

# **SUMMARY OF AIRLINE POLICIES FOR GROUPS**

**2021/2022** (as of 4.18.21)

## **General Rules Applicable to Most Airlines:**

- Most tickets are non-refundable once issued.
- If a passenger is a no-show on day of departure, the reservation must be canceled prior to the flight departure for that person to be able use the ticket value (less change fee) towards a future reservation.
- Ticketing dates vary by carrier and type of contract. If ticketing date occurs on a weekend, expect the date to occur the Friday before the weekend. Names and TSA information should be submitted several days prior to the ticketing date.
- Once ticketed and the passenger changes the return flight, a \$200 change fee and a new fare apply.
- If a passenger does not fly on the outbound flight (considered a no show), the return flight is automatically cancelled.
- All unused air seats without a name associated with them will be released at the time of ticketing and the group is responsible for any utilization fees associated with the cancellations.
- Southwest does not have change fees but will charge a new return fare. Southwest tickets cannot be used towards future travel under any circumstances.
- Base fare is guaranteed. Taxes and surcharges may change prior to ticketing
- One boot bag and one ski bag are considered one checked bag provided it only contains boots and skis
- TSA requires name to match government issued ID, date of birth and gender
- Ten seats are required to maintain group status
- ALL states will need to comply with REAL ID's by OCTOBER 1st, 2021!!!!

## **Air Canada**

### **Booking Fee:**

A signed copy of this agreement is required to secure the group booking and the quote and must be returned to Air Canada within two (2) business days or the booking will be cancelled. After signature, you will then be held responsible for a \$100 booking fee if the group cancels. Please kindly be advised that generic advance seating is completed at time of booking and free of charge.

### **Deposit:**

- At 60 days prior to departure, you are responsible for a non-refundable deposit of \$50 per seat.
- 31 days prior to departure is the final reduction date for your allowed attrition rate of 20%.

### **Ticketing:**

- Full payment/ticketing due date is 30 days prior to departure – with all TSA required data.
- If ticketing yourself, you have up to 14 days before departure.

- The Group Contract Number must be entered in the Tour Code Box of each ticket. Non-compliance will result in a \$50 Service fee per ticket.
- Ticketing of itineraries with interline segments (except LH/LX/OS/SN/UA via trans-Atlantic), is required no later than forty-five (45) days prior to departure.

#### Cancellation:

- Deposit is refundable up to 61 days prior to departure.
- Group may cancel up to 100% of the seats held at 61 days prior to departure without penalty. Any additional seats cancelled over the 20% allowed attrition between 60 days & ticketing, forfeit \$50 deposit.
- Once ticketed and prior to departure name changes are permitted and subject to a \$50 service fee.
- Name changes are not permitted on itineraries that include interline segments. (Multiple carriers)
- Entire group must travel together on the outbound flight. Up to 20% of the group may deviate on the return within one week of group travel to same city.
- Minimum for group travel is 10 passengers traveling together.
- Ski groups must submit an equipment list at least 2 weeks prior to departure.
- All unused air seats without a name associated with them will be released at the time of ticketing and the group is responsible for any utilization fees associated with the cancellations.

#### **Alaska Airlines**

##### Deposit

- No deposit required at time of booking but responsible for \$50.00 per seat at 60 days
- Names and ticketing due 30 days prior to departure

##### Cancellation

- Group may cancel up to 10% of seats held between 59 and 30 days prior to departure without penalty. Any additional seats cancelled will forfeit \$50.00 deposit. Cancellations after ticketing are non-refundable.
- Minimum for group travel is 10 passengers traveling together.
- Unused tickets may be applied toward the purchase of a new ticket within one year of departure date with a fee \$125 change fee.
- Name changes can be made free of charge up to 3 days prior to departure. Within 3 days of departure there is a \$125 fee.
- All unused air seats without a name associated with them will be released at the time of ticketing and the group is responsible for any utilization fees associated with the cancellations.
- Payment must be received by the ticketing date or group space will be canceled. Payment to the Group Desk must be by a single credit card. Since Alaska's Group Desk is ticketing, payment must be received by 3pm on the ticketing date.

## **American Airlines**

### Changes:

- Changes relating to routing, times, dates, class of service and passenger names that are made before the date that is 60 days before commencement of travel are free of charge but may result in a change to the fare.
- After ticketing, one passenger name change per-ticket is free of charge, but any subsequent name change will be subject to the applicable change fee. No passenger name changes are permitted within 48 hours of the commencement of travel. This ability to change passenger names is only applicable to American Airlines- or American Eagle-operated flights. Name changes for flights operated by other carriers are governed by that carrier's rules and policies.
- After ticketing, ticket changes are subject to applicable change fee plus any fare difference in the case of date, time or routing changes.

