

Group Travel Policy

PoS – Malaysia



This document outlines Emirates group travel policy for a quote or booking effective **28 August 2023**

1. Definitions and General Terms & Conditions

A **'Group'** is defined as a party of 10 or more passengers travelling together in Economy, Business and/or First compartment with at least one common flight/date.

'Group fare' quote is net and includes fuel and all surcharges; no further commission applies.

Approved group fare is subject to the availability of seats at the time of PNR creation. Any subsequent changes in routing, dates and/or flights would require a re-assessment of the fare. Applicable Government taxes, fees and charges are to be collected at time of ticketing.

'Deposit' is the advance payment determined by Emirates to hold each seat for the group, to be collected for confirmation in order to ensure guaranteed space.

'Deposit Time Limit' is the time specified by Emirates to collect the advance payment. In order to avoid the deposit time limit, cancelling a group booking and then requesting a reinstatement is not permitted.

'Ticketing Time Limit' is the date/time specified by Emirates within which all tickets must be issued.

'Group Add-ons' are additional passengers to an already booked group.

'Group Tour Code' is a unique reference given to each group in order to track the group revenue and materialization. A ZZ code generated by the Emirates Group Web Portal must be entered in the Tour Code box on all tickets in order to avoid debits for both Ad hoc and Series group types.

'Group Quote validity' Group quotations for travel beyond 30 days to departure are valid for 3 days, for travel within 30 days is valid for 24 hours. No seats are held at the time of the quote and all Group Fares are subject to availability and price at the time of booking.

Any quote that includes an Interline Carrier is subject to availability, price and acceptance by the other airline at the time of booking.

'Group Deposit Transfer' Deposits are non-transferable i.e. they cannot be used for part payment for another group.

'Minimum Stay' There is no minimum stay requirement.

'Maximum Stay' the maximum stay is 12 months from the first departure date.

'Child Fare' is 75% of the adult group fare and is applicable for maximum 20% of the total group size.

'Infant fare without seat' is 10% of the adult group fare. This is not factored in group size.

Group Booking Class – Emirates: Economy – G, Business – I, First –A.

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2. Group Deposit, Ticketing, Cancellations and Refund

2.1 Utilization

- 80% utilization is mandatory based on seats held from date of deposit to final ticketing date. If utilization falls below 80%, penalties will apply as per table 2.3 below.
- 90% utilization is mandatory based on seats held from date of deposit to final ticketing date during peak period, example but not limited to December, July-August, Chinese New Year, School Holidays, Eid (Raya), Easter period, and any other dates that can be specified as peak by Emirates.
- Separate issuance on FIT bookings is strictly not considered as part of group materialisation

2.2 Group Deposit and Ticketing Time Limits

Booking Days prior to Departure	Deposit Amount	Deposit Collection	Ticketing Time Limit
Above 91 days	MYR 500 for Economy and MYR 3,000 for Business is the minimum deposit	Within 7 days of confirmation or 90 days prior to departure, whichever is earlier	21 days prior to departure
Between 90 and 31 days		Within 3 days of confirmation or 31 days prior to departure, whichever is earlier	
Within 30 days	Full payment		Within 24 hours

2.3 Group Cancellations and Refunds

Cancellation Days prior to Departure	Cancellation penalty (via an ADM) or EMD	Application
Above 91 days	Nil Penalty	Nil Penalty
Between 90 and 61 days	Deposit Non-refundable	As per the shortfall in utilisation
Between 60 and 31 days	Deposit Non-refundable	Any cancellations
Within 30 days	MYR 1,500 for Economy, MYR 3,500 for Business	Any cancellations

If group size reduces below 10, published fares will apply subject to availability and fare difference.

2.4 Deposit Form of Payment

- Deposit payment can be made via bank transfer, cheque, cash or EMD or via a signed ADM contract guaranteeing payment.
- For BSP Agents, EMD must be issued and updated in the PNR prior to the deposit deadline.
- EMDs issued must be updated with PNR / Group Size / GWP Reference ZZ code.
- Note: "Cleared funds" must be received by EK on/or before the stipulated deadlines for Deposit and Final Payment. For example, cheque will need to be deposited at least 3 working days before TTL to allow for bank processing timelines. Similarly, bank transfers need to be done in advance of deadlines.
Responsibility rests with agent and/or client to observe the "cleared funds" payment deadline.

