lot between resorts, so read the inclusions for imported spirits, a la carte restaurants and the minibar. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

Allotment HOTELS
A block of rooms a hotel contracts to a wholesaler, DMC or agency for set dates and rates, which the holder can sell until the release date. Unsold rooms go back to the hotel at release, usually without penalty. *More:* dmcquote.com/blog/post/hotel-allotment-contracts-negotiating-terms

Amendment BUSINESS & FINANCE
Any change to a confirmed booking: dates, names, room type or meal plan. Many suppliers treat a date change as a cancellation plus a new booking, so the cancellation rules apply. DMC Quote has no amendment function; you cancel and rebook.

Ancillaries (Ancillary revenue) AIR & ENTRY
Anything an airline sells on top of the fare: checked bags, seat selection, meals, priority boarding, lounge passes. The cheapest fare isn't always the cheapest trip once these are added. *More:* dmcquote.com/blog/post/airline-ancillary-revenue-baggage-seats-commission

AP (American Plan) HOTELS
Full board: breakfast, lunch and dinner. It's an older code still common in Indian hotel contracts, where AP means the same as FB. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

API (Application Programming Interface) B2B DISTRIBUTION
A connection that lets one system talk to another without a person in between. In travel it means pulling live rates into your own website or software and booking hotels, tours or transfers from there. *More:* dmcquote.com/services/hotel-api-integration

APIS (Advance Passenger Information System) AIR & ENTRY
Passport and travel details that airlines send to border authorities before a flight. It's why airlines ask for passport data before check-in, and why a typo in a passport number can stop a passenger boarding.

ARC (Airlines Reporting Corporation) BUSINESS & FINANCE
The US company that settles ticket sales between airlines and US travel agencies and accredits US agencies to issue tickets. It does the job that BSP does in most other countries.

ARI (Availability, Rates and Inventory) B2B DISTRIBUTION
The three data sets a hotel sends to its sales channels: which dates are open, what each room costs and how many rooms are left. A channel manager pushes ARI updates out.

ASTA (American Society of Travel Advisors) INDUSTRY & TOURISM
The US trade association for travel advisors and agencies. It was called the American Society of Travel Agents until it changed its name in 2018, keeping the same initials.

ATOL (Air Travel Organisers' Licensing) BUSINESS & FINANCE
The UK financial protection scheme for package trips that include a flight, run by the UK Civil Aviation Authority since 1973. If the ATOL holder fails, it can help travellers abroad carry on and get home. DMC Quote isn't an ATOL holder, and flights aren't part of what we sell.

Attrition HOTELS
The share of a contracted group block that can go unused without penalty. Say a contract allows 10% attrition on 50 rooms: the group can drop 5 rooms free and pays for any further rooms left empty. *More:* dmcquote.com/guides/group-hotel-booking

B

B2B (Business to Business) B2B DISTRIBUTION
Selling to other businesses rather than to the public. In travel, a B2B supplier sells hotels, transfers and tours to travel agencies at trade prices, and the agency sells on to the traveller. *More:* dmcquote.com/guides/what-is-b2b-travel

B2B2C (Business to Business to Consumer) B2B DISTRIBUTION
A model where one business supplies another that sells to consumers, often under the second business's brand. An agency booking website running on a wholesaler's inventory is the usual example. *More:* dmcquote.com/white-label-b2b-travel-portal

B2B rates B2B DISTRIBUTION
Trade prices a supplier gives registered travel businesses, below the public price, so the agency can add its own margin. When a hotel says 'B2B rates' it means rates for the trade, not for walk-in guests. *More:* dmcquote.com/guides/what-is-b2b-travel

B2C (Business to Consumer) B2B DISTRIBUTION
Selling directly to travellers: a hotel's own website, an OTA, a retail agency's shop counter. Prices are public and already include the seller's margin. *More:* dmcquote.com/services/b2b-vs-b2c-hotel-booking

Baggage allowance AIR & ENTRY
The checked and cabin bags included in a fare, set either by weight or by number of pieces. Basic and low-cost fares often include a cabin bag only.

Balance due date BUSINESS & FINANCE
The date the rest of the payment for a booking falls due after a deposit. Miss it and the supplier may cancel under its terms, so it belongs on every booking file and client invoice.

BAR (Best Available Rate) HOTELS
The lowest public, usually refundable rate a hotel offers for a night. It moves with demand. Corporate and some wholesale contracts are priced as a discount off BAR rather than as a fixed amount.

BB (Bed and Breakfast) HOTELS
A room with breakfast for the number of guests booked. 'BB for 2' in a room of three means the third guest pays for breakfast at the hotel, so check the count. Indian contracts call the same plan CP. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

Bedbank B2B DISTRIBUTION
A hotel wholesaler that sells rooms from thousands of hotels to travel businesses at net rates, usually through an API or a B2B portal. Some contract hotels themselves; many also resell other wholesalers' stock. *More:* dmcquote.com/guides/hotel-wholesalers-bedbanks-list

Blackout dates HOTELS
Dates on which a rate, offer or allotment doesn't apply, usually public holidays, festivals and big events. Check them before you build an early-bird or stay-pay deal into a package.

Bleisure INDUSTRY & TOURISM
Business travel stretched with leisure days, such as a conference trip with two extra nights at the end. Company travel policies often treat the leisure nights separately for cost and insurance.

Booking engine (IBE, internet booking engine) B2B DISTRIBUTION
The search-and-book software on a website. It can sit on a hotel's own site or on an agency's site fed by a supplier API. *More:* dmcquote.com/services/travel-booking-engine

Booking reference BUSINESS & FINANCE
The number a supplier or agency gives a booking for its own records. It isn't the same as the hotel confirmation number, which is the one the front desk can search.

