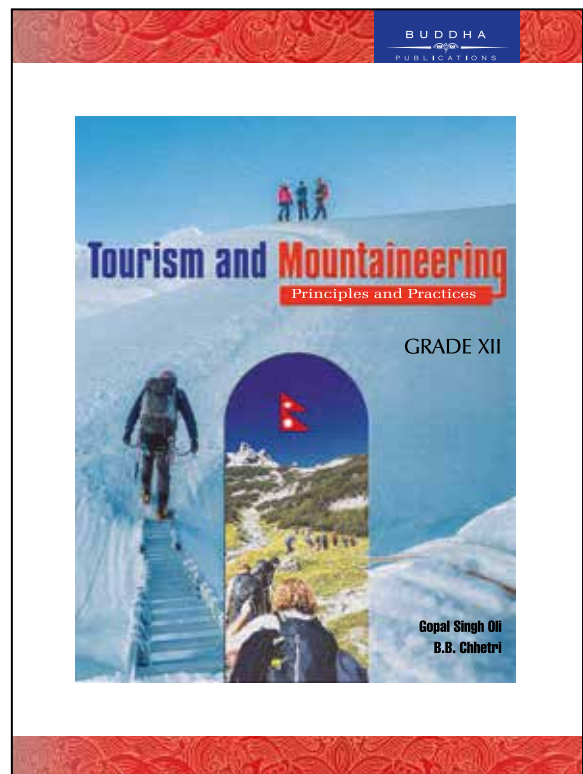




Tourism and Mountaineering

Principles and Practices

GRADE XII



Gopal Singh Oli
B.B. Chhetri



TOURISM AND MOUNTAINEERING

Principles and Practices

New Edition 2021

Copyright © 2021, by the Buddha Publications. All rights reserved. Printed in the Nepal. Except as permitted under the Nepal Copyright Act of 2059, no part of this publication may be reproduced or distributed in any form or by any means, or stored in a database or retrieval system, without the prior written permission of the publisher.

© **Authors:**

Gopal Singh Oli : 9849913113

gsoli.2009@gmail.com

B.B. Chhetri : 9841232524

bbchhetri68@gmail.com

Publishers:

Buddha Publications Pvt. Ltd.

Anamnagar, Kathmandu - 29, Nepal

Tel. 00977-1- 5705165, 5705210, 5705177

e-mail: info@buddhapublicaiton.com

www.buddhapublication.com

Design by:

Jagadish Baskota

Price:

Rs.290.00

ISBN:

978-9937-30-396-5

Printed in Nepal



नेपाल सरकार
शिक्षा, विज्ञान तथा प्रविधि मन्त्रालय
पाठ्यक्रम विकास केन्द्र

सानोठिमी, भक्तपुर

(मान्यता, समकक्षता तथा मूल्याङ्कन शाखा)

फोन नं. ६६३०५८८

६६३४११९

६६३००८८

फ्याक्स: ६६३०७९७

नोटिस बोर्ड: १६१८०१६३०७९७

सानोठिमी, भक्तपुर

www.moecdc.gov.np

२०७८/०७९

पत्र संख्या:-

चलानी नं.:- ६९९

२०७८/०५/०३

मिति:

विषय : पाठ्यसामग्री स्वीकृति सम्बन्धमा ।

श्री बुद्ध पब्लिकेसन्स प्रा.लि.

