

Group Terms & Conditions

Topics	Details
Minimum group size	Minimum 10 passengers per Booking ID
Purpose of Travel	Applicable for Leisure and Business
Group fares ('G' booking class)	Available for adults, children, and infants.
Save offer (GSO)	"Save offer" will allow you to save the offer (Fare) of the group *NO Inventory will be held *NOT guarantee availability, i.e. if the flight is not eligible for group business anymore, the offer will not be honoured. *Offer will be held for 96 hours *TA user may contact sales office and provide offer ID if they would like to escalate and discuss the offer with airline.
Book (GSO)	Select ' Book ' to proceed with the PNR creation. The same subject to availability at the time of confirmation. Refer ' Contract ' for deposit and ticketing time limit.
Split (GSO)	PNR split can be done in the GSO tool. Once split is done, it is not possible to be revoked.
Child fares	Apply to up to 25% of the group size. Any additional child passengers exceeding this limit will be charged the adult fare.
Free baggage allowance	Economy class: 1 piece per passenger, up to 23 kg. 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.
FOC ticket	Not applicable , except for MICE bookings. Contact groups team.
Download Group E-ticket	After CX sales office issued ticket, Download E-ticket is available. • Download e-ticket page consists of two session. ➤ Download group e-ticket ➤ Send email to passenger <u>Send email to passenger with multiple functions:</u> 1. Send all e-ticket(s) to one email - an effective way to send ALL group member(s) e-ticket itinerary receipts in a single email 2. Send email to passenger > Passenger listing - send an e-ticket itinerary receipt to individual passenger
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 GSO (Booking ID). Upon submitting the initial deposit via GSO, please inform the Groups Team via email to SAMEA_groups@cathaypacific.com secure your booking.	EMD	997
Final payment	Refer to the deadline stated on the Booking ID. Please check fare plus taxes on OLGm before issuing the final EMD. Show base fare plus taxes breakup separately on the EMD.	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 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
Travel Origin	Colombo (CMB)
Booking	Groups 'G' class
Purpose of Travel	Leisure and Business
GST Claim Submission	Share the respective company or organisation GST details within 24 hours of ticket payment
Eligibility	The eligibility to receive the GST benefit is entirely dependent on the accuracy of the information provided by the customer.
Airline Responsibility	The airline will not be responsible for validating spellings, typographical errors, or any other mistakes for the purpose of invoice generation.

[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