



## Glossary of Terms

ABTA	Association of British Travel Agents
Abacus	GDS within Asia Pacific jointly owned Asian airlines and Sabre
ACTE	Association of Corporate Travel Executives – a not-for-profit organization representing the global business travel industry
ADR	Average Daily Rate – calculated by dividing room rate spend by the number of room nights
Allocation	Also referred to as 'allotment' / 'block space'. An agreement whereby the hotel 'allocates' a pre-agreed number of rooms per night to a client at an agreed rate on the understanding that they will either use these rooms or release them back to the hotel at an agreed time (anything from 24 hours to 7 days before the date of arrival).
Allotment	See 'allocation' above
Amadeus	One of 4 worldwide GDSs (see below) providing sales, marketing and distribution services for suppliers within the travel industry
Apollo	GDS operated by Galileo and marketed in Europe, South America, Asia and Africa as Galileo. In the USA, Canada, Mexico and Japan it is marketed as Apollo.
ARR	Average Room Rate – calculated by dividing actual room night spend by the number of room nights
BAR	Best Available Rate. Also referred to as Dynamic or Flexible pricing. The best non-negotiated rate available at time of booking. Rates that used to be quoted as 'Rack', 'Corporate' and 'Consortia' (travel agency rates) have been collapsed into one rate which 'flexes' with the market. BAR is set at the start of the year, but each hotel has the capacity to change the rate (on a daily basis if they wish) to meet local conditions.
Bill-back	The invoice for (some or all) charges incurred during a stay are sent back to the agency / traveller's company rather than requiring the traveller to settle these charges direct with the hotel / venue on departure
Block Space	See 'allocation' above

BTA	Business Travel Agent – also sometimes used for Business Travel Account
BTC	Business Travel Centre
CarePar	1. A unit of measurement for hotels and venues stating the carbon emission per available room per day, or function room per half day. 2. Name given to the process of indexation of hotel and venue carbon data and its distribution. Also called The Hotel Carbon Index
Commission	The payment a travel agency receives from a supplier for selling their services.
Cost of Stay Calculator	A decision support model that enables users to understand the full cost of an intended stay when variables such as breakfast, tax, HSIA and / or car parking etc are added to the basic room cost
CRM	Customer Relationship Management – ‘a term applied to processes implemented by a company to handle their contact with their customers’
CRO	Central Reservations Office
CRS	Computer Reservations System – also referred to as Central Reservations System
CSR	Corporate Social Responsibility – ‘a concept whereby organizations consider the interests of society by taking responsibility for the impact of their activities on customers, suppliers, employees, shareholders, communities and other stakeholders, as well as the environment’.
CTM	Corporate Travel Management
DDR	Day Delegate Rate – a rate quoted per person for a day-long meeting. The rate usually includes the cost of room hire, refreshments and lunch. A ‘24-hour’ DDR will also include dinner, overnight accommodation and breakfast.
DMC	Destination Management Company – ‘a company that specializes in the organization and logistics of meetings and events in a specific location’
Dynamic Benchmark Model	A model used to analyse the rates that are being achieved on behalf of a client through a variety of booking channels showing not only the rate comparison between the channels and versus the client’s own negotiated rate but also the variance in rate achieved depending on when the booking is made.
Dynamic Pricing	See BAR above
Energy Star	An energy performance rating system, a joint programme of the US Environmental Protection Agency and US Department of Energy
ERP	Enterprise Resource Planning – ‘the planning of how business resources (materials, employees, customers etc.) are acquired and moved from one state to another’.
Ethernet	A family of frame-based computer networking technologies for local area networks (LANs – see below).