काठमाण्डौ ।

प्रस्तुत विषयमा त्यस प्रकाशनबाट मूल्याङ्कन र स्वीकृतिका लागि तोकिएको अवधिभित्र पेस हुन आएका तपसिलबमोजिमका पाठ्यसामग्री आवश्यक निर्णयार्थ पाठ्यसामग्री व्यवस्थापन तथा मूल्याङ्कन समितिमा पेस हुँदा विद्यालय शिक्षाको राष्ट्रिय पाठ्यक्रम प्रारूप २०७६, माध्यमिक शिक्षा पाठ्यक्रम (कक्षा ११ र १२), पाठ्यसामग्री विकाससम्बन्धी विद्यमान प्रावधान, ऐन, कानून, निर्देशिका, कार्यविधि, प्रकाशन शैलीका प्रावधान, पठ्यक्रम विकास केन्द्रले विभिन्न समयमा जारी गरेका र पाठ्यसामग्री सुधार/परिमार्जन/पुनर्लेखनका लागि दिइएका सुझाव र निर्देशनको परिपालना गरी स्वीकृति दिन सिफारिस भएअनुसार यस केन्द्रको मिति २०७८।०५।०२ गतेको निर्णयानुसार तपसिलमा उल्लिखित निर्देशनको पूर्ण परिपालना गरी शैक्षिक वर्ष २०७८, २०७९ र २०८० गरी तीन शैक्षिक वर्षका लागि गुणस्तरीय एवम् त्रुटिरहित पाठ्यसामग्री विकास गरी प्रकाशन गर्न स्वीकृति प्रदान गरिएको छ । विद्यमान सैद्धान्तिक व्यवस्था, ऐन, कानून, निर्देशिका, कार्यविधि, पाठ्यक्रम विकास केन्द्रले विभिन्न समयमा जारी गरेका निर्देशनलगायतका प्रावधानहरूको पूर्ण परिपालना नगरी गुणस्तरहीन पाठ्यसामग्रीको विकास, प्रकाशन र विक्रीवितरण गरेको पाइएमा, पाठ्यक्रम परिवर्तन भएमा वा यस केन्द्रबाट अन्य निर्णय भएमा यो स्वीकृति जुनसुकै बेला रद्द हुने छ ।


तपसिल :

(क) पाठ्यसामग्रीको नाम :

१	Travel, Tourism and Mountaineering	माध्यमिक तह/ कक्षा १२
---	------------------------------------	-----------------------

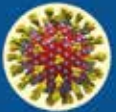
(ख) निर्देशन :

