Introducing Charter Flight Seat Assignments!

You now have the ability to purchase and assign seats for your clients on our charter flights during initial booking and/or modification. In order to have the ability to assign a seat, a seat feature must be added to a reservation.

The seat feature options you will see in the Flight Options section in VAXVacationAccess are - (these vary by flight/carrier)
- Coach/Non-Exit Row
- Coach/Non-Exit Row - With Infant or Lap Child (currently available on Norwegian Air Shuttle flights out of MKE)
- Exit Row/Coach Class
- Funjet to the Front
- Select Seating
- First Class (currently available on MCI/CUN)

Here’s a sample screen shot of how they will appear in the Flight Options section in feature availability. This example is from the Milwaukee origin.

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The seat assignment process when initially booking a reservation

1. You must add a seat feature in order to assign seats. The options can be found under Flight Options in the Features section of availability (as shown above). For our first example, we will use the standard coach seats.
2. After selecting the applicable seat feature(s) update the cart and proceed to the checkout page.
3. Enter all passenger information as normal. You must enter names before accessing seat maps.
4. Next in the Itinerary Tools click the Select Seat Assignments link.

5. This will open up the seat maps and you can select seats as you would on a scheduled air carrier.

6. Select your seats for each passenger on each flight and click SAVE.
7. Complete the booking.

The confirmed seats you have selected will appear next to the flight in the itinerary summary. These will also print on confirmations and travel itineraries.
The seat assignment process when booking First Class (currently available on MCI/CUN)

1. Remember to find first class seats, use the cabin class selection under Flight Options before beginning your search.

2. Choose your First Class Charter flights. A new feature will be added to your cart notifying you of the benefits of booking First Class including the new seat assignment selection option.

3. Proceed to checkout.
4. You will then complete steps 3-7 as outlined in the initial booking process above.
The process to modify a reservation to add/change the seat assignments

Here are the steps to follow if a reservation was already made and now the customer would like to add or change their seat assignments.

In order to see which seats are available (view a seat map) a seat feature must be present on the reservation. If a seat feature has already been booked and you just need to select seats or if you need to modify an existing seat assignment, start at step 4.

1. Under Itinerary Tools, click Modifications and Change Component (seen in the red highlight below)

<table>
<thead>
<tr>
<th>Add Payment</th>
<th>Comments and Preferences</th>
<th>Modifications</th>
<th>Copy</th>
<th>History</th>
<th>Cancel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change PAX Info</td>
<td>Change Component</td>
<td>Air</td>
<td>Hotel</td>
<td>Rental Car</td>
<td>Feature</td>
</tr>
<tr>
<td>Drop PAX / Age Change</td>
<td>Change Res Date</td>
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<td></td>
<td>Apply Promotion</td>
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<td></td>
<td>Change Seat Assignment</td>
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2. Access the features, select the appropriate feature(s) and update the cart (as in step 1 of the initial booking process above)

3. Checkout and complete the modification. You must complete the modification before you can select seats.

4. Go to the Itinerary Tools/Modifications and open the Change Seat Assignment (seen in the green highlight above) link and proceed to click the Select Seat Assignments link.

5. This will open up the seat maps and you can select seats as you would on a scheduled air carrier (as in step 5 of the initial booking process above).

6. Select your seats for each passenger on each flight and click CHANGE (as in step 6 of the initial booking process above).

The confirmed seats you have selected will appear next to the flight in the itinerary summary. These will also print on confirmations and travel itineraries.

If your client would like the type of seat assignment changed (for example changing from coach to Funjet to the Front) you must first modify the reservation to change the seat feature and then proceed with changing the actual seat assignment.
**Seats you’ll see available to select on the seat maps**

When viewing the seat maps you’ll see the seats for the feature you selected and any lower cost seat options. For example, if you booked Funjet to the Front – you will see available seat options for Funjet to the Front, Select Seating, Coach Exit row and Coach seats. However if you book Coach seats you will only see available seat options for Coach seats all other options will show as occupied. This doesn’t mean they’re actually occupied it just means with the feature you have booked you’re not able to select these types of seats.

Example – Below are two identical seat maps. The difference is the feature that is booked on the reservation. The 1st screen shot is the seat map for a reservation that has Funjet to the Front booked. The 2nd screen shot is the seat map for a reservation that has a coach feature booked.

![Seat Maps](image)

**Tips and Things to know**

- Funjet to the Front and Select Seating will now be set to party size. All members in the party must purchase this feature.
- When selecting Funjet to the Front or Select Seating seats look closely to the rows you’re assigning. The rows for these specific seats are identified in the feature that was selected.
- Exit rows can only be occupied by adults – 18 and over. If a child is assigned to an exit row they will be moved to another available seat either prior to departure or upon check-in at the airport.
- The **coach traveling with infant** line item is necessary for Norwegian flights. They have specific rows they seat lap children in for safety reasons.

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**The Mark Travel Corporation**
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