

## MICE GROUP BOOKING TERMS AND CONDITIONS

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

By proceeding with, confirming, or otherwise acting on such booking, the **Agent and/or customer (“the Agent”)** acknowledges and agrees to be bound by this Agreement.

### Quick Reference (Operational)

Item	SLA / Rule	Clause / Reference
<b>Value-added benefits (VAB)</b>	Requires prior approval by the Carrier through Groups team/CX Sales team. VABs apply only where the eligible group size is 30 passengers or above.	<a href="#">Section 1A</a>
<b>Free-of-charge (FOC) ticket eligibility</b>	For every 16th economy class passenger in a group of round-trip travel (minimum group size of 30).	<a href="#">Section 1A</a>
<b>Welcome in-flight announcement threshold</b>	Available for 101 travellers or more travelling on the same flight, subject to a minimum 96-hour advance request.	<a href="#">Section 1A</a>
<b>Complimentary seat upgrade criteria</b>	One-class-up for economy class for every 20th passenger. Notify the Groups Team at least 10 days prior to departure.	<a href="#">Section 1A</a>
<b>Save offer hold time</b>	Offer will be held for 96 hours; offer may differ based seats availability	<a href="#">Section 1C</a>
<b>Deposit deadline</b>	As stated in the GSO contract.	<a href="#">Clause 2</a>
<b>Final / ticketing payment deadline</b>	D-21 or stated in the GSO contract whichever is earlier	<a href="#">Clause 3.1</a>
<b>Ticketing trigger</b>	100% payment + complete names in OLGM + “Group finalisation” submitted.	<a href="#">Clause 4</a>
<b>MAT requirement</b>	Minimum 80% at ticketing.	<a href="#">Clause 5</a>
<b>Names submission</b>	D-21 or stated in the GSO contract whichever is earlier	<a href="#">Section 1E</a>
<b>Special meal request deadline</b>	At least 24 hours before departure.	<a href="#">Section 1E</a>
<b>Name modification policy</b>	Applicable for 10 % of the group size and should be requested before D-5.	<a href="#">Clause 7</a>
<b>Post-ticketing rebooking policy</b>	Applicable 10 % of the group size and should be requested before D-5	<a href="#">Clause 6.3</a>
<b>Post-ticketing cancellation deadline</b>	After D-21 or after the final payment deadline, penalty = 100% of base fare per passenger.	<a href="#">Clause 6.2.1</a>

<b>Online group check-in availability (OLGC)</b>	72 hours (Economy) / 48 hours (Business); connections within 48 hours.	<a href="#">Section 1G</a>
<b>Groups contact</b>	SAMEA_groups@cathaypacific.com	<a href="#">Clause 10</a>

## 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. Value-added Benefits

Value added benefit	Details
Value added benefits (VAB)	<p>All value-added benefits (VAB) require prior approval by the Carrier through its Groups team/CX Sales team, are subject to eligibility, operational feasibility, and availability, and apply only where the eligible group size is 30 passengers or above.</p> <p>Unless otherwise confirmed by the Carrier, such benefits are non-transferable, non-exchangeable, and not redeemable for cash.</p>
Free-of-charge (FOC) ticket	<p>For every 16th economy class passenger in a group of round-trip travel (minimum group size of 30).</p> <p>Base fare is waived. However, YR charges and applicable taxes must be paid at the time of ticketing.</p> <p>Once the FOC count is shared by the Groups Team, please update the passenger's name in Online Group Management (OLGM).</p>
Welcome in-flight announcement	<p>Available for 101 travellers or more travelling on the same flight, subject to a minimum 96-hour advance request.</p> <p>This benefit remains subject to crew discretion, safety requirements, service procedures, and operational conditions, and is not guaranteed solely by meeting the passenger threshold.</p> <p>Only Carrier-approved in-flight announcement wording may be used. No amendments permitted.</p> <p><b><u>Service language English only:</u></b></p> <p><i>Ladies and Gentlemen,</i></p> <p><i>On behalf of Cathay Pacific and my team, welcome onboard CX _____, our oneworld flight to _____</i>  <i>&lt;destination&gt;</i></p> <p><i>We would like to welcome the _____ &lt;name of group /company&gt;</i></p>
Complimentary seat upgrade	<p>One-class-up for economy class for every 20th passenger, subject to space availability at the time of check-in at the airport.</p>

