

GROUP BOOKING TERMS AND CONDITIONS

This Agreement sets out the terms and conditions governing group bookings made with **Cathay Pacific Airways Limited (“the Carrier”)** and shall apply to all bookings confirmed under **Group Sales Optimizer (GSO), Online Group Management (OLGM), and Online Group Check-in (OLGC)**.

By proceeding with the booking, the Agent/Customer (“the Agent”) acknowledges and agrees to be bound by the terms outlined herein.

Quick Reference (Operational)		
Item	SLA / Rule	Clause / Reference
Save offer hold time	Offer will be held for 96 hours; offer may differ based seats availability	Section 1B
Deposit deadline	As stated in the GSO contract.	Clause 2
Final / ticketing payment deadline	D-21 or stated in the GSO contract whichever is earlier	Clause 3.1
Names submission	D-21 or stated in the GSO contract whichever is earlier	Section 1D
Special meal request deadline	At least 24 hours before departure.	Section 1D
Ticketing trigger	100% payment + complete names in OLGM + “Group finalisation” submitted.	Clause 4
MAT requirement	Minimum 80% at ticketing.	Clause 5
Name modification policy	Applicable for 10 % of the group size and should be requested before D-5.	Clause 7
Post-ticketing rebooking policy	Applicable 10 % of the group size and should be requested before D-5	Clause 6.3
Post-ticketing cancellation deadline	After D-21 or after the final payment deadline, penalty = 100% of base fare per passenger.	Clause 6.2.1
Online group check-in availability (OLGC)	72 hours (Economy) / 48 hours (Business); connections within 48 hours.	Section 1F
Groups contact	SAMEA_groups@cathaypacific.com	Clause 10

1. Group Booking Reference (Glossary)

This glossary provides a quick reference to key group booking parameters, definitions, and operational steps under Cathay's group tools (including **GSO**, **OLGM**, and **OLGC**), covering eligibility, pricing and availability notes, name submission and service requests, ticketing requirements, and other important conditions applicable to group bookings.

A. Eligibility & Fare Basics

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.
Child fares	Apply to up to 25% of the group size. Any additional child passengers exceeding this limit will be charged the adult fare.

B. Offer & Booking Actions (GSO)

Topics	Details
Save offer (GSO)	<p>"Save offer" allows you to save the group offer (fare) for a limited period.</p> <ul style="list-style-type: none"> No inventory will be held. Availability is not guaranteed; if the flight is no longer eligible for group business, the offer may not be honoured. The offer is held for 96 hours. Travel agent users may contact the groups team and provide the Offer ID to escalate and discuss the offer with the airline.
Book (GSO) – positioning	After using "Save offer", select "Book" to proceed with PNR creation (subject to availability at time of confirmation).
Book (GSO)	Select 'Book' to proceed with PNR creation (subject to availability at the time of confirmation). Refer to the contract section for deposit deadlines and ticketing timelines.
Split (GSO)	<p>A PNR split can be completed in GSO.</p> <p>Once completed, a split cannot be reversed.</p> <p>If seats are not utilised, cancel the split PNR as applicable.</p>

C. Baggage

Topics	Details
Free baggage allowance	<p>Economy class: 1 piece per passenger, up to 23 kg.</p> <p>Premium economy class: 2 pieces per passenger, up to 23 kg each.</p> <p>Business class: 2 pieces per passenger, up to 32 kg each.</p>
Additional baggage allowance	<p>Notify groups team before final payment if additional baggage is required, as this may result in a fare revision.</p> <p>Post ticketing, any additional excess baggage must be paid at the airport during check-in.</p>

D. Names & Servicing (OLGM)

Topics	Details
Ticket Issuance Requirement	<p>Ticketing will be actioned only after all passenger names have been duly submitted and updated in OLG, and the booking has been formally submitted for ticketing.</p> <p>Settlement of deposit or full payment through EMD does not, by itself, constitute a request for ticket issuance.</p> <p><i>Turnaround (operational guidance):</i> Once full payment and complete passenger details are received and Group finalisation is submitted in OLG, ticket issuance is typically processed within normal business processing timelines.</p> <p><i>Reference:</i> Refer to the published Group Ticketing SLA/processing guidance on CX Agents (as applicable).</p>
Passenger name list	<p>Deadline: Refer to the deadline shown for the Booking ID in the GSO contract.</p> <p>Submission: Upload the name list file via OLG.</p>
Passenger name list – Upload a File	<p>Upload the name list template to submit all passenger details at once, including:</p> <ul style="list-style-type: none"> • Full name • Travel document details • STID (Sit Together Indicator) • Special meal requests • Passenger contact information <p><i>Note:</i> Please ensure passenger details are complete and accurate (including travel document information where required). Passenger information should be handled securely and used only for booking, servicing, and ticketing purposes.</p>
Passenger name list – Manual entry	<p>Alternatively, you can enter or update passenger details manually in OLG.</p>

