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|  | AGM GROUP BOOKING GUIDANCE  RU MARKET |  |

LO Group Booking Guidance for Travel Agents

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| 2018 |  | The document provides instructions and hints for booking of groups. This will make it easier and quicker to quote and handle group booking in the GDS system. |
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Date: 12.06.2018

Created by: LOT Polish Airlines

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/ INTRODUCTION TO AGM NEW TOOL FOR LO GROUPS /

AGM ( Amadeus Group Manager) is a new tool in LOT Polish Airlines which enables us to improve group handling during the whole process. The primary utility of a new tool is to reduce the manual efforts, shorten response times and improve the overall experience of travel agencies and passengers towards LOT booking process.

/ 1. GROUPS AD-HOC /

* 1. Group definition

Ad hoc group – minimum 10 passengers in economy class, 6 passengers in premium class or 6 passengers in business class travelling together from the same point of origin to the same destination point.

* 1. General Rules PNR Elements

Reservation for group should be made as a group PNR on LO operating flights. Group reservations can be created in reservation systems max 361 days before departure or requested via e-mail to LO Local Office/GSA.

Below you will find listed all PNR elements, that are important to insert when making a group reservation ( examples for 1A GDS)

|  |  |  |
| --- | --- | --- |
| **Element Name** | **System Entry** | **Description** |
| GROUP NAME | NG15TRAVELAGENT/GROUPNAME | Name of the Group PNR should be the Agency Name/ Group Name. Personal Name and Surname should not be used. |
| CONTACT | AP +48 22 6056 45 67 MRS KOWALSKA | Phone Number and Contact Person from the Agency side. |
| CONTACT | APE-MAIL@MAIL.COM | Email Address of the Contact Person form the Agency side. |
| SSR GRPF | SR GRPF LO- GROUP REQUEST | SSR indicating Group Request |
| INFORMATION | RM GROUP TYPE…..  Or other GDS OSI LO GROUP TYPE……. | Group type – only for statistic purpose |
| SEGMENTS | ITINERARY | Quotation possible only for one Travel solution in one GRP PNR. |
| RBD | RBD dedicated for groups G/A/D | Dedicated RBD for group traffic respectively Economy/Premium/Business |
| **ADDITIONAL ELEMENTS** | | |
| INFORMATION | OSI LO – Name and Surname/ TC | Information about Tour Conductor |

After the PNR creation, request will be quoted. Those elements will be inserted into reservation:

* **SSR GRPF YY NETFARE EUR250.00 EXCL YQ/YR AND TAXES** – net fare for entire trip per passenger ( without additional fees). Net fare is always for Adult Passenger. Fees and Taxes must be calculated at time of ticketing.
* **SK DGQF LO USD295/EUR250** – net fare is displayed in currency of the country of travel commencement and LO working Currency USD. Tickets should be issued according to net fare value in currency of the country of travel commencement
* **SSR OTHS LO GROUPTYPE – ADVENTURE** – type of group booking request
* **RM LO039376** – unique number of request

Please note that only Net Fare levels are guaranteed, availability is not. Booking segments are still on HN status.

**Terms and Conditions are integral part of each Group Offer.**

Segment status change will be processed after agent accept the offer.

In case when manual action is needed when group exceeding the existing aircraft capacity or require any special services the response time can be longer. This means that processing of such request takes more time.

* 1. Fare acceptance

Group Net Fare should be accepted in specific timeframe of the fare validity.

If the request is created:

* More than 60 days before departure - fare is valid **7 working days**,
* Between 60 and 14 day before departure – fare is valid **3 working days**,
* Less than 14 days before departure – fare is valid **1 working day**.

In order to accept net fare, SSR element with acceptance as below should be inserted into Group PNR:

* SSR OTHS LO – ACCEPT NETFARE 250EUR

Additionally:

1A users Group PNR should be queue to LO Office on the market: **QE/MOWLO0101/87 QE/LEDLO0102/87**

and e-mail address: **lotmow@lot.pl**

Other GDS Group PNR should be sent to LO Office on the market e-mail address: **lotmow@lot.pl**

After receiving fare acceptance within the validity period group will be confirmed subject to the current availability. Segments status in PNR will be changed from HN to HK.