Bounced booking (Walked guest) HOTELS
What happens when an overbooked hotel can't honour a confirmed reservation and moves the guest to another property. The hotel should pay for the replacement room and the transfer, but the details depend on the contract. *More:* dmcquote.com/blog/post/hotel-overbooking-crisis-agent-guide

BSP (Billing and Settlement Plan) BUSINESS & FINANCE
IATA's system for settling airline ticket sales between accredited agencies and airlines. The agency reports its sales and pays once per period for all participating airlines instead of paying each one separately. It has run for more than 50 years. *More:* dmcquote.com/guides/iata-accreditation-travel-agency

C

Cancellation deadline HOTELS
The last date and time you can cancel without a charge. Watch the time zone: a deadline in the supplier's time zone can pass hours before it would where you are. DMC Quote shows deadlines in Singapore time, set earlier than the supplier's own.

Cancellation policy HOTELS
The rules for what a cancellation costs and when, for example free until a date, then the first night, then the full stay. A non-refundable rate charges the full amount from the moment of booking. *More:* dmcquote.com/blog/post/hotel-cancellation-policies-guide

Channel manager B2B DISTRIBUTION
Software a hotel uses to update rates and availability on many sales channels at once: its own site, OTAs, bedbanks and the GDS. It stops the last room being sold twice.

Chargeback BUSINESS & FINANCE
A card payment reversed by the cardholder's bank after a dispute. In travel it usually follows a cancelled trip or a 'service not received' claim, and the seller loses the money unless it can prove the service was delivered.

Child policy HOTELS
A hotel's rules on children: which ages stay free, which pay for meals or an extra bed, and the maximum number of people per room. Two hotels in the same street can treat a 12-year-old completely differently.

City tax (Tourism tax) HOTELS
A local charge per person or per room per night that many destinations collect at the hotel, such as Dubai's Tourism Dirham fee. The guest usually pays it at check-in, so put it on the voucher as payable at the hotel. *More:* dmcquote.com/guides/hotel-voucher-format

Codeshare AIR & ENTRY
An arrangement where one airline sells seats under its own flight number on a flight operated by another airline. The ticket shows the marketing airline, but check-in and baggage follow the operating airline's rules. *More:* dmcquote.com/blog/post/codeshare-vs-interline-agreements-travel-agents

Combo ticket TOURS & TRANSFERS
One ticket covering two or more attractions or tours, usually cheaper than buying each separately. Check whether all parts must be used on the same day.

Commission BUSINESS & FINANCE
The percentage a supplier pays an agency for selling its product at the public price. Hotels, cruise lines and tour operators pay it at different levels, and the level often depends on volume. *More:* dmcquote.com/guides/travel-agent-commission-rates-2026

Commissionable rate B2B DISTRIBUTION
A public price on which the supplier pays the agency a commission. The agency takes the full price and keeps its share, or the guest pays the supplier, which pays the agency later. *More:* dmcquote.com/guides/net-rate-vs-commissionable-rate

Connecting rooms HOTELS
Two rooms with a private internal door between them. Hotels usually treat them as a request, not a promise, unless the rate or contract confirms them.

Consolidator B2B DISTRIBUTION
A company that buys travel in bulk or at negotiated fares, mostly air tickets, and resells it to travel agencies. The word is also used for some hotel and package wholesalers. *More:* dmcquote.com/blog/post/travel-consolidator-vs-wholesaler-understanding-difference

Contracting B2B DISTRIBUTION
Negotiating rates and terms directly with hotels and other suppliers, then loading them into a booking system. It's slow work, and only pays off on volume. *More:* dmcquote.com/guides/how-to-negotiate-hotel-rates

Contract rate (Static rate) HOTELS
A fixed rate agreed in a contract between a hotel and a wholesaler, DMC or agency for a season, often with an allotment and release terms. Unlike a dynamic rate, it doesn't move with daily demand. *More:* dmcquote.com/guides/hotel-contract-template

CP (Continental Plan) HOTELS
A room with breakfast. Indian hotel contracts use CP where most other markets write BB. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

Credit limit BUSINESS & FINANCE
The amount a supplier lets an agency book before payment is due. On DMC Quote credit limits are rare and set by hand; most agents pay from a prepaid wallet. *More:* dmcquote.com/guides/b2b-portal-wallet-and-credit-limit

Credit note BUSINESS & FINANCE
A document that cancels or reduces an invoice, for example after a refund. File it with the original invoice so the accounts match.

CRM (Customer Relationship Management) BUSINESS & FINANCE
Software that keeps client contacts, enquiries, quotes and booking history in one place, so a repeat client isn't treated like a stranger. *More:* dmcquote.com/blog/post/travel-crm-systems-best-options-small-agencies

CRS (Central Reservation System) B2B DISTRIBUTION
A hotel group's or airline's own reservation database, holding rates and inventory for all its hotels or flights. Booking engines, the GDS and channel managers connect to it.

CTA and CTD (Closed to Arrival, Closed to Departure) HOTELS
Restrictions that block bookings arriving on (CTA) or leaving on (CTD) a certain date while still allowing stays across it. You'll meet them as 'no availability' for one arrival date but not the next.

CWB and CNB (Child With Bed, Child No Bed) HOTELS
Package pricing codes used widely in Asia. CWB means the child gets an extra bed and pays more; CNB means the child shares the parents' bedding. Hotels set the age bands, so check each one.

D

Day use HOTELS
A room booked for some hours during the day, with no overnight stay. Handy for late flights and long transits.

Deposit BUSINESS & FINANCE
A part-payment that secures a booking, with the balance due later. Hotels may also take a separate security deposit at check-in for extras, which they release if nothing is charged.

Disposal (Car at disposal) TOURS & TRANSFERS
A vehicle and driver hired by the hour or day to go where the client wants, within set limits on hours and distance. Common for shopping days and business visits.

