INTERNATIONAL UNIVERSITY OF EAST AFRICA
'Learning to Succeed'

# FACULTY OF BUSINESS MANAGEMENT

## END OF SEMESTER EXAMINATIONS - DECEMBER 2025

**PROGRAMME: BTHM**
**YEAR/SEM: YEAR 3/SEMESTER 1**
**COURSE CODE: BTHM3102**
**NAME: AIRFARES AND TICKETING RESERVATIONS**

**DATE:**
**TIME:**

**INSTRUCTIONS TO CANDIDATES:**

## SECTION A

*Section A is a case study and it is Compulsory (40 marks)*

**Question 1:**

Case Study: Airline Routing and Global Indicators

Travel Experts, a tourism company, is planning a group tour from New York (JFK) to Dubai (DXB) with a possible stopover in Europe. The group consists of 20 adults traveling between June 15-30, and they are open to flying with any IATA member airline. To ensure the most cost-effective journey, the company needs to determine the applicable Global Indicator (GI) and optimal route. The journey will likely involve traveling through multiple IATA Traffic Conference Areas, and the company wants to understand how this will impact the fare calculation. Additionally, they are considering alternative routes and want to know how the fare would differ if they traveled via the Pacific Ocean instead of the Atlantic Ocean. The company seeks expert advice on the best route, applicable GI, and expected fare implications.

Required

(a). Examine the Global Indicator (GI) appropriate for the journey from New York (JFK) to Dubai (DXB) (4 marks)

(b). Suggest the most cost-effective route for the group tour, considering the GI and airline routing (4 marks)

(c). Which IATA Traffic Conference Area(s) would the journey cover? (2 marks)

(d) Explain the concept of IATA's Area 1, Area 2, and Area 3. Provide examples of countries or regions included in each area and discuss how these areas impact airline routing. (12 marks)

(e) Explain the importance of having passenger tickets and baggage checks (6 marks)

() Examine the purpose of IATA's Global Indicators (GIs) to civil

aviation industry (13 marks)

**Question 2:**

Case Study: Expansion of Air Travel in Uganda

The government of Uganda is planning to expand its air travel infrastructure to accommodate growing demand, driven by increasing tourism and trade. Uganda's Civil Aviation Authority (CAA) is seeking to align its regulations with international standards, and has approached ICAO and IATA for guidance on updating its regulations and ensuring compliance with global norms. The CAA needs to address challenges such as outdated regulations, safety and security concerns, infrastructure development, and environmental impact, while also ensuring sustainable aviation development.

Required

(a) Explain the role of ICAO in assisting Uganda's CAA in updating its regulations (8 marks)

(b) Explain the key environmental concerns associated with aviation growth in Uganda (8 marks)

(c ). Explain how Uganda benefit from participating in ICAO and IATA programs (8 marks)

(d). Examine the  main challenges facing Uganda's aviation industry (10 marks)

(e ) What best practices can Uganda's CAA adopt to ensure compliance with international aviation standards (6 marks)

## SECTION B

*Answer any Three Question*

**Question 1:**

1. (a) Discuss the significance of IATA's Traffic Conference Areas (TCs) in shaping global air travel and tourism. (16 marks)

   b) Explain how these areas influence airline routes and fares (6

**Question 2:**

2. (a) Discuss the importance of understanding IATA's Global Indicators (GIs) and Traffic Conference Areas (TCs) for tourism professionals (12 marks)

(b) Explain how do IATA's Traffic Conference Areas (TCs) impact airline fare calculations (8 marks)

**Question 3:**

3. (a) Explain the significance of the Montreal Convention (1999) in modernizing international air law. (10 marks)

(b) Examine the challenges the passengers encountered before the Warsaw Convention (10 marks)

**Question 4:**

4.(a)Discuss the key provisions of the Warsaw Convention (1929) and its impact on international air law. (14 marks)

(b) Examine the challenges of the Warsaw conventions (6 marks)

**Question 5:**

5. (a) Discuss the different types of flight tickets, used by Uganda airways. (10 marks)

(b) Explain the advantages and disadvantages of each type (10 marks)

**Question 6:**

6. (a) Discuss the benefits and drawbacks of e-tickets compared to paper tickets. (14 marks)

(b) Describe the key advantages of higher fare classes to a passenger. (6 marks)

**Question 7:**

7. Discuss the potential benefits and drawbacks of airline deregulation for consumers, airlines, and the economy as a whole. (20 marks)

**Question 8:**

8. (a) Describe the basis for the formation of the Chicago convention of 1944 (8 marks)

(b) Describe the 9 freedoms of air and their benefits to airline companies (12 marks)

**Question 9:**

9. (a)Explain the meaning of the terms “a two-letter code “in air ticketing (3 marks)

(b)Briefly explain the following categories of scheduled flights.

(i) Miscellaneous charge order (3 marks)

(ii) Open Jaw flights (3marks)

(iii)) Round the world flights (3 marks)

(iv) Passenger manifests (3 marks)

(c)Examine the factors which influence pricing in the airline industry (10 marks)

**Question 10:**

10.(a) Identify any 6 types of scheduled flights known to you (6marks)

(b) Differentiate between CRS and GDS giving functions of each (14 marks)

**Question 11:**

11. Evaluate the current regulatory framework governing unaccompanied minors on scheduled flights, and suggest potential improvements to ensure the safety and well-being of these passengers. (20 marks)

**Question 12:**

12. Examine the major factors hindering the growth and expansion of airline companies in Africa and suggest solutions. (20 marks)