Please note, that if there is no information about acceptation within above timeframe, the group request will be cancelled and unable to be confirmed. Segments will change into UC status and following SSR element will be inserted.

* SSR OTHS FARE EXPIRED

If the net fare offer is not accepted SSR OTHS element with such information should be inserted into Group PNR:

For example:

* SR OTHS LO – NOT ACCEPT NETFARE 250EUR

**Please note that only one and the latest updated routing is visible in the PNR the same as the fare level.**

* 1. Changes before Confirmation ( Segments HN)

Group request can be modified before group fare confirmation.

Group request modifications referring to:

* Flight Number
* Departure Dates
* Itinerary – add new segments

will cause the net fare changes. New fare quotation will be inserted into PNR and previous fare will be automatically deleted.

**Please note that only one travel solution for the group entire trip is possible in PNR together with the associated group net fare proposal.**

To quote different trip solution new segments should be inserted. Segments, which should not be quoted, needs to be deleted from the Group PNR.

To increase number of passengers within the group request new group PNR with TCP element and SSR OTHS with the Master PNR Number should be created.

* Group Name of the additional passengers needs to be the same as main Group
* SR GRPS LO-TCP 20
* SR OTHS LO- MASTER PNR XXX000

To decrease number of passengers in group request the proper number of passengers should be cancelled not split.

In case of seat cancellation in Group PNR the required minimum group size should not be undercut. If the minimum group size is undercut group PNR should be cancelled as the Net Fare is not valid.

* 1. Group Time Limits

In order to help the agent control all the relevant time limits for group for names and tickets, for Amadeus PNR there will be OP elements inserted automatically:

* OPW for reminder of the close deadline places PNR on responsible office queue to give a time to make PNR complaint in terms of name or tickets
* OPC for cancelation, it automatically **cancel** the PNR, if the required action won’t be taken. PNR is also placed on responsible office queue.

For reservation in other GDS Systems, there will be SSR ADTK and SSR OTHS with information on time limits inserted.

Please note, that Group Times limits are set only for working days.

For example, following elements will be inserted for name and tickets deadline:

* OPW-**10JUL:2300**/1C7/LO REQUIRES NAME **ON OR BEFORE 12JUL:23** WAW TIME ZONE/NME/S1,
* OPC-**12JUL:2300**/1C8/LO **CANCELLATION DUE TO NO NAME** WAW TIME ZONE/NME/S1,
* OPW-**17JUL:2300**/1C7/LO REQUIRES TICKET **ON OR BEFORE 20JUL:2300** WAW TIME ZONE/TKT/S1,
* OPC-**20JUL:2300**/1C8/LO **CANCELLATION DUE TO NO TICKET** WAW TIME ZONE/TKT/S1

That means, that if the total list of passengers names won’t be inserted or the list of inserted names won’t be complete, PNR is automatically cancel. The same for tickets deadline, if the tickets won’t be issued within the time limit, PNR is automatically cancel.

It is very important to stick to those limits, as **after cancelation, LOT cannot guarantee the availability nor the same fare level** **for group**.

* 1. Changes after seats confirmation ( segment HK)
     1. Travel dates change for whole group

Group must travel together on the outbound sector. Travel dates changes possible only for inbound sectors.

To change new travel dates new segments should be inserted into Group PNR. In SSR OTHS element it should be indicated which segments are requested for new quotation

* SR OTHS LO NEW DATES S1 AND S3.

S1… – indicates segment number

In this case of new quotation new fare proposal will be inserted into Group PNR as follow

* **SSR OTHS 1A NETFARE EUR420.00 EXCL YQ/YR AND TAXES**

Fare acceptance should be processed in the same way as the initial one ( described in 1.3 Chapter). After confirmation of the new segments status will change into HK and status of the old segment will change into UC.

Net Fare Level in SSR GRPF and SK DGQF element will be updated.

**Please note that there is no possibility to keep several travel solution quoted in one Group PNR at the same time**.

* + 1. Travel dates change for part of the group

In case of travel dates change for the part of the group passengers Group PNR Split is necessary. After the Split creation, new segments should be added to the Group PNR with new travel dates, routing should not be changed.

In SSR OTHS element it should be indicated, which segments need to be quoted.