DMC (Destination Management Company) TOURS & TRANSFERS
A local company that arranges ground services in its own destination, such as hotels, transfers, tours, guides and events, for travel agencies and tour operators based elsewhere. *More:* dmcquote.com/faq/what-is-dmc

DMO (Destination Marketing Organisation) INDUSTRY & TOURISM
The body that promotes a city or region to visitors and event planners, such as a convention and visitors bureau. Some say Destination Management Organisation.

Double room (DBL) HOTELS
A room for two people with one double, queen or king bed. It isn't the same as a twin room, which has two separate beds.

DSU (Double for Sole Use) HOTELS
A double room let to one person, usually priced at or a little below the double rate. Also written DUS or DBL for single use.

Dynamic packaging B2B DISTRIBUTION
Building a package at the moment of booking from separately priced parts, such as a hotel, transfers and tours, instead of selling a fixed brochure package. *More:* dmcquote.com/services/ai-package-builder

Dynamic rate HOTELS
A hotel rate that changes with demand, often daily, usually tied to BAR. Most bedbank and OTA hotel rates are dynamic. *More:* dmcquote.com/blog/post/dynamic-static-hotel-pricing-what-agents-should-know

E

Early bird HOTELS
A discount for booking a set number of days before arrival, such as 60 days. It's often non-refundable or restricted, so read the conditions before you build it into a package.

Early check-in (Late check-out) HOTELS
Arriving before or leaving after the hotel's standard times. Both are requests unless paid for. If the client lands at 6am and needs the room, book the night before.

EES (Entry/Exit System) AIR & ENTRY
The EU's digital border system that records non-EU short-stay visitors' entries and exits with fingerprints and a facial image, in place of passport stamps.

EMD (Electronic Miscellaneous Document) AIR & ENTRY
An electronic document airlines use to charge for services outside the ticket, such as extra bags, seats or change fees. It has its own number, separate from the e-ticket.

E&O insurance (Errors and Omissions insurance) BUSINESS & FINANCE
Professional liability cover that protects an agency if a client claims an agency mistake cost them money, such as a wrong date or a missed entry rule. Also called professional indemnity insurance.

EP (European Plan) HOTELS
Room only, with no meals. Indian hotel contracts use EP where other markets write RO. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

ETA (Electronic Travel Authorisation) AIR & ENTRY
An online permission to travel for visitors who don't need a full visa. Sri Lanka and the United Kingdom both use the name, with different rules and fees. *More:* dmcquote.com/destinations/srilanka/visa-requirements

ETIAS (European Travel Information and Authorisation System) AIR & ENTRY
The planned online travel authorisation for visa-exempt visitors to most European countries. When we checked the EU's official site in November 2026 it wasn't operating yet and no applications were being taken.

E-ticket (Electronic ticket) AIR & ENTRY
The airline ticket held electronically in the airline's system, identified by a 13-digit ticket number. The e-ticket receipt a passenger carries is only a record of it.

E-visa (Electronic visa) AIR & ENTRY
A visa applied for and issued online before travel, linked to the passport. Each country sets its own rules, fees and processing times, and copycat websites charging extra are common.

Extra bed (EB) HOTELS
A rollaway or sofa bed added to a room for a third guest, charged per night unless the rate includes it. Not every room type can take one.

F

FAM trip (Familiarisation trip) TOURS & TRANSFERS
A trip a hotel, tourism board or DMC organises for travel agents so they can see a destination and its products first-hand, usually free or heavily discounted.

Fare basis AIR & ENTRY
The code that identifies the exact fare on an airline ticket and the rules that come with it: booking class, season, minimum stay, change fees and refunds.

FB (Full Board) HOTELS
Breakfast, lunch and dinner, usually without drinks. Indian contracts call it AP. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

FIT (Free Independent Traveller) TOURS & TRANSFERS
A traveller or small party on their own itinerary rather than a group tour; also expanded as Foreign Independent Tour. An FIT booking means individually priced hotels, transfers and tours on dates the client picks. *More:* dmcquote.com/guides/fit-vs-git-packages

FOC (Free of Charge) TOURS & TRANSFERS
A free place given to a group, usually one per set number of paying guests, such as 1 FOC per 20 paying. The FOC often goes to the tour leader.

Force majeure BUSINESS & FINANCE
Events outside anyone's control, such as natural disasters, war or government travel bans, that release a party from some contract obligations. What counts, and who refunds what, depends on the contract and local law.

Franchise (Travel agency franchise) BUSINESS & FINANCE
Running an agency under an established brand's name and systems, for an upfront fee and usually ongoing royalties. *More:* dmcquote.com/guides/travel-agency-franchise-vs-host-agency

Free sale HOTELS
An arrangement where a hotel lets a partner sell rooms without holding a fixed block, until the hotel issues a stop sale. It's flexible, but the room isn't protected the way an allotment is. *More:* dmcquote.com/blog/post/b2b-hotel-portal-inventory-allotment-vs-free-sale

FSC (Full-Service Carrier) AIR & ENTRY
An airline whose fares generally include checked baggage, a meal and seat choice on most routes, and which sells through travel agencies and the GDS. The opposite of an LCC.

G

Gala dinner supplement HOTELS
A compulsory charge many resorts add for the Christmas Eve or New Year's Eve dinner, on top of the room rate and whatever meal plan you booked. Quote it upfront; clients hate finding it at check-in.

GDS (Global Distribution System) B2B DISTRIBUTION
A large reservation network that travel agencies use to search and book flights, and also hotels and car hire. Amadeus, Sabre and Travelport are the main ones. *More:* dmcquote.com/compare/gds-vs-dmc-booking

GIT (Group Inclusive Tour) TOURS & TRANSFERS
A package for a group travelling together on one itinerary, with hotels, transport, sightseeing and often meals bundled at a group price. Sometimes expanded as Group Independent Travel. *More:* dmcquote.com/guides/fit-vs-git-packages

Gross rate (Sell rate) B2B DISTRIBUTION
The price the traveller pays, including the seller's margin or commission. Net rate plus markup equals gross. *More:* dmcquote.com/guides/net-rate-vs-commissionable-rate

Ground arrangements (Land package, land only) TOURS & TRANSFERS
Everything in a trip except the flights: hotels, transfers, tours, guides and meals. Many agencies buy ground arrangements from one supplier and flights from another.

