

New Federal Regulations Change How Travel is Booked

Beginning November 17, 2009, travel agents will be required to ask a bit more information when booking travel reservations. The reason? A new, federally-mandated program called Secure Flight. Run by the Transportation Security Administration (TSA), Secure Flight requires the collection of each passenger's:

- Full name (as it appears on the government-issued photo ID the customer travels with)
- Date of birth
- Gender
- DHS-issued Redress Number (if applicable)

24-hour courtesy holds can still be done using only a name. However, starting November 17, agents will be asking for this additional passenger information when applying a payment to the booking record.