	<p>If the criteria are met, please share the passenger name at the time of ticketing.</p> <p>Upgrade (UGSA) requests: The Groups Team must be informed via email at <a href="mailto:SAMEA_groups@cathaypacific.com">SAMEA_groups@cathaypacific.com</a> at least 10 days prior to departure for all upgrade requests. Where the PNR is created within one week of departure, upgrade name details must be shared no later than 48 hours prior to departure.</p> <p>All upgrade requests remain subject to airport control, cabin load, operational approval, and availability, and may be declined without compensation.</p>
Meet & Greet (MAAS)	<p>To avail MAAS, please send the request at the time of ticketing.</p> <p>MAAS is subject to availability at the relevant airport and does not replace any immigration, security, customs, health, or airport formalities required of the passenger.</p>
Additional baggage allowance for approved Production, Sports, or MICE groups travelling to/from the US/Canada (not applicable to fans or audience travel)	<p>Economy class: 1 additional piece per passenger, up to 23 kg check-in for each passenger.</p> <p>This concession applies only to approved Production, Sports, or MICE groups travelling to/from the US/Canada and remains subject to prior Carrier approval, operational feasibility, space availability, and the Carrier's standard baggage rules. This concession does not apply to fans or audience travel.</p>

## B. Eligibility & Fare Basics

Topics	Details
Minimum group size	Minimum 30 passengers per Booking ID
Purpose of Travel	Meetings, Incentives, Conferences, and Exhibitions (MICE)
Group fares ('G' booking class)	Available for adults and children.
MICE supporting documents	<p>The Carrier may request supporting documents evidencing the MICE nature of the booking, including event invitations, registration confirmations, organiser letters, event itineraries, or corporate confirmations. Failure to provide satisfactory documentation may result in the withdrawal of MICE fares, benefits, or concessions.</p> <p>At the time of group deposit, a corporate letter in PDF format must be submitted on company letterhead and include the authorised signature, company stamp, corporate name and address, flight details, total passenger count, and issuing agency name/IATA number. If the required letter is not provided, the group may be treated as a leisure booking and no VABs will apply.</p>

Same-flight / same-itinerary requirement	Where applicable, MICE benefits shall apply only to eligible passengers travelling on the same flight, same date, and/or same itinerary, as determined by the Carrier.
Children	For the purpose of determining eligibility for the free-of-charge ticket value-added benefit, every two (2) children shall be deemed equivalent to one (1) adult passenger.

### C. 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"> <li>• No inventory will be held.</li> <li>• Availability is not guaranteed; if the flight is no longer eligible for group business, the offer may not be honoured.</li> <li>• The offer is held for 96 hours.</li> <li>• Travel agent users may contact the Groups Team and provide the Offer ID to escalate and discuss the offer with the airline.</li> <li>•</li> </ul>
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>

### D. 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 the 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>

## E. 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 OLGM, 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 <b>Group finalisation</b> is submitted in OLGM, 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 OLGM.</p>
Passenger name list – Upload a File	<p>Upload the <b>name list template</b> to submit all passenger details at once, including:</p> <ul style="list-style-type: none"> <li>• Full name</li> <li>• Travel document details</li> <li>• STID (Sit Together Indicator)</li> <li>• Special meal requests</li> <li>• Passenger contact information</li> </ul> <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 OLGM.</p>
Meal request (OLGM)	<p>Special meal request deadline: at least 24 hours before your flight's departure.</p>
Meal request – Upload sheet	<p>Upload the name list sheet and indicate the special service request in the template.</p>
Meal request – Manual entry	<p>Enter special meal requests per passenger under <b>Passenger details &gt; Special services</b> (subject to availability and applicable cut-off times).</p>
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 &amp; 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 OLGM where permitted, subject to seat availability and group seating restrictions.

#### F. 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

#### G. 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"> <li>The flight departs within 72 hours (Economy) or 48 hours (Business).</li> <li>The connecting flight departs within 48 hours for all classes of service.</li> </ul>
Download Group E-ticket (OLGM)	After the Cathay group team issues tickets, the <b>Download e-ticket</b> function becomes available.

Download E-ticket – Functions	<p>Download e-ticket page consists of two sections:</p> <ul style="list-style-type: none"> <li>• Download group e-ticket</li> <li>• Send email to passenger</li> </ul> <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 <b>Send email to passenger &gt; Passenger listing</b> .