### Cancellation:

- The group must at all times meet the minimum passenger number requirement of 10 passengers. If the number of passengers in the group falls below this minimum, the group may be cancelled, including all reservations and tickets, and the below fees will be payable.
- All tickets issued under the group booking confirmation are nonrefundable.
- Cancellation of any group reservations prior to ticketing will be subject to the following:
  - Any reservations for which the full payment balance has not been received by American as of the final payment deadline provided in the group booking confirmation are subject to cancellation.
  - If cancellation of the entire group occurs after the deposit has been paid or committed but prior to the 60-day utilization period, American will retain a holding fee in an amount that is equal to the deposit amounts of the 3 passengers in the group with the lowest deposits.  
(\$50 each, \$150 fee total)
  - If any partial cancellation occurs 60 days or more before the commencement of travel prior to the 60-day utilization period, American will refund the applicable deposit amounts (excluding the holding fee, if applicable) and any additional un-ticketed paid fare amounts.
  - If any cancellation represents more than 10% of the group members and occurs between 59 days and 30 days before the commencement of travel, American will retain the applicable deposit amounts and refund any additional un-ticketed paid fare amounts.
- If any cancellation occurs within 29 days of the commencement of travel, the group will be liable for the full base fare amount plus all airline-imposed fees. These amounts will be collected via debit memo or collection notice, which may be offset by any funds already held.

## ***Delta Airlines***

### ***Loads 200 Days out now for Groups & 331 Days out for Individuals***

#### Deposit:

- \$50.00 per seat deposit within 14 days of booking.
- Names and ticketing due 60 or 90 days prior to departure. Must refer to specific contract.
- Note: Peak Seasons and special events may require higher deposits.  
(General Deposit Required per Seat):
- Coach seats: \$50 USD within the Continental US and Canada

#### Cancellation:

- Deposit is refundable up to 90 days prior to departure.
- The group must maintain 100% utilization from 90 days prior to departure until ticketing in order to avoid any penalties. If the group drops below the 100% utilization, a \$50.00 per seat penalization will be assessed depending on the type of seat being dropped.
- Minimum for group travel is 10 passengers traveling together.
- Travel for canceled ticket must start within one year of date original ticket was issued.
- One free name change is permitted for 50% of the group up to 48 hours prior to departure, \$150 fee for each additional name change will be applied and subject to change.
- All unused air seats without a name associated with them will be released at the time of ticketing and the group is responsible for any utilization fees associated with the cancellations.

## ***JetBlue***

#### Group Size:

- In order to qualify as a group, 10 or more customers must be booked together on the same flight and on the same date by the JetBlue Groups Desk. Customers traveling/booked separately from the group are considered individual bookings and JetBlue's Contract of Carriage and regular fare rules and restrictions apply. If your group drops below 10 customers prior to making full payment, the reservation(s) will be canceled and rebooked at current published fares with the deposit forfeited.

#### Deposit:

- A nonrefundable deposit of \$50 per person is required within 14 days of the date of booking when booking at least 90 days or more prior to the date of travel. If your group is traveling during a blackout period (peak travel season) and it's at least 90 days or more prior to the date of travel, then your deposit is due within 7 days of the booking date.
- For any bookings made inside 90 days of travel, exact hold dates will be quoted by a Groups Desk agent at the time of booking.

- All bookings 30 days or less prior to the date of travel, are instant purchase with full payment due at the time of booking. The deposit payment is applied toward final payment of each seat. If your deposit is not received by the due date, JetBlue Groups may cancel the reservation(s) without notice. You may rebook your group at the current fare and other restrictions may apply, including payment of deposit within 48 hours of the new fare quote. The deposit is nonrefundable and is forfeited upon change or cancellation of your group booking. All payments are nonrefundable.

#### Final Payment:

- The final payment is due 30 days prior to departure. Please note that all government-imposed taxes and fees are subject to change until time of ticketing and the group is responsible for any increase in taxes or fees. If your final payment is not received by the due date noted above, JetBlue may cancel the reservation(s) without notice and all monies paid, including the deposit, are forfeited.

