

Etihad Airways Groups Policy v1.6 (External)

Content

1. GROUP REQUEST / BOOKING PROCEDURE	02
2. DEFINITIONS	02
3. GROUPS BLOCKING FEE (DEPOSIT) AND TICKETING TIME LIMITS	03
4. FUEL SURCHARGE YQ AND Q	03
5. GROUPS STANDARD TERMS AND CONDITIONS	03
6. GROUP & CUSTOMER TYPES	05
7. GROUP RBD's	05
8. ORW (OUTSIDE RESERVATIONS WINDOW)	05
9. DISCLAIMER	06

1. Group Request /Booking Procedure.

Any group booking must initially be created at an Etihad Sales office or via dedicated group system access where provided by Etihad Airways. Travel Agencies are not permitted to request any groups in the GDS on any Etihad Airways Flights.

Commercial waivers/adhoc policy documents will be issued to address situations that may present themselves and warrant for special handling of group requests.

2. Definitions.

Group:

A group is defined as a party of 10 or more guests in Economy, 6 or more in Business and 4 or more in First (excluding infants) and should be booked together on the same flight(s)/ departure dates at the time of constructing the group booking.

Group Fare:

The group fare is based on the demand on the flights and departure dates at the time of request. The group fare quote is subject to the availability of seats on the flight(s)/departure date(s) at the time of PNR creation. Any subsequent changes in routing, dates and flights will require a re-evaluation of the fare.

Deposit:

In order to avoid the risk of inventory spoilage every group confirmation requires a deposit to be collected.

Deposit Time Limit:

This is a time limit to collect the deposit (advance payment). At the time of Group confirmation, Etihad Airways assigns a deposit collection time limit.

Ticketing Time limit:

In order to ensure 100% materialization, Etihad Airways assigns a ticketing time limit after deposit collection. At ticketing time limit, all names must be added to the group booking.

PNR Reinstatement:

Deposit collection time limits and ticketing time limits are enforced to ensure that inventory is protected for guests traveling on Etihad Airways. The blocking fee time limit and the ticketing time limit must be observed in order to ensure that Etihad Airways does not cancel the group PNR. Reinstatement of cancelled PNR's will not be supported, therefore, once the PNR is cancelled and should the seats be required, a new request should be submitted. Due to forecast demand, the same fare quotes and T&C's may not be available for group seats being re-requested. Additionally, this will impact overall materialization rates.

Interline Groups:

Groups that are sold in conjunction with interline partner's air sectors, e.g. AUH FRA (EY) and FRA VIE (LH).

Group Add-ons:

These are additional guests to an already booked group. Add-ons can only deviate from +/-30 days of the travel dates of the master PNR. However, either IB or OB needs to be the same as the master PNR.

Groups Tour Code:

In order to keep a track of group's revenue and utilization, all groups are assigned in a unique sequence, e.g. GRUAUH12345 where GR defines the traffic type group, U represents the customer type (Umrah, in this example), AUH is the 3 letter city POS and 12345 is the group shell ID updated in the group PNR.

Travel Pattern:

A pattern is a set of departures to a common travel destination.

Materialization:

The Group materialization is the number of segment seats flown vs the amount of segment seats initially held. It is measured by guests booked vs guests flown and referred to as true materialization.

3. Groups Deposit (Blocking Fees) and Ticketing Time Limits.

- 3.1 **Deposit & Deposit Amount:** A fixed fee must be collected in order to secure a group booking and to avoid the risk of inventory spoilage, every group confirmation requires a deposit amount (advance payment) to be collected. This will be indicated at the time of group confirmation.
- 3.2 **Deposit Transfer:** Deposits are non-transferable i.e. they cannot be used for part payment for another group.
- 3.3 **Deposit Refunds:** Only after tickets are issued, a refund can be taken into consideration depending on the below:
 - 3.3.1 **Refundable:** Group blocking fee (deposit) can only be refunded 48 hours after tickets are issued and subject to terms specified in section 3.1.3.2.
 - 3.3.2 **Non-Refundable:** Group blocking fee (deposit) is non-refundable in case the whole group cancels, or, if >20% of the group cancels, the difference in excess of 20% of the group size shall be retained.
- 3.4 **ADM Markets (IATA Agencies in ADM Markets):** The deposit timeline reflected under the 'Terms & Conditions' of the group contract represents the date by which the group contract must be signed by the travel agency, failure to do so will result in the PNR cancellation, wherein all seats held under the group request will be returned back to the airlines reservation system without prior notification. In the event of cancellations causing the group size to fall below the materialization rate, a penalty equal to the cancellation fee will be applicable for each passenger cancelled below mat rate as outlined in the 'Terms & Conditions' of the group contract. Under no circumstances is the group size permitted to fall below the minimum group size requirements as described in section 5.8 of this policy document.

