



WORLDSPAN - Group Booking Service (Quick Guide)

New Terms and Conditions

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.speedbirdclub.com or www.batraveltrade.com for more information.

We are pleased to announce that we have introduced a new group product, in addition to our current Group product. You have now the possibility to choose between our "Standard" Group Product and "Instant" Group Product.

How to request a net rate for a "Standard" group booking – BA mainline flights?

Please key in the following mandatory entries to be added before ending the booking!

To request British Airways Groups, please log in to Worldspan Groups Bridge as known and follow the steps below:

	@BAC@LOGON	Log on to British Airways Worldspan Groups Bridge
1.	@A01JUNLONNYC	Request British Airways Availability
2.	@015G7	Request 15 seats in G class from line 7 – BA mainline
3.	@-C/15SUNTOURS/OLYMPIC	Add group name (Travel Agent Name/Group Name)
4.	@9LON 020 7123 9 4567 REF S	Add phone number with agent details
5.	@G*C	Move agency profile into booking
6.	@7T/OK	Add ticket time limit
7.	@5IATA NUMBER 1234567	Add remark with Agency IATA No (7 digits only do not add check digit)
8.	@3SSRGRPFBA ADHOCGROUP	Add keyword for group booking (check keyword list attached)**
9.	@3OSIBAOFFR-USD	Only to be added if you request a Group rate in another currency. If <u>not</u> added, our system will advise your rate in Japanese Yen!
10.	@6MR SMITH	Add received from field
11.	@E or @EW	End and retrieve your 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)

Note: The net rate provided is valid for one working day!

How to request a net rate for a "Standard" group booking – including other Airline flights?

Please follow the same steps as for "Standard" BA mainline flights.

We are able to obtain quotes for you for itineraries on our Atlantic Joint Business routes involving British Airways and/or Iberia and American Airlines.

**PLEASE NOTE THAT WE ARE CURRENTLY UNABLE TO OFFER QUOTES FOR ITINERARIES INVOLVING ANY OTHER ONEWORLD CARRIERS.
PLEASE NOTE THAT ALL ITINERARIES FOR AJB QUOTES MUST INCLUDE A BRITISH AIRWAYS FLIGHT SECTOR. WE CANNOT OFFER ITINERARIES ONLY INVOLVING THE OTHER CARRIER.**

To obtain a quote for one of these itineraries, you must follow the instruction below and NOT book flights on BA codeshare flights as this will result in the reservation remaining unquoted:

1.	Book your BA flight sectors using the steps detailed above	
2.	@5 PLEASE BOOK AA1234 27AUG18 ORDLHR	Add a remark to the booking to details the AA and / or IB flights that you want to be within your quote as per sample
3.	@3SSRGRPF BA-SERVICE REQUEST	Add <u>other carrier</u> group booking identifier
4.	@6 MR SMITH	Add received from field
5.	@E or @EW	End and retrieve your booking
6.	QEP your booking to our dedicated Group Sales Team Queue (List of Queue addresses can be found at the end of this Guide)	

Our Group Sales Team will then need to add the flights in that you have requested in remarks and quote your reservation. Once you have followed this process there is no need to call to chase, we will respond to your request in the booking. It is your responsibility to continue to check the booking for a response.

Where you have an itinerary that involves AA and/or IB flight sectors, not only will there be a NETFARE line in for the total cost of the itinerary, but there will also be NETFARE lines in for each of the carriers involved in the, and these will denote the value of the total cost that is being apportioned to each carrier. For example, if you had an itinerary that was LHR-BA-NYC AA-ORD-AA-MAD-IB-LHR the booking would show:

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)

SR GRPF AA NETFARE EUR400.00 EXCL YQ/YR AND TAXES (as the total for all of the AA sectors in the itinerary)

SR GRPF IB NETFARE EUR50.00 EXCL YQ/YR AND TAXES (as the total for all of the IB sectors in the itinerary)



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Due to a delay in system development, **we will not be able to accept any NEW bookings including other OneWorld carrier sectors.** You will still be able to book groups on a limited routing: American Airlines, Iberia, Finnair, Comair and Aer Lingus. We will still be able to service **existing** PNR's with other carrier sectors.

Please check with our Group Sales Team the newest updates on possible other carrier destinations.