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3. Miscellaneous Terms and Conditions

3.1. Ticket refunds

Before Departure: Refund permitted at a charge of MYR 450 per ticket, in addition to the utilization & cancellation policy in section 2.3.

After Departure: Partly utilized tickets are non-refundable.

Visa Rejection: Refund permitted at MYR 450 penalty per ticket. Embassy letter of rejection to be submitted and verified by EK office. Partly utilized tickets are non-refundable. This is subject to a maximum of 5% of total group size provided booking is cancelled at least 24 hours before departure.

No show: Tickets are non-refundable

3.2 Changes

Charge applies to Adult, Child and Infant occupying a seat. Penalty does not apply to infant without a seat.

3.2.1 Change Fee: MYR 300 per change per passenger.

Flight/date change prior to commencement of travel permitted, group fare is subject to re-evaluation. Ticket must be reissued/revalidated after every itinerary or flight/date change.

3.2.2 No-Show re-booking fee: MYR 600 per change per passenger.

Failure to occupy a reserved seat on any segment of the itinerary or cancellations within 24 hours of departure will be treated as a no-show. If a passenger(s) of the group no-shows, all subsequent segments of onward and return journey will be cancelled.

In case of no-show only one fee is to be charged. I.e. either the no-show fee or the change fee whichever is higher and not both.

3.2.3 Name Correction: Name correction permitted at a charge of MYR 140/- per ticket.

3.2.4 Name Changes: FOC before ticketing provided there is no change in new ticket itinerary. Name change after ticket issuance permitted and new ticket has to be issued. Name change after ticket issuance is permitted at MYR 300/- per passenger.

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3.3 STPC

Eligibility is based on Global Sales Policy and request for STPC needs to be specified at the time of request submission.

3.5 Ticketing

All tickets must be issued on EK ticket stock only. Reservation is required for all sectors prior to outbound departure.

3.6 Emirates Skywards

Group is entitled to Skyward Saver Miles.

Ticket Endorsement "SKYWARDS SAVER / NON-END / CHANGES REFER POS EK / AGT XXXX"

Upgrade to higher cabin using Skyward Reward Miles is only permitted within 24hrs prior to departure via OLCI, Check-in at the airport and on-board.

3.7 Group ticket fare basis

As specified in group confirmation e.g. GE1YPXX5/GRP5

3.8 Baggage

Normal EK baggage allowance equivalent to Flex fare brand applies, any excess baggage required will be charged as per policy.

3.9 Other conditions

- Transfer of deposits from one group to another is strictly NOT permitted
- Prices for confirmed seats cannot be negotiated
- Minimum stay: none
- Maximum stay: 3 months
- No voluntary downgrade refund applies
- FOC is not permitted
- Chauffeur drive is not permitted

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4. Group Types

There are two major group types.

4.1 Ad hoc/multi-routing Group:

A party of 10 or more passengers traveling together. This is a one-off movement for specific dates. Ad hoc group type is based on the business nature of different segments such as; leisure; corporate; student; religious; labour; cruise and marine.

4.2 Series Group

Minimum of 6 consecutive movements of a similar group size from the same travel agent in a travel pattern e.g. 15 passengers every Friday during 01Mar to 31Aug travel period. Travel pattern being a set of departures to a common travel destination. Tour operator allocations are a series of departures typically cutting across peak, shoulder and off-peak periods. Emirates will evaluate requests based on overall value of the movement rather than considering individual requests in isolation.

4.2.1 Series groups Terms and Conditions: Ad hoc Standard Terms and Conditions detailed in section 2 and 3 apply.

4.2.1.1 Utilization: 80% or 90% utilization (depending on seasons and applicability) is mandatory based on seats held from date of deposit to final ticketing date for the travel period within the series.

5. Codeshare/Interline

Emirates online sectors combined with partner's network are allowed, subject to other terms and conditions from partners.

6. Emirates Conditions of Carriage

The Group organizer/Travel Agent must ensure that each group passenger is aware of Emirate's Conditions of Contract and Conditions of Carriage. These conditions can be obtained from our website at <https://www.emirates.com/english/before-you-fly/travel/rules-and-notices.aspx>

7. Confidentiality Clause

To the extent that a party processes personal data under this Agreement, such party represents and warrants that it will process use, maintain and disclose personal data in accordance with data protection laws applicable to such party in the performance of this Agreement.