Example, If the group size is 50 passengers, 10 passengers which represents 20% of the group size can cancel FOC, If however 15 passengers which represents 15% of the group size cancels, the excess of 20%, i.e. 5 guests multiplied by the deposit per person must be retained.

4. Fuel Surcharge YQ and Q for Groups.

- 4.1 **Request Submission:** In the event of escalation, please ensure the requested group fare is inclusive of fuel surcharge and any applicable surcharges excluding airport tax.
- 4.2 **Ticket Issuance:** Approved fares are inclusive of YQ and Q, therefore, while issuing the group tickets, mention the groups approved fare in ticket fare column, there is no need to mention YQ and Q separately in tax or fare calculation column.

5. Groups Standard Terms and Conditions.

- 5.1 **Blocking Fee (Deposit) and Ticketing Time Limits:**
The minimum blocking fee (deposit) amount to be collected, the timeframe within which this should be collected, and the ticketing time limits to be applied will be communicated by Etihad Airways at the time of confirmation and reflected in the booking terms and conditions between the requesting office and Etihad

Airways. It is important that these time limits (Blocking Fee and Ticketing) are strictly observed to avoid PNR cancellation.

5.2 Cancellations: Cancellation is permitted up to the materialization rate provided the minimum group size remains 10.

5.3 Refund: Refunds are possible and dependent on your materialization rate, refer below examples.

5.3.1 Example 1: For a ticketed group, cancellation is permitted if the cancellation is within the materialization rate, in this case a refund is possible, however an applicable refund fee must be collected

5.3.2 Example 2: For a ticketed group, cancellation is not permitted if the cancellation is below (In violation) of the materialization rate, in this case a refund is not possible, and the full ticket value will be retained.

In any case, after the outbound flight departure date, tickets are nonrefundable.

5.4 Date changes/Deviations & Rerouting: In general, groups booked together must travel together. Etihad Airways allows four FOC (free of charge) changes which may be made 30 days or more before departure. If these changes fall between 30 days to departure and day of departure a fee of USD 150 will apply per guest. For changes made after ticketing, if the same fare level is not available, the additional difference of fare should be charged and reflected as an additional collection (ADC) on the ticket. The date change/deviation cannot be more than +/- 30 days of the booked travel date.

5.4.1 Changes (Group Type - MICE): 15 changes allowed free of charge for group size up to 50 passengers. 25 changes allowed free of charge for group size up to 100 passengers. Changes made within 30 days to departure will be subject to change fee.

5.5 Name Change: Name change fee only applies 7 days prior to departure. Even if ticketing was done at 21 days prior to departure.

5.6 Child Fare: Child fare is applicable for maximum 20% of the total group size at time of commitment.

5.7 Child Discount: Child is entitled for 20% discount on ADT group base fare.

5.8 Group Size: Minimum 10 or more guest qualify for a group fare, if the group reduces to less than 10 guests, the booking will be treated as individual guests and the group fare, terms and conditions will no longer be applicable. Individual market fares will apply.

5.9 Open Dated Return: Not Permitted.

5.10 Booking Churn: In order to avoid abuse of the deposit time limit, it is not permitted to cancel a group booking and then request to reinstate. A booking once cancelled must be re-requested. Holding dupe bookings is not allowed, dupe bookings will be cancelled by Etihad Airways.-

5.11 Stopover: Groups are permitted to stopover in Abu Dhabi at no additional cost. At the time of making the request, the booking must be created to include the stopover. Hotel accommodation will not be provided by Etihad Airways, this must be organized by the group leader or, travel agent prior to arrival in Abu Dhabi.

5.12 No- Show: If a group guest(s) no-show on the outbound journey, the entire onward and return journey will be cancelled for that guest(s). USD 100 is the no-show fee in-case of a date change and must be reflected in the ticket as an ADC at the time of rebooking along with any other additional charges that may apply, (example: difference in fare to be collected where the same fare levels are not available due to demand on the requested flight).

