

Booking New Distribution Capability (NDC) Fares

NDC stands for New Distribution Capability. When booking seats with our airline partners, we use a Global Distribution System (GDS), to access many different kinds of fares. To make these fares accessible to us via the GDS, the airlines utilize a distribution pathway.

American Airlines and United Airlines previously used the EDIFACT system for this purpose; however, they have now transitioned fares over to NDC for a more modern booking experience.

Pricing an NDC Fare

When pricing out your airfare, you will be able to identify NDC fares by this messaging:

Current Flight Selection			
American Airlines		10:15 AM <u>DFW</u> 14JUN24	2:04 PM <u>MBJ</u> 14JUN24 Nonstop <i>Travel time: 3hr 49min</i>
Fare Type	Flight Information	Messaging	Price
Published Fare	Basic Economy - B - #2397	Non-refundable basic economy fare. Changes, upgrades & seat selection not available. See all restrictions.	(Current) \$5,396.72 or Pay Monthly from \$250/mo ⓘ
Published Fare	Main Cabin - O - #2397	NDC Airfare Message NDC Airfare Message	+\$172.00 = \$5,568.72 or Pay Monthly from \$258/mo ⓘ

The NDC Airfare Message is a clickable link that provides more details. View the NDC Message [here](#).

When pricing an NDC Fare, the order or pricing is only available for 30 minutes for AA and 20 minutes for United Airlines. If the fare is not booked within 20 or 30 minutes, you will be unable to proceed and will need to reprice your airfare. You WILL be able to hold the fare as you currently do with other fares by making a reservation and putting it on hold based on payment policies.

Identifying an NDC Fare After Booking

You can easily identify an NDC fare in a booked reservation within the Itinerary Summary panel and in the Itinerary Tools panel under your comments and preferences. The fare type displays within the comment text.

Itinerary Summary

Total Package Price* \$5,858.70
or Pay Monthly from \$271/mo

Departure flight - 14JUN24

Airline Confirmation Number: AIKOYF
 American Airlines #2397 Main Cabin O
 10:15 AM to 2:04 PM 14JUN24 [DFW](#) to [MBJ](#)
[NDC Airfare Message](#)

Return flight - 21JUN24

Airline Confirmation Number: AIKOYF
 American Airlines #2738 Main Cabin O
 1:10 PM to 5:10 PM 21JUN24 [MBJ](#) to [DFW](#)
[NDC Airfare Message](#)

[Additional baggage charges](#)

Hotel - 14JUN24 to 21JUN24

[Secrets Wild Orchid Montego Bay - All Inclusive](#)

The screenshot below shows an Amadeus NDC air confirmation and an NDC fare advisory within the comments of a booking. To view, go to the **Itinerary Tools** at the bottom of your booking, expand the **Comments and Preferences** section, and then open the **Comment History**. You can also view this from the History tab under **Comment History**.

The screenshot displays the 'Comments and Preferences' section of an Amadeus NDC booking. At the top, there are tabs for 'Add Payment', 'Comments and Preferences', 'Modifications', 'Copy', 'History', and 'Cancel'. Below the tabs, there are sections for 'Special Service Requests' and 'Internal Comments'. A text input field is provided for adding comments, with 'Submit' and 'Reset' buttons to the right. Below this is the 'Comment History' section, which contains a table with the following data:

Component	Type	Text	Date	User
	General Comment	HBSHotel Confirmation Number: SMLWJHAT, Res8: HBA7R209	02Feb24 22:01	SLBK
	General Comment	AmadeusNDCAir Confirmation Number: 4VGDXC	02Feb24 22:01	SLBK
	General Comment	Final Payment Email Reminder Queued.	02Feb24 22:01	SLBK
	General Comment	949033 BPROMOPKG CommCapID:42870 CommCompID:42870	02Feb24 22:01	SLBK
R/T NONSTOP COMP XFERS Z1	Special Service Request	CTCR 1 Refused	02Feb24 22:01	SLBK
AA 2397	Special Service Request	CTCR 1 Refused	02Feb24 22:01	SLBK
General Air	Air Pricing	NDC Airfare Message	02Feb24 22:01	SLBK

Instances that require calling our contact center at 1-866-ALG-DESK (1-866-254-3375)

- Dropping a passenger(s) (no change from current procedure)
- Date of birth (DOB) or gender changes (no change from current procedure)
- Name corrections will be sent to the carrier at 7 days prior to correct. Once that correction is done ALGV no longer controls the ticket but can be viewed on the carrier's website.
- Rebooking a reservation using NDC air credit **MUST** be done at the time of cancellation with our Contact Center or we cannot process the change. **You must know the new dates** when calling the Contact Center.

Important!

If this procedure is not followed, an automatic request for a refund (less a fee, when applicable) will be sent to the airline and any airline credit will be forfeited.

More Important Notes

- If you need to modify NDC air prior to ticketing (payment), you should cancel the reservation and create a new one.
- Seat assignments are not available at the time of booking. You are able to secure free seat assignments after ticketing by going to the carrier's website and selecting the desired seats.
- Existing EDIFACT airline credits cannot be used toward the purchase of an NDC fare.
- You will not be able to use the "Eligible Air Exchange/Waive Penalty" form to reuse your tickets on an NDC fare. As previously noted, you will need to call the contact center.

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