

Group Terms & Conditions – Meetings, Incentives, Conferences, and Exhibitions

Value added benefit	Details
Free of charge ticket	For every 16 th economy class passenger in a group of round-trip travel. (minimum group size of 16) Base fare is waived. However, YR charges and applicable taxes must be paid at the time of ticketing.
Welcome in-flight announcement	For 101 traveller or more. (travel on same flight)
Complimentary seat upgrade	One-class-up for economy class for every 20th passenger , subject to space availability at the time of check-in at the airport.
Meet & Greet (MAAS)	To avail MAAS, please send request at the time of ticketing.
Free baggage allowance for production and not applicable for fans/audience travelling	Economy class: 1 additional piece per passenger, up to 23 kg for travel to US and CA only return journey .

Topics	Details
Minimum group size	Minimum 30 passengers per Booking ID.
Sales validity	Until 31 March 2026.
Outbound travel	To be commenced as early as nine days before the event. At least one day of the event must take place during the traveller's trip.
Group fares ('G' booking class)	Available only for adults .
Child and infant fares	Not applicable .
Free baggage allowance for production and not for fans/audience travelling	Economy class : 1 piece per passenger, up to 23 kg each. Premium economy class : 2 pieces per passenger, up to 23 kg each. Business class : 2 pieces per passenger, up to 32 kg each.
Additional baggage allowance	Kindly notify us before final payment for any additional baggage requirements, as this may result in a fare revision. Post ticketing , any additional excess baggage must be paid at the airport during check-in.
Passenger name list	Refer to the deadline stated on the Booking ID on GSO. Upload name list file through Online Group Management (OLGM). You can add passenger information using either of the following methods: Upload a File - save time by uploading a file containing all passenger details at once. This includes Full name, Travel document details, STID (Sit Together Indicator), Special meal requests, Passenger contact information Manual Entry - alternatively, you can enter or update passenger details manually. Download name list file template (refer sample 1)
Meal request (OLGM)	Upload name list sheet and denote in special service request.

	Manual Entry - alternatively, you can enter or update passenger details manually. Special meal request deadline: at least 24 hours before your flight's departure. Search RLOC, click Passenger details. On Passenger details page, click on Special services, click Edit icon. Select passenger and special meal from the 'Meal request' drop down list. List of special meal code & description
Seat assignment (OLGM)	Upload Passenger List Upload the name list sheet to initiate seat assignment processing. View Pre-assigned Seats Each flight displays its pre-assigned seating layout. If the Sit Together Indicator (STID) is enabled, the system will automatically assign seats to passengers based on STID grouping. Seat Changes Post Check-in After check-in, you may change seats for your group members depending on availability. Please note: Seat reassignment or swapping with other passengers is not permitted if the intended seats are unavailable. Check-in Summary The check-in summary will reflect the most recent seat selections made. Manual Entry - alternatively, you can enter or update passenger details manually.
Online group check-in for IATA agents (OLGC)	Online check-in is available when: - Flight is departing within 72 hours for economy class and 48 hours for business class. - Connecting flight is departing within 48 hours for all classes of service.
Seats and fare availability	Subject to change until bookings are finalized and confirmed on GSO.
YR, taxes, and surcharges	All applicable taxes and surcharges are subject to change until final payment is received, and tickets are issued. - If the payment due date (both deposit and full payment) falls on a local statutory holiday, the effective due date will be advanced to at least one day before the holiday.
No-show or ticketed passenger cancellations	YR charges and taxes are refundable; however, the base fare is non-refundable. Rebooking is not allowed once a passenger is marked as a no-show.
Special category and peak season Groups	Special category and peak season groups are subject to dynamic timelines.

Topic	Deposit Amount	Method	EMD Code
Deposit	Refer to the deposit amount stated on the Booking ID. Upon submitting the initial deposit via GSO, please inform the Groups Team via email to SAMEA_groups@cathaypacific.com secure your booking once EMD issued.	EMD	997
Final payment	Refer to the deadline stated on the Booking ID.	EMD	997
Pre-ticketing rebooking policy	Changes are allowed, subject to availability and any applicable fare differences. Splits and increase of seats can be performed via GSO.	GSO	Not applicable
Post-ticketing rebooking policy	Changes are permitted only for the inbound sector, subject to availability and applicable rebooking fee USD 70 plus additional taxes & fare differences.	EMD	Rebooking fee 98F & Fare difference 997
Name modification policy	Modifications to passenger names are permitted for up to 10% of the total group size, USD 70 per passenger (plus taxes, if applicable).	EMD	98F

Topic	Details	Method
Post-Ticketing deadline (D-21)	Cancellations made after this point (D-21) will incur a penalty equal to 100% of the base fare.	EMD
Cancellation fee after deposit Payment	20% of the net fare per passenger.	EMD
Materialisation	A guaranteed utilization rate of 80% (MAT) is required at the time of ticketing. Failure to meet this requirement will result in cancellation fees following deposit collection. Once we receive RA from the agent, refund of group deposit will take place as per billing cycle.	Refund application (RA)

Requirement	Details
Booking	Groups 'G' class
Purpose of Travel	Meetings, Incentives, Conferences, and Exhibitions (MICE)
Value added benefits (VAB)	All Value-added benefits (VAB) require approval from CX sales team.
Free of charge ticket (FOC)	Once FOC count shared by groups team, please update the passengers name in online group management (OLGM).
One-class upgrade	If meeting criteria, share passengers name at the time of ticketing .

[Group Request \(GSO\) User Guide](#)

[OLGM & OLGC Quick reference guide](#)

*Please note that the terms and conditions is subject to change.

*For any inquiries, please reach out to the groups team or contact your account manager.

Updated: 6 October 2025