GDS Fares and Ticketing: Mastering Global Distribution

31 May – 4 June 2027
Vienna (Austria)



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Why This Course

Global Distribution Systems are essential tools for travel professionals who manage reservations, fares, ticketing, itinerary changes, and customer travel requirements. As fare structures, airline rules, booking conditions, and ticketing procedures become more complex, professionals need strong practical skills to interpret fare rules accurately, construct itineraries, issue tickets, process changes, and resolve booking challenges with confidence.

This intensive 1-week GDS Fares and Ticketing Training program provides participants with a comprehensive understanding of GDS operations, fare construction, ticketing procedures, reservation management, and industry regulations. Through hands-on practice, real booking scenarios, and problem-solving exercises, participants will develop the knowledge and confidence needed to handle complex fares, manage Passenger Name Records, process reissues and refunds, and deliver more accurate and efficient travel services.

What You'll Learn and Practice

By joining this program, you will:

- Understand the fundamentals of Global Distribution Systems and their role in the travel industry.
- Navigate GDS platforms for reservations, fares, ticketing, and booking management.
- Interpret basic fare types, fare structures, rules, and restrictions.
- Construct fares for different travel scenarios and itinerary types.
- Price complex itineraries and multi-sector journeys.
- Handle mixed-class bookings, currency conversions, and local currency fares.
- Manage ticket issuance, documentation, changes, reissues, and refunds.
- Resolve common booking and ticketing issues professionally.
- Create, update, and manage Passenger Name Records.
- Handle group bookings, tour operator fares, codeshare, and alliance partner bookings.
- Manage waitlists, seat assignments, and airline irregularities.
- Understand IATA regulations, fraud prevention, and industry best practices.



The Program Flow

Day 1: Introduction to GDS and Fare Basics

- Understand the purpose and role of Global Distribution Systems in travel operations.
- Explore the main functions of GDS platforms in reservations and ticketing.
- Identify basic fare types and fare structures.
- Interpret fare rules, restrictions, and booking conditions.
- Practice fare displays and basic fare interpretation techniques.

Day 2: Advanced Fare Construction

- Apply fare construction techniques for complex itineraries.
- Calculate fares for multi-sector and multi-destination journeys.
- Handle mixed-class bookings and related pricing considerations.
- Apply currency conversion principles and local currency fares.
- Work through practical pricing scenarios and fare calculation exercises.

Day 3: Ticketing Procedures and Practices

- Understand the ticket issuance process and required documentation.
- Apply ticketing procedures for standard and complex bookings.
- Manage ticket changes, reissues, and fare recalculations.
- Process refunds and understand refund calculations.
- Handle involuntary changes, schedule disruptions, and airline irregularities.

Day 4: Reservation Management and Special Scenarios

- Create and modify Passenger Name Records accurately.
- Manage passenger details, itinerary segments, remarks, and special requests.
- Handle group bookings and tour operator fare scenarios.
- Manage codeshare and alliance partner bookings.
- Apply procedures for waitlists, seat assignments, and special booking situations.

Day 5: Industry Regulations and Advanced Topics

- Understand IATA regulations and industry standards related to fares and ticketing.
- Apply fraud prevention and security measures in GDS usage.
- Explore emerging trends in airline distribution and travel technology.
- Analyze case studies involving complex fares, changes, and ticketing issues.
- Practice problem-solving scenarios to improve accuracy and decision-making.



Individual Impact

- Build confidence in using GDS platforms for fare and ticketing tasks.
- Strengthen practical skills in fare construction, pricing, reissues, and refunds.
- Improve accuracy when interpreting fare rules and booking restrictions.
- Enhance problem-solving ability in complex reservation and ticketing scenarios.
- Develop stronger customer service capability through clearer fare and travel options.

Work Impact

- Improve booking accuracy and reduce ticketing errors.
- Increase efficiency in handling changes, refunds, and customer requests.
- Strengthen compliance with IATA regulations and industry best practices.
- Improve service quality for individual, group, and complex travel bookings.
- Add value to travel agencies, airlines, and corporate travel teams through advanced GDS capability.

Training Methodology

This program combines GDS knowledge with practical booking and ticketing application through:

- Hands-on GDS platform practice and fare display exercises.
- Fare construction and multi-sector pricing workshops.
- Ticket issuance, reissue, and refund calculation activities.
- PNR creation and reservation management practice.
- Case studies covering airline irregularities, codeshare bookings, and complex travel scenarios.
- Group discussions on IATA rules, fraud prevention, and distribution technology trends.

Beyond the Course

Upon completion, participants will be able to:

- Construct complex fares and itineraries with greater confidence.
- Manage bookings, PNRs, ticketing, changes, reissues, and refunds more efficiently.
- Interpret fare rules and travel restrictions accurately.
- Resolve common ticketing and reservation issues professionally.
- Apply industry regulations and best practices in daily GDS operations.
- Deliver better customer support through stronger fare and ticketing knowledge.