Meal request (OLGM)	Special meal request deadline: at least 24 hours before your flight's departure.
Meal request – Upload sheet	Upload the name list sheet and indicate the special service request in the template.
Meal request – Manual entry	Enter special meal requests per passenger under Passenger details > Special services (subject to availability and applicable cut-off times).
Meal request – Steps	<p>Search RLOC, click Passenger details.</p> <p>On Passenger details page, click on Special services, click Edit icon.</p> <p>Select passenger and special meal from the 'Meal request' drop down list.</p> <p>List of special meal code & description</p> <p>À la carte meal selection is not offered on Cathay Pacific flights.</p>
Seat assignment (OLGM)	Initiate seat assignment via Passenger List upload and manage seats subject to availability.
Seat assignment – Upload Passenger List	Upload the name list sheet to initiate seat assignment processing.
Seat assignment – View Pre-assigned Seats	Each flight displays its pre-assigned seating layout. If STID is enabled, the system will automatically assign seats to passengers based on STID grouping.
Seating Restrictions	Preferred seating and extra legroom seating are not permitted for group bookings.
Seat assignment – Seat changes post check-in	<p>After check-in, you can change seats for group members, subject to availability.</p> <p>Seat reassignment or swapping is not permitted where the intended seats are unavailable.</p>
Seat assignment – Check-in Summary	The check-in summary will reflect the most recent seat selections made.
Seat assignment – Manual entry	Assign or adjust seats per passenger in OLGGM where permitted, subject to seat availability and group seating restrictions.

E. Fare Information

Topics	Details
Fare Information (OLGM)	View and update fare, taxes, and payment details under “Fare Information.”
Ticket fare details	Select form of payment (EMD) and update EMD number
Group finalisation	Click on ‘group finalisation’ and submit for ticketing

F. Check-in & Ticket Documents

Topics	Details
Online Group Check-in (OLGC) for IATA agents	<p>Online check-in is available when:</p> <ul style="list-style-type: none"> • The flight departs within 72 hours (Economy) or 48 hours (Business). • The connecting flight departs within 48 hours for all classes of service.
FOC ticket	Not applicable, except for MICE bookings. Contact groups team.
Download Group E-ticket (OLGM)	After the Cathay group team issues tickets, the Download e-ticket function becomes available.
Download E-ticket – Functions	<p>Download e-ticket page consists of two sections:</p> <ul style="list-style-type: none"> • Download group e-ticket • Send email to passenger <p><i>Tip:</i> Verify passenger email addresses before sending e-tickets to avoid delivery failures and data exposure.</p>
Send email to passenger – Option 1	Send all e-tickets to one email address (an effective way to send all group members’ itinerary receipts in a single email).
Send email to passenger – Option 2	Send an e-ticket itinerary receipt to an individual passenger via Send email to passenger > Passenger listing .

G. Manage Flight Notifications (Update Profile)

Topics	Details
Email subscription preference	<p>Select the Email subscription preference type (Group request and/or Group services).</p> <p>If Group services is selected, two types of tab will open to select the preferred notification; select Yes to receive notification.</p> <p>Click Update to save the record.</p>

H. Pricing, Taxes & Exceptions

Topics	Details
Seats and fare availability	Subject to change until bookings are finalized and confirmed on GSO.
YR, taxes, and surcharges	<p>All applicable YR, taxes, and surcharges are subject to change until full payment (100%) is received through EMD and ticket issuance is completed.</p> <p>If a payment due date falls on a local statutory holiday or weekend, the due date is advanced to at least one (1) day prior (see Clause 2.3).</p>
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.

2. Deposit

Clause	Deposit (2)
2.1	The Agent shall remit the deposit amount as specified in the GSO contract by the prescribed deposit deadline. EMD code 997
2.2	Upon issuance of the deposit EMD, the Agent shall notify the Carrier Cathay Pacific via email to SAMEA_groups@cathaypacific.com to secure the booking.
2.3	If the payment due date for the deposit falls on a local statutory holiday or a Saturday or Sunday, the Agent shall ensure that the deposit EMD is paid no later than one (1) day prior to such holiday or weekend.
2.4	Failure to comply with deposit requirements may result in automatic release or cancellation of reserved group inventory without prior notice.