#### H. 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 are 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>

#### I. 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>Fares, including fuel surcharge (YR), are indicative and subject to revision until full payment and ticket issuance. All applicable YR, taxes, and surcharges remain subject to change until full payment (100%) is received through EMD and ticket issuance is completed.</p> <p>Cathay reserves the right to revise fuel surcharge (YR), taxes, and other applicable charges, notwithstanding receipt of any deposit, where required due to operational, regulatory, tax-related, currency-related, or other applicable reasons, until full payment 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.
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## 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 <b>SAMEA_groups@cathaypacific.com</b> 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 ensure that balance payment (constituting to 100%) is received by the Carrier no later than 3:30 p.m. IST on the final payment deadline specified in the GSO contract.
3.2	Prior to issuing the final EMD, the Agent is responsible for verifying the applicable fare and taxes via OLG. M.
3.3	The final payment shall reflect the total base fare and all applicable taxes. Cathay reserves the right to revise fuel surcharge (YR), taxes, and other applicable charges, notwithstanding receipt of any deposit, where required due to operational, regulatory, tax-related, currency-related, or other applicable reasons, until full payment is received through EMD and ticket issuance is completed.
3.4	Failure to make full payment on time may result in booking cancellation and forfeiture of any deposit paid, in accordance with Clause 6.

## 4. Ticketing Conditions

Clause	Ticketing Conditions (4)
4.1	Ticket issuance shall only be processed upon: <ul style="list-style-type: none"> <li>• Receipt of full (100%) payment.</li> <li>• Submission of complete and accurate passenger names via OLG. M. by clicking 'group finalisation'.</li> </ul>
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.
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#### 5. Materialisation Requirement (MAT)

Clause	Materialisation Requirement (MAT) (5)
5.1	The Agent agrees to achieve a minimum materialisation level of <b>eighty percent (80%)</b> 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><b>Pre-Ticketing Shortfall</b></p> <p>Where the Agent fails to materialise at least 80% of contracted seats prior to ticketing:</p> <ul style="list-style-type: none"> <li>A penalty equivalent to <b>twenty percent (20%) of the net fare per unutilised passenger</b> shall be payable.</li> </ul>
6.2	<p><b>Post-Ticketing Cancellation</b></p> <p>6.2.1 For cancellations made after the ticketing deadline of <b>D-21 (21 days prior to departure)</b>:</p> <ul style="list-style-type: none"> <li>A penalty equivalent to <b>100% of the base fare per unutilised passenger</b> shall be payable.</li> </ul> <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><b>Post-ticketing rebooking</b></p> <p>Any rebooking request made after ticketing must be submitted no later than <b>D-5 (five (5) days) prior to departure</b>, and shall be subject to applicable fare rules, availability, and the Carrier's prevailing policies at the time of request.</p>
6.4	<p><b>Reduction below threshold</b></p> <p>Where the final ticketed or travelled group size falls below any threshold applicable to MICE fares, benefits, or concessions, the Carrier reserves the right to revise, withdraw, or reprice any such fare, benefit, or concession, including free-of-charge tickets, upgrades, announcements, baggage concessions, and other value-added benefits.</p>

#### 7. Name Modification

Clause	Name Modification (7)
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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"> <li>The original ticket shall be refunded at <b>100% of the applicable fare</b>, subject to compliance with Clause 7.3.</li> <li>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.</li> </ul>
7.3	The Agent shall submit the RA within <b>five (5) business days</b> 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 <b>USD 70 per passenger (EMD 98F)</b> , 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"> <li>Completion of ticketing.</li> <li>Achievement of minimum <b>80% materialisation (MAT)</b>.</li> </ul>
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"> <li>Fare rules</li> <li>Seat availability</li> <li>Operational requirements of the Carrier at the time of ticketing and travel</li> </ul>
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	<b>Territorial scope:</b> These Terms and Conditions apply to South Africa.
9.5	<b>Scope and operational guidance:</b> 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	<b>Travel documents and eligibility to travel:</b> 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	<b>Passenger data accuracy and handling:</b> 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	<b>Schedule changes and operational disruptions:</b> 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.
9.10	<b>Event changes:</b> Any postponement, rescheduling, curtailment, or cancellation of the underlying meeting, incentive, conference, exhibition, or other event shall not, by itself, waive or vary any deposit obligations, payment deadlines, ticketing deadlines, cancellation charges, shortfall charges, or other applicable fare rules, unless otherwise expressly agreed by the Carrier in writing.
9.11	Any charge stated in USD shall be payable in the applicable local currency at the exchange rate in effect on the date of payment, as determined by the Carrier and/or the applicable billing or settlement system.

## 10. Contact

Clause	Contact (10)
10.1	<p>For all communications relating to group bookings, the Agent shall contact:</p> <p><b>SAMEA Groups Team</b> 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
<b>11.1 Agent</b>	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.
<b>11.2 Carrier</b>	Cathay Pacific Airways Limited.

