

## New shorthaul Group Policy for IATA Travel Agents

Aer Lingus is delighted to introduce new flexible group booking conditions on our short haul services from Ireland to UK/Europe for IATA travel agents.




### Terms and Conditions:

<b>IATA Agent Requests</b>	<ul style="list-style-type: none"> <li>Agents must quote their IATA number at time of request.</li> <li>Non IATA travel agents will not be able to avail of these T&amp;Cs and will continue to be offered the standard instant purchase T&amp;Cs.</li> </ul>
<b>Fare quote guarantee</b>	<ul style="list-style-type: none"> <li>Fare quote will be guaranteed for 7 days.</li> <li>The quote will expire at 16.00 hours on the 7th day and a new quote will be required thereafter.</li> </ul>
<b>Valid travel dates</b>	<ul style="list-style-type: none"> <li>Travel dates must be more than 4 months hence.</li> </ul>
<b>Payment in 2 stages</b>	<ul style="list-style-type: none"> <li>30% of airfare (excl. taxes &amp; charges) due immediately at time of booking.</li> <li>Contract to be signed by Agent &amp; returned along with payment.</li> <li>Balance due no later than 8 weeks pre-departure.</li> </ul>
<b>Materialisation / Commitment</b>	<ul style="list-style-type: none"> <li>100% materialisation required.</li> <li>Once the booking is made agents are liable to pay for 100% of the seats booked, even if all the seats are not utilized.</li> </ul>
<b>Payment default</b>	<ul style="list-style-type: none"> <li>In case of payment default, ADM will be raised to collect full balance via BSP.</li> </ul>
<b>Form of Payment</b>	<ul style="list-style-type: none"> <li>Credit / Debit card or Bank Transfer.</li> </ul>
<b>Refunds</b>	<ul style="list-style-type: none"> <li>No Refunds are permitted in the case of seats not being utilized, other than refunds of taxes and charges, which will incur the applicable Refund Administration Fee. Tax refund requests must be made within 1 month of the latest travel date.</li> </ul>
<b>Changes</b>	<ul style="list-style-type: none"> <li>Itinerary changes are only permitted provided that they relate to the entire group and are subject to the payment of the applicable change fee plus any applicable fare difference.</li> <li>No changes are permitted within 4 weeks of departure.</li> </ul>
<b>Name Change Policy</b>	<ul style="list-style-type: none"> <li>Name change fee applies after ticket issue.</li> </ul>
<b>Name Report deadline</b>	<ul style="list-style-type: none"> <li>No later than 10 days pre departure.</li> </ul>
<b>Ticketing Deadline</b>	<ul style="list-style-type: none"> <li>No later than 10 days pre departure.</li> </ul>
<b>Ticketing</b>	<ul style="list-style-type: none"> <li>Tickets can only be issued once full payment has been received for the entire group. Tickets will be issued in-house by Groups Department.</li> </ul>

**Note:** These T&Cs do not impact or change Aer Lingus Longhaul Groups Policy.

### **For Group Reservations, please contact:**

Aer Lingus Groups Dept 09:00 - 17:00, Monday to Friday

-  Ireland: 0818 365007 (Fax: 01 886 8689)
-  N.IRL 0871 7185222
-  [groups@aerlingus.com](mailto:groups@aerlingus.com)