



Group Conditions

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Groups – per January 2024

General

Rules & Procedures when booking groups on GL flights.

Definitions

Groups

A Group is identified by a unique name assigned by a booking member or agent using a CRS for the purpose of establishing the identity of passengers traveling together over one or more segments. Group conditions is valid for travelers with a packaged trip incl. hotel, excursions, day trips etc. GL will not accept ticket only on group conditions and will refer agents to open sale.

There are defined 2 types of groups:

- 1. A normal group consisting of 1-29 passengers.**
- 2. A large group consisting of 30+ passengers, called a dimensioning group booking.**

Maximum number of passengers in a group with 30+ passengers is 99 per PNR.

General Rules

Agent responsibility is stated in GL ticketing and reservation policy. All reservations are on the agent responsibility, cancellations, double bookings, name reporting and correct fare basis and fare in tickets etc. Group requests are normally only on return basis. It is possible to request one-way or open-jaw trips, but is not guaranteed confirmation and price may differ. Confirmed group booking (HK) are final, dates, flights and segments cannot be changed. If needed, a new request must be made. Requests can be made when the homebound flights is within 330-1 day before departure.

Commitment

High season: Liability of minimum 20% of min. groups size will apply after free hold period, as stated in the PNR - After ticketing time limit 100% of net fare applies. The amount will be charged via ADM.

Low season: No liability applies before ticketing time limit – After ticketing time limit 100% of net fare applies. The amount will be charged via ADM.

Before ticketing, deviation of confirmed itinerary is permitted. Request will be considered as a new request - price difference may occur.

Partial deviation (splits) is allowed on request - price difference may occur.

After ticketing, except for the name change option - Ticket cannot be changed or refunded

Travel must be in order stated in the itinerary – if a passenger is a no-show on the first segment, the passenger is considered as no-show on the entire one- way journey. Use of homebound ticket must be noted as a remark in the PNR if passenger is no show on outbound journey.

Due to limited capacity the group quote is GL final price regardless of passenger type. There are hence no fixed special discounts for CHD, SNR etc. so no further discounts apply automatically to the price given.

INF not occupying a seat is 10% of adult price.

Group Conditions

Seasons

GL operate with three annual seasons: Christmas, Easter, and summer period. Rest is main season.

Booking/reservation

All group types must be booked on G-class and will automatically register as a request. The PNR should not be queued to GL, as queuing will be done automatically at time of ET/ER.

It is possible to request Business Class on C-class in a group booking and confirmation is subject to availability.

Group type/reason for travel must be inserted in a SR GRPF GL-element, examples:

SRGRPFGL-TOUR XXXX,

SRGRPFGL-SCHOOLTRIP or SRGRPFGL-CULTURE etc.

GL will respond to the request as soon as possible within three workdays on all GL segments

– with the below inserted group response codes.

Code	Action
HN	The group is requested and will be handled by GL
KK	The group is confirmed by GL – according to fare rules in PNR
UC	Unable to confirm – Alternative may be given by GL
NO	Do not cancel the group; make a new request for alternative

Group Conditions

If the group request is confirmed GL will insert; fare basis, net fare pr. passenger, air segment, flight number, Cancellation fee, amount and deadline, minimum allowed group size, ticket time limit (TTL) and IT number in the PNR.

Days to departure	Action
360 - 100	<p>High season: Agents must confirm group by inserting a SRGRPSGL-GRP DEF line within the deadline given by GL at group confirmation (KK).</p> <p>Low season: No DEF line to be inserted.</p>
TTL- 0	Ticketing for confirmed requests (KK) made within Ticket time limit is same day.

GL will automatically check whether the PNR is cancelled or a commitment line SRGRPSGL-GRP DEF within deadline.

If the DEF line is not inserted the PNR will be cancelled without warning.

Note: The above procedures are the same for dimensioning groups, except that we advise the agent to book the whole group in one PNR.
GL will split the PNR to different flights if necessary.

Note: Minimum allowed group size may vary.

Note: The agent is responsible for informing their customers in events of delays, cancellations, or changes in the traffic program.
GL holds no liability in informing the group of changes in the traffic program.

Increase number of passengers in a group

A new PNR must be created by copying the existing main PNR (RRA), and creating an AXR link between them. (RRA/4 means the new PNR will contain 4 seats).

Original dates for parent PNR apply for additional passengers, but GL will price new PNR independently of parent PNR.

Reduction in number of passengers in a group

A group can be reduced prior to deadline for name reporting/ticketing. Reduction of group is permitted until minimum allowed group size given by GL at confirmation in the PNR.

GL will automatically check whether the group is reduced more than minimum size allowed. If the group is reduced below the minimum allowed size GL will issue an ADM for the difference between the actual booked number of passengers in the PNR and the allowed minimum group size.

Name reporting and Ticketing

The reservation office must report all names and issue tickets no less than

- 30 days before departure in High season
- 14 days before departure in Main season

If no action is taken, GL will issue an ADM for the minimum allowed group size stated in the PNR. GL will automatically cancel PNR 29 days before departure in high season and 13 days in main season without warning.

If the price or fare basis on the ticket does not correspond to the price or fare basis given by GL in the PNR at confirmation. An ADM on the difference between the fare or fare basis given at confirmation, and what is on the ticket will be issued.

Q/A must be requested through the PNR to following queue

QE/GOHGLOINV/87

Input: SRGRPFGL-PLS ADV ... FREE TEXT

GL will respond through the system





Name change

Name change is permitted for free until ticketing and can be made by travel agent as Name Update.

Name change after ticketing must be made by GL Help desk and no later than 7 days before departure.

A Name Change fee of DKK 900 will apply - and the original ticket must be reissued by reserving office.

Name restrictions

The following applies to names in GL group PNR:

The Group Name must not be completely identical to one of the individual passenger name.

One individual name must not be completely identical to another individual name in the same PNR

Seat request for groups

GL only have advanced seat reservation on transatlantic flights CPHSFJ v.v. and CPHUAK v.v.

A request can be made for maximum nine seats at a time when individual names have been reported.

The requested seats will automatically be confirmed, but GL has the right to change seats at any time.

Upgrade

Before ticketing – New fare to be requested.

After ticketing – Possible at check-in with a flat rate.

Group Conditions

Baggage rules

Groups travelling in	Class of reservation	Baggage allowance
Economy Class on GL transatlantic and domestic routes	G-class	20 KG
Business Class on GL transatlantic routes	C-class	30 KG

Please familiarize yourself with Air Greenland's general rules and procedure and search our knowledge base through Air Greenland Agent Help Center

Contact information

Network Revenue queue **QE/GOHGLOINV/87**

Support after issued tickets **Helpdesk@airgreenland.gl**