

Etihad Airways Groups Policy (External)

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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.

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.

In case of 'add-on' group requests for more than 10 guests or an 'add-on' request for a series, submit the request as ADHOC and mention the main PNR reference in the remarks/notes.

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 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.

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

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

3.1.3.1 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.

3.1.3.2 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.

Example, 20% of the group size may be canceled FOC, if 30% of the group cancels, Etihad Airways will retain 10% of the blocking fee (deposit). If, 40% of the group cancels, Etihad Airways will retain 20% of the blocking fee (deposit).

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 cancelation.

5.2 Cancellations: 20% of the total group size is allowed to be cancelled provided the minimum group size remains 10. Before ticket issuance this is allowed FOC (free of charge), after ticketing, but, before outbound travel or full nonrefundable payment, this is subject to an admin fee of USD 100 for each ticket.

- 5.3 Refund:** 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.
- 5.5 Name Correction:** Before ticketing, name changes are allowed FOC (free of charge). After ticketing, Name changes allowed at USD 100 per guest. Existing ticket needs to be reissued with the name change penalty for which an EMD must be issued.
- 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 group approved fare (inclusive of YQ).
- 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 STPC:** STPC requests for Groups can only be approved by Etihad Airways and must be requested at the time of booking. Group guests are eligible to STPC where the layover in Abu Dhabi is greater than 8 hours for the first Etihad Airways connecting flight and only valid on flights operated by Etihad Airways.
- 5.12 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.
- 5.13 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).
- 5.14 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.
- 5.15 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.
- 5.16 Schedule Change:** The Etihad Airways general schedule change policy applies for all groups contracted at the time of schedule change, whether ticketed or un-ticketed.
- 5.17 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.

- 5.18 **Baggage:** Etihad Airways baggage allowance will be indicated on the booking contract at the time of creating the group booking.
- 5.19 **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](#)).

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 10 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	W	G