#### Cancellation:

- JetBlue group reservations are nonrefundable. Any group that cancels after deposit is paid, but prior to making full payment, forfeits the full deposit of \$50 per seat. Any cancellation within 30 days of departure will result in complete forfeiture of all monies paid. Any group that cancels after full payment has been made (and at least 30 days prior to travel) will be charged a \$135 cancellation fee with remaining amounts to be placed in a JetBlue service credit good for booking up to one year from the date of issue. Service credits may only be used toward JetBlue air-only purchases. All cancellations must be made by calling the JetBlue Group Desk.
- FORFEITURE: Any cancellation within 30 days of departure will result in complete forfeiture of all monies paid. Any persons that fail to take their scheduled flight ("no show") will forfeit all monies paid.

#### Seat Assignments:

- Seats can be assigned after deposit/payment has been made. We will do our best to seat your group together based on seat availability. Seat assignments are not guaranteed and subject to change.

#### Baggage:

- Group customers are subject to JetBlue general guidelines regarding checked and carry-on baggage which are noted in JetBlue Airways' Contract of Carriage. Those guidelines provide, in part, that each person traveling may bring one checked bag free of charge. The bag must NOT exceed 62 inches (157.48cm) in overall dimensions (length + width + height) and can NOT exceed 50 pounds (22.73 kilos). A second bag may be checked for a \$35 fee per bag. Overweight and oversized bags may be checked on a load availability basis per the following guidelines:
  - -Overweight Bag 51-99 pounds \$100 per bag
  - -Bags over 99 pounds will NOT be accepted
  - -Oversized Bag 63-80 inches \$100 per bag
  - -Bags over 80" are NOT accepted.

## **Southwest Airlines**

### Deposit

- \$50 per seat is due within 10 days of booking
- Ticketing occurs 45 days prior to departure. Names and TSA info needs to be submitted several days in advance of the ticketing date.

### Cancellation:

- Group must maintain at least 10 ticketed passengers to qualify for the contracted base fare.
- If you reduce more than 10% of the group after depositing on the groups selected number of seats, you will be penalized not only for every seat released.
- There is no shrinkage if you drop more than 10% of the deposited seats. There is only shrinkage if you drop 10% or less.
- Group may reduce 10% [(of the deposited on # of seats) NOT THE ORIGINAL # OF SEATS BOOKED] without penalty up until 45 days prior to departure or ticketing of the passengers, whichever comes first.
- Reductions greater than 10% will result in a charge of \$50 per seat not ticketed.
- Any cancellations after ticketing will lose full payment as tickets are nonrefundable.
- Tickets may not be used toward future travel and are date and flight specific.
- Free name change allowed 3 full business days prior to departure

### Additional Terms & Conditions

- Rapid Rewards numbers cannot be entered by travel agent. Guests must apply their travel to their Rapid Rewards account post trip.
- Once purchased, each group ticket is nonrefundable.
- Group Tickets are not eligible for upgrades, downgrades, standby or exchanges.
- For every 29 group tickets purchased, one complimentary Tour Conductor Ticket will be provided. Same restrictions apply. Tour conductor tickets must pay the TSA fees.
- All unused air seats without a name associated with them will be released at the time of ticketing and the group is responsible for any utilization fees associated with the cancellations.

## **United Airlines**

- Initial deposit- \$50 per seat
- Final Ticketing is due 30 days prior to travel

### Terms & conditions:

- Cancellation fee of \$150 if entire record is cancelled 90 days prior to arrival.
- Up to 10% of seats held between 89 and 30 days may be cancelled without penalty (90% utilization). United rounds up. i.e.  $24 \times .10 = 2.4 = 3$
- Seat assignments for groups may be assigned at booking subject to availability but are not guaranteed. Any unassigned group seats will be assigned at check-

in.

- Ticket date, utilization date (the last day to reduce without charge), and ticketing dates are unique to each group booking and can be found in the Group Travel Agreement with each reservation.
- Once ticketed and a passenger cancels, travel for new ticket must start within one year of date original ticket was issued. Additional restrictions may apply.
- Minimum for group is 10 passengers traveling together from Gateway City. If below 10, fare may change. Reducing your group to 10 will result in a 100% "utilization requirement" of 10
- One free name change is allowed per ticket outside of 7 days prior to departure. Name changes within 7 days prior to departure are charged a \$100 fee. No name changes allowed less than 24 hours prior to departure.
- All unused air seats without a name associated with them will be released at the time of ticketing and the group is responsible for any utilization fees associated with the cancellations.