3. Final Payment

Clause	Final Payment (3)
3.1	The Agent shall settle the balance payment by 03:30 p.m. IST in accordance with the final payment deadline specified in the GSO contract.
3.2	Before issuing the final EMD, the Agent must confirm the applicable fare and taxes with the Groups Team for the outstanding balance.
3.3	The final payment shall reflect the total base fare and all applicable taxes.
3.4	Failure to remit full payment within the stipulated timeline may result in cancellation of the booking and forfeiture of any deposit paid, in accordance with Clause 6.

4. Ticketing Conditions

Clause	Ticketing Conditions (4)
4.1	<p>Ticket issuance shall only be processed upon:</p> <ul style="list-style-type: none"> • Receipt of full (100%) payment. • Submission of complete and accurate passenger names via OLG M by clicking 'group finalisation'.
4.2	The Carrier shall not be obligated to proceed with ticketing where passenger details are incomplete, incorrect, or not formally submitted through OLG M.
4.3	Full payment without submission of names shall not constitute a valid trigger for ticket issuance.

5. Materialisation Requirement (MAT)

Clause	Materialisation Requirement (MAT) (5)
5.1	The Agent agrees to achieve a minimum materialisation level of eighty percent (80%) of the total contracted group seats at the time of ticketing.
5.2	Failure to meet the MAT requirement shall result in the application of applicable shortfall penalties as determined under Clause 6.

6. Cancellation and Shortfall

Clause	Cancellation and Shortfall (6)
6.1	<p>Pre-Ticketing Shortfall</p> <p>Where the Agent fails to materialise at least 80% of contracted seats prior to ticketing:</p> <ul style="list-style-type: none"> A penalty equivalent to twenty percent (20%) of the net fare per unutilised passenger shall be payable.
6.2	<p>Post-Ticketing Cancellation</p> <p>6.2.1 For cancellations made after the ticketing deadline of D-21 (21 days prior to departure):</p> <ul style="list-style-type: none"> A penalty equivalent to 100% of the base fare per unutilised passenger shall be payable. <p>6.2.2 All cancellations shall be subject to applicable fare rules and Carrier policies prevailing at the time of request.</p>
6.3	<p>Post-ticketing rebooking</p> <p>Any rebooking request made after ticketing must be submitted no later than D-5 (five (5) days) prior to departure, and shall be subject to applicable fare rules, availability, and the Carrier's prevailing policies at the time of request.</p>

7. Name Modification

Clause	Name Modification (7)
7.1	Name modifications of up to ten percent (10%) of the total group size are permitted until D-5 (five (5) days prior to departure).
7.2	In the event of a name change: <ul style="list-style-type: none"> The original ticket shall be refunded at 100% of the applicable fare, subject to compliance with Clause 7.3. A new ticket shall be issued for the revised passenger in accordance with the applicable fare conditions, including fares and taxes prevailing on the date of issuance for the name modification, subject to compliance with Clause 7.4.
7.3	The Agent shall submit the RA within five (5) days from receipt of the waiver code issued by the Carrier. Failure to comply may result in forfeiture of the refund eligibility.
7.4	A service charge of USD 70 per passenger (EMD 98F) , in addition to any applicable fare and tax difference, shall be levied for each name modification.

8. Refund of Group Deposit

Clause	Refund of Group Deposit (8)
8.1	The group deposit shall be eligible for refund only upon: <ul style="list-style-type: none"> Completion of ticketing. Achievement of minimum 80% materialisation (MAT).
8.2	Refund shall be processed upon receipt of a valid RA submitted by the Agent as per applicable billing cycle.
8.3	The Carrier reserves the right to offset any outstanding penalties or dues prior to processing the refund.

9. General Provisions

Clause	General Provisions (9)
9.1	All bookings are subject to: <ul style="list-style-type: none"> Fare rules Seat availability Operational requirements of the Carrier at the time of ticketing and travel
9.2	The Carrier reserves the right to amend or modify these Terms and Conditions where required to comply with regulatory, operational, or commercial requirements.
9.3	In the event of any inconsistency between these Terms and Conditions and the GSO, the provisions of the GSO shall prevail unless otherwise specified.