- आवरण पृष्ठको अघिल्लो (Front) भागको बायाँ (Verso) पृष्ठमा नेपालको आधिकारिक नक्सा र आवरण पृष्ठको पछिल्लो (Back) भागको दायाँ (Recto) पृष्ठमा कोभिड १९ सङ्क्रमण रोकथामसम्बन्धी सूचना यस केन्द्रको वेबसाइटबाट डाउनलोड गरी समावेश गर्ने । विषयवस्तुको प्रकृति र आवश्यकताका आधारमा पाठ्यसामग्री भित्रका विषयवस्तुमा समावेश गरिने नक्सा आधिकारिक र प्रामाणिक हुनुपर्ने ।
- स्वीकृति पत्र स्थापना गरी पाठ्यसामग्रीको शीर्षक पृष्ठभन्दा पछि दायाँ (Recto) पृष्ठमा समावेश गर्ने । पाठ्यसामग्रीको प्रत्येक पृष्ठको पुच्छर (Footer) मा पाठ्यक्रम विकास केन्द्रबाट स्वीकृत भन्ने व्यहोरा उल्लेख गरी प्रकाशन गरेको पाठ्यसामग्रीको तीन प्रति यस केन्द्रमा पेस गरेपछि मात्र विक्रीवितरण गर्ने । शिक्षा, विज्ञान तथा प्रविधि मन्त्रालयको निर्णयअनुसारको मूल्य कायम गर्ने र मूल्य सर्वाधिकार पृष्ठमा राख्नुपर्ने । प्रतिनिधि अधिकार (Copy right) को सम्बन्धमा लेखक र प्रकाशक स्वयम् जिम्मेवार हुने ।
- पाठ्यसामग्री विकाससम्बन्धी विद्यमान प्रावधान तथा पाठ्यसामग्री सुधार र परिमार्जनका लागि यस अघि दिइएका सुझाव र निर्देशनको पूर्ण परिपालना गर्ने । माध्यमिक शिक्षा पाठ्यक्रम (कक्षा ११ र १२) २०७६ का तहगत सक्षमता, कक्षागत सिकाइ उपलब्धि हासिल गर्न सहयोग पुग्नेगरी विषयवस्तुको क्षेत्र र क्रम, प्रयोगात्मक तथा परियोजना कार्यअन्तर्गतका सम्भाव्य क्रियाकलापका उदाहरण, क्षेत्र वा एकाइगत कार्यघण्टा, सिकाइ सहजीकरण विधि र प्रक्रिया, विद्यार्थी मूल्याङ्कन विधि तथा प्रक्रिया आदि समेतलाई ध्यानमा राखी पाठ्यसामग्रीलाई पूर्णरूप दिने ।
- विद्यार्थीलाई थप भार पर्ने गरी पाठ्यक्रममा समावेश नगरिएका विषयवस्तु, अभ्यास तथा सिकाइ क्रियाकलाप पाठ्यसामग्रीमा समावेश नगर्ने ।
- प्रत्येक एकाइ/पाठमा अभ्यासका लागि प्रश्नहरू समावेश गर्दा सरलदेखि जटिल हुनेगरी समावेश गर्ने । विभिन्न एकाइ/पाठमा अभ्यासका लागि समावेश गरिएका प्रश्नहरूको उत्तर समावेश नगर्ने । प्रश्नोत्तरको शैलीमा समावेश गरिएका अभ्यास हटाउने ।
- राष्ट्र, राष्ट्रिय एकता, सार्वभौमिकता, भौगोलिक अखण्डता, स्वाधीनता, राष्ट्रिय हित, पहिचान, सम्मान र समृद्धिमा आँच आउने तथा विभिन्न जातजाति, भाषा, धर्म, संस्कृति, सामाजिक सहिष्णुता, सद्भाव, सांस्कृतिक मूल्यमान्यता, रहनसहन आदिमा प्रतिकूल प्रभाव पार्ने कुनै पनि विषयवस्तु, उदाहरण, चित्र, अभ्यास, सिकाइ क्रियाकलाप समावेश नगर्ने ।
- जातजाति, भाषा, धर्म, संस्कृति, वर्ण, क्षेत्र, लैङ्गिकता, अपाङ्गता, पेसा, व्यवसाय, सामाजिक सांस्कृतिक अवस्थाका आधारमा भावनात्मक रूपमा चोट पुऱ्याउने, आक्षेप लाने, होच्चाउने र विभेदीकरण गर्ने किसिमका विषयवस्तु, उदाहरण, चित्र, अभ्यास, सिकाइ क्रियाकलाप समावेश नगर्ने ।


मीनबहादुर थापा
पाठ्यक्रम अधिकृत

पुनश्च : यो स्वीकृति शैक्षिक वर्ष २०७८, २०७९ र २०८० का लागि प्रदान गरिएकाले सोहीबमोजिम प्रकाशन, विक्री वितरण र प्रयोग गर्नु गराउनहुन सम्बन्धित सरोकारवाला सबैमा अनुरोध छ ।

नेपालको नक्सा (राजनीतिक तथा प्रशासनिक)



कोरोना भाइरस रोग (कोभिड-१९)

हाम्रै विश्वभरि फैलिएको भाइरसको सम्भावितबाट लगेको रोगलाई विश्व स्वास्थ्य संगठनले "कोभिड-१९" को नाम दिएको छ र यसलाई विश्वभरि फैलाउनेको रोगको घातक परिणामको छ ।

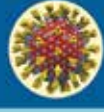
कोरोना भाइरस स्वास्थ्यकाको सम्भावित गर्ने रोग हो । जो बलियो व्यक्तिको बाटो वा हातुं त्यो नसक वा सुधारित निक्काले दिनुको माध्यमबाट एक व्यक्तिबाट अर्को व्यक्तिमा सर्छ ।