* AJB countries: EU countries, Switzerland, Norway, USA, Canada, Mexico, Puerto Rico, US Virgin Islands

How to confirm the requested flights for a "Standard" group booking?

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

When you're ready to confirm the requested flights, you'll need to add the following keyword to confirm the space before ending the booking:

1. @3OSIBAGPCQ-AGM/10 Add SK Keyword to confirm your 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.

Please do NOT issue an EMD for Deposit or Final payment!

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

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

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



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How to accept your group booking:

To accept 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. @3SSRGRPFBA DEPS RCVD Mandatory SSR entry to accept deposit commitment

To fulfil Deposit commitment and avoid ADM (acceptance of partial cancellation penalties)

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 (acceptance of 100 pc cancellation penalty)

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. @3SSR GRPF BA BAL RCVD Mandatory SSR entry to final acceptance 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 request a net rate for an "Instant" group booking?

Please follow the same steps as for "Standard" group booking creation - BA mainline flights.

- We will not accept HN bookings for our Instant Product
- Your "Standard" group booking must HK status of flights
- Your "Standard" group booking should not be older than 48 hrs
- Departure should not less than 30 days
- "Instant" group is only valid for BA mainline bookings

To obtain a net rate for this product, you must follow the instruction below:

- | | |
|---|--|
| 1. @5PLEASE CHANGE TO INSTANT TRADE | Add a remark to the booking to request Instant Group |
| 2. @3SSRGRPFBA-INTERLINE | Add a Service Request to your booking |
| 3. @6MR SMITH | Add received from field |
| 4. @E | End transaction |
| 5. QEP your booking to our dedicated Group Sales Team Queue (List of Queue addresses can be found at the end of this Guide) | |

Our Group Sales Team will then change your "Standard" group booking to "Instant" and update your booking with your new rate. Your booking will be send back to your queue. Please check special terms and conditions on www.speedbirdclub.com or www.batraveltrade.com.

How to change the itinerary of your 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.

Please keep in mind, changes after departure are not permitted!



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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)

3. @3OSIBAIGNR/S2 Add IGNR keyword
4. X18 Delete "SKGPCQBA-AGM/10" keyword from line 18
5. @6MR SMITH Add received from
6. E End transaction

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

Important note: Please keep in mind a quote given is only valid for one working day!

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. @3OSIBAGPCQ-AGM/10 Add SK keyword to confirm the HN space – Number 10 must not be changed!
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.

1. @X2 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. @6MR SMITH RF MR SMITH
3. @E End transaction

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:

1. @X3 Delete the HN flight sectors that the new quote has been provided for
2. @X17 Delete the SKIGNRBA keywords that you have added to ignore sectors for the purposes of a requote
3. @X19-20 Delete the SR OTHS NETFARE lines
4. @6MR SMITH Add received from field
5. @E 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.



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How to fare quote a Group Booking

The fare quote must be added manually. Please see below the ticketing instructions.

Within the Fare Quote 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 Rate Desk shell as well. These are:

1.	Endorsement Line: @5-ER 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
2.	Fare Basis: GUQ TUQ IUQ AUQ GUQ CH GUQ YP	Fare basis for an adult travelling in Domestic, Euro Traveller or World Traveller Fare basis for an adult travelling in World Traveller Plus Fare basis for an adult travelling in Club Domestic, Club Europe or Club World Fare basis for an adult travelling in First Class Fare basis for a child (age 2-11 years) travelling in Domestic, Euro Traveller or World Traveller Fare basis for a young adult (age 12-15 years) travelling in Domestic, Euro Traveller or World Traveller
3.	Fare Box: IT	The Rate Desk shell must always be shown as an IT fare. Any failure in this results in an ADM
4.	Fare Calculation: LON BA TYO M/IT BA LON M/IT END	Fare Calculation Area should not include zeros as it indicates free ticket and results in an ADM
	Tour Code	It's essential that your Tour Code box should include the "unique" reference that is applied to your booking which can be found in the remarks and tour code line of your booking. As an example, this will show in your booking something similar to:
5.		RM BA0123456 FT BA00123456 The Tour Code must be 8 digits, so you may need to add an additional zero after BA to increase the tour code to 8 digits e.g. the reference from RM BA0123456 will need to be added to the tour code as BA00123456
6.	YQ charge	This must be modified to the date of guarantee, in line with the terms of your contract