* SR OTHS LO NEW DATES S1 AND S3

After quotation of the new travel dates new fare proposal will be inserted into Group PNR in SSR OTHS element:

* SSR OTHS 1A NETFARE EUR420 EXCL YQ/YR AND TAXES

Fare acceptance should be processed in the same way as the initial one ( described in 1.3 Chapter). After confirmation of the new segments status will change into HK and status of the old segment will change into UC.

Net Fare Level in SSR GRPF and SK DGQF element will be updated.

**Please note that there is no possibility to keep several travel solution quoted in one Group PNR at the same time.**

* 1. Travel dates change for group after ticketing

Travel dates changes after ticketing are possible only for inbound sector- fee 50EUR p/p per transaction. In this case Net Fare can change.

/ 2. NAME DEADLINE /

Complete list of group members personal data must be entered into system, not later than:

* + 30 days before departure for interline groups;
  + 15 days before departure for Intercontinental routing;
  + 8 days before departure for Europe and Middle East routing.

Name change conditions:

* + before ticketing – without additional fee;
  + after ticketing (not later than 12 hours before departure) – 50 EUR per transaction (must be taken as EMD document).

Group PNR without names in a settled time will be cancelled immediately.

/ 3. TICKETING AND CODING /

Tickets must be issued:

* + 14 days before departure for Intercontinental routing;
  + 7 days before departure for Europe and Middle East routing.

For group reservations made less than 14 days before departure names should be inserted and tickets should be issued within 48 hours.

Coding

* Fare Basis:
  1. GIT – economy class;
  2. AIT – premium class;
  3. DIT – business class;

G,A,D – Booking class dedicated for groups

* + - NVB/NVA actual dates of travel;
    - Fare: IT (no fare shown on the ticket);
    - Endorsement Box: VALID ON LO ONLY/NON ENDO/NO REFUNDS;
    - Tour code: LO057401 – Group File number which is unique. GF Number is inserted in Group PNR in RM element ( 1A users) or in SSR element for other GDS; manual system entry for tour code FT\* LO057401
    - LO (080) documents only.

All taxes an YQ apply from the date of ticket issuance.

LO is not responsible for changes in amount of taxes and additional fees between date of fare proposal and the date of ticketing.

/ 4. REFUNDS /

Group tickets are non-refundable

/ 5.CANCELLATIONS /

In case of group cancellation up to 91 days before departure – free of charge.

In case of group cancellation less than 91 days before departure following conditions should be applied:

* Materialization is calculated based on number of confirmed seats on the date 90 days before departure;
* Agent can cancel up to 20% of group size free of charge any time before ticketing (materialization higher than 80%);
* 90-15 days before departure – penalty 100% of deposit (or local currency equivalent) per cancelled seats;
* 14-0 days before departure – 100% net fare p/p.

The fee will be charged by the issuance of relevant documents and the settlement takes place immediately after tickets are issued.

/ 6. DEPOSITS /

* Deposit payment is required.
* Standard deposit amount 20% net fare per pax.
* Deposit should be collected by issuing EMD.
* Deposit should be paid not later than 90 days before departure. For reservation made less than 90 days before departure deposit should be paid 14 days after seats confirmation.

/ 7. SPECIAL CONDITIONS /

Tour Leader discount

* In case of group size minimum 31 passengers FOC tickets can be granted for Tour Leader on request at the time of group booking. LO reserve right to reject request subject to commercial reasons.

/ 8. GROUP SERIES /

Group series - minimum 4 repetitive departures booked by the same agent for the same destinations at weekly/bi-weekly or monthly basis.

Request for group series should include following details:

* Travel dates (departure date of the first group of chain, and return date of the last group);
* Departing and arriving airport;
* Number of groups;
* Number of passengers in each group;
* Travel pattern (preferable day of week and flight number).

Initial request for groups series should be sent by e-mail to LO Local Office/GSA. Fares and conditions will be settled for any group series individually.

Upon acceptance of fare and conditions, it is required to sign a contract, and then make a reservations for all groups at the same time. Travel timetable with PNRs numbers should be send by e-mail. Confirmation of the group PNRs will be based on the submitted schedule, taking into account current availability on flights.

/ 9. CONTACT DETAILS /

Group Desk for Agents RU Market

Monday – Friday / 09:00-17:00/

E-mail address: **lotmow@lot.pl**

Phone Number: **+7(911)9055652**