कोरोना भाइरस रोगको मुख्य लक्षणहरू



सम्भाव्य लक्षणहरू देखा परेमा नजिकको तोकिएको स्वास्थ्य कोषहरू सम्पर्क गर्नु ।

सम्भाव्य रोगको संक्रमणको जोखिमबाट बच्नको लागि निम्न उपायहरू अपनाउनुपर्छ ।



कोरोना भाइरस रोगबाट बच्ने उपायहरू



ज्वरो आएमा, सोकिएको लक्षण वा स्वास्थ्य फेर्न गाह्रो भएमा नजिकको तोकिएको स्वास्थ्य कोषहरू सम्पर्क गर्नु ।





PREFACE

Tourism and mountaineering definitely has the inherent potential to grasp the students' interest due to its significance to hospitality. A dire need of tourism professionals has always been felt in the context. Lately, tourism has become an admirable profession which young boys and girls are proud to join and get trained for various levels and positions. This book is, therefore, a humble attempt, to give a general idea to the students, teachers and professionals involved in the sphere of tourism and mountaineering trade and business.

A text book, Tourism and Mountaineering is designed for grade XII as per the new syllabus - 2076, and prescribed by the Curriculum Development Centre of Nepal. The purpose of this book is to provide a sound knowledge on utmost areas of tourism with practical dimension. A rigorous attempt has been made to incorporate all the basic materials in a very lucid, systematic and brief account for the benefit of those students, who are desirous to begin or have already begun their studies in tourism and mountaineering, and also to those who have engaged themselves in acquiring and imparting knowledge in this area. It will be a good reference book to the students of BTM and BHM as well. In the meantime, it will absolutely prove to be a very handy book to those who are opting to take-up tourism and mountaineering related training as a vocational education.

According to new syllabus of this course, we have written this book covering all the units and teaching manuals, and proper attention has been given to communicate broad knowledge of the concepts. Aiming to full fill the dire need of innumerable students, we have written this book from our own experience of one decade, deep study and discussions on related materials.

I would like to convey my sincere thanks to Prof. Dr. Mr. Ramesh Raj Kunwar, senior lecturers of travel and tourism management. I would like appreciate my students who were involved in discussions that helped us to expand our vision. I greatly appreciate love and support provided by family members, who have definitely missed many precious moments of their daily life by being patient for one year while I worked to make text script on the book.

At the last but not the least, my deepest thanks to Mr. Nabaraj Bajgain, Managing Director, Buddha Publications Pvt. Ltd. for bringing this book in such a vibrant way. I highly appreciate his incessant support and technical back-ups. I also would like to sincerely acknowledge the terrific computer works and designs worked out by Mr. Jagadish Baskota.

Finally, I would like to request all the concerned teachers, students and professionals to continue sending their valuable comments, continuous support and sincere suggestions for the inception of this book. Your valuable comments and suggestions have always been and will be highly solicited.

Author



SALIENT FEATURES

Teaching and learning is an artful process of imparting the knowledge, attitude and skills to the learners in order to enhance the future professions and competencies. For the empowerment of learners, the book is written according to new syllabus in order to enable learners/students to understand the course content for writing assignments and making presentations. So, it is advised to the students see and read overall units and topics of your text book precisely. Teachers will also find it easy and interesting in the preparation of each module for classroom teaching, exercise, and evaluation. Hence, it is specified some guidelines for the students to attain the complete knowledge of the pedagogical advantage of each chapter and topic of tourism and mountaineering subject. Salient features of this paradigm are as follows:

- **Learning Objectives:** Each chapter begins with learning objectives, identifying specifically what the students are expected to learn after completing each given chapters. The learning objectives are listed with emphasis and appropriate formatting to underscore their importance. This section highlights the headings of each topic, which creates the interest and need of learners to accelerate their study.
- **Things to Remember (TTR):** I firmly hope and believe that the addition of TTR (Diminutive justification of the same topic) in this book will certainly make reading more worthwhile. The reader will be able to grasp the essential information and knowledge in a very brief but expressive style at the end of each topic.
- **Home and Class Assignment:** It is a daily or periodical assessment of the students and their appraisal methods of quality performance in their respective classes. In this lists, the questions are designed for retention proper concept and meaning of the question topics in order to attempt the questions in the final examination. So, it is advised to teachers assign the home work and class work after each class session for the students' perfection and feedback.
- **List of Key Terms, Concept and Acronyms:** An elaborate list of key terms is given at the end of each unit for a quick review as a part of knowledge unit. It will also help the students to answer 'definition' type question (very short questions) and terminology asked in the final examination. As well as learners will be able to use these terms and acronyms in answers that makes their enlightenment very expressive and specific.
- **Review Questions:** It is an evaluation method of students after completing the study of each unit. According to teaching manual developed by HSEB, the list of exercise questions is provided at the end of each unit. The exercise questions are compiling in such a way that the students will get to revise the unit and question patterns have been asked to the learners for very short, short and long answers.
- **Numerous Illustrations, Figures and Diagrams:** Each unit is well illustrated with numerous illustrations, figures, and diagrams to reinforce learning. These illustrations will help students conceive a broad idea about the contents. This will also enable the students to make their assignment and project work more valuable and comprehensive.
- **Project Works (practical activities):** It is designed to increase students' involvement in the learning process. At the meantime, the list of project works of tour/visit programs of the various tourist sites and tourism organizations will enlighten the students and enhance their creativity by taking individual initiative. The preparation of project report will orient the students with outside world and presentation will develop their effective communication skill.
- **Index:** It is an enlistment of topics and sub-topics with page numbers that carries from each chapter of a book. It is usually arranged at the end of a book in alphabetical orders.

Author



SYLLABUS

SECONDARY EDUCATION CURRICULUM

TOURISM AND MOUNTAINEERING

Class: XII

Code: TMS 306

Annual working hours: 160

Credit hours: 5

Course Contents

PART I - TRAVEL AND TOURISM

1. Leisure, Pleasure and Tourism - 4

- 1.1 Leisure, pleasure and tourism: Meaning and activities
- 1.2 Tourism accommodation management: Meaning and concept
- 1.3 Types of tourism accommodation management

2. Travel Itinerary - 9

- 2.1 Travel Itinerary: Meaning, definition and types
- 2.2 Importance of itinerary in tourism
- 2.3 Planning and Preparation of itinerary and considerations
- 2.4 Simple itinerary preparation of travel, trekking and rafting

3. Basics of Tourism Service – 8

- 3.1 Tourist transfer service
- 3.2 Customer care and service
- 3.3 Travel agencies and tour guide service
- 3.4 Trekking agencies and trekking guide service
- 3.5 Formation of travel and hospitality business: Sole proprietorship, partnership, company limited, franchise and chain

4. Pricing & Sales Process of Tourism Products and Service - 11

- 4.1 Concept of tourism pricing and tariff
- 4.2 Influencing Factors on Tourism Pricing
- 4.3 Tariff - Referring and implement
 - 4.3.1 Hotel reservation
 - Hotel reservation process
 - Modes of reservation
 - Sources of reservation
 - Room plan and room rate
 - 4.3.2 Trekking and rafting service
 - Trekking and rafting reservation Process
 - Trekking and rafting tariff
 - 4.3.3 Transport services
 - Transport reservation process
 - Transport tariff
- 4.4 Refund process
- 4.5 Sales process of tourism products and service

5. Reception and Transfer - 4

- 5.1 Reception and Transfer

- 5.2 Arrival transfer: Importance and process
- 5.3 Departure transfer: Importance and process
- 5.4 Do's and Don'ts in travel and tourism