Ground handler TOURS & TRANSFERS
The local company that delivers services on the ground, such as meeting guests, running transfers and providing guides, often for a tour operator or DMC based somewhere else. *More:* dmcquote.com/blog/post/ground-handling-services-what-dmcs-provide

Group fare AIR & ENTRY
An airline fare for a group travelling together on the same flights, with its own deposit, name-list deadline and change rules. *More:* dmcquote.com/blog/post/group-flight-bookings-best-rates-strategies

Group rate HOTELS
A hotel rate for a block of rooms booked for one group, with its own deposit, release and attrition terms. The minimum number of rooms varies by hotel. *More:* dmcquote.com/guides/group-hotel-booking

GST (Goods and Services Tax (India)) BUSINESS & FINANCE
India's tax on supplies of goods and services, including hotel rooms, tour packages and agency services, at a different rate for each. Since 22 September 2025, hotel rooms up to INR 7,500 a night carry 5% without input tax credit. Check the current CBIC notification before you put a tax line on a quote.

Guaranteed booking HOTELS
A reservation the hotel holds all night because it's prepaid or secured by a card or deposit. If the guest doesn't arrive, the hotel charges a no-show fee.

Guide (Licensed tour guide) TOURS & TRANSFERS
A local expert who leads visitors around a city, site or region. Many destinations require guides to hold a government licence, so ask your supplier who will actually lead the tour.

H

HB (Half Board) HOTELS
Breakfast plus one other main meal, usually dinner. In hotel terminology HB means two meals a day, normally without drinks. Indian contracts call it MAP. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

HCN (Hotel Confirmation Number) HOTELS
The reference the hotel itself creates for a booking, different from the agency or wholesaler reference. It's the number the front desk can search, so put it on the voucher. *More:* dmcquote.com/guides/hotel-voucher-format

Home-based travel agent BUSINESS & FINANCE
An agent who sells travel from home rather than from a shop or office, often working through a host agency or franchise for supplier access. *More:* dmcquote.com/guides/how-to-start-home-based-travel-agency

Host agency BUSINESS & FINANCE
A larger agency that lets independent agents sell under its accreditation and supplier contracts in return for a commission split or fee. *More:* dmcquote.com/guides/travel-agency-franchise-vs-host-agency

Hotel contract HOTELS
The agreement between a hotel and a wholesaler, DMC or agency that sets rates, seasons, allotments, release periods, cancellation terms and payment. *More:* dmcquote.com/guides/hotel-contract-template

I

IATA (International Air Transport Association) INDUSTRY & TOURISM
The trade association for the world's airlines, founded in Havana in 1945. It says it represents over 380 airlines and about 85% of global air traffic. IATA sets airline and airport codes and runs BSP. *More:* dmcquote.com/guides/iata-accreditation-travel-agency

IATA accreditation BUSINESS & FINANCE
IATA approval for a travel agency to issue airline tickets and settle through BSP, with financial criteria that often include a bank guarantee. You don't need it to book hotels, transfers or tours. *More:* dmcquote.com/guides/iata-accreditation-travel-agency

IATA codes AIR & ENTRY
Two-character codes for airlines (SQ, EK) and three-letter codes for airports and cities (SIN, DXB). Where a city has several airports, use the airport code, not the city code.

IATAN (International Airlines Travel Agent Network) INDUSTRY & TOURISM
The body that accredits US travel agencies with international suppliers and issues the IATA/IATAN ID card used to identify travel professionals.

IATO (Indian Association of Tour Operators) INDUSTRY & TOURISM
India's national association of tour operators, mostly inbound operators handling foreign visitors to India.

Inbound tourism INDUSTRY & TOURISM
Visits to a country by non-residents. Hotels, DMCs and attractions in a destination depend heavily on it.

Inbound tour operator TOURS & TRANSFERS
A company that handles visitors arriving in its own country from abroad, selling local programmes to overseas agencies and operators. *More:* dmcquote.com/blog/post/inbound-vs-outbound-dmc-services-difference

Incentive travel TOURS & TRANSFERS
A trip a company gives staff, dealers or partners as a reward for hitting targets. It's the I in MICE, and it needs more polish and private experiences than a leisure group. *More:* dmcquote.com/mice/incentive-travel

Incidentals HOTELS
Extras the guest charges to the room, such as minibar, laundry and room service. They're paid at check-out and aren't covered by a prepaid voucher unless it says so.

Instant confirmation HOTELS
A booking confirmed at the moment of payment from live inventory. Compare it with on request.

Interline AIR & ENTRY
An agreement that lets airlines sell one ticket combining each other's flights and transfer bags between them. Each airline flies under its own flight number, unlike a codeshare. *More:* dmcquote.com/blog/post/codeshare-vs-interline-agreements-travel-agents

Invoice (Tax invoice) BUSINESS & FINANCE
The final bill for a sale, with tax details where the law asks for them. Supplier invoices from a B2B portal are addressed to your agency, not to your client, so you'll need your own client invoice. *More:* dmcquote.com/guides/travel-agency-invoice-template

Itinerary TOURS & TRANSFERS
The day-by-day plan of a trip with times, hotels, transfers and activities. Clients read it twice: once when they decide, and again on the morning of each day. *More:* dmcquote.com/guides/travel-itinerary-template

J

JSON (JavaScript Object Notation) B2B DISTRIBUTION
A lightweight text format for exchanging data between systems. Most newer travel APIs use it, including DMC Quote's Distribution API.

