



All together easier

The Groups Booking Service from British Airways

The British Airways automated process is designed to put you in control and make it quicker and easier for you to quote and book groups. Just follow the instructions listed here or visit www.batraveltrade.com for more information.

Requesting a Group Rate (Price Indication)

Please key in the following mandatory entries

1.	ANBA01JUNLONNYC/RGRP	Availability entry
2.a.	SS15G7/RG	Request 15 seats in G class from line 7 – BA mainline
2.b.	SS15G7/SG	Request 15 seats in G class from line 7 – all other airlines
3.	NG15SUNTOURS/OLYMPICGROUP	Add group name (Travel Agent Name/Group Name)
4.	AP 020 7123 9 4567 REF SK	Add phone number with agent details
5.	APE-YOUR@EMAILADDRESS.XX	Add your email address
6.	RM IATA NUMBER 1234567	Add remark with Agency IATA No (7 digits only do not add check digit)
7.	SRGRPFBA-“ADD RELEVANT KEYWORD”	Add relevant keyword from Keyword List – might one or more**
8.	RF MR SMITH	Add received from field
9.	ER	End and retrieve the booking the booking

**** Note: if no Keyword is added, the booking will be cancelled immediately.**

Once you've ended your booking and received a reference, British Airways will respond with a quote for your itinerary. This will show in your booking as

SR GRPF YY NETFARE EUR750.00 EXCL YQ/YR AND TAXES (as the total for all flight sectors in the itinerary)

Please keep in mind, your booking has still HN status.

SR GRPF YY NETFARE EUR750.00 EXCL YQ/YR AND TAXES (as the total for all flight sectors in the itinerary)

SR GRPF BA NETFARE EUR300.00 EXCL YQ/YR AND TAXES (as the total for all of the BA sectors in the itinerary)

Confirming space at the quoted rate:

Once British Airways have provided you with a quote which is valid for one working day.

1.	SKGPCQBA-AGM/10	Add SK keyword to confirm the space
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When you're ready to confirm the quote, you'll need to add the following keyword to confirm the space before ending the booking:

Once you've added this keyword and ended your booking, the status of your flights sectors will be changed from HN to HK, which will be done almost immediately. Please keep in mind to make a note of the YQ / YR tax on day of confirmation as they might change on day of ticket issuance. YQ / YR taxes are guaranteed from day of flight confirmation.

Within a short while your booking will also be updated with SSR remarks containing the time limits that you need to meet to avoid the booking from automatically cancelling should you not achieve the timescales set out in the Groups Terms & Conditions.

It is your responsibility to check your booking for the addition of the time limits and to adhere to the deadlines set out. The booking will not be queued to you.

Booking time limits:

Once you've confirmed your space, we'll update your booking with the relevant time limits that you need to adhere to.

The duration between your booking date and the first date of departure in your itinerary will determine what time limits are added to your booking. All time limits will be added in line with the details laid out in our commitment matrix and **it is your responsibility to ensure you abide by these time scales so that you avoid to receive any ADM.** Notifications of time limit deadlines and reminders will **not** be queued to you.

Time limits will show in your booking as SSR OTHS elements.



Example:

Time limit reminders will also show in your booking as additional SSR OTHS elements.

SSR OTHS 1A DEPOSITS DUE 2359/01JAN17 OR ITIN WILL BE AUTO-CANCELLED BY BA Deposits Due means on this day your cost free option ends	Deposit Due
SSR OTHS 1A FINAL PAYMENT DUE 2359/01FEB17 OR ITIN WILL BE AUTO-CANCELLED BY BA Final Payment due means from this day your 100 pc cancellation penalties starts	Full Payment Due
SSR OTHS 1A ADVISE NAMES BY 2359/01MAR17 OR ITIN WILL BE AUTO-CANCELLED BY BA Names by means until this date the names must be added	Names Due
SSR OTHS 1A PLS TKT BY 2359/15MAR17 OR ITIN WILL BE AUTO-CANCELLED BY BA TKT by means until this date the tickets must be issued	Ticketing Due