6. Customer Service and Basic Sales Skill - 9

- 6.1 Definition of customer service
- 6.2 Expected quality and merits
- 6.3 Basic sales skill in travel business
- 6.4 Customer's complaint Management

7. Travel Information and Documents - 8

- 7.1 The concept and importance of travel information
- 7.2 The sources of travel information: Formal and informal information
- 7.3 Introduction to OAG
 - Baggage Allowance
 - International time calculation
- 7.4 Travel information manual (TIM): Passports, Visas, Health Information, Airport Tax, Customs and Currency, Duty-free allowances

PART II – AIR TRAVEL

8. Basics of Air Fare - 4

- 8.1 General rules of international air fare
- 8.2 Types of air fare: General fare and special fare
- 8.3 Inadmissible and deportee passengers for transfer
- 8.4 Refund, no-show and go-show

9. Passenger Air Ticket – 4

- 9.1 Meaning and importance of air ticket
- 9.2 IATA ticketing: Types of tickets and IATA ticketing rules
- 9.3 Important parts of IATA ticket
- 9.4 E- Ticket
- 9.5 Airline service reservation process

PART III – MOUNTAINEERING TOURISM

10. Basics of Mountaineering – 8

- 10.1 Introduction to mountaineering
- 10.2 Types of mountaineering: Alpinism, high altitude and ultra-lightweight mountaineering
- 10.3 Altitude illnesses, prevention and safety
- 10.4 Pre-preparation for Himalaya mountaineering
- 10.5 Mountaineering formalities

11. Mountaineering Expedition, Skill and Knowledge - 11

- 11.1 The Selection of camp site
- 11.2 The role and ability of mountaineering leader
- 11.3 The role of Sirdar in mountaineering expedition
- 11.4 The technical knowledge and skill
- 11.5 The mountaineering rules
- 11.6 Basic safety system
- 11.7 Emergency prevention and awareness
- 11.8 The main hazards in mountain trails



CONTENTS

PART I - TRAVEL, TOUR, TREKKING & RAFTING

1. LEISURE, PLEASURE, TOURISM & HOSPITALITY	3
1.1 INTRODUCTION	4
1.1.1 Leisure, Pleasure and Tourism	4
1.1.2 Hospitality Service	6
1.2 TOURISM ACCOMMODATION MANAGEMENT	7
1.3 TYPES OF ACCOMMODATION	8
1.3.1 Hotel	8
1.3.2 Resort	8
1.3.3 Motel	9
1.3.4 Flotels	9
1.3.5 Apartment	9
1.3.6 Condominiums and Timeshare	9
1.3.7 Tent Camps	10
1.3.8 Mansion	10
1.3.9 Youth Hostel	10
1.3.10 Caravan and Camping Sites	10
1.3.11 Home Stay	11
2. TRAVEL & TOUR ITINERARY	14
2.1 INTRODUCTION	15
2.1.1 Types of Itinerary	16
2.2 IMPORTANT FEATURES OF ITINERARY	17
2.3 PLANNING AND PREPARATION OF ITINERARY	18
2.3.1 Planning and Preparation	18
2.3.2 Basic Elements of Tour Itinerary	20
2.4 TRAVEL AND TOUR ITINERARIES	22
2.4.1 Sample Tour Itinerary	24
2.4.2 Sample Trekking Itinerary	24
2.4.3 Sample Rafting Itinerary	25
3. BASICS OF TOURISM SERVICE	29
3.1 INTRODUCTION	30
3.1.1 Passenger Transfer Service	30
3.2 CUSTOMER CARE AND SERVICE	31
3.3 TRAVEL AGENCY	31
3.3.1 Role of Travel Agency	32
3.3.2 Function of Travel Agency	33
3.3.3 Types of Travel Agency	35
3.3.4 Tour Operator	37
3.3.5 Types of Tour Operator	38
3.3.6 Sources of Income for Travel Agency	38
3.3.7 Travel Guide Service	39
3.4 TREKKING AGENCY	40
3.4.1 Types of Trekking in Nepal	40
3.4.2 Trekking Guide Service	42
3.4.3 General Trekking/Hiking Rules	43
3.5 CORPORATE FORMS IN TOURISM	44
3.5.1 Sole Proprietorship	44
3.5.2 Joint Venture/Partnership	44
3.5.3 Company Limited	45
3.5.4 Franchise and Chain	46

