

## Glossary

Abroad	Overseas; out of the country.
ABTA	Association of British Travel Agents — represents the interests of the larger UK tour operators and travel agents (with around 670 members as of 2000), and operates a bonding scheme whereby customers booking with ABTA members have their holidays protected should the operator/agent in question collapse.
Accommodation	The provision of somewhere to stay, usually overnight.
Accommodation capacity	The measure of accommodation stock at a defined destination. May be given by various different measures: <ul style="list-style-type: none"> <li>◆ number of establishments</li> <li>◆ number of main units within an establishment (eg rooms, caravan stances)</li> <li>◆ capacity in terms of residents (eg bed spaces).</li> </ul>
Accommodation supplements	Single room, under-occupancy, sea view, balcony etc.
Activity holiday	A holiday where visitors are going to be involved in sport and/or physical recreation activities.
Advanced ecotourism	Advanced ecotourism is an award or form of certification given to niche tourism operators who meet particular standards in terms of ecotourism, eg advanced ecotourism is awarded to Australia's leading and most innovative ecotourism products, providing an opportunity to learn about the environment with an operator who is committed to achieving best practice when using resources wisely, contributing to the conservation of the environment and helping local communities.

Adventure tour	A tour designed around an adventurous activity such as rafting or hiking.
After-departure charge	Expenses such as telephone charges that do not appear on a guest's account at checkout.
Age group	One of the factors affecting the choice of leisure activities.
Fly cruise	A cruise/travel programme which includes both air and sea arrangements. Often combined with local hotel arrangements for pre/post stays.
Air travel	The use of air transport to get customers to their destination.
Air broker	Same as a travel agent but only deals with flights.
Airline fare	<p>The price that is charged for an airline ticket. Some of the categories are as follows:</p> <ul style="list-style-type: none"> <li>◆ advance purchase excursion (APEX) — heavily discounted excursion fare available on many international routes. Reservations and payment will be required well in advance of departure, with varying penalties for cancellation</li> <li>◆ excursion — individual fares that require a round-trip within time limits, discounted from coach fare, limited availability</li> <li>◆ group — discounts from regular fares for groups</li> <li>◆ regular or normal — any unrestricted fare.</li> </ul>
Airline reporting conference (ARC)	A consortium of airline companies who, by agreement, provide a method of approving authorised agency locations for the sale of transportation and cost-effective procedures for processing records and funds to carriers. Not all airlines are ARC companies.

AITO	Association of Independent Tour Operators — performs a similar function to ABTA, although its membership (and therefore its agenda) differs in comprising some 160 of the smaller UK tour operators.
All inclusive	A form of package holiday where the majority of services offered at the destination are included in the price paid prior to departure (eg refreshments, excursions, amenities, gratuities).
Amenity	Something, such as a swimming pool or shopping centre that is intended to make life more pleasant or comfortable for the people in a town, hotel or other place.
ASVA	Association of Scottish Visitor Attractions
Atlas	A book containing maps showing where particular things are made, found, etc.
ATOL	Air Travel Organiser's License — a requirement of the Civil Aviation Authority for all UK tour operators wishing to sell air seats on chartered or scheduled services. Necessitates a financial 'health check' and the putting up of a bond to cover the expense of reimbursing/repatriating tourists in the event of operator failure.
Attractions	Places, events, buildings or areas that tourists want to visit.
Backpacker	A visitor, for the purpose of a holiday or special event, who stays in a backpackers' lodge/hostel.
Bed and Breakfast (B&B)	Overnight accommodation usually in a private home or boarding house, with a full American-style or continental breakfast included in the rate, often without private bath facilities.
BHA	British Hospitality Association

Bonding	The guarantee of protection for a supplier or consumer. In the travel industry, certain bonding programmes are mandatory. The Airlines Reporting Corporation (ARC) insists that travel agents be bonded to protect the airlines against defaults. Professional operators and agents buy bonds voluntarily to protect their clients.
Booking form	A document which tour purchasers must complete which gives the operator full particulars about who is buying the tour. It states exactly what is being purchased, (including options) and must be signed as acknowledgment that the liability clause has been read and understood.
British Isles	The British Isles are a group of islands off the northwest coast of continental Europe that include Great Britain, Ireland and over six-thousand smaller islands. There are two sovereign states located on the islands: the United Kingdom of Great Britain and Northern Ireland, and Ireland. The British Isles also include the Crown Dependencies of the Isle of Man and, by tradition, the Channel Islands, although the latter are not physically a part of the island group.
Budget	A plan to show how much money a person will need or be able to spend.
Bulk fare	Fare available only to tour organisers or operators who purchase a specified block of seats from a carrier at a low, non-commissionable price and then have the responsibility of selling the seats, including a commission in their marked-up price.
Business travel	Travelling for work purposes or travel for a purpose to a destination determined by a business, and where all costs are met by that business.
Carrier	Transportation company such as an airline, motor coach, cruise line, or railroad which carries passengers and/or cargo.