Example:

SSR OTHS 1A DEPOSITS DUE 2359/01JAN17 OR ITIN WILL BE AUTO-CANCELLED BY BA	Deposit Due
SSR OTHS 1A REMINDER DEPOSITS DUE 2359/01JAN17 OR ITIN WILL BE AUTO-CANCELLED BY BA	Reminder
SSR OTHS 1A FINAL PAYMENT DUE 2359/01FEB17 OR ITIN WILL BE AUTO-CANCELLED BY BA	Full Payment Due
SSR OTHS 1A REMINDER FULL PAYMENT DUE 2359/01FEB17 OR ITIN WILL BE AUTO-CANCELLED BY BA	Reminder
SSR OTHS 1A ADVISE NAMES BY 2359/01MAR17 OR ITIN WILL BE AUTO-CANCELLED BY BA	Names Due
SSR OTHS 1A REMINDER ADVISE NAMES BY 2359/01MAR17 OR ITIN WILL BE AUTO-CANCELLED BY BA	Reminder
SSR OTHS 1A PLS TKT BY 2359/15MAR17 OR ITIN WILL BE AUTO-CANCELLED BY BA	Ticketing Due
SSR OTHS 1A REMINDER TICKET BY 2359/01MAR17 OR ITIN WILL BE AUTO-CANCELLED BY BA	Reminder

Not every itinerary has the same time limits.

It's important to note that not every booking will have the exact same time limits entered into the and that there's a number of differing factors that can affect this. For example, if you're booking within a timescale that does not allow Deposit to be paid, you will only receive a Full Payment, Names and Ticketing time limits. Likewise, the closer to departure you make your booking, you may only receive a Names and Ticketing time limit as the expectation is that commitment is made at the time the booking is made.

In addition to this, bookings involving other carriers, will have different Names and Ticketing time scales to correspond with the requirements of the other airlines involved in the itinerary. These time limits will be applied through the addition of a keyword that you are required to add to the booking whenever you add another carrier into an itinerary.

Itineraries involve BA and American Airlines (AA) or AerLingus (EI)

1. SR GRPF YY-JBGROUPS	This will apply the other carriers time limits in line with our Joint Business agreement
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Itineraries involve any other carrier including Iberia, as well as BA even flight numbers BA510 to BA526 (operated by Iberia) and BA528 to BA538 (operated by Iberia Express)

1. SR GRPF YY-INTERLINE	This will apply the other carriers time limits
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Should you fail to add the appropriate keyword for the carriers involved in your booking then may result in them cancelling any confirmed space that you have booked with them and we are unable to guarantee that this will be able to be re-booked or at the original rate.

How to confirm your group booking:

To confirm your group booking and / or full commitment, as well as meeting your names and ticketing deadlines, you need to ensure that the following mandatory requirements are met to avoid automatic cancellation of space.

1. SR OTHS ZZ-DEPS RCVD	Mandatory SSR entry to confirm deposit commitment
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To fulfil Deposit commitment and avoid ADM

This is required where the duration between your date of booking and date of free cost option ends and must be fulfilled before the Deposit time limit expires.

The SSR to denote DEPS RCVD is a mandatory item. If this is not entered into the booking, or added correctly, then any confirmed space will be result in an ADM. If confirmed space cancels due to failure to add a mandatory command then we cannot guarantee that the space will still be available, or at the originally quoted rate.

Please note that you will not receive any acknowledgement for your commitment, so it is vital that you add your commitment remark into the booking in the correct format to ensure that you are not issued with an ADM.



To fulfil Full Payment commitment and avoid ADM

This is required wherever you commit to Full Payment, which may be after Deposits if booking timescales permit, or may be at time of booking. This must be fulfilled before the Full Payment time limit expires.