9.4	Territorial scope: These Terms and Conditions apply to bookings in South Africa.
9.5	Scope and operational guidance: Section 1 is provided as operational guidance on using the Carrier's group tools and does not replace or override booking-specific timelines and conditions stated in the applicable GSO contract.
9.6	Travel documents and eligibility to travel: The Agent is responsible for ensuring that each passenger holds valid travel documents and meets all entry, exit, transit, health, and immigration requirements for the itinerary. The Carrier may refuse carriage where a passenger does not meet applicable requirements, and the Carrier shall not be liable for any resulting loss or expense.
9.7	Passenger data accuracy and handling: Passenger information provided by the Agent (including names, contact information, and travel document details) must be accurate and complete. The Agent shall handle passenger data securely and ensure it is used and shared only for purposes of booking, servicing, and ticketing in accordance with applicable data protection requirements.
9.8	Schedule changes and operational disruptions: Flight schedules, aircraft types, seating configurations, and services may change due to operational, safety, or regulatory reasons. Where changes occur, the Carrier will take reasonable steps to notify the Agent using the contact details provided and will handle the booking in accordance with the Carrier's applicable policies and fare rules.
9.9	This Agreement shall be governed in accordance with the applicable laws and regulations governing the Carrier.

10. Contact

Clause	Contact (10)
10.1	<p>For all communications relating to group bookings, the Agent shall contact:</p> <p>SAMEA Groups Team Email: SAMEA_groups@cathaypacific.com</p> <p>For bookings involving bonded bus and/or ferry services, the Agent shall contact the SAMEA Groups Team.</p>

11. Definitions

Term	Meaning / where used
11.1 Agent (IATA)	The travel agent and/or customer responsible for managing the group booking and meeting all timelines (names, deposit, final payment, ticketing, and requests) under this Agreement.
11.2 Carrier	Cathay Pacific Airways Limited.
11.3 GSO (Group Sales Optimizer)	The Carrier-issued confirmation document for the group booking; source for itinerary, seats/quantity, deposit and final payment deadlines, ticketing timelines, and booking-specific conditions.
11.4 GSO Tool	Online tool to generate offers/Booking IDs and create/manage group bookings (Save offer, Book, Split).
11.5 Save offer (GSO)	Saves an offer (fare) for a limited period (e.g., 96 hours); does not hold inventory and does not guarantee availability.

11.6 Book (GSO)	Confirms booking and creates the PNR; subject to availability at confirmation; deposit/ticketing timelines per GSO apply.
11.7 Split (GSO)	Splits a group PNR into separate PNRs; cannot be revoked once completed.
11.8 Booking ID	Unique reference for an offer/booking used to locate the booking and verify deadlines shown for that Booking ID.
11.9 PNR	Passenger Name Record created at booking; used to manage passengers, services, seats, and ticketing submission.
11.10 Group fares / "G" class	Group fares booked in the Carrier's "G" booking class (where applicable); subject to fare rules, eligibility and availability.
11.11 OLG M	Online Group Management system for names, services (e.g., meals), seats, and formal submission for ticketing.
11.12 OLG C	Online Group Check-in for eligible IATA agents within Carrier check-in windows; subject to availability and operational constraints.
11.13 Passenger name list	Passenger details required for ticketing/servicing, submitted in OLG M by the deadline shown under the Booking ID/GSO.
11.14 STID	Sit Together Indicator used (where enabled) for auto seat grouping/assignment.
11.15 Deposit	Initial payment required to secure the booking, payable by the deposit deadline in the GSO (advance to preceding day if weekend/holiday).
11.16 Final payment	Full settlement (base fare + applicable taxes/charges) by the final payment deadline in the GSO.
11.18 Deadline / D-5 & D-21	D-5 means 5 days before departure & D-21 means 21 days before departure (excluding weekends/public holidays).
11.18 EMD	Electronic Miscellaneous Document used to settle deposit/final payment; deposit EMD must be followed by Carrier notification to secure booking.
11.19 Ticket issuance	Ticketing occurs only after full payment plus completed names in OLG M and formal submission for ticketing; EMD settlement alone does not trigger ticketing.
11.20 MAT	Materialisation threshold at ticketing (typically 80% unless otherwise stated); shortfall may attract penalties.
11.21 Cancellation	Removal of passengers/seats; penalties may apply depending on timing and applicable fare rules.
11.22 No-show	Passenger marked as not presented for travel; rebooking not allowed once recorded; refunds (if any) per fare rules.
11.23 YR/YQ, taxes, surcharges	Carrier-imposed charges and applicable taxes/surcharges; subject to change until final payment and ticket issuance.
11.25 RA	Refund Application submitted by the Agent to claim eligible refunds (e.g., deposit refund after ticketing and meeting MAT).