Junior suite HOTELS
A large room with a separate sitting area but no fully separate bedroom. Hotels define it differently, so compare the size in square metres.

K

KYC (Know Your Customer) BUSINESS & FINANCE
Checks a supplier or payment provider runs to confirm a business is real, such as company registration, licences and directors' ID. B2B portals run them before approving agency accounts. *More:* dmcquote.com/faq/travel-agent-registration

L

Layover AIR & ENTRY
Time spent at a connecting airport between flights, usually a few hours. On international tickets a break of more than 24 hours is normally treated as a stopover.

LCC (Low-Cost Carrier) AIR & ENTRY
An airline whose basic fare covers the seat only, with bags, seats and meals sold separately. Many LCCs sell mainly on their own websites rather than through the GDS.

Lead guest (Lead passenger) BUSINESS & FINANCE
The person named first on a booking, who usually has to be an adult and present at check-in. Write the name exactly as in the passport.

Long-stay offer HOTELS
A discount for stays above a set number of nights, such as 7 or 14. Some hotels give it as free nights instead, see stay-pay.

Look-to-book ratio B2B DISTRIBUTION
How many searches an API partner makes for each booking. Suppliers watch it because every search costs them money, and partners with very high ratios can be throttled.

LRA (Last Room Availability) HOTELS
A contract clause that lets the holder book the negotiated rate on any night the hotel still has a room of that type for sale, even the last one. Without it (NLRA), the hotel can close the rate when it fills up. *More:* dmcquote.com/blog/post/last-room-availability-pricing-strategy

M

MAP (Modified American Plan) HOTELS
A room with breakfast and one other meal, usually dinner. Indian contracts use MAP where other markets write HB. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

Mapping (Hotel mapping) B2B DISTRIBUTION
Matching the same hotel across different suppliers' databases so it appears once, not five times under five names. Poor mapping is why some portals show duplicate hotels or the wrong photos.

Margin BUSINESS & FINANCE
Profit as a share of the selling price. Agents often mix it up with markup: markup is worked out on cost, margin on price. *More:* dmcquote.com/how-to-calculate-travel-margins

Markup BUSINESS & FINANCE
The amount an agency adds to its net cost to set the selling price. A 15% markup on a USD 100 net rate gives a USD 115 selling price, which is a 13% margin, not 15%. *More:* dmcquote.com/guides/b2b-hotel-markup-strategy

MCT (Minimum Connecting Time) AIR & ENTRY
The shortest connection an airport and airline allow between two flights on one ticket. A GDS won't sell a shorter one, but a legal connection isn't always a comfortable one.

Meal plan (Board basis) HOTELS
The meals included in a hotel rate, written as a code: RO, BB, HB, FB or AI, or EP, CP, MAP and AP in Indian contracts. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

Medical tourism INDUSTRY & TOURISM
Travelling abroad for medical or dental treatment, often combined with recovery time in a hotel. It needs extra care with dates, transfers and travel insurance. *More:* dmcquote.com/guides/medical-tourism-thailand

Meet and greet TOURS & TRANSFERS
A service where a representative meets arriving guests, usually with a name sign, and walks them to their transfer. Some airports allow it inside arrivals, others only outside. *More:* dmcquote.com/services/meet-and-greet

Metasearch B2B DISTRIBUTION
Sites that compare prices from many sellers and send the user elsewhere to book, such as Google Hotels, Trivago and Kayak.

MICE (Meetings, Incentives, Conferences and Exhibitions) TOURS & TRANSFERS
The business events side of travel. The C sometimes stands for Conventions and the E for Events. MICE groups need venues, AV, group rooms and tight logistics. *More:* dmcquote.com/services/mice-venue-booking-b2b

MLOS (Minimum Length of Stay) HOTELS
A rule that a booking must cover at least a set number of nights, such as 3 nights over New Year. A 2-night search then shows no availability even though rooms are free.

MOTAC licence BUSINESS & FINANCE
The travel agency licence issued by Malaysia's Ministry of Tourism, Arts and Culture, needed to operate a travel business in Malaysia. *More:* dmcquote.com/how-to-start-travel-agency-malaysia-2026

Muslim-friendly travel (Halal travel) INDUSTRY & TOURISM
Trips planned around Muslim travellers' needs: halal food, prayer facilities and times, and alcohol-free or family-oriented options. *More:* dmcquote.com/services/halal-travel-portal

N

NDC (New Distribution Capability) AIR & ENTRY
An IATA data standard, based on XML, that lets airlines sell fares and extras through agencies with the same content they show on their own websites.

Net rate B2B DISTRIBUTION
The price a supplier charges the agency before the agency adds its markup. The client never sees it. *More:* dmcquote.com/guides/net-rate-vs-commissionable-rate

NLRA (Non-Last Room Availability) HOTELS
The opposite of LRA: the hotel can stop selling a negotiated rate once it reaches a set occupancy, even with rooms still left.

Non-commissionable rate B2B DISTRIBUTION
A price on which the supplier pays no commission, so the agency earns only what it adds on top. Net rates are non-commissionable by definition. *More:* dmcquote.com/guides/net-rate-vs-commissionable-rate

No-show HOTELS
A guest who doesn't arrive on the booked date and didn't cancel. Hotels charge at least the first night, some charge the full stay, and many cancel the remaining nights unless told otherwise.

NRF (Non-Refundable) HOTELS
A rate that can't be cancelled or changed without losing the full amount, sold cheaper in return. Get the client's written agreement to the terms before you book it. *More:* dmcquote.com/blog/post/hotel-cancellation-policies-guide

NTO (National Tourism Organisation) INDUSTRY & TOURISM
The government body that promotes a country as a destination, such as a national tourism board. Many run trade programmes and FAM trips for agents.

O

Occupancy (OCC) HOTELS
Rooms sold as a share of rooms available. The word also describes how many people share a room: single, double or triple occupancy.

