

# Atlantic Airways General Group Terms

## ATLANTIC AIRWAYS GENERAL GROUP TERMS

Atlantic Airways reserves the rights to cancel these rules and establish new at any time. Taxes and fees are subject to change until ticketed.

### Group reservation:

Booking class	G
Requests and changes	Must be requested in G class and G class must be available for requests on the specific flights
Pricing	Subject to estimated demand on the requested departures. If responded by UC/UN/NO no group offer is possible on the specific flights
Throughfares	Groups can be requested in the same PNR on connecting flights with SK, KF, WF, AY and FI.
Limitations	Routings that can not be ticketed in one document must be booked in separate PNRs. Otherwise RC will respond with UC/UN/NO
Response time	RC reserves the right to refuse group offer in same PNR as competitor reservation Response time can be up to 3 working days if RC flight(s) only - if other airline involved longer response time is expected

### Group conditions:

Minimum number of pax	10 people (excl. infants)
Travel policy	Main group must be min. 10 people (ex. infants) travelling together on all RC flights requested for the group
Oneway	One way groups can be booked
Stopovers	RC-RC stopover permitted
Child discount (2-11 years) - RC flights only	50%
Infant discount (0-23 months) - RC flights only	90%
Deposit	Deposit DKK200 p.p. only to be charged via ADM if cancelled after acceptance
Reduction of group before full payment	RC allows up to 20% reduction of group free of charge before full payment provided minimum group size is honored. After full payment, no refund
Open jaw	Permitted
Frequent flyer points	Permitted, see atlantic.fo for information

### Time limits for bookings

Booking times	Acceptance deadline	Full payment (EMD)	Passenger name / details	Ticketing
Bookings made more than 104 days before departure	Within 60 days of booking, but at latest 90 DBD	30 days before departure	7 days before departure	24 hours before departure
Bookings made 46-104 days before departure	Within 14 days of booking	30 days before departure	7 days before departure	24 hours before departure
Bookings made less than 46 days before departure	Communicated in PNR	Communicated in PNR	7 days before departure	24 hours before departure

### Not honored time limits

Missed acceptance deadline	Seats will be cancelled
Missed payment deadline	Seats will be cancelled. Deposit amount will be charged via ADM
Missed names deadline	Unnamed seats will be reclaimed, full payment is lost. Reclaimed unnamed seats will not be re-instated
Missed ticketing deadline	Failure to issue tickets within ticketing deadline, will result in automatic cancellation of any unissued tickets.
No-show	No-show portion of ticket is lost - can not be reinstated, refunded or changed
Re-instatement if full payment time limit missed	Permitted within max 72 hours after missed time limit for recalculation of offer - fare difference may apply

### Changes/Cancellations

Changes (Date or O&D) before full payment deadline	Free of charge, fare difference may apply
Changes (Date or O&D) after full payment	DKK200 p.p. and fare difference may apply
Split from main group (O/B or H/B) +/-14days	Free of charge before acceptance. DKK200 p.p. before ticketing deadline. DKK500 p.p. after ticketing deadline. Fare difference may apply

Name change before ticketing deadline	Free of charge
Name change after ticketing deadline (from 24H to 2H before outbound departure)	DKK 500 p.p.

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## Changes/Cancellations (continued)

Cancellation before acceptance	Free of charge
Cancellation after acceptance	Deposit DKK200 p.p. only to be charged via ADM if cancelled after acceptance
Cancellation after full payment	No refund of net fare

## Booking and acceptance procedure

Note: All communication should be via PNR in an SR line

For bookings made in AMADEUS agents have to insert	SRGRPFRC- Free text i.e. please advise fare for school group
Agents have to accept offer by inserting the following line within acceptance deadline after receiving the offer	OSRC ACCEPTED (NB: only exact text is possible, as system scans for this string in an OS RC element. When code is inserted, group cancellation fees will apply)

## Ticketing

Ticket issuance	Tickets must be issued no later than 24 hours before departure. Note that tickets can be issued earlier as name change is free of charge before ticket deadline
Form of payment	RC (767) documents through BSP
Fare bases	Farebases will be informed in PNR pr. leg of the total journey
Tourcode	Tourcode will be informed in PNR when price and farebases are quoted
Endorsement	RC only - restricted changes/refund

