

# Groups FAQs

## Group Submission

### Q1. What is the minimum number of passengers required to request a group fare?

- A. 10 passengers for Economy and 6 passengers for Premium.

For passengers travelling in a mixed cabin (Premium Class and Economy Class), the minimum number of passengers is 10.

### Q2. How do I submit a group request?

- A. Group booking requests may be submitted on the Trade Portal by completing the group request form, available from [Group Travel](#).

### Q3. In the event we are not able to submit the request using the online group form, can we submit the request via email?

- A. In case of technical issues on the group page, notify your respective Account Manager. However, for urgent requests, which are close to departure, Travel Agents may fill in the table below and email the details to Group Desk.

Sample:

Group Travel Details	
Name of Issuing Office	65800140
IATA of Issuing Office	QATAR AIRWAYS HDQ TICKETING
Group/Customer Name:	Sample group
Customer Type:	LEI
Group Size:	15
Journey Type:	Return
Sector:	DOH-MNL
Departure:	17 September
Return:	30 September
Preferred Flight Number Outbound:	QR932
Preferred Flight Number Inbound:	QR929
Expected Fare per Passenger in QAR:	QAR 3,500
Specific requirements:	Special Meal

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## Q4. Can we submit the requests for bulk groups/movements online?

- A. For bulk groups and/or movements with more than 100 passengers, it is recommended to share the details such as routing, travel date range, estimated number of passengers with group size breakdown per flight (if known) etc. with your respective Account Manager.

We encourage you to also indicate in your email if the group is willing to be split into multiple days/flights or travel to/from the nearest airport as this will allow our team to provide alternative options, in case the requested flights are in high demand.

## Offer Validity/Acceptance

### Q5. What is the group offer validity?

- A. Group quotations are valid for 24 hours only and the offer is only an indicative price with no bookings created.

However, for flights close to departure, offer validity may be less than 24 hours. In such cases, an immediate response is expected as group **confirmation is always subject to seat availability** owing to dynamic changes in the inventory.

### Q6. How do we block the seats for groups?

- A. As seats are subject to availability, please send email acceptance within the offer validity to group desk and tariff team to confirm the seats.

## Group Deposit, Ticketing Time Limit and Materialisation Rate

### Q7. What is the minimum required guarantee deposit for groups?

- A. The minimum required guarantee deposit is 25% of the total group fare, which is non-refundable.

### Q8. When can we send the deposit after the group confirmation is received?

- A. A group EMD deposit is required between 24-48 hours from booking confirmation to keep the group PNR active. Please note that such EMD payments serve as a guarantee deposit only as the Agent has to finalise the ticket issuance in the respective GDS later, prior to the ticketing time limit.

However, for flights with departure in less than 7 days, instant ticketing is required.

### Q9. What is the group materialisation rate?

- A. 80% of the total group size booked within the same group shell ID (Master PNR, split PNR and add-on PNR) or required minimum group size should be ticketed. In cases where a group size reduction, at the time of ticket issuance, results in a group less than 80% of the original size, a penalty per seat below materialisation is required.

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### Q10. Is it possible to extend the ticket time limit?

- A. Ticketing Time Limit can be extended up to 3 days before the departure by paying a 100% non-refundable deposit.

### Q11. Groups ticketing is finalised and the materialisation ratio has been met. May I ask how to seek a refund for the Groups Guarantee EMD Deposit?

- A. Travel Agents must fill in the groups utilisation template and provide the requested information in the excel file. Details shared will be fully reviewed by group desk and upon verification of group materialisation, the Agent will be notified on the EMD status to process the Refund in GDS.

Please note that Guarantee Deposit refund processing may take **7-10 working days** from the utilisation report date.

## Group Change Requests

### Q12. Is a flight change permitted after seat confirmation?

- A. A flight change is allowed on the inbound flight only. Considering the group terms and conditions, outbound flight changes and changes on one-way journey are restricted.

### Q13. There is a change of travel date on the inbound flight only on a deposited group booking, may I ask for this to be rebooked on the same PNR?

- A. Rebooking of inbound flights is permitted; however, the new flight/travel date will be reviewed by group desk, which will be subject to seat availability and a fresh evaluation.

### Q14. Can we reduce the group size after seat confirmation?

- A. Group size may be reduced **before** and **after** ticket issuance provided the 80% required group materialisation of the total group size is met, within the same group shell ID. As per groups terms and conditions, a penalty will apply per seat below the required materialisation.

### Q15. Can the group size be reduced on a deposited group PNR?

- A. Group Size reduction is permitted provided that 80% or required minimum group size materialisation is met.

### Q16. After the group PNR has been transferred, is it permitted to split an unticketed PNR due to size reduction?

- A. An Agent may split the unwanted number of seats, and release/cancel the booking provided that the final group size is within the 80% group materialisation. Splitting or seat cancellation/reduction does not apply if group PNR is for 10 seats as this is considered as minimum group size already.

