

Book-a-Group : Good to Know

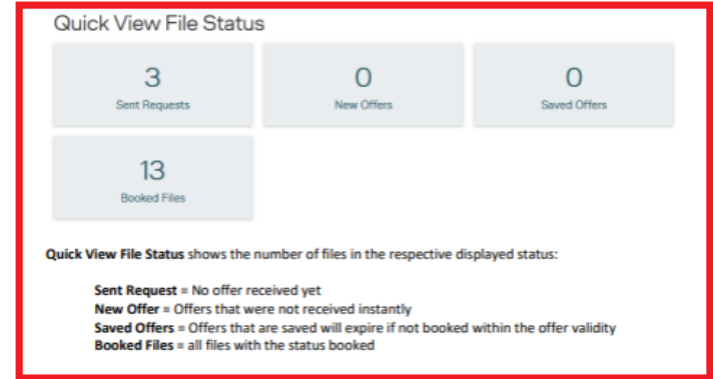
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Price Requests

After completing your request, you will receive an immediate offer (**on the fly**) in 90% of the cases.

In some cases, manual evaluation might be required or processing your request takes longer than usual. In those cases of a **delayed response** you will receive a file ID with which you can retrieve the file later from the file overview. Once the “Sent Request” has been handled, it will appear as a “New Offer” on your dashboard.

As soon as the New Offer is opened, you will have the option to either save the offer or book the seats. If no action is taken the offer will be cancelled.



No auto cancellations of Options

Status “Offer”.

An offer can be saved for a period of maximum 6 days.

A file with this status only gives an indication of the fares and conditions. No PNR is booked, and the price of the group is not guaranteed. The offer can be booked by clicking “Book Offer”.

Status “Booked”.

A group with this status contains a PNR and the price is guaranteed.

**Please note that there is no auto cancellation of PNR’s in grace period will happen in Book-a-Group.
Important to cancel on time!**

Entering Names in BookaGroup

Names should **always** be inserted in the booking via Book-a-Group.
For this a template is available.



Please note that the Book-a-Group robot will **automatically cancel your booking in case no names are entered** by the name deadline.

PNRs can be claimed via Book-a-Group as soon as all names are inserted (the action “Claim PNR” becomes visible). Please do NOT claim PNRs via GDS/FLX prior to having entered all names. This may cause synchronization issues between the other GDS/FLX and LHGs Amadeus PNR resulting in incorrect transfer of names, cancellations or ticket numbers.

Note that existing groups can never be changed to a different PCC. The choice of PCC is fixed at the moment of booking and can not be changed afterwards (eg from 1A to FLX)

Decreases and splits

Please take note that a decrease or a split of your group will need to be done in Book-a-Group (BaG) at all times.

1. Decrease : Split pax and cancel PNR via BaG
2. Rebooking : Split pax via BaG and contact Groupdesk for further action.

Rebooking of single passengers is upon request and subject to availability. The segments should be priced and booked by Lufthansa Group.

Mixed Cabin Groups & Agency User Manual

For mixed cabin groups, always first book Economy Class, then Premium Economy and then Business class. Book-a-Group tool does not accept any downsell.

For any further detail, please consult the Agency User Manual that can be found on the homepage of Book-a-Group.

The screenshot displays the BookaGroup web application interface. At the top left, the 'BookaGroup' logo is shown with the version number '10.1.4'. To the right, the 'LUFTHANSA GROUP' logo is visible, along with a user profile dropdown for 'Maybauer, Inken' from 'Sunshine Travel Ag...'. Below the logos, the airline logos for Austrian, brussels AIRLINES, Lufthansa, and SWISS are displayed. A navigation bar contains 'My Groups', 'All Groups', and 'New request' buttons. The main content area features the heading 'WELCOME TO YOUR BOOKAGROUP' and a 'Filters and Alerts' section with 'My Groups' and 'All Groups' tabs. A 'Help & Contact' dropdown menu is open on the right, listing 'My LHG Groups Service Team', 'My NDC Service Team', and 'User Manual', with the 'User Manual' option highlighted by a yellow box. A yellow box also highlights the 'All Groups' tab in the navigation bar.

Name Changes and Name Corrections

Before Ticketing: Name changes and name corrections are free of charge

After Ticketing: Name changes and name corrections after ticketing are only allowed for unused tickets.

- **Name corrections** (such as spelling, i. e. no change of the passenger) are permitted to match the passport data (e.g. after marriage or similar) and should be done free of charge.
 - If possible, travel agent should void the original ticket and issue a new one.
 - **NEW: Travel agent should reissue the original ticket with the Endo box entry: NAME CORRECTION**
 - In cases of technical limitations, a refund and new issuance are also possible. For such procedures, travel agents are requested to contact their local Lufthansa Group Sales office for prior authorization.
- **Name changes:**

In case of a full name change (i.e., transferring the ticket from one passenger to another), a name change fee of 100 € applies, as specified in the Commercial Cover.

The ticket of the initial ticketed passenger must be refunded, with the original refund conditions waived and replaced by the applicable fee of 100 €.

A new ticket with the corrected name must then be issued for the same flight(s) and date(s).

Travel agents are requested to contact their local Lufthansa Group Sales office for prior authorization.



Thank you
for your attention