## General notes to group terms:

- Atlantic Airways can give more restrictive terms for selected groups (e.g. large, late booked or groups with large share of children <12 yrs.) and special routes (e.g. SUN destinations, special tours, etc) - these will be communicated directly in the PNR
- Atlantic Airways reserves the right to limit group offers on any flight, and not to confirm groups on expected high demand flights
- Atlantic Airways can offer less restrictive terms for tour operators based on special agreements for low demand/high capacity flights - terms will be communicated directly in PNR
- Number of children in group to be advised at time of booking. If not communicated at time of booking child discount can only apply to maximum 25% of group
- Any flight change is considered a new request, and will be priced according to the specific request, provided all terms are still met after the change
- Individual splits are allowed max +/- 14 days from main group travel days on one leg of main group travel route
- For groups booked as one way groups the whole group must travel together. Any individual changes requested must be handled as individual bookings on a best buy public fare basis, and can not be handled in group PNR's
- All passengers belonging to a main group must be in PNR's AXR connected to the main group
- Any person not meeting all group terms can not be handled as part of any group PNR. e.g. if group has booked return tickets, then all passengers must travel on return tickets
- In some instances name change/name correction can only be made by RC Revenue Management. Opening hours for this service are Monday-Friday from 09-16 Faroese local time
  
- Atlantic Airways reserves the right to reclaim seats (UC/UN/NO), if any of these group terms are not fully met - reclaimed seats can not be refunded
  
- For groups travelling on connecting flights with other airlines, other terms may apply, including other discounts - these will be communicated directly in the PNR
- If no-shows on any portion of an onward journey, all onwards legs are lost/non refundable/non changable
- Atlantic Airways wants to point out, that public fares booked and paid at reservation time will generally be at a lower fare than a group quote

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### Comparison scheme for special group offers on RC flights

RC offers various group types, however, RC reserves the right not to quote special offers on high demand flights and/or specific destinations and/or if it is short to departure.

RC group comparison scheme	General group terms for reference	The Committed group	The Youth Group	The Sport group
Conditions	<b>For the group that wants more flexibility</b>	Low fare for groups ready to commit 100%	Low fare for youth group ready to commit 100% Min 75% of group must be under 26 years	Low fare for Sport association that is ready to commit 50%
Minimum discount vs general group terms	n.a.	DKK 200	DKK 200	DKK 200
Route/s	<b>DK, NORD &amp; SUN</b>	DK & NORD	DK & NORD	DK & NORD
Minimum group size	<b>10</b>	10	10	10
Deposit to be paid at acceptance (nonrefundable)	<b>DKK 200</b>	DKK500	DKK500	DKK500
Time when the customer has committed 50-100% to the offer	<b>100% from 30 days before departure</b>	100% after Acceptance	100% after Acceptance	50% after Acceptance 100% from 30 days before departure
Acceptance	<b>60 Days after confirmation</b>	21 Days after confirmation	21 Days after confirmation	21 Days after confirmation
Child discount %	<b>50% (RC only)</b>	No special child discount	No special child discount	No special child discount
Final Payment	<b>30 DBD</b>	30 DBD	30 DBD	30 DBD
Name list	<b>7 DBD</b>	30 DBD	30 DBD	7 DBD
Ticketing	<b>24 hrs before departure</b>	30 DBD	30 DBD	24 hrs before departure
Change of origin & destination - fare difference may apply	<b>Permitted</b>	Only permitted until acceptance	Only permitted until acceptance	Permitted
Change of travel date - OBS fare difference may apply	<b>Permitted</b>	Only permitted until acceptance	Only permitted until acceptance	Permitted
Splits +/- 14 days on one leg - OBS fare difference may apply	<b>DKK200 after ACC DKK500 after TKT</b>	Only permitted until acceptance	Only permitted until acceptance	DKK500 after Acceptance
Reduction of group without penalty	<b>20%</b>	10%	10%	10%
Baggage allowance	<b>1 Piece</b>	1 Piece	1 Piece	2 Pieces

\* Pre-booked school groups can travel to a fixed rate n/n DKK 1.000 subject to availability. If not available on requested dates an alternative will be communicated in the PNR terms will be communicated in the PNR

These Atlantic Airways group rules are **valid for offers made from January 01, 2017**, and replace all former Atlantic Airways group rules.

/Atlantic Airways Revenue Management, Vágur, Faroe Islands, 18AUG 2017