4. PRICING AND SELLING OF TOURISM PRODUCTS...	49
4.1 INTRODUCTION	50
4.1.1 Tariff	50
4.2 INFLUENCING FACTORS ON PRICING (TARIFF)	52
4.3 HOTEL RESERVATION	52
4.3.2 Trekking & Rafting Service...	61
4.3.3 Transport Service	64
4.4 REFUND	69
4.5 SALES PROCESS OF TOURISM PRODUCTS...	71
5. RECEPTION AND TRANSFER	77
5.1 INTRODUCTION	78
5.2 ARRIVAL TRANSFER	78
5.2.1 Process of Arrival Transfer	79
5.2.2 Lost or Damage Baggage	82
5.2.3 Tour Briefing	82
5.3 DEPARTURE TRANSFER	83
5.3.1 Departure Transfer Process	83
5.4 DO'S AND DON'TS - SOCIO-CULTURE ETHICS	85
5.4.1 Costume/Dress up	86
5.4.2 Traditions/Customs	86
5.4.3 Cuisine and food trends	86
5.4.4 Shopping and bargaining	87
5.4.5 Safety and security	87
5.4.6 Begging and dealing with children	87
6. CUSTOMER SERVICE & BASIC SALES SKILL	90
6.1 INTRODUCTION	91
6.1.1 Importance of Customer Service	91
6.1.2 Customer Relation Techniques	93
6.2 EXPECTED MERIT / TRAITS OF A SALES PERSON	95
6.2.1 Importance of Sale	95
6.3 BASIC SKILL AND ROLE IN TRAVEL BUSINESS	96
6.3.1 The Selling Process	98
6.3.2 Distribution Channels in Selling Process	100
6.3.3 Understanding Customers' Profile	101
6.3.4 Communication Skill	102
6.4 CUSTOMER COMPLAINT MANAGEMENT	105
7. TRAVEL INFORMATION AND DOCUMENTS	110
7.1 INTRODUCTION	111
7.1.1 Role and Importance of Tourism Information	111
7.2 SOURCE OF TRAVEL INFORMATION	112
7.2.1 Formal Information Approach	112
7.2.2 Informal Information Approach	113
7.3 INTRODUCTION TO OAG	114
7.3.1 Baggage Allowance	115
7.3.2 Consideration of Referring Published...	117
7.3.3 International Time Calculation	119
7.4 TRAVEL INFORMATION MANUAL (TIM)	122

7.4.1	Passport	123
7.4.2	Visa	124
7.4.3	Custom Regulations	126
7.4.4	Airport Tax	126
7.4.5	Currency	127
7.4.6	Health Regulation	127