On request (OR) HOTELS
A booking the supplier must check with the hotel before confirming, so it isn't confirmed yet. Don't send the client a voucher until it is. Some contracted hotels on DMC Quote are confirmed this way.

Opaque rate (Package rate) B2B DISTRIBUTION
A discounted hotel rate that may only be sold hidden inside a package, so the client can't see the room price on its own. Selling it as a standalone room breaks the supplier's terms.

Open-dated ticket TOURS & TRANSFERS
An attraction ticket valid on any day within a period, not on a set date. Dated or timed-entry tickets are tied to one day or one entry slot.

Open jaw AIR & ENTRY
A return trip where the traveller flies into one city and home from another, such as London to Bangkok, then Singapore to London. The gap is covered overland.

OTA (Online Travel Agency) B2B DISTRIBUTION
A website or app that sells travel to the public at retail prices, such as Booking.com, Expedia and Agoda. *More:* dmcquote.com/compare/dmc-vs-ota

Outbound tourism INDUSTRY & TOURISM
Residents of a country travelling abroad. An agency selling holidays overseas to its own local clients works in the outbound market.

Outbound tour operator TOURS & TRANSFERS
A company that sends travellers from its home country abroad, buying ground services from DMCs and wholesalers in each destination. *More:* dmcquote.com/blog/post/inbound-vs-outbound-dmc-services-difference

Overbooking HOTELS
Selling more rooms than the hotel has, expecting some cancellations and no-shows. When everyone turns up, someone gets walked to another hotel. *More:* dmcquote.com/blog/post/how-to-handle-hotel-overbooking-as-travel-agent

Override commission B2B DISTRIBUTION
An extra commission a supplier pays on top of the standard rate when an agency hits volume targets, usually counted over a season or year.

P

Package TOURS & TRANSFERS
Two or more travel services sold together at one price, such as a hotel plus transfers and tours. In the UK and EU certain combinations make the seller legally responsible as organiser, see Package Travel Regulations.

Package Travel Regulations (PTR) BUSINESS & FINANCE
The UK's Package Travel and Linked Travel Arrangements Regulations 2018, which make the organiser of a package responsible for all of it and require insolvency protection. EU countries apply the Package Travel Directive (EU) 2015/2302.

PATA (Pacific Asia Travel Association) INDUSTRY & TOURISM
A not-for-profit association of tourism boards, airlines, hotels and travel companies working on travel to, from and within Asia Pacific.

Pax BUSINESS & FINANCE
Industry shorthand for passengers or guests. '2 pax' means two people; '4 pax per vehicle' is a seating limit.

Payment gateway BUSINESS & FINANCE
The service that processes card and online payments for a website. It charges a fee per transaction, which agencies often forget to price in.

Pick-up window TOURS & TRANSFERS
The time range in which a shared vehicle may collect guests, such as 07:30 to 08:00, because it stops at several hotels. *More:* dmcquote.com/compare/sic-vs-private-transfer

Plus-plus (++) HOTELS
A price followed by '++' excludes service charge and government tax, which are added on top. You'll see it on hotel and restaurant prices in Singapore, Malaysia, Thailand and Indonesia.

PMS (Property Management System) HOTELS
The hotel's own operating software for reservations, check-in, room status and billing. A booking only exists for the front desk once it reaches the PMS.

PNR (Passenger Name Record) AIR & ENTRY
The booking record in an airline or GDS system, identified by a six-character locator. It holds names, flights, contacts and the ticketing deadline. A PNR without a ticket isn't a seat you can fly on.

PPPN and PRPN (Per Person Per Night, Per Room Per Night) HOTELS
The two ways a nightly price can be quoted. Mixing them up on a twin room doubles or halves the price, and it's one of the most common quoting mistakes.

Prebook (Price check) B2B DISTRIBUTION
An API step that re-checks a rate and its cancellation terms just before booking, because hotel prices can change between search and payment.

Proforma invoice BUSINESS & FINANCE
A preliminary bill sent before payment, listing what's being bought and the amount due. It isn't a tax invoice; issue the final invoice once the client has paid. *More:* dmcquote.com/guides/travel-agency-invoice-template

PVT (Private) TOURS & TRANSFERS
A transfer or tour for your clients only, in their own vehicle, with no other passengers. It costs more than SIC but runs to the client's timing. *More:* dmcquote.com/compare/sic-vs-private-transfer

Q

Quotation BUSINESS & FINANCE
The priced proposal an agency sends a client before booking, with inclusions, exclusions and how long the price is valid. Rates in a quote aren't held unless you've blocked them. *More:* dmcquote.com/blog/post/travel-quotation-templates-that-convert

R

Rack rate HOTELS
The hotel's full published price for a room before any discount. Few guests pay it; it's the ceiling other rates are measured against. *More:* dmcquote.com/guides/net-rate-vs-commissionable-rate

Rate parity B2B DISTRIBUTION
A hotel's practice, or contract demand, of showing the same public price for a room on every channel. Wholesale net rates are meant to be sold with a markup or inside packages so that parity holds. *More:* dmcquote.com/blog/post/hotel-rate-parity-ota-vs-direct-quotes

RBD (Reservation Booking Designator) AIR & ENTRY
The one-letter booking class within a cabin, such as Y or M in economy, that links a seat to a fare. Two passengers in the same cabin can sit side by side on different booking classes and fares.

Refundable rate (Flexible rate) HOTELS
A rate that can be cancelled free until a deadline, then with charges. It costs more than a non-refundable rate on the same room. *More:* dmcquote.com/blog/post/hotel-cancellation-policies-guide

Release period (Cut-off) HOTELS
The number of days before arrival when unsold allotment rooms go back to the hotel, such as 14 or 21 days. After release you can still book, but only if the hotel has rooms, at whatever rate it offers. *More:* dmcquote.com/blog/post/hotel-allotment-contracts-negotiating-terms

Resort fee HOTELS
A compulsory daily charge some hotels add for facilities such as Wi-Fi, the pool or the gym, usually paid at the hotel. It's common in the United States.

