



Group definition:

British Airways recognises not all of our Group customers can be pre-assigned seats prior to check-in. Different group types have different requirements when it comes to seating and so for the purpose of pre-seating these customers we have split groups into the two categories of:

1. Automated Groups Pre-seating
 - Current process available since 2006
2. Seat map Groups
 - Process available from 19 May 2008

So that this will:

- a. Allow suitable seating to be offered by the agent
- b. Help the airport manage and resource check-in

Agent access:

Agents must access the groups pre-seating process, for both Automated Groups Pre-seating and Seat Map Groups, using the current group booking process detailed in their GDS prompts.

Galileo	Galileo Drop Thru
Sabre	Sabre Multi Access
Worldspan	Worldspan Group Bridge
Amadeus	Amadeus Group Process

1. Automated Groups Pre-seating

Key Message

British Airways reviewed the seating product for Groups customers and with effect from 5th December 2006 introduced a new policy that would provide a more effective and improved seating proposition.

British Airways' policy recognises that groups who wish to travel, sit and check in together would like to have the reassurance of having their seats booked and allocated together before arrival at the airport

Why change?

- The current seating policy offers limited access and choice of seats for group's customers
- British Airways along with the travel agent would like to offer a better seating process for our group customers.

Overview

- a. Currently, agents can request Automated Groups Pre-seating from British Airways for their groups customers who wish to travel, sit and check-in together.
- b. The agent can request Automated Groups Pre-seating from British Airways from when the booking is confirmed up to eight days before travel.
- c. At seven days before departure agents will be advised of Automated Groups Pre-seating by British Airways.
- d. Agents can pre-assign individual seats for their customers from this Automated Groups Pre-seating.
- e. British Airways will add a keyword to the booking to identify Automated Groups Pre-seating request. The keyword is NGST.
- f. Customers departing Heathrow's Terminal 5 where Automated Groups Pre-seating has been requested by their agent up to eight days before departure will be asked to report to Zone G for dedicated check-in.
- g. Automated Groups Pre-seating requested within eight days and before four days of departure, will still be offered a seating, however, dedicated check-in at Heathrow's Terminal 5 will not be available if the booking is queued to British Airways within these times.
- a. It is essential to split customers eligible for pre-seating from the main group to assign seats before seven days of departure, as per current British Airways seating policy.
E.g. Executive cardholder, families with infants etc.
- i. Once the agent has requested Automated Groups Pre-seating for these customers Executive Seating, Families with infants etc. will no longer be available.
- j. Access to the seat map is via the normal group process, using the GDS entries contained further in this prompt.

Example group types:

- School groups



Summary:

- Agents who have customers wishing to travel, sit and check-in together should request Automated Groups Pre-seating up to eight days before departure.
- All timings are local time of departure.
- A booking can either have Automated Groups Pre-seating request or seat map request not both.

1.1 Automated Groups Pre-seating for Travel Partners

What does this mean?

- Only those Group bookings made by specific travel partners and British Airways offices have the option of obtaining Automated Groups Pre-seating prior to departure.
- The identification process for travel partners will be defined by UK&I Sales and only specified agents will have access to Automated Groups Pre-seating prior to departure.

The process explained

1. If a Travel Partner or the British Airways office requires Automated Groups Pre-seating, this can be done anytime between booking confirmation and eight days before departure.
2. At the time of booking confirmation, the travel partner or British Airways office will queue the booking to the following queue number **MANBA0806/87C46**.
3. British Airways will validate the Group Booking for essential criteria and add a time review for action at a date which is seven days before departure.
4. British Airways will read the queue, MANBA0806/87C46 and will check for the essential criteria and then conduct the following actions, outlined in 5).
5. British Airways will validate the presence of an authenticated IATA Number, a valid class of Groups travel, the keyword GRPF and a live itinerary where seat allocation is permitted.
6. Add NGST keyword for Automated Groups Pre-seating seating (this will allocate Automated Groups Pre-seating)
7. Remove time limit
8. Queue the booking to the owner – Trade or British Airways office to advise Automated Groups Pre-seating details
9. The Trade Agent and British Airways Direct will, upon entering all names within the booking, be able to allocate specific seat numbers to the named passengers.
10. Individuals will **NOT** be able to change their seats at check in once allocated.
11. Once Automated Groups Pre-seating is allocated it can be cancelled but not changed.

Note: At three days before departure, all un-named seats allocation will be released. If passengers are named but not allocated seat numbers all individuals will be automatically seated alphabetically.

1.2 Seat Map Groups

Overview

- a. Customers booked as a group but not travelling as a group and do not require Automated Groups Pre-seating and check-in together.
- b. The agent can request a seat map from British Airways when the booking is confirmed and up to three days before departure. Seats can be pre-assigned up to 24 hours before departure.
- c. Agents will be advised at five days before departure that a seat map will be made available for the next British Airways flight on the itinerary.
- d. At four and a half days before departure date and time British Airways will open up a seat map.
- e. All available seats will be offered in the seat map.
- f. Agents can choose and pre-assign individual seats for their customers from the seat map.
- g. Seat map customers can check-in via a kiosk where available.
- h. Seat map customers departing Heathrow's Terminal 5 must check-in via a kiosk.
- i. It is essential to split customers eligible for pre-seating from the main group either at the time of booking or when the names are in the booking to assign seats. The latest time to split customers is seven days before departure, as per current British Airways seating policy.
E.g. Eligible customers are Executive cardholders, families with infants etc.
- j. Once the agent has requested a seat map pre-seating for these customers Executive Seating, Families with infants etc. will no longer be available
- k. Access to the seat map is via the normal group process, using the GDS entries contained further in this prompt.