Mandatory modifications to fare basis for Youth and Child

There are some mandatory modifications required to your Fare Quote 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:

1.	4/*6	Display the Fare Quote for a youth passenger (where 6 is the Fare Quote for the youth)
2.	4/R-6-BGUQ YP	Amend the fare basis to a youth fare basis (where class of travel is G)
3.	@6 MR SMITH	Add received from field
4.	@E	End transaction

To amend the fare basis for Child passengers:

1.	4/*7	Display the Fare Quote for a child passenger (where 7 is the Fare Quote for the child)
2.	4/R-7-BGUQ CH	Amend the fare basis to a child fare basis (where class of travel is G)
3.	@6MR SMITH	Add received from field
4.	@E	End transaction

How to Price Quote 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.



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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. | 5\$CA#N1-9 | Form of payment for passengers 1-9 (e. g. Form of payment Cash for passengers 1 to 9) |
| 2. | 5\$CK#N10-18 | Form of payment for passengers 10-18 (e. g. Form of payment Check for passengers 10 – 18) |
| 3. | EZ#N1-9 | To issue e-tickets for passengers 1-9 |
| 4. | EZ#N10-18 | To issue e-tickets for passengers 10-18 |

How to reduce a Group booking

British Airways allows you to reduce the group booking from your side. Any calculation of cancellation penalties will be calculated after departure.

Group booking without passenger names:

- | | | |
|----|--------|---|
| 1. | @XE0.5 | Divide 2 seats of group booking without passenger names |
| 2. | @6AGT | Add received from field |
| 3. | @E | End transaction |

For group bookings containing names, you'll need to split the passenger from group booking and cancel the PNR.

How to increase a Group booking

If you need more seats on an existing Group booking, you'll need to create a new group booking and update with mandatory information.

Mandatory information on an increase Group booking:

- | | | |
|----|--|--|
| 1. | Follow the steps "How to create a Group booking" | |
| 2. | @-C/25SUNTOURS/USAGROUP | The group name must be the same as of the master booking (no extra information) |
| 3. | @3SSRGRPF BA TCP18 SUNTOURS/OLYMPIC | Add link with the total number of all passengers and the group name |
| 4. | @6MR SMITH | Add received from |
| 5. | @E | End retrieve |
| 6. | @3OSIBATCP18 RECLOC RECLOC | Add OSI element with the total number of passengers from all bookings and add all booking references |
| 7. | @6MR SMITH | Add received from |
| 8. | @E | End transaction |

The system will immediately reply.

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 (Please see special information in chapter "Manual Handling")

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 to your PNR and queue to our Groups queue (List of Queue addresses per country can be found at the end of this Guide):

[@3SSRGRPFBA SERVICE REQUEST](#)

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

[@5. 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:

[@3SSRGRPFBA SERVICE REQUEST](#)



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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

5 NAME CHANGE FROM SMITH/JOHN MR TO BROWN/JOHN MR

@5 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.

*Note: Due to some system changes, you are no longer allowed to book the number of passenger plus the cabin baggage or extra seat. For example 15 passengers plus 5 cabin baggage or extra seats in total 20 seats. As 5 seats will not be ticketed and our system will cancel all un-ticketed space.

Group seating options

A huge benefit for all British Airways offers a cost free group seating. You will have two options for seating.

On the day the booking is confirmed from your side, you are allowed to request the seats even if you have not entered the names yet. Our British Airways Group Sales Team has no influence where this part is located.

Mandatory information in a Group booking:

AP IATA 1234567	AP line including your 7 digits IATA number (no check digit)
HK Status	Your segments must have the status HK
Correct booking class	The flights booked must have a valid Group booking class (G, T, I, A)
BA mainline Flight number	The booking must contain BA flight numbers

Homogenous Groups

Definition: One booking with up to 40 passenger. All passenger will get one block in a part of the aircraft.

- Mandatory information must be shown in the Group booking
- QEP to **NICBA0102/50C1**
- The seat map is available from **7 up to 4 days** prior to departure
- 7 days prior to departure, BA will send a message back to your office ID Queue 87C0
- from 72 hrs prior to departure, our system is taking over the control of the seating map and will allocate a seat for the remaining individuals in alphabetical order

Non-homogenous Groups

Definition: Customers booked as a group but not travelling as a group are referred to as seat map of 'Non-homogenous' groups.

