

General Conditions for Group Bookings

Validity

General Conditions for Group Bookings apply to the transport of passengers and luggage advertised and booked via Aegean group of companies (hereinafter "Aegean") for groups with a minimum number of 10 people ("Group Booking") travelling on the same flight to the same destination on the same date(s).

Contract of Carriage/booking

The Contract of Carriage comes into effect when agent accepts and returns the booking quotation (Offer) and Aegean returns the booking confirmation (Acceptance). Ongoing bookings and activity through Group Optimizer will be considered as acceptance and compliance to the present policy.

Submitting a group request

For your group reservations please follow the below steps:

Note: Requests and queries will be handled during working days and official working hours.

1. Request: Login and complete the relevant form indicating the approximate number of passengers, the destination and the dates of travel.
2. Offer: Aegean will look for the best offer and give you a detailed quote. At this stage no seats will be blocked, therefore the quote should be regarded as indicative.
3. Acceptance: Should the quote be accepted by the agent, PNR will be created and seats will be blocked. Group PNR can be cancelled before the penalty starting period, without any cancellation fee. When entering the penalty period, the cancellation policy will be applied according to T&Cs. By accepting the Group Booking Conditions indicated thereafter, the agent secures the seat blocks since they are deemed to have agreed to these terms (which constitute the entire agreement between agent and Aegean).

Group Size

Minimum group size is 10 passengers. If the number of passengers in the group reduces to less than 10 it will no longer constitute a group and the carrier has the right to cancel the remaining seats and charge any applicable penalties according to the group contract Terms and Conditions. Agent should then proceed with individual bookings at a Published fare tariff.

Tender Cases

The online Group Booking Tool, "Group Optimizer", has been designed to provide same opportunities for different agents to claim the same Tender Group Request. Therefore, each time a group request is claimed by more than one agent, we strongly recommend that you follow the 'Tender' process option, since the system will automatically cancel without any prior notice any ad hoc request that matches a 'Tender' case request. To book a tender case, assignment should be sent to the relevant Group Desk within working hours regardless fare validity of each offer.

Duplicate reservations

Aegean will not accept any multiple group reservations deliberately created for the same customer/itinerary/dates. These reservations will automatically be cancelled by the system without any prior notice.

Fictitious or Training or Speculative Reservations

Aegean reserves the right to cancel group reservations, which are identified as not having been requested properly. This includes cases of groups booked under a different group name than the appropriate one, e.g. Corporate Account instead of School.

Group name

The Group name should be inserted with Latin letters and numbers are not allowed.

Round- trip fares (clarification)

When a group is quoted on a round- trip basis, the fare will be displayed as 2 x one-ways (OW), because our system breaks down round trip fares by default.

If a round-trip group needs to be amended to a one-way group, the fare quoted will not necessarily be the above-mentioned OW fare, and will need to be requoted independently, subject to availability.

Changes

Date/time/itinerary changes if permitted will be indicated in the Terms and Conditions. If permitted, the agent should contact the Group desk for the procedure.

Additional tickets

Additional bookings (extra seats) will be considered as a new request and a new fare will be quoted or rejected, subject to the capacity and availability of the specific flight at the time of the new request.

Booking changes/cancellation

When a net fare for a group is quoted, Aegean will provide the terms and conditions exclusively for that specific group.

Bookings amended (flight times or dates) before departure may incur additional charges (per person and segment) plus the difference in the new flight's fare, if applicable. After the scheduled departure date, no change is permitted.

One common segment rule always applies.

Child discount

Child discounts are not available for group bookings.

Infant (under 2 years)

Infant fare: 10% of the adult fare (excluding any additional airport taxes).

PNR Claim

All resize actions and schedule changes should be handled through Group Optimizer tool. Therefore, agent can claim group PNR to insert names and issue tickets.

Passenger names

Passenger names must be submitted within the deadline indicated in the Terms and Conditions. Names should be written in Latin characters and as they appear on the passenger's ID/passport.

Name changes

Name changes after ticketing are permitted with a charge of name change fee for a limited number of seats following the approval of Group Desk.

Special Services

Special services are available for groups in all GDS systems / Farelogix. (e.g. OSI-SSR-XBAG).

Terms and Conditions

Terms and Conditions for each group request apply according to the Country of Origin of the trip and not the Point of Sale and the location of the travel agent.

Baggage allowance

All group fares include:

1 piece of checked baggage (max 23 kg)

1 piece of hand baggage (max 8 kg)

1 personal item

Check in

For group bookings check-in is available from 48 hours prior to flight departure.

Ticket issuance

From 1st January 2021, Aegean Airlines has introduced a Distribution Channel Fee (DCF) for all ticketing done through GDS, including group tickets.

Note:

Please note that changes to the current conditions may occur. Any changes will be outlined in the offer sent. Aegean also reserves the right to amend flight times at any time prior to each flight. Requests for changes may result in fees and other government taxes. Unless otherwise specified in these conditions, our General Conditions of Carriage will apply to flights of all group bookings.

Airport taxes can change at any time according to the decisions of local Authorities.