Carrying capacity	The amount of visitor activity that a site or destination can sustain.
Catering	The provision, and sometimes the service, of food.
Charter flight	To hire the exclusive use of an aircraft.
City break	A short holiday in city, eg a weekend in Edinburgh or Glasgow.
Climate	The general weather conditions usually found in a particular place.
Code of conduct	Guidelines advising tourism stakeholders, including tourists, on how to behave in an environmentally responsible manner.
Commercial rate	A special rate agreed upon by a company and a hotel. Usually the hotel agrees to supply rooms of a specified quality or better at a flat rate to corporate clients.
Commission	The percentage of a selling price paid to a retailer by a supplier. In the travel industry, travel agents receive commissions for selling tour packages or other services.
Common carrier	A privately-owned carrier which offers transportation for a fee.
Complimentary room	A guest room for which no charge is made. Complimentary rooms with a tour group are usually occupied by the tour manager or driver.
Computer reservation systems (CRS)	Computerised reservation systems are used for inventory management by airlines, hotels and other facilities. CRSs can allow direct access through terminals for intermediaries to check availability, make reservations and print tickets.

Confirmed reservation	An oral or written agreement by a supplier that he has received and will honour a reservation. Oral confirmations have no legal weight. Even written or telegraphed confirmations have specified or implied limitations, eg a hotel not honouring a reservation after 6 pm, unless late arrival has been guaranteed in some manner.
Consolidation	Cancellation by a charter tour operator of one or more tours/flights associated with a specific charter departure or departure period, with the transfer of passengers to another charter tour/flight to depart on or near the same day.
Consolidator	A person or company which forms groups to travel on air charters or at group rates on scheduled flights to increase sales, earn override commissions or reduce the possibility of tour cancellations.
Consumer	A person who buys goods or services for their own use, a traveller.
Countryside recreation	A component or sector of 'leisure' that refers to any recreational activity that takes place in the countryside.
Courier	A European definition for tour manager/guide.
Cruise companies	Companies that operate cruise ships.
Culture	A set of shared norms and values which establish a sense of identity for those who share them. Typically applied at the level of nation and/or race.
Currency fluctuations	Exchange rates going up and down.
Day-trippers	Tourists who visit a destination and return home on the same day. Also known as excursions.

Destination management company (DMC)	A company working in a specific destination to handle all bookings and arrangements for tours or conferences, including hotel accommodation, transfers, sightseeing, meetings and special events. Tour operators or conference planners are likely to use the services of a DMC because of their specialist local knowledge.
Domestic tourism	UK residents travelling within the UK.
Dwell time	The length of time a visitor spends at an attraction or destination. Dwell time is often taken into consideration when setting admission fees as a way of ensuring perceived value for money.
E111/health card	The European health card which gives access to health facilities as your native country at no cost.
Economic impacts	The effects on job opportunities and the cost of living in an area, brought about by the development of tourism.
Ecotourism	Responsible travel to natural areas that conserves the environment and sustains the wellbeing of local people.
Elapsed flying time	The actual time an aeroplane spends in the air, as opposed to time spent taxiing to and from the gate and during stopovers.
Employment opportunities	Jobs that are created in an area due to the development of leisure and tourism activities.
Entertainment	An activity that is diverting and that holds the attention.
Environment	The diverse community activities and cultures of a country's inhabitants, as well as its scarce and sensitive natural resources.

Environmental impacts	The effects on the environment of an area, brought about by the development of tourism.
Environmental scanning	The process of collecting information to carry out a systematic analysis of the forces effecting the organisation and identifying potential threats and opportunities with view to generating future strategies.
Ethnicity	Ethnicity denotes a group of individuals who consider themselves, or are considered by others, to share common characteristics which differentiate them from other collectivities within a society. Distinct cultural behaviours are developed, and ethnic groups can be identifiable in terms of religion, politics, occupation, or language. Because it is based in cultural differences, ethnicity is social in nature.
Exchange rate	The exchange rate (also known as the foreign-exchange rate, forex rate or FX rate) between two currencies specifies how much one currency is worth in terms of the other.
Excursion	An excursion is a trip by a group of people, usually made for leisure or educational purposes. It is often an adjunct to a longer journey or visit to a place, sometimes for other (typically work-related) purposes.
Foreign exchange dealers	Companies where you can exchange local currency for foreign currency.
FTO	Federation of Tour Operators
Global distribution system (GDS)	The reservation network which links bookers such as travel agencies to travel suppliers' booking systems.
Grand tour	A tour of European cultural centres that once was a standard feature of the education of the British elite.
Green tourism	A concept that encourages development, usually in rural areas, that has regard to and respects the landscape of the area including its wildlife.