<b>11.3 GSO (Group Sales Optimizer)</b>	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.
<b>11.4 GSO Tool</b>	Online tool to generate offers/Booking IDs and create/manage group bookings (Save offer, Book, Split).
<b>11.5 Save offer (GSO)</b>	Saves an offer (fare) for a limited period (e.g., 96 hours); does not hold inventory and does not guarantee availability.
<b>11.6 Book (GSO)</b>	Confirms booking and creates the PNR; subject to availability at confirmation; deposit/ticketing timelines per GSO apply.
<b>11.7 Split (GSO)</b>	Splits a group PNR into separate PNRs; cannot be revoked once completed.
<b>11.8 Booking ID</b>	Unique reference for an offer/booking used to locate the booking and verify deadlines shown for that Booking ID.
<b>11.9 PNR</b>	Passenger Name Record created at booking; used to manage passengers, services, seats, and ticketing submission.
<b>11.10 Group fares / "G" class</b>	Group fares booked in the Carrier's "G" booking class (where applicable); subject to fare rules, eligibility and availability.
<b>11.11 Value-added benefits (VAB)</b>	Optional group benefits that require prior approval by the Carrier through its Groups team/CX Sales team. For FOC tickets, passenger names must be updated in OLG M once the FOC count is confirmed by the Groups Team. For one-class upgrades, eligible passenger names should be shared at the time of ticketing.
<b>11.12 One-class upgrade</b>	A value-added benefit under which an eligible passenger may be moved to the next higher cabin class (e.g., Economy Class to Premium Economy Class). Where Premium Economy Class is not available on the relevant flight, the next available higher cabin class may apply, subject to airport control, cabin load, operational approval, and availability. Upgrade (UGSA) requests must be notified to the Groups Team via SAMEA_groups@cathaypacific.com at least 10 days prior to departure. Where the PNR is created within one week of departure, upgrade name details must be shared no later than 48 hours prior to departure.
<b>11.13 Free-of-charge (FOC) ticket</b>	A value-added benefit under which the base fare for an eligible passenger is waived for every 16th economy class passenger in a group of round-trip travel, subject to a minimum group size of 30. YR charges, applicable taxes, and other charges remain payable, and passenger names must be updated in OLG M once the FOC count is confirmed by the Groups Team.
<b>11.14 Meet &amp; Greet (MAAS)</b>	Meet-and-assist service that must be requested at the time of ticketing and remains subject to availability at the relevant airport. MAAS does not replace any immigration, security, customs, health, or airport formalities required of the passenger.
<b>11.15 OLG M</b>	Online Group Management system for names, services (e.g., meals), seats, and formal submission for ticketing.
<b>11.16 OLG C</b>	Online Group Check-in for eligible IATA agents within Carrier check-in windows; subject to availability and operational constraints.
<b>11.17 Passenger name list</b>	Passenger details required for ticketing and servicing, submitted in OLG M by the deadline shown under the Booking ID/GSO.
<b>11.18 STID</b>	Sit Together Indicator used, where enabled, for auto seat grouping and assignment.
<b>11.19 Deposit</b>	Initial payment required to secure the booking, payable by the deposit deadline in the GSO (advanced to the preceding business day if a weekend or holiday applies).
<b>11.20 Final payment</b>	Full settlement of the base fare plus applicable taxes and charges by the final payment deadline in the GSO.

<b>11.21 Deadline / D-5 &amp; D-21</b>	D-5 means five days before departure and D-21 means twenty-one days before departure, excluding weekends and public holidays where stated.
<b>11.22 EMD</b>	Electronic Miscellaneous Document used to settle deposit or final payment; deposit EMD issuance must be followed by notification to the Carrier to secure the booking.
<b>11.23 Ticket issuance</b>	Ticketing occurs only after full payment, completed names in OLG, and formal submission for ticketing; EMD settlement alone does not trigger ticketing.
<b>11.24 MAT</b>	Materialisation threshold at ticketing, typically 80% unless otherwise stated; shortfall may attract penalties.
<b>11.25 Cancellation</b>	Removal of passengers or seats from the booking; penalties may apply depending on timing and applicable fare rules.
<b>11.26 No-show</b>	Passenger recorded as not presented for travel; rebooking is not allowed once recorded, and refunds, if any, are subject to fare rules.
<b>11.27 YR/YQ, taxes, surcharges</b>	Carrier-imposed charges and applicable taxes or surcharges, subject to change until final payment and ticket issuance.
<b>11.29 RA</b>	Refund Application submitted by the Agent to claim eligible refunds, such as deposit refund after ticketing and meeting MAT.