Galileo	One of the 4 major worldwide GDSs (see below). Has approximately 20% of the US market
GDS	Global Distribution System. CRS operation(s) that book and sell tickets for multiple airlines. The 4 major GDSs are Galileo / Apollo, Amadeus, Sabre and Worldspan.
GHG Protocol	Greenhouse Gas Protocol – ‘the most widely used international accounting tool for government and business leaders to understand, quantify, and manage greenhouse gas emissions’ – <a href="http://www.ghgprotocol.org">www.ghgprotocol.org</a>
GNR	Guest Name Record – the file in a hotel’s CRS (see above) or PMS (see below) which contains the details of an individual booking.
HBA	Hotel Booking Agency
HBAA	Hotel Booking Agents Association - ‘a collective industry voice for both agents and hotels and venues for the best practice in the procurement and booking of accommodation, conferences, events and training sessions’.
Hotel Carbon Index Company	The company behind CarePar (see above)
HSIA	High Speed Internet Access
HSSE	Health, Safety, Security and Environment
IATA	International Air Transport Association - an international industry trade group of airlines...the main objective of which is to assist airline companies to achieve lawful competition and uniformity in prices
ICCA	International Congress and Conventions Association
IPCC	Intergovernmental Panel on Climate Change – for more information see <a href="http://www.ipcc.ch">www.ipcc.ch</a>
ITM	Institute of Travel Management – ‘the leading professional body for buyers, managers and suppliers of business travel in the UK and Ireland’
KPI	Key Performance Indicator
Kyoto Protocol	‘a protocol to the international Framework Convention on Climate Change (UNFCCC) with the objective of reducing greenhouse gases in an effort to prevent anthropogenic climate change’
LAN	Local Area Network - a computer network covering a small geographic area
LEED	Leadership in Energy and Environmental Design. LEED certification verifies that a building is ‘environmentally responsible, profitable and a healthy place to live and work’.
LRA	Last Room Availability - all rooms in the category for which a client rate has been negotiated and agreed should be made available to the client at that agreed rate up to and including the last room in that category
M.I.	Management Information

MIS	Management Information System
M.I.C.E.	Meetings, Incentives, Conferences and Events
MLOS	Minimum Length of Stay – a restriction imposed by hotels on travellers in order to maximize revenue generation
MMP	Meetings Management Programme
NBTA	National Business Travel Association – a `global membership organization providing education, information and advocacy for Business Travel Management professionals
Net Rate	A non-commissionable rate
NLRA	Non Last Room Availability – an agreement between a hotel and a client whereby the negotiated rate is only made available to travellers at the discretion of the hotel. Even if rooms are available in the category for which a negotiated rate has been agreed, the hotel can chose not to honour that rate for that booking and to charge a higher rate to maximize revenue.
PCC	Pseudo City Code – a GDS code used to identify a travel agency location
PMS	Property Management System – the system within the hotel that contains information on room occupancy, reservations and guest charges
PNR	Passenger Name Record - record in the database of a Computer Reservation System (CRS) that contains the travel record for a passenger, or a group of passengers travelling together.
PQQ	Pre-Qualification Questionnaire
Rack Rate	The published full price for which hotel rooms are sold – see also BAR above
Rate Access Code	Any GDS or other alphanumeric code that displays hotel or other rates which are available, typically by negotiation, only to certain companies or categories of traveller.
RevPAR	Revenue Per Available Room - an important metric relevant to the hotel industry. Often it is utilized as a primary statistic indicating the overall financial performance of a property. It is calculated by dividing the ADR (see above) by the number of rooms available.
RFI	Request for Information
RFP	Request for Proposal – sometimes also known as Request for Price
ROH	Run of House - the category of room that represents the majority of a hotel's inventory (excluding suites)
ROI	Return on Investment
RoomMaster	The hotel booking engine within Galileo
ROO	Return on Objectives
Sabre	One of the 4 major worldwide GDSs (see above). Has nearly 50% of the US market

SAP	Enterprise Resource Planning software
SBT	Self Booking Tool
Settle on Departure SLA	Payment at the time of departure for all charges incurred during the course of the stay Service Level Agreement
SMMP	Strategic Meetings Management Programme
SOD	Settle on Departure – see above
Squatter Rates	Rates that are loaded into GDS that have NOT been agreed on or selected for the programme
SSR	Self Service Reservations
Stern Review	'The Stern Review on the Economics of Climate Change is a 700-page report released on October 30, 2006 by economist Lord Stern of Brentford for the British government, which discusses the effect of climate change and global warming on the world economy.'
T & E	Travel and Entertainment, also sometimes used for Travel and Expenses
The Carbon Consultancy	'founded to provide carbon measurement and reduction strategies primarily for the travel sector...to help companies to reduce their emissions of carbon dioxide and their effects, through carbon management and an understanding of how their activities can reduce their overall emissions' – <a href="http://www.thecarbonconsultancy.co.uk">www.thecarbonconsultancy.co.uk</a>
TMC	Travel Management Company
UDF	User Defined Fields / User Defined Questions. Additional questions added to an RFP to request information not gathered elsewhere in the RFP.
UNEP	United Nations Environment Programme
UNFCCC	United Nations Framework Convention on Climate Change
WIFI	Trade name for popular wireless technology used in home networks, mobile phones, video games etc
WMO	World Meteorological Organization
Worldspan	One of the 4 major worldwide GDSs (see above). Has over 25% of the US market
XML	Extensible Markup Language - its primary purpose 'is to help information systems share structured data, particularly via the Internet'