- 5.13 Quotation Validity:** All group quotations (group fare without space confirmation) are valid for 24 hours from the time of quotation and are always subject to seat availability.
- 5.14 Utilization:** 80% utilization for each group is mandatory. If, or, should utilization fall below 80%, Etihad Airways will either retain the deposit amount if cancellations are before ticket issuance, or, the full value of the ticket if cancellations are after ticket issuance, or, full non-refundable payment collection.
- 5.15 Schedule Change:** The Etihad Airways general schedule change policy applies for all groups contracted at the time of schedule change.
- 5.16 Commercial Waivers:** Etihad Airways may issue commercial waivers which allow some flexibility with date change, routing change and/or itinerary cancellation due to controlled (caused by the airline)/uncontrolled (force majeure) circumstances. These waivers are applicable to groups contracted, whether ticketed or un-ticketed, unless specified otherwise.
- 5.17 Baggage:** Etihad Airways baggage allowance will be indicated on the booking contract at the time of creating the group booking.
- 5.18 Conditions of carriage:** The carriage of passengers and their baggage by air will be subject to the conditions of carriage of the carrier concerned. With respect to Etihad Airways flights, please read our general [Conditions of Carriage](#). (Read our conditions of carriage for tickets purchased in [Germany](#), Read our [Canadian Passenger Protection Information](#)).
- 5.19 Cancellation Fee:** The below example describes how the cancellation fee works.
- Cancellation policy is applicable 60 days prior to departure, (this might defer as per individual market conditions, therefore, the below serves as an example).
 - Materialization is counted as per creation date and hence the cancellation fee applies accordingly.
 - Cancellation fee = Deposit collection. (This will vary by market based on policies set up for each market).
 - Deposit collection date = Cancellation policy activation (hence deposit deadline extensions will no longer be possible)

Example: Assuming the group size is 100 passengers booked to depart on the 15th November, and the materialization rate is 70% (which equates to 70 passengers). For the purpose of this example the Cancellation policy at D -60 is 15th September.

Scenario 1: 30 passengers cancel on the 14th Sep which is outside D -60.

- No cancellation fee applies as this is outside the cancellation policy window of D -60.

Scenario 2: 15 passengers cancel on the 14th Sep which is outside D -60 and later 17 additional passenger cancel on the 19th Sep which is within the D -60 window.

1) For the 15 passengers who cancel on 14th Sep.

- No cancellation fee applies as this is outside the cancellation policy window of D -60.

2) For the 17 additional passengers who cancel on 19th Sep

- The cancellation fee applies for 2 passengers.

Scenario 3: 50 passengers cancel on the 14th Sep which is outside D -60 and later 02 additional passengers cancel on 19th Sep.

1) For the 50 passengers who cancel on 14th Sep

- No cancellation fee applies even though the mat rate is now only 50%.

2) For the 2 additional passengers who cancel on 19th Sep

- The cancellation fee applies for 2 passengers as 50% of the group has already cancelled.

6. Group & Customer Types

Description:

In accordance with industry standard, there are two major group Types:

- **Adhoc Groups:** A party of 10 or more guests (excluding infants) traveling together on the same outbound and inbound flights and dates. This is a one-off movement for specific dates.
- **Series Groups:** Minimum of 6 consecutive movements of a similar group size (minimum 10 guests) from the same agent, or, 200 guests from same travel agent in a travel pattern e.g. 10 guests every Tuesday over the travel period 01Mar to 31Oct.

Customer types are classified as 'Leisure' traffic, 'Meeting and Incentive' traffic, 'Labor' traffic etc. and is based on the business nature of different traffic segments.

7. Groups RBDs

Description:

All groups will be booked and confirmed in one group dedicated RBD.

First	Business	Economy
R	D	G

8. ORW (Outside Reservations Window) Process.

GSO supports booking requests outside the reservations window (ORW), essentially the ORW functionality supports such bookings when requested as trip type 'series', that said, adhoc requests for ORW travel (one-way, round trip, multi-city & multi-origin) which are not recurring in nature may be requested under trip type 'series'. The workflow and process to request ORW itineraries are documented in the 'Groups Process Manual'.

Group requests created outside the reservations window (ORW) are subject to the flight schedules operating on the day and therefore, are not guaranteed at the time of creating the request. For various reasons, particularly seasonal schedule adjustments, flight schedules may not operate on the dates requested, at the operating departure/arrival times, or, may not operate at all, Etihad Airways will not be held liable and therefore, should there be any mismatch between the original booking and the operating flight schedule on the requested dates, Etihad Airways Sales representative(s) will reach out to assist you.

Flight schedules outside the reservations window are automatically populated in res once these flights come 'in range', for the purpose of building an itinerary ORW, GSO copies the flight details from the nearest day of week prior to the date being requested and builds the request accordingly. For example, Sabre displays flights in res for 331 days, assuming Monday the 7th June 2021 is outside range, GSO will pull flight information from the Monday prior to the 7th Jun (i.e. Monday 31st May) and replicate the flight for the purpose of creating the itinerary.

9. Disclaimer.

1. Market terms and conditions might differ from market to market to reflect individual market conditions and local legislation specific to that market.
2. Etihad Airways group fares are inclusive of YQ taxes, but, exclude all other taxes (e.g. airport taxes etc.), the display of these taxes will be made visible at the time of contract creation, however, any changes in these taxes at the time of ticketing must be collected.
3. Above mentioned fees and penalties are in USD but market currency applies for the same amount.