



Lime Flights – Galileo User Guide

Booking & Pricing

Fare quote display

You can retrieve all fare rules and base fare costs by doing a fare display entry.

FD01JANLONDXB/EK:P Display base fares for given date/routing/airline

In addition, there are some particular entries that could be used to retrieve fares by passenger type or type of fare as required.

FD01JANLONDXB/BA:P*ITX Display base fares based on passenger types eg. *ITX; *ADT

FDLONDXB01JAN-PRI-IT/BA:P*ITX Display base fares based on type of fare eg. -PRI-IT; -PRI-SO

Passenger Types Codes

These are the standard passenger type codes, which should be included in the name field. PTCs can vary depending on the airline.

Adding name fields:

ITX fares:

1.1SMITH/MARY MRS***P-ITX** 2.1SMITH/JONNY MSTR***P-ITX13**

3.1SMITH/LEO MSTR***P-I08** 4.I/1SMITH/SOPHIE MISS***26OCT22** (*infant needs an SI remark)

***Infant:** N.I/SMITH/SOPHIEMISS*26OCT22

TIM fares:

1.1SMITH/MARY MRS***P-TIM** 2.1SMITH/JONNY MSTR***P-TIM13**

3.1SMITH/LEO MSTR***P-TIN08** 4.I/1SMITH/SOPHIE MISS***26OCT22** (*infant needs an SI remark)

***Infant:** N.I/SMITH/SOPHIEMISS*26OCT22

Quoting an itinerary

Once you have held flights, and added the correct passenger type codes you can price using negotiated fares using:

FQBB

FQBB/FXD or **FQ*ITX:C/FXD** Pricing inclusive of bags

*Please note, infants will need to be priced separately.



If you prefer to price each passenger type individually, please use the with the following entries (substitute with the correct passenger type code where appropriate).

FQBB+-ABITX:P/TA73F** Best buy pricing for Inclusive Tour adult (rebooks to the cheapest in cabin)

FQBB+-ABITX:P-:IT** Best buy pricing by type of fare (eg. P-:IT; P-:SO)

FQITX:P/TA73F** Pricing Inclusive Tour adult fare as booked.

FQITX:P-:IT** Pricing Inclusive Tour adult fare as booked (eg. P-:IT; P-:SO)

For children, suffix with ACCITX to indicate that they are accompanied by an inclusive tour adult.

Additional entries:

.T01JAN15 Price to a specific date (eg. booked date).

.H01JAN15 Price fare to a specific date (eg. booked date) and all taxes from current date.

Ticketing Process

Once you are ready to proceed with ticketing log onto www.lime-management.com and locate the 'GDS Ticketing' option which can be found both under 'My Account' in the top right corner, and the left hand quick-link tabs.

Select the fare type, enter your PNR reference *this must be the airline PNR*, click 'Grab PNR'. You will then be directed to a page where you can amend the airline/fare type/passenger type if necessary, confirm the child ages, and add a reference if desired. Continue to 'Price' and then proceed to 'Ticket', using your preferred payment method.

Please note, if the booking has been split, we will need to check the split PNR before issuing the tickets, please be aware bookings will not be ticketed unless we have access to the full history including split PNRs.

Lime will assume that all sectors will be issued under one ticket. If you require multiple tickets under one PNR, our services fees will be charged per issued ticket. We can issue multiple tickets upon request, however if you wish to ticket some of the sectors in your GDS, these sectors must be issued before grabbing the booking, so Lime can issue the remaining sectors from your PNR, in case the other sectors haven't been issued, Lime will not accept your bookings.

Lime will verify the stored fare and, once payment is taken, issue the tickets. If your booking has missed the ticketing time limit, or does not have a valid stored fare, we will be in touch for clarification. We can only issue tickets within office opening hours, so please take this into consideration when transferring your booking.

Post Ticketing Amendments

With regards to **involuntary** schedule changes, you will need to find a suitable alternative for your client. We will reissue the ticket with accordance to the airline's schedule change policy.