Ground handling agents	Company making all arrangements for incoming groups or travellers from overseas, from the moment they arrive in the UK (or another destination) to the moment they leave the country. This may include anything from accommodation booking to transfers and sightseeing. Some ground handlers prefer the term, 'incoming tour operator'.
Heritage site	A place that capitalises on its connection with heritage.
High season	The period of the year when occupancy/usage of a hotel or attraction is normally the highest. High usage invariably means higher prices for rooms or admission. Also referred to as on-season or peak season.
History	A pattern of events in the past.
Holiday brochure	A book containing information on holiday resorts, holiday duration, prices and other holiday-related information.
Holiday duration	The length of the holiday, 3 nights, 7 nights or 14 nights etc.
Holidaymaker	Vacationer
Hotel booking agency	Agency which books hotels, eg Expotel.
IATA	International Air Transport Association
Identikit destinations	<i>Slang</i> (primarily of British Commonwealth usage) A mildly derogatory term for a destination such as an all-inclusive resort that is so similar to other products in its category as to be virtually indistinguishable.
Impact	The powerful or dramatic effect that something or somebody has.

Inbound tourism	A group of travellers whose trip originated in another city or country.
Incentive tours	A trip offered as a prize, particularly to stimulate the productivity of employees or sales agents, or the business of operating such travel programmes.
Incentive travel	A trip offered as a prize, particularly to stimulate the productivity of employees or sales agents, or the business of operating such travel programmes.
Incoming tour operators	Incoming tour operators essentially offer the same services as ground handlers although they are more likely to offer their own programmes and not just react to clients' demands.
Interest rate	An interest rate is the price a borrower pays for the use of money they borrow from a lender (for instance a small company might borrow capital from a bank to buy new assets for their business) and the return a lender receives for deferring the use of funds.
Internet tour operator	A tour operator which sells holiday packages through a website, eg Expedia.
ITT	The Institute of Travel and Tourism, ITT is dedicated to developing and maintaining professional standards for the benefit of its members and the industry.
Jet lag	Jet lag is a temporary condition that causes a number of symptoms including disturbed sleep patterns, digestion problems and a lack of energy (fatigue) following air travel across a number of time zones.
Journey time	The travelling time from origin to destination.
Leisure travel	Travel undertaken for pleasure and unrelated to paid work time.

Length of stay	The number of nights spent in one destination. Most tourist boards seek to find ways of increasing visitors' length of stay.
Local tourist organisation	For example VisitScotland.
Long-haul destination	Long distance tourist destinations, eg Thailand.
Long-haul travel	Air travel of eight or more hours' duration is considered long-haul travel.
Low-cost airline	Airlines that offer cheap flights, eg Ryanair or Easyjet.
Low/medium season	The time of the year at any given destination when tourist traffic, and often rates, are at their lowest. Also referred to as off-peak or off-season.
Mass tourism	Traditional, large-scale tourism commonly, but loosely used to refer to popular forms of leisure tourism pioneered in southern Europe, the Caribbean, and North America in the 1960s and 1970s.
MICE	Umbrella term to refer to several aspects of business tourism: meetings, incentives conventions and exhibitions.
Mode of travel	The type of transport used to make a journey between an origin and a destination, and can include walking and cycling as well as all forms of mechanical transport.
Nature reserves	An area of land managed so as to preserve its flora, fauna, and physical features.
No frills	No additional details.
Online agency	Travel agencies who operate using the world wide web to provide information to potential customers as well as allowing the customer to book travel and related products without the necessity of speaking to a salesperson.