- Mandatory information must be shown in the Group booking
- QEP to **MANBA080H/87C3**
- The seat map is available from **4,5 days up to 48 hrs** prior to departure
- 7 days prior to departure, BA will send a message back to your office ID Queue 87C0
- if no seat is assigned, the Group assign the seats at the airport

Note: The seat allocation needs to be repeated for each eligible flight in the itinerary at minus 4 days prior to departure of each flight.

Seating entries:

@415*	Display 'Non-homogenous' Groups seat map for sector 15
@415G*	Display block of seats – Mini Map – for 'Homogenous' Groups for sector 15
@4RS15-2\$35A	Request seats 35 A for passenger number 3 on sector 15



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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

@3SSR DOCSBA HK1/P/IRL/1234567890/GBR/10NOV60/F/31DEC12/REED/RITA-1.1

Expansion information on above entry:

@3SSR 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)
-1.1	Related information to Passenger 1

Destination Address

@3SSRDOCA BA HK1/D/USA/301 PARK AVENUE/NEW YORK/NY/10022-1.1

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

@3SSRDOCA BA HK20/D/USA/301 PARK AVENUE/NEW YORK/NY/10022-1.1-20

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

Expansion information on above entry:

@3SSR DOCA BA 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
-1.1-20	This is the association to indicate that the destination address is the same for all passengers

Country of Residence

@3SSRDOCA BA HK1/R/GBR-1.1

N.B. This entry can be passenger related to all passengers with the same country of residence e.g.

@3SSRDOCA BAHK20/R/GBP-1.1-20

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

@3SSRDOCO BA HK1//R/123456789123//US-1.1

@3SSRDOCO BA HK1//R/45675567//US/I-1.1 (for infants)

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>



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British Airways Keyword List

Entries for Groups

Keywords are mandatory for all group bookings and must be entered using the standard entries detailed below.

Explanation information on all group entries

@3SSRGRPFBA ADHOCGROUP	BA mainline and JB routings
@3SSRGRPFBA INTERLINE	BA and other airline flights (except JB)
@3OSIBAGPCQ-AGM/10	To confirm the HN flights after automatically quote given from BA system
@3SSRGRPFBA DEPS RCVD	Confirmation of group booking (end of cost free option)
@3SSRGRPFBA BAL RCVD	Final confirmation of group booking (start of 100 pc cancellation penalties)
3IGNRBA/S4	To start a renegotiation – old segment number 4 to be ignored for new request

Samples “How to work with keywords”

In some cases more than one keyword must be added to your group booking.

BA mainline flights and JB routings:

@3SSRGRPFBA ADHOCGROUP

BA flights; booked in connection with another airline flights (non JB routing):

@3SSRGRPFBA INTERLINE

British Airways Group Queues per country

Dedicated Queue to send request relating group type: (List by alphabetic order)

Country	Queue
Albania	SOFBA0800/87C0
Argentina	MEXBA0800/87C0
Bosnia and Herzegovina	SOFBA0800/87C0
Bulgaria	SOFBA0800/87C0
Chile	MEXBA0800/87C0
Colombia	MEXBA0800/87C0
Costa Rica	MEXBA0800/87C0
Croatia	ZAGBA0100/87C0
Cyprus	ATHBA0802/87C0
Czech Republic	PRGBA0101/87C0
Denmark	CPHBA0800/87C0
Estonia	HELBA0800/87C0
Finland	HELBA0800/87C0
Greece	ATHBA0802/87C0
Hungary	BUDBA0101/87C0
Iceland	CPHBA0800/87C0
Kosovo	SOFBA0800/87C0
Latvia	HELBA0800/87C0
Lithuania	HELBA0800/87C0
Macedonia	SOFBA0800/87C0
Malta	MLABA08FL/87C0
Mexico	MEXBA0800/87C0
Norway	OSLBA0802/87C0
Peru	MEXBA0800/87C0
Poland	WAWBA0101/87C0
Portugal	LISBA0804/87C0
Puerto Rico	MEXBA0800/87C0
Romania	BUHBA0100/87C0
Serbia	BEGBA0100/87C0
Slovakia	BTSBA0100/87C0
Slovenia	SOFBA0800/87C0
Sweden	STOBA0803/87C0
Turkey	ISTBA0801/87C0