RevPAR (Revenue per Available Room) HOTELS
Room revenue divided by all rooms available, sold or not; the same as ADR multiplied by occupancy. It's why a full hotel at a low rate isn't always a good night for the hotel.

RO (Room Only) HOTELS
No meals included. Indian contracts call it EP. *More:* dmcquote.com/blog/post/hotel-meal-plans-guide-bb-hb-fb-ai

ROE (Rate of Exchange) BUSINESS & FINANCE
The exchange rate used to turn a price into another currency. Check which rate a supplier uses and when it's fixed: at quotation, at booking or at payment.

ROH (Run of House) HOTELS
The hotel picks the room type at check-in, usually its standard category, in return for a lower rate. Fine for groups, risky for honeymooners.

Rooming list HOTELS
The list of guest names and room allocations a group sends the hotel before arrival, showing who shares with whom, bed types and arrival dates. *More:* dmcquote.com/guides/hotel-rooming-list-template

S

Season (Peak, shoulder and low season) HOTELS
Hotel contracts split the year into seasons, each with its own rates. Peak is the busiest and dearest, low the cheapest, and shoulder sits in between.

Settlement BUSINESS & FINANCE
Paying what's owed between parties after sales, such as agencies to airlines through BSP or ARC, or a platform to its suppliers. DMC Quote pays its suppliers on a 30-day cycle. *More:* dmcquote.com/supplier-registration

SIC (Seat-in-Coach) TOURS & TRANSFERS
A shared transfer or tour where your clients ride with other travellers on a fixed route and schedule. 'SIC basis' means the service is shared. Cheaper than private, but with pick-up windows and stops at other hotels. *More:* dmcquote.com/compare/sic-vs-private-transfer

Single room (SGL) HOTELS
A room for one person. Many hotels don't have true singles and sell a double for sole use instead.

Single supplement HOTELS
The extra a solo traveller pays because a package or room is priced per person on a twin-share basis.

Site inspection TOURS & TRANSFERS
A visit by a planner or agent to check a hotel or venue before contracting, especially for MICE groups and weddings.

SSR (Special Service Request) AIR & ENTRY
A coded request in a PNR for a service such as a wheelchair, a special meal or an unaccompanied minor. It needs the airline's confirmation.

Static content B2B DISTRIBUTION
Hotel descriptions, photos, facilities and addresses that don't change with each search, delivered separately from live rates.

Stay-pay (Free night offer) HOTELS
An offer such as 'stay 4, pay 3', where one night is free. Check whether the free night is the cheapest one and whether meals are still charged for it.

Stopover AIR & ENTRY
A planned break at an intermediate city that's longer than a normal connection, on international tickets usually more than 24 hours. Some fares allow it free, others charge for it or don't allow it.

Stop sale HOTELS
A notice from a hotel telling its partners to stop selling some or all rooms for set dates, usually because it's full. Bookings made after a stop sale may not be honoured. *More:* dmcquote.com/blog/post/b2b-hotel-portal-inventory-allotment-vs-free-sale

T

TAAI (Travel Agents Association of India) INDUSTRY & TOURISM
A national association of Indian travel agents, tour operators and related businesses.

T&Cs (Terms and conditions, booking conditions) BUSINESS & FINANCE
An agency's terms of sale to its clients: payment, cancellation, liability and complaints. They should match, or be stricter than, your suppliers' terms.

TCS (Tax Collected at Source (India)) BUSINESS & FINANCE
An Indian tax the seller of an overseas tour programme package collects from the buyer and pays to the government; the buyer can claim it against their income tax. From 1 April 2026 it's a flat 2% with no threshold, under section 394(1) of the Income-tax Act, 2025.

TMC (Travel Management Company) B2B DISTRIBUTION
An agency that runs business travel for companies: booking, policy control, duty of care and spend reporting.

TOMS (Tour Operators' Margin Scheme) BUSINESS & FINANCE
A UK VAT scheme for businesses that buy in and resell travel as a principal or undisclosed agent, where VAT is worked out on the margin rather than the full selling price. HMRC's VAT Notice 709/5 sets out the rules.

Tour leader (Tour manager) TOURS & TRANSFERS
The person who travels with a group from start to finish, handling the programme, problems and the group's mood. Different from a local guide, who covers one city or site.

Tour operator B2B DISTRIBUTION
A company that puts travel services together into packages and sells them, directly or through agents, taking responsibility as the organiser.

Transfer TOURS & TRANSFERS
Transport between two points, usually airport to hotel, hotel to airport or hotel to hotel. Sold as SIC or private, one way or return. *More:* dmcquote.com/services/transfers

Transit AIR & ENTRY
Passing through an airport between flights, with or without leaving the airside area. Some countries ask for a transit visa even if the traveller never leaves the airport. *More:* dmcquote.com/blog/post/airport-transit-guide-connection-hubs

Travel agency licence BUSINESS & FINANCE
A licence some countries require before you can sell travel. Singapore and Malaysia require one; the rules, fees and bonds differ a lot by country. *More:* dmcquote.com/guides/travel-agency-license

Travel agent (Travel advisor) B2B DISTRIBUTION
A person or business that sells travel products from suppliers to travellers, earning commission or adding a markup. *More:* dmcquote.com/guides/how-to-become-a-travel-agent

Travel insurance BUSINESS & FINANCE
Cover for trip cancellation, medical costs abroad, lost luggage and delays. It's separate from ATOL or package protection, which deal with a supplier going bust. *More:* dmcquote.com/services/travel-insurance-wholesale

Triple room (TPL) HOTELS
A room for three, often a double or twin with an extra bed rather than three proper beds. Check the bed set-up before you sell it to three adults.