OPODO	A web-based booking site linking the reservation systems of co-operating airlines, allowing bookers to compare times and prices for particular journeys.
Outbound operator	A company which takes groups from a given city or country to another city or country.
Outbound tourism	Any tour that takes groups outside a given city or country, the opposite of inbound tourism.
Overseas visitors	Customers from abroad who are likely to be on holiday in an area for a week or more.
Package tour	A travel product (often sold by travel agents or direct 'off the page') with an inclusive price covering the different elements of the trip, eg transport to the destination, accommodation, catering and perhaps some sightseeing activities.
Park rangers	The general term for staff employed in countryside recreation areas.
Pollution	Harmful effects on the environment as a by-product of tourism activity. Types include: air; noise; water; and aesthetic.
Post-holiday compensation	Compensation received from tour operators which is received after a holiday as a result of mishaps during the holiday.
Pre-departure arrangements	Arrangements made before leaving for holidays.
Reservation	Booking
Responsible tourism	A type of tourism which is practised by tourists who make responsible choices when choosing their holidays. These choices reflect responsible attitudes to the limiting of the extent of the sociological and environmental impacts their holidays may cause.

Rural	In the countryside, or like countryside.
Scenery	The general appearance of the natural environment, especially when it is beautiful.
Scheduled flights	Flights that operate according to a strict schedule — on weekdays, for example, or on Saturdays.
Seascape	A painting of a view of the sea.
Seaside resorts	A place near the sea where many people go for rest, sport or another stated purpose.
Self-catering	Holiday accommodation which includes a kitchen so that holidaymakers can cook their own meals.
Settlement	A place where people come to live, or the process of settling in such a place.
Shipping	The business of transporting goods.
Short breaks	Short holidays, eg a weekend in Edinburgh.
Sustainable tourism	Tourism that is economically, socioculturally and environmentally sustainable. With sustainable tourism, sociocultural and environmental impacts are neither permanent nor irreversible.
Time zone	A time zone is a region of the earth that has uniform standard time, usually referred to as the local time.
Tour guides	A tour guide provides assistance, information and cultural, historical and a contemporary heritage interpretation to people on organised tours.
Tour operating firms	A company which creates and/or markets inclusive tours and subcontracts with suppliers to create a package. Most tour operators sell through travel agents and/or directly to clients.

Tour operator	A person or company which creates and/or markets inclusive tours and subcontracts with suppliers to create a package. Most tour operators sell through travel agents and/or directly to clients.
Tourism	The business of providing and marketing services and facilities for leisure travellers. The concept of tourism is of direct concern to governments, carriers, and the lodging, restaurant, and entertainment industries, and of indirect concern to virtually every industry and business in the world.
Tourism flows	The major movements of tourists from specific home areas to destinations.
Tourist	A person who travels for a period of 24 hours or more in a place other than that in which he or she usually resides, whose purpose could be classified as leisure (whether for recreation, health, sport, holiday, study or religion), business, family, mission or meeting.
Tourist attractions	Tourist attractions are defined as being destinations for visitors' excursions which are routinely accessible to visitors during opening hours. Visitors can include local residents, day-trippers or people who are travelling for business or leisure purposes. Formal definitions exclude shops, sports stadia, theatres and cinemas, as these meet a wider purpose, although in practice tourists may consider the excluded categories to be tourist attractions.
Tourist boards	A company to promote Scotland to the rest of the world and to promote and develop the visitor economy, eg visitor information centres.
Tourist destination	A city, town, or other area that is dependent to a significant extent on the revenues accruing from tourism. It may contain one or more tourist attractions.

Visitor information centre	A visitor centre at a specific attraction or place of interest, such as a landmark, national park, national forest, or state park, providing information (such as trail maps, and about camp sites, staff contact, restrooms, etc) and in-depth educational exhibits and artefact displays (eg about natural or cultural history).
Transit	The process of changing planes without going through security and/or customs.
Transit visa	A visa which allows the holder to stop over in a country, to make a travel connection, or brief visit.
Travel agencies	A firm that arranges all travel components.
Travel agent	A person qualified to arrange for all travel components.
Travel insurance	Insurance that is intended to cover medical expenses and financial (such as money invested in non-refundable pre-payments) and other losses incurred while travelling, either within one's own country, or internationally.
Travel supplements	Airport taxes, transfer costs, flights, ferry or car hire, car insurance etc.
Traveller's cheque	A traveller's cheque (also traveler's cheque, travellers cheque, traveller's check or traveler's check) is a pre-printed, fixed-amount cheque designed to allow the person signing it to make an unconditional payment to someone else as a result of having paid the issuer for that privilege.
Trend	A general tendency, movement, or direction.
VFR	An important segment in tourism although often ignored, VFR stands for visiting friends and relatives.
Visa waiver	A programme to eliminate the visa requirement for selected countries.

Visitor attractions	A natural or man-made facility, location, or activity which offers items of specific interest to tourists.
Visitors	Visitors are people who undertake tourism as defined above. They are referred to as either tourists (those who stay overnight or longer in the place visited), or same-day visitors.
Wildlife park	A park where various animals are kept, similar to a safari park.