

Groups Policy (External)

ETIHAD AIRWAYS



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1. Group Request /Booking Procedure.

Any group reservation must be made in an Etihad Sales office or, if available, through a dedicated group system access given by Etihad Airways. On any flight operated by Etihad Airways, travel agencies are not permitted to make any group requests in the GDS.

Commercial exemptions and ad hoc policy documents will be issued to deal with any eventualities that call for addressing group requests differently.

2. Definitions.

Group:

A group is defined as a party of ten (10) or more passengers traveling in economy, six (6) or more traveling in business, and four (4) or more traveling in first class (excluding infants). The group must be booked on the same flight(s) and departure date(s) at the time the group booking is created.

Group Fare:

The demand for the flights and departure dates at the time of request determines the group cost. The group fare quote is contingent upon there being seats available on the desired flight(s) and departure date(s) at the time the PNR is created. Any future modifications to the flight schedule, dates, or routing necessitate a reevaluation of the fare.

Deposit:

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:

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:

To secure inventory for passengers flying on Etihad Airways, time restrictions for deposit collection and ticketing are implemented. To prevent Etihad Airways from canceling the group PNR, the blocking cost and ticketing time limits must be followed. When a PNR is cancelled and additional seats are needed, a new request should be made because reinstatement of canceled PNRs will not be supported. The same rate quotations and T&Cs might not be available for group seats that are re-requested due to anticipated demand. This will also have an effect on total 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 extra travelers to a group that has reservations. Only +/-30 days of the main PNR's travel dates can be changed by add-ons. However, it must be the same as the master PNR in either direction—to or from.

Groups Tour Code:

All groups are given a unique sequence in order to keep track of their revenue and utilization, for example, GRUAUH12345, where GR stands for the traffic type group, U is the customer type (in this case, Umrah), AUH is the three-letter city POS, and 12345 is the group shell ID that is updated in the group PNR. The contract also contains this information.

Travel Pattern:

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

Materialization:

The difference between the number of segment seats actually flown and those initially held is known as the group materialization. True materialization is defined as the ratio of guests who have been booked versus those who have flown.

3. Group & Customer Types

Description:

According to the norm for the industry, there are two main group Types:

- **Adhoc Groups:** A group of ten or more passengers (excluding infants) taking the same outward and return flights on the same dates. This is a one-time action on particular dates.
- **Series Groups:** 200 passengers from the same travel agent traveling in a set schedule, such as 10 guests every Tuesday from March 1 to October 31, or a minimum of 6 movements of a comparable group size (minimum 10 guests) from the same agent.

Based on the commercial character of various traffic segments, customer types are categorized as "Leisure" traffic, "Meeting and Incentive" traffic, "Labor" traffic, etc.

In addition, Etihad Groups offers Umrah, Hajj, Labor, Mice, Sports, Religious, Educational, Marine, and Cruise traffic.

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

4.1 Deposit & Deposit Amount: Each group confirmation requires a deposit amount (advance payment) to be paid to prevent the risk of inventory deterioration. A predetermined fee must also be collected in order to secure a group booking. This information will be provided when the group is confirmed.

4.2 What number of Deposit timelines: Etihad supports up to two deposits towards a group reservation. The first deposit timeline is pre-set as the default setting for all group markets. Some markets, nevertheless, may have two deposit timelines. The Groups contract specifies all payment due dates.

4.2 Deposit Transfer: Deposits are non-transferable i.e. they cannot be used for part payment for another group.

4.3 Deposit Refunds: Only after tickets are issued, a refund can be taken into consideration depending on the below:

4.3.1 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.

4.3.2 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.

4.4 ADM Markets (IATA Agencies in ADM Markets): The travel agency must sign the group contract by the deadline indicated in the group contract's "Terms & Conditions" section, failing which the PNR will be cancelled and all seats held under the group request will be returned to the airline's reservation system without prior notice. A penalty equivalent to the cancellation charge will be applied for each passenger whose cancellations result in the group size falling below the materialization rate as specified in the group contract's "Terms & Conditions" in the event that cancellations cause the group size to fall below the materialization rate. The group size cannot, under any circumstances, be less than the minimum standards listed in section 5.14 of this policy document.

For instance, if there are 50 people in the group, 10 of them—or 20% of the group—can cancel free of charge. If, however, 15 of them—or 30% of the group—cancel, the excess of 20%—or the amount equal to 5 visitors multiplied by the deposit per person—must be retained.

5. Groups Deposit process.

All EMDs must be issued on the Etihad booking after they have been claimed. Outside of group reservations, Etihad does not consider EMD issuing.

To ensure that the EMD's details are sent between the GDS and the Etihad host system, the EMD must be associated with a passenger.

How many Deposit timeline does EY Groups can have:

Etihad practices up to 2 deposits within a group booking. For all group market 1 deposit timeline is set as default. However, some markets may contain 2 deposit timelines. All deposit timelines are available on the Groups contract

Naming convention of each Deposit timeline within the PNR:

Deposit 1(Default) – Deposit, below is an example

OPC-26MAR:2000/1C8/EY CANCELLATION DUE TO NO **DEPOSIT**
AUH TIME ZONE NON-GTL/DEP

Deposit 2 – Payment, below is an example

OPC-22JUN:2000/1C8/EY CANCELLATION DUE TO NO **PAYMENT**
AUH TIME ZONE NON-GTL/PAY

Information may change depending on whatever GDS it is located in, but the given information would remain the same.