PART II - AIR TRAVEL

8.	BASICS OF AIR FARE	133
8.1	INTRODUCTION	134
8.1.1	The Special Feature of Airfare	134
8.1.2	General Rules of Airfare	135
8.1.3	Special Rules of Airline/Airfare	136
8.2	TYPES OF AIRFARE	137
8.2.1	Normal fare	137
8.2.2	Special fares	137
8.3	FARE CALCULATION PROCESS	138
8.3.1	Point to point method of fare calculation	139
8.3.2	Mileage method of fare calculation	139
8.4	DEPORTEES AND INADMISSIBLE PASSENGERS	140
8.4.1	Deportee	140
8.4.2	Inadmissible Passenger	140
8.4.3	Transportation of Deported...	141
8.4.4	Conditions for Accepting Inadmissible..	141
8.5	NO-SHOW, GO-SHOW, CANCELLATION AND REFUND	142
8.5.1	No-show	142
8.5.2	Go-show	142
8.5.3	Cancellation	143
8.5.4	Refund	143
9.	PASSENGER AIR TICKET	148
9.1	INTRODUCTION	149
9.1.1	Importance of Passenger Air Ticket	149
9.2	IATA TICKET	150
9.2.1	Use of Coupons	150
9.2.2	Airline Ticket Format or Parts of Ticket	150
9.2.3	IATA Ticketing Rules	152
9.3	STRUCTURE OF AIR TICKET (PARTS OF TICKET)	152
9.3.1	Points to be considered before issuing an...	155
9.3.2	Passenger Name Record (PNR)	156
9.3.3	Endorsement	157
9.4	E-TICKETING	157
9.4.1	Important points to be considered while...	158
9.5	AIRLINE RESERVATION PROCESS	161
9.5.1	Computer Reservation System (CRS)	162
9.5.2	Global Distribution System (GDS)	162

PART II - MOUNTAINEERING TOURISM

10.	BASICS OF MOUNTAINEERING	169
10.1	INTRODUCTION	170
10.2	TYPES OF MOUNTAINEERING	171

10.2.1	High Altitude Mountaineering	171
10.2.2	Alpinism Mountaineering	171
10.2.3	Ultra-Lightweight Mountaineering	172
10.3.4	Climbing Rules of Mountaineering in General	172

10.3 ALTITUDE ILLNESS 173

10.3.1	Acute Mountain Sickness (AMS)	173
10.3.2	High Altitude Pulmonary Edema (HAPE)	174
10.3.3	High Altitude Cerebral Edema (HACE)	174
10.3.4	Prevention of Altitude Illnesses	175

10.4 PREPARATION FOR MOUNTAINEERING 176

10.4.1	Planning of Overall Mountaineering...	176
10.4.2	Decision and Preparation for...	177
10.4.3	Arrangement of Mountaineering...	177
10.4.4	Execution the Mountaineering Trip for...	178

10.5 MOUNTAINEERING FORMALITIES 179

11. MOUNTAINEERING EXPEDITION-SKILL... 183

11.1 THE SELECTION OF CAMP SITE 184

11.1.1	Campsite Location	184
11.1.2	Wind Factor	184
11.1.3	Well Drained Area	184
11.1.4	Safety	185
11.1.5	Water Source	185
11.1.6	Surface Level	185
11.1.7	Scenic Beauty	185

11.2 THE ROLE AND ABILITY OF MOUNTAINEERING... 186

11.2.1	The Role and Functions of Mountain Guide	186
11.2.2	Term and Condition of Mountaineering Team	187

11.3 THE ROLE OF SIRDAR 188

11.3.1	The Role and Function of Sirdar	188
--------	---------------------------------	-----

11.4 THE TECHNICAL KNOWLEDGE AND SKILL 189

11.4.1	Ice Axe Technique	189
11.4.2	Crampon Technique	189
11.4.3	Rope Technique	190
11.4.4	Crevasse Rescue Techniques	190
11.4.5	Fixed Lines	190
11.4.6	Running Belays	191
11.4.7	Rappelling	191
11.4.8	Basic Climbing Knots and Hitches	191

11.5 MOUNTAINEERING RULES 192

11.6 THE BASIC SAFETY AND SECURITY 193

11.6.1	Safety Rules of Mountain-climbing	194
11.6.2	Safety rules in mountaineering emergency	194

11.7 THE MAIN HAZARDS IN MOUNTAIN TRAILS 195

11.7.1	Rock Hazards	195
11.7.2	Weather Hazards	196
11.7.3	Snow Group Hazards	197

APPENDIX - 1 200

APPENDIX - 2 205

APPENDIX - 3 210

APPENDIX - 4 212

APPENDIX - 5 214

APPENDIX - 6 216

APPENDIX - 7 218

PART I

Travel, Tour, Trekking & Rafting