Trust account (Client money account) BUSINESS & FINANCE
A separate bank account where some laws or schemes require agencies to hold customer payments until the trip happens. DMC Quote doesn't hold your clients' money; you collect from them yourself.

TTL (Ticketing Time Limit) AIR & ENTRY
The deadline by which a reserved airline seat must be ticketed, or the airline cancels the booking automatically.

Twin room (TWN) HOTELS
A room with two separate beds. 'Twin share' means two people sharing a room, with the price quoted per person.

U

UN Tourism (formerly UNWTO) INDUSTRY & TOURISM
The United Nations agency for tourism, known as the World Tourism Organization (UNWTO) until it rebranded as UN Tourism in January 2024.

Upgrade HOTELS
Moving a guest to a better room or cabin than booked. Paid upgrades are confirmed; free ones are up to the hotel on the day.

V

VAT (Value Added Tax) BUSINESS & FINANCE
A consumption tax on sales used in many countries. Travel has special rules: in the UK and EU, businesses reselling travel as principal usually pay VAT on their margin under TOMS or the EU equivalent.

Visa on arrival (VOA) AIR & ENTRY
A visa issued at the border when the traveller lands, usually for a fee. Who qualifies depends on nationality, so check the official source before every trip.

Voucher BUSINESS & FINANCE
The document a guest shows a hotel, driver or attraction as proof of a prepaid booking. It should carry the supplier's confirmation number and the lead guest's name as in the passport. *More:* dmcquote.com/guides/hotel-voucher-format

W

Waitlist AIR & ENTRY
A queue for a sold-out flight, booking class or hotel date. A waitlisted booking isn't confirmed and may never clear.

Wallet (Prepaid wallet) BUSINESS & FINANCE
A prepaid balance an agency tops up on a B2B portal and books against. On DMC Quote wallets are topped up by bank transfer. *More:* dmcquote.com/guides/b2b-portal-wallet-and-credit-limit

White label B2B DISTRIBUTION
A product one company builds and another sells under its own brand, such as a booking website running on a wholesaler's inventory. DMC Quote's portal vouchers aren't white-label; they carry the Travel DMC Group name. *More:* dmcquote.com/white-label-b2b-travel-portal

Wholesaler B2B DISTRIBUTION
A company that buys or contracts travel products in volume and sells them to travel agencies and tour operators at net rates, not to the public. *More:* dmcquote.com/blog/post/travel-consolidator-vs-wholesaler-understanding-difference

Wholesale rate B2B DISTRIBUTION
A net rate given to the trade, below public prices, for agencies to resell with their own margin. *More:* dmcquote.com/compare/wholesale-vs-retail-rates

X

XML (Extensible Markup Language) B2B DISTRIBUTION
A structured text format that older travel APIs, GDS connections and IATA's NDC standard use to exchange data. Newer APIs tend to use JSON.

Y

Yield management (Revenue management) HOTELS
Changing prices and restrictions with demand to earn the most from a fixed stock of rooms or seats. It's why hotel rates move daily and why a contract rate can close on peak nights.

YQ and YR (Carrier-imposed surcharges) AIR & ENTRY
Charges on an airline ticket shown among the taxes but set by the airline, not a government, often labelled fuel or insurance surcharges.

Official sources for regulated terms

Checked November 2026. Tax rules move with each budget, so confirm any rate with your accountant before you put it on an invoice.

Term	What we checked	Source
IATA	Founded in Havana on 19 April 1945; says it represents over 380 airlines and some 85% of global air traffic.	IATA: About us IATA: History
BSP	IATA's settlement system between accredited agents and airlines, running for over 50 years.	IATA: Billing and Settlement Plan
ARC	Settles US agency ticket sales with airlines and accredits US agencies.	ARC: Travel agencies
IATAN	Accredits US travel agencies and issues the IATA/IATAN ID card.	IATAN
ATOL	UK protection for flight-inclusive packages, run by the UK Civil Aviation Authority, introduced in 1973.	ATOL: What ATOL protection means
Package Travel Regulations	UK regulations of 2018; EU Directive (EU) 2015/2302.	legislation.gov.uk: SI 2018/634 EUR-Lex: Directive (EU) 2015/2302
TOMS	UK VAT on the margin for travel bought in and resold as principal or undisclosed agent.	HMRC: VAT Notice 709/5
TCS (India)	Overseas tour programme packages: flat 2% from 1 April 2026, no threshold, section 394(1) of the Income-tax Act, 2025 (Finance Act 2026).	TaxGuru: TCS rate chart 2026-27 ClearTax: Section 394
GST (India)	Hotel rooms up to INR 7,500 a night: 5% without input tax credit from 22 September 2025 (Notification 15/2025-Central Tax (Rate)). Input tax credit rules for hotel services changed again from 1 November 2026.	CBIC: GST rates TaxGuru: GST on hotels after rate rationalisation TaxHeal: 57th GST Council, services
ETIAS	Not in operation and not taking applications; the EU says it will announce the start date several months ahead.	EU: ETIAS

EES	Records non-EU short-stay visitors' entries and exits with biometrics instead of passport stamps.	EU: Entry/Exit System
ETA (UK)	The UK's electronic travel authorisation for visitors who don't need a visa.	GOV.UK: Apply for an ETA
NDC	IATA's XML-based data transmission standard for airline retailing.	IATA: NDC

About DMC Quote

DMC Quote is a B2B travel portal run by Travel DMC Group, Singapore, operating since 2012. Travel agencies register free (no joining fee, no subscription, no minimum volume) and book 1.5M+ hotels in 190+ countries, airport transfers, attraction tickets and tours at net rates, then set their own selling price. We do not sell flights.

Register free: dmcquote.com/b2b/agent/register
Partner desk: partners@dmcquote.com, +65 8034 8190 (WhatsApp)