How quickly will the system start working once the deposit has been paid to meet the deadline?

The system will evaluate and analyze the data submitted in form EMDs and will eliminate any time restrictions relating to the specified deposit due date. Whether it has been removed or not, the action is real-time and is visible in the agent's system.

In the event that the milestones continue to appear after payment, please contact your local Etihad office.

5.1 For Amadeus Agents Deposit process:

Any Amadeus agent who accepts EMD as payment is required to include a service element (SVC) before issuing the payment. To clarify the purpose of EMD payment, the service aspect is incorporated. For group bookings it is "DEPO" It is required that free text be inserted in the service element depending on which deposit milestone the payment is due for.

For instance; the Default deposit (first deposit), free text "DEP" should be used in the SVC element. Please be aware that after the EMD has been issued, the deposit milestone will be removed.

Entry and result:

IU EY NN1 DEPO AUH/15APR-DEP/P1

RP/AUHEY0000/AUHEY0000 JF/RC 24MAR23/0825Z ABC123
0. 9GROUPBOOKING NM: 1
2 /SVC EY HK1 DEPO AUH 10APR-DEP/P1
3 EY2 C 15JUN 4 AUHLHR HK10 0005 0205 15JUN E EY/ABC123
4 AP AUH - ETIHAD AIRWAYS - A
5 TK OK24MAR

If not, contact your local EY office.

Etihad is not liable for the cancellation of the booking if the stipulated Free text is missing from the SVC segment.

In markets where second deposits are common:

It is essential to include the following free text when adding the SVC element when making payment for a second deposit.

- Stipulated free text = "DPST2"

Before or after, you are free to add more free text.

Entry and result:

IU EY NN1 DEPO AUH/15APR-DPST2/P1

RP/AUHEY0000/AUHEY000	JF/RC 24MAR23/0825Z ABC123
0. 9GROUPBOOKING NM: 1	
2 /SVC EY HK1 DEPO AUH 10APR-DEP/P1	
3 /SVC EY HK1 DEPO AUH 01JUN-DPST2/P1	
4 EY2 G 15JUN 4 AUHLHR HK10 0005 0205 15JUN E EY/ABC123	
5 AP AUH - ETIHAD AIRWAYS - A	
6 TK OK24MAR/AUHEY05IN	

Since this information is unavailable, reservations will be cancelled after a set period of time.
If the required Free text is not present, Etihad is not responsible for the cancellation of the reservation.

As noted before, following EMD issue, system will analyze the information and remove the time limit immediately.
If the milestone still exists, contact your local Etihad office.

For more information, please contact your local Etihad office.

5.2 For Non-Amadeus Agents Deposit process:

In order to act on removing milestones, the system will analyze any EMD issued or manually added in a group booking. This real-time analysis will be finished in a matter of seconds.

If the milestones are still reflected after EMD information added in the reservation, get in touch with your local Etihad office.

To prevent cancellations before the specified deadline, it is the responsibility of every agent to comply with their contractual commitments.

6. 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.

7. Groups Standard Terms and Conditions.

Blocking Fee (Deposit) and Ticketing Time Limits: The booking terms and conditions between the requesting office and Etihad Airways will include the minimum blocking fee (deposit) amount, the timeframe within which this should be collected, and the ticketing time limits that will be applied. Etihad Airways will communicate these details at the time of confirmation. To prevent PNR cancellation, it is crucial that these deadlines (Blocking Fee and Ticketing) be rigorously adhered to.

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

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

Deposit EMD Validity: All EMD's issued by travel agent or EY office will be available for refund for a maximum of 12 months from the Date of Issue. Post completion of 12 months, Refund will not be permitted.

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.

Date changes/Deviations & Rerouting: In general, groups booked together must travel together. The date change/deviation cannot be more than +/- 15 days of the booked travel date. For details refer to group contract.

Name Change: Name change fee applied after ticket issuance.

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

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

Group Size: A group fare requires a minimum of 10 passengers; if there are fewer than 10, the booking will be handled as an individual passenger and the terms and restrictions for the group fare will no longer be valid. Market-specific rates will be used.

Open Dated Return: Not Permitted.

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.

Stopover: Groups are welcome to make a free overnight stop in Abu Dhabi. The booking has to be made in order to accommodate the stopover at the time of the request. Etihad Airways will not arrange hotel accommodations for you; you must do this before you arrive in Abu Dhabi, either through a travel agent or as a group.

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). Further details refer to the group contract.

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.

Utilization: It is required that each group be utilized to 80%. If utilization drops below 80%, Etihad Airways will either keep the deposit if cancellations occur before to ticket issuance or the whole ticket price if cancellations occur after ticket issuance, or it will collect the full non-refundable payment.

Schedule Change: The Etihad Airways general schedule change policy applies for all groups contracted at the time of schedule change.

Commercial Waivers: Etihad Airways may issue commercial waivers which allow some flexibility with date change, routing change and/or itinerary cancelation 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.

Baggage: Etihad Airways baggage allowance will be indicated on the booking contract at the time of creating the group booking.

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](#)).

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 from the deposit date 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 Materialization calculated based on the group size on the deposit date.

8. Groups RBDs

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

First	Business	Economy
A	D	G

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.