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### Q17. Are agents allowed to split a group ticketed PNR?

- A. If a Travel Agent is already in control and access to the group PNR, he may process to split the booking for purposes of facilitating changes to inbound flight, cabin upgrade or other post-ticketing transactions.

### Q18. Can we cancel a booking for 1 passenger and request a date change later?

- A. As per group T&Cs, rebooking is permitted on the inbound flight only. The booking may be cancelled in advance to avoid a no-show in cases where the passenger has no definite travel date.

Please note that the group ticket must be raised to applicable market fare by collecting fare difference/penalties etc. Ticket reissuance must be done within the group ticket validity, which is as per the inbound travel date. Any fare/tax difference and applicable date/flight change fee to be collected.

## No-Show Ticket

### Q19. When is a passenger, holding a group ticket, considered no-show?

- A. A passenger is considered no-show if rebooking/cancellation is on the same date of travel.

### Q20. Is rebooking permitted for a group ticket tagged as no-show?

- A. As per groups T&Cs, a group ticket can be rebooked to an individual RBD even if tagged as no-show, provided applicable fees (no-show fee, date change fee, plus any fare/tax difference and service fee, etc.) are collected.

This does not apply to a one-way trip.

For information on post-ticketing change handling procedures and applicable fees, please refer to the relevant [link](#) in the Trade Portal.

## General Group Terms and Conditions

### Q21. Can we request for additional seats on a group booking?

- A. Yes. Add-on seats can be submitted before group ticket issuance and will be subject to a fresh evaluation.

### Q22. Are we allowed to rebook a one-way group ticket?

- A. Please refer to Q12 stating that changes on the outbound flight and on a one-way type journey are restricted.

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**Q23. In cases where an outbound date change results in a new group size requirement, can I use the same deposited group PNR?**

- A. Outbound date change is not permitted. Where this results in a new group size, a fresh review and evaluation will be carried out. As per group T&Cs, the EMD/deposit paid in this case will remain non-refundable.

**Q24. Passenger/s from a group will no longer travel. Can I request a ticket refund?**

- A. As per groups T&Cs, once issued, tickets are non-refundable, except for unutilised refundable taxes. However, YQ and YR taxes are excluded.

**Q25. For a group booking that is voluntarily cancelled or auto-cancelled by TTL, what will happen to the group EMD deposit?**

- A. As per the groups standard terms and conditions, the deposit will remain non-refundable and the EMD amount will be entirely forfeited.

**Q26. Can we apply military discount or any other Qatar Airways approved special discounts to a group fare?**

- A. No. Such special discounted fares do not apply to groups bookings. They are handled differently from individual bookings.

**Q27. Is the child discount applicable on a group fare?**

- A. Yes. A child discount can be applied to a passenger aged 2-11 years old. Please note that maximum number of children is restricted to 20% of the total group size.

For example, in a group of 42 passengers, we can apply child discount to 8 seats only (20%).

## Name Change/Correction

**Q28. Is name change on group ticket permitted?**

- A. Yes. Name change on a group ticket is permitted with a fee of QAR 150 and an additional service fee as applicable. Please follow the mandatory email subject and send the details to Tariff Counter.

**Q29. Is name correction on a group ticket permitted?**

- A. Yes. Name correction up to maximum 3 characters is permitted, free of charge, upon presenting of valid travel document. Please follow the mandatory email subject and send the details to Tariff Counter.

**Q30. Can we process name change for unutilised group tickets?**

- A. Any name change must be finalised before the original group departure.

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### **Q31. Is it mandatory to split the group PNR for name change requests?**

- A. There is no need to split the PNR for group name changes. Please follow the mandatory email subject and send the details to Tariff Counter.

For more information on name change/correction handling procedures and applicable fees, please refer to the relevant [link](#) in the Trade Portal

## **Others (Seat/Baggage)**

### **Q32. Can group tickets be upgraded using Avios?**

- A. Yes. Group tickets must be raised/reissued to a market fare level, on the same outbound and/or inbound flight, collecting all the applicable fees, before the upgrade can be processed using Avios.

### **Q33. Can a passenger with a group ticket request excess baggage or book an individual pre-paid seat?**

- A. Yes. Travel Agents can directly update the required ancillary service on a group PNR and process accordingly.

### **Q34. Is it possible to assign seats together on a group PNR?**

- A. Yes. Travel Agents can create group seating requests by adding SR NGST on the PNR. Seats will be automatically assigned by the system close to flight departure.

### **Q35. What is the entry to create group seating request?**

- A. For IA users, entry is STNG. For other GDS user, please contact your GDS provider to see if a command to create a group seating request is available.