1. SR OTHS ZZ-BAL RCVD Mandatory SSR entry to final confirmation of group bookings (start of 100 pc cancellation penalties)

The SSR to denote BAL RCVD is a mandatory item. If this is not entered into the booking, or not added correctly, then any confirmed space will be result in an ADM. If confirmed space cancels due to failure to add a mandatory command then we cannot guarantee that the space will still be available, or at the originally quoted rate.

To fulfil Names commitment and avoid cancellation

1. Add each individual passenger name into the booking

This is required wherever you need to provide passenger names and must be fulfilled before the Names time limit expires.

To fulfil Ticketing commitment and avoid cancellation

1. Issue and updated each individual passenger ticket number into the booking

This is required wherever you need to ticket numbers and must be fulfilled before the Ticketing time limit expires.

How to change a booking

If you need to change an existing groups booking, either a date or a route change, then you'll need to use the following steps to ensure that you are quoted an accurate price.

You are not able to cancel a flight sector out of an itinerary and obtain a new quotation. If you want to cancel a flight sector or change an existing return itinerary to a one-way itinerary, you will need to contact the Group Sales Team for support.

1. Add into your confirmed PNR any new flight sectors that you want to book or quote for as HN status
2. Add into your PNR as segment related IGNR keyword for the number of passengers on the booking, but only for the sectors that you don't want to include in a new quote i.e. the segments that you're likely to cancel. An example of process is:

Original itinerary

- 1 BA123 G 25JAN LHR-JFK HK15
- 2 BA124 G 30JAN JFK-LHR HK15

SR GRPF YY NETFARE EUR175.00 EXCL YQ/YR AND TAXES

Changed itinerary (new flight added as HN sector 3)

- 1 BA123 G 25JAN LHR-JFK HK15
- 2 BA124 G 30JAN JFK-LHR HK15
- 3 BA126 G 30JAN JFK-LHR **HN15**

Add IGNR keyword to ignore original inbound sector (or any non-required sectors) from an itinerary re-quote (this should be sector related to the flight sector/s that you do not wish to quote)

SK IGNR BA/S2

3. RF MR SMITH Add received from field
4. ET End transaction
5. Once the PNR has been ended, you'll receive a new quote for all of the sectors that have not had an IGNR keyword applied to them. This will be displayed in the booking as a new NETFARE line booking

e. g. SR OTHS YY NETFARE EUR189.00 EXCL YQ/YR AND TAXES

How do I accept a revised quotation?

Once you've been provided with a new quotation, if you want to accept it, you'll need to use the following process.

1. SKGPCQBA-AGM/10 Add SK keyword to confirm the HN space
2. At this point the BA sectors that were HN will become HK and the BA sectors that you added an IGNR against will become UC

Once this change is accepted, your new sector will confirm and the original sector that you added the IGNR keyword against will cancel and change to a UC status e.g.

- 1 BA123 G 25JAN LHR-JFK HK15
- 2 BA124 G 30JAN JFK-LHR UC15
- 3 BA126 G 30JAN JFK-LHR HK15



SR OTHS YY NETFARE EUR189.00 EXCL YQ/YR AND TAXES

(Note: SR OTHS will change to SR GRPF)

You will then need to update the PNR and cancel out the unconfirmed sector

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|----|--|---|
| 1. | XE2 | Cancel your UC flight sector (Other carrier flights sectors will not change to UC but if unwanted they will also need to be cancelled from the itinerary) |
| 2. | RF MR SMITH | RF MR SMITH |
| 3. | ET (or ERK if you don't complete step 1) | End transaction (ERK will cancel all unconfirmed sectors in the PNR) |

Important: It is no longer possible to keep more than one sector confirmed for the same routing.

How do I reject a revised quotation?

Once you've been provided with a new quotation, if you want to reject it and revert to your original itinerary, you need to follow the process below:

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|----|-------------|--|
| 1. | | Delete the HN flight sectors that the new quote has been provided for |
| 2. | | Delete the SKIGNRBA keywords that you have added to ignore sectors for the purposes of a requote |
| 3. | | Delete the SR OTHS NETFARE lines |
| 4. | RF MR SMITH | Add received from field |
| 5. | ET | End transaction |

Once the requote has been rejected and these steps followed, the PNR will be reverted to the original itinerary and price before the requote was performed.

