

Emirates Incentive Group Guideline – Agent’s Copy **Effective for new group requests on/after 28 August 2023**

1. Fares

- a. Child Fare: 75% of the adult group base fare is applicable. Number of children should not be more than 20% of the total group size. Child component above 20% will be evaluated on Adhoc basis.
- b. Infant Fare: 10% of the adult group base fare is applicable. This is not factored in group size.
- c. Group approved fare is guaranteed and includes all YQ/Q (i.e. carrier imposed surcharges). Airport and other taxes to be collected additionally at the time of ticketing.

2. Group Terms & Conditions

a. Materialisation Rate (MR)

- i. 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(c) below.
- ii. 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.
- iii. Separate issuance on FIT bookings is strictly not considered as part of group materialisation.

b. Deposit Payment

- i. Deposit amount & timeline

Booking days prior departure	Deposit Amount to be Collected
9 months	10%
6 months	10%
3 months	10%
1 month	Full payment
1 month – 3 weeks	Final ticketing

- ii. First Deposit to be collected within one week after confirmation.
- iii. If the request falls less than one-month of the coming deposit deadline, then the deposit amount should be collected as part of the first deposit.
- iv. Example: If a request is made 5 months to departure, then first deposit should be 20% one-week after confirmation given. And Second Deposit 10% at 3 months to departure.
- v. Form of payment – payment can be made via Bank Transfer, Cheque or Cash. Note that “cleared funds” must be received by EK on or before the deadlines for deposit and final payment stipulated. For example, cheque will need to be deposited at least 5 working days before TTL to allow bank processing timelines. Similarly, bank transfer need to be done in advance of deadlines.

c. Cancellation Penalty

Cancellation prior departure	Cancellation Penalty	
	Group size of more than 120 pax	Group size of 120 pax and below
6 months	20% of the fare, as per shortfall in MR	
3 months	30% of the fare, as per shortfall in MR	30% of the fare, as per shortfall in MR
Less than 3 months		
Less than 75 days	Minimum MYR 1,500 or 30% of the fare, whichever is higher, irrespective of MR	
Less than 60 days		Minimum MYR 1,500 or 30% of the fare, whichever is higher, irrespective of MR
Less than 1 month	50% of the fare, irrespective of MR	

3. Other Terms & Conditions

a. Penalties after ticketing

- i. Changes : Charge MYR 300 per passenger
- ii. No-show : Charge MYR 600 per passenger
- iii. Date change prior to commencement of outbound travel not permitted. Fare is subject to re-evaluation for outbound date change. Ticket must be reissued after EVERY itinerary or flight/date change
- iv. Charge applies to Adult, Child and Infant occupying a seat. Penalty does not apply to infant without a seat
- v. No-show is defined as failure to occupy a reserved seat on any segment of the itinerary will result in all subsequent segments of the itinerary being cancelled. In such cases revalidation or reissue will incur a charge of MYR 600 per passenger
- vi. 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

b. Refunds/Cancellations

- i. Refund permitted at a charge of MYR 450 per ticket, in addition to utilization & cancellation policy in 2(c). Partly utilized tickets are non-refundable
- ii. In case no-show – no refund applies