For any **voluntary** post ticket amendments, please quote these via your own GDS. We will also require an email advising of the new flights details along with any additional costs for making the change. Lime reserves the right to reject the booking if a calculation mask for the new flights have not been stored and advised by email. Failure to provide the necessary information to reissue the tickets could potentially trigger delays and missed ticketing deadlines which will be at booking agents' risk.



Terms of Use

Please ensure that the below points are adhered to:

Pricing

Please quote and book using negotiated pricing to ensure flight sectors are held in a required class. Refer to the individual airline nett fare guides for advice on pricing policies.

Ticket deadlines

Ticket deadlines advised online at Lime-Res and within the nett fare guides are estimated based on airline fare rules, and are subject to the correct application of booking remarks and procedures. We strongly recommend that you check individual fare rules for applicable advance purchase / sales restrictions as well as the airline ticket deadline vendor remarks as the most restrictive conditions must be adhered to. Bookings with a missed ticket deadline will not be accepted for ticketing.

Point of Sale

Bookings must be created in a UK-based PCC in order to obtain the correct inventory for the UK market.

Married Segment Logic

Most airlines allocate seat inventory based on the passenger's entire journey point of sale and farebasis associated with the itinerary. When a flight is shown as part of a connection, the entire connection must be sold together (through fare). Breaking the married segment logic, eg. by cancelling part of an itinerary is a violation of the Origin & Destination (O&D) decision made at sell time is not permitted.

Churning

Once the PNR has been created, any repetitive cancellation, duplicated bookings or segments will be considered as a churning. Exceptions might be applicable, please contact Lime if in doubt.

Service requests

Many service requests eg. meals/seating/wheelchairs can be added and confirmed prior to grabbing the booking via the website.

ADMs

By ticketing a booking through Lime, you are accepting responsibility for all actions in its original creation and management in the GDS before and after ticketing. Lime cannot accept liability for any failure to add essential booking remarks, inaccurate ticket deadlines, incorrect pricing, GDS misuse or undeleted HX sectors.



APIS

Please ensure that all relevant information required for ticketing is included within the booking prior to grabbing the booking via the website. Failure to include the required information, booking agents might be at risk of missing ticketing deadlines.

In accordance with IATA Travel Agency Handbook Resolution 830d, all travel service providers are required to include passenger contact information in the Passenger Name Record (PNR). Please see below entries to be included at the time of ticketing process.

Mobile: SI.P1/SSRCTCMYYHK1/0777123456

Email: SI.P1/SSRCTCEYYHK1/Lmarsh//YAHOO.COM

Passenger refused to provide information: SI.P3/SSRCTCRYHK1/PAX REFSD TO PRVD
INFOR

****Failing to adhere to IATA's guidelines may result in a delayed ticketing process.****

Ticket Protection Scheme

A fee of £4.50 + vat will be added to each ticket issued to ensure full protection against airline failure. The cover includes refunds if an airline fails before a customer travels, and repatriation should a failure occur whilst a customer is overseas. Full details, including Terms & Conditions and Excluded Airlines, can be found at <https://www.lime-management.com/services/ticket-protection-scheme/>

Should you wish to opt-out of the scheme, then please contact partnerships@travelinnovationgroup.com

Service fees

The fares are nett and do not include the Lime service fees, which are applicable to all bookings at time of ticketing as follows:

Economy: £10 per ticket short-haul / £15 per ticket long-haul

Premium cabins: £20 per ticket

Post ticketing fees: Amendment £35 | Fare refund £35 | Tax only refund £10

When a booking contains a mixture of cabins, the highest service fee will apply.

Contacts

Our team of professionals will provide you with exclusive support should you need any assistance.

Office hours are Mon-Fri 8am-8pm, and Sat-Sun 9am-5pm.

Main Switchboard
0151 350 1180

Groups (bookings over 9 passengers)
0151 350 1185