How to fare quote a Group Booking

As a user of the Amadeus system, once your PNR contains all of your passenger names, you'll be able to quote your group reservation against a specific pricing code that will create TSTs for each adult, youth and child on the basis that there are only either BA flight sectors contained in the itinerary, or on simplistic itineraries involving other BA and other carriers.

- | | | |
|----|----------------------|--|
| 1. | FXP/R,U153678,CL-MIT | Fare quote all non-infant passengers (CL-MIT updates the fare calculation line into IT format) |
|----|----------------------|--|

As this entry will not work for infant fare quotes or complex itineraries involving other carriers, please see the following instruction on how to deal with these

Please see the following instructions to assist you in obtaining fares and creating TSTs for infants and more complex itineraries involving other airlines.

Mandatory modifications to fare basis for Youth and Child

There are some mandatory modifications required to your TST for any passengers who are Youths or Children which must be completed before you issue the tickets to ensure that you are not issued with an ADM:

To amend the fare basis for Youth passengers:

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|----|----------------|---|
| 1. | TQT/T6 | Display the TST for a youth passenger (where T6 is the TST for the youth) |
| 2. | TTI/T6/BGUQ YP | Amend the fare basis to a youth fare basis (where class of travel is G) |
| 3. | RF MR SMITH | Add received from field |
| 4. | ET | End transaction |

To amend the fare basis for Child passengers:

- | | | |
|----|----------------|---|
| 1. | TQT/T7 | Display the TST for a child passenger (where T7 is the TST for the child) |
| 2. | TTI/T6/BGUQ CH | Amend the fare basis to a child fare basis (where class of travel is G) |
| 3. | RF MR SMITH | Add received from field |
| 4. | ET | End transaction |

How to fare quote and store a TST for an Infant

The known process for infant tickets remains the same. Please create an individual booking with the lowest possible published infant booking class and issue the infant ticket only.

Add this ticket number as an OSI element to the Group PNR and make sure the name of the parent is the same as in the individual booking.

Please ask our Group Sales Team to add this infant ticket number in correct format to the booking.



How to store a manual TST for a complex itinerary

In instances where you are unable to quote a fare or store a TST for passengers using the entries provided above (e.g. due to complexities in the itinerary; where other airlines are involved in the itinerary, bookings for extra seats), you must manually build and store a TST for each passenger type using a TST shell.

Within the TST shell you will need to add all of the mandatory details, in line with any instructions provided by your GDS. If you do not know these entries or need assistance then you will need to contact your GDS Helpdesk.

It is not acceptable to manipulate a quote against any other fare type.

In addition, there are some additional mandatory entries that British Airways require you to add into the TST shell as well. These are:

1.	FE 153678/L/7799 + FREE TEXT	Add 153678/L/7799 into endorsement line (mandatory info) plus any extra info as along as original Endorsement stays on ticket
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How to issue an e-ticket:

Where a ticket is being issued for a fare successfully quote against one of the entries detailed above

To ensure successful issue of e-tickets, you must use the following ticketing entries. Add a form of payment to the booking first before trying to passenger relate:

1.	FPNONREF/P1-9	Form of payment for passengers 1-9
2.	FPNONREF/P10-18	Form of payment for passengers 10-18
3.	TTP/ET	To issue all e-tickets and end transaction

Specialist Expertise

For the booking types listed below, providing you've submitted your request through your GDS in the correct format, our dedicated Groups Team will progress your bookings behind the scenes. This will take longer than the standard automated quotes. **There's no need to call or chase these requests, you'll received a response through your GDS reservation as quickly as possible.**

- ➔ Bookings including sectors in First Class
- ➔ Complex itineraries involving other carriers
- ➔ Extra seats for personal comfort or cabin baggage
- ➔ Clearance of excess baggage

Manual Handling

If you need any additional servicing (e.g. Excess baggage/special requests) or to ask a question regarding your booking, then this will require manual handling by our Groups Team. To force the reservation to manual handling, add the following keyword and your PNR will drop directly to our Groups Team:

[SRGRPFBA-SERVICE REQUEST](#)

You'll also need to add an RM remark to the reservation to detail the action or information you require:

[RM PLEASE BOOK EXTRA SEAT FOR CELLO \(ADD DIMENSIONS AND WEIGHT\) PAX 5 SMITH//JOHN MR](#)

Name Changes on e-tickets (after original issue)

If you need to make a name change and it's not imminent departure (e.g. within **3** days of travel) then please add a service request to your booking and your PNR will drop directly to our Groups Team:

[SRGRPFBA-SERVICE REQUEST](#)

You'll also need to add an RM remark to the reservation to detail the name change you require and your confirmation of ADM acceptance for the name change

[RM NAME CHANGE FROM SMITH/JOHN MR TO BROWN/JOHN MR](#)

[RM ADM ACCEPTED FOR NAME CHANGE EUR50/YOUR NAME AND DATE](#)

Once you receive a response to confirm that the name change has been approved and amended, you'll need to reissue the ticket in exchange.

If your name change is for imminent travel (within **3** days of departure) then you'll need to call your Group Sales Team to have the ticket number removed from your reservation. Once the ticket number has been removed you'll be able to action the name change via your GDS and reissue a new ticket in exchange for the original one.

Group seating options

Please visit www.batraveltrade.com for Group seating options.



API (Advance Passenger Information)

Entries for Groups

API data is mandatory for all passengers and must be entered using the industry standard entries detailed below

Complete Travel Document Information

SR DOCSBA HK1-P-IRL-1234567890-GBR-10NOV60-F-31DEC12-REED-RITA/P1

Expansion information on above entry

SR DOCSBA HK1	Industry standard SSR entry
/P	Document Type (P = Passport, I - National Identity Card)
/IRL	Country code (3-letter code) of who has issued the Passport/National Identity Card
/1234567890	Passport or National Identity Card Number
/GBR	Country code (3-letter code) of passengers country of citizenship
/10NOV60	Date of Birth
/F	Gender (F = Female, M = Male)
/31DEC12	Passport or National Identity Card date of expiry
/REED	Passenger Surname (this should be identical to the booking name and Passport/National Identity Card)
/RITA	Passenger First Name (this should be identical to the booking name and Passport/National Identity Card)
/P1	Related information to Passenger 1

Destination Address

SRDOCA BA HK1-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1

N.B. This entry can be passenger related to all passengers with the same destination address e. g.

SRDOCABAHK20-D-USA-301 PARK AVENUE-NEW YORK-NY-10022/P1-20

but only where all of the passengers associated share the same destination address.

Expansion information on above entry

SR DOCSBA HK1	Industry standard SSR entry for destination address
D	Document Type (D = Destination Address)
USA	Country code (3-letter code) of destination address
301 PARK AVENUE	Residence number and street of destination address
NEW YORK	City of destination address
NY	State code (2-letter code) of destination address
10022	Zip code of destination address
P1-20	This is the association to indicate that the destination address is the same for all passengers

Country of Residence

SRDOCA BA HK1-R-GBR/P1

N.B. This entry can be passenger related to all passengers with the same country of residence e.g. SRDOCABAHK20-R-GBP/P1-20 but only where all of the passengers associated are all resident in the UK.

Redress Number Information - US Travel only

Not mandatory - only inserted if passenger advises they have a redress number

SRDOCO BA HK1--R-123456789123---US/P1

SRDOCO BA HK1--R-45675567---US-I/P1

Further information Passport, Visa and API data and requirements can be found on BA.com by copying and pasting the following link into your web browser's address field: <http://www.britishairways.com/en-gb/information/passports-visas-and-api>