Example group types:

- Incentive/Allocation bookings.



Summary:

- Agents who have customers who are booked as a group but are not travelling as a group and do not require Automated Groups Pre-seating and check-in together.
- The agent is able to allocate specific seat numbers from a seat map of available seats prior to check-in.
- The seat map will be available to UK Travel Agents who have a group contract with British Airways.
- All timings are local time of departure.
- Customers can use a kiosk for check-in.
- A booking can either have Automated Groups Pre-seating request or seat map request not both.

Automated Groups Seating - Questions & Answers

Q: How is Automated Groups Pre-seating identified?

A: Passengers within the Group are known to each other and wish to travel, sit and check-in together. They meet the group seating criteria and this will be determined by the Travel Partner or the British Airways Office

Q: If the Group is made between seven days and four days before departure and seating is required, which process should be followed?

A: The booking should be queued to MANBA080687C46 for Automated Groups Pre-seating action. Please note, dedicated check-in at Heathrow's Terminal 5 will not be available if queued within these timescales.

Q: What happens when there are not enough seats in the cabin to allocate the group?

A: This should be rare, but if it does happen, British Airways will advise that it's not possible to pre-seat the group and they will be offered seats at check-in.

Q: Can an agent allocate Automated Groups Pre-seating after three days before departure?

A: No, because at three days before departure the Automated Groups Pre-seating is removed from Amadeus. Within this timescale the seating for the Group will be allocated at check-in but no guarantees can be made that the Group will be seated together on the flight.

Q: What happens if we name change after the individual has been given a seat number from the group?

A: If a passenger name is updated the new passenger will be allocated the same seat number. If a passenger name is cancelled with the save space option the seat number will be released and the new passenger name will not have a seat allocated.

Once the seating has been removed from Amadeus, which is at three days before departure, we are unable to amend seat numbers.

Q: Can a seat number be assigned out of the Automated Groups Pre-seating?

A: Once Automated Groups Pre-seating has been assigned an individual cannot be seated out of the group.

Q: Can Automated Groups Pre-seating be cancelled?

A: Yes, this must be cancelled up to and including four days before departure. Cancel the NGST keyword element number. It isn't possible to cancel Automated Groups Pre-seating if travel is within three days.

Q: How do the Groups department know which agents are applicable for Automated Groups Pre-seating?

A: All Group Preferred partners who have a group contract with BA can request Automated Groups Pre-seating seating. Please refer to your UK & I Sales contact for a list.

Q: What happens if a non-allocated agent queues a booking to the Automated Groups Pre-seating queue?

A: The robotic will validate the presence of an authenticated IATA Number; if this is not present the booking will be queue back to the agent stating, "Seating rules failed".

Q: What actions are taken if the outbound date changes and a time limit already exists?

A: The agent should re-queue the booking to British Airways to allow the time limit to be amended to show the correct departure date and time.



GDS Seating Entries - Automated Groups Seating

Amadeus Entries	
SM15	Display for sector 15
ST/35ABCDEF/P1-7/S15	Request seat numbers 35 A to F for passenger number 1 to 7 for sector 15
SMG	Display Group Seat Map
Galileo Entries	
SA*S15	Display for sector 15
S.S15P3/35A	Request seat number 35 A for passenger number 3
SAG*S5	Display Group Seat Map sector 5
Worldspan Entries	
@44	Display (4nbr*) Display seat map for sector 4
@4RS15-3\$35A	Request seat number 35 A for passenger number 3 on sector 15
@411G*	Display Group Seat Map
Sabre Entries	
ZZSM15	Display for sector 15
ZZ ST/35ABCDEF/P1-7/S15	Request seat numbers 35 A to F for passenger number 1 to 7 for sector 15
ZZSMG11	Display Group Seat Map for sector 11

Fault Reporting:

The Groups Team are unable to assist with any faults relating to your GDS system or to GDS entries. Please continue with your current fault identification processes and report any problems to your GDS helpdesk.

2. Seat Map

Key Message

British Airways recognises that not all of our groups customers can be pre-assigned seats prior to check-in. With effect from 19 May 2008, a new process allowing agents to choose and pre-assign seats from a seat map will become available. This process recognises that, although these customers are booked as a group, they may not wish to sit together, but would prefer individual seat selection. This group will be encouraged to use a kiosk for check-in where available and must use a kiosk for check-in at Heathrow's Terminal 5

Why the change?

- The current process is not suitable for all groups types as not all customers wish to be seated within a group.
- No alternative seating process is available.
- The new seat map process will now, along with the Automated Groups Pre-seating process enable all groups customers to be pre-seated by their agent prior to check-in.

What does this mean?

- Agents will now be able to offer a choice of individual seats to their groups customers from a seat map.
- Earlier pre-seating will improve the group customer seating choice compared to seat allocation at the airport.
- Seats can be allocated up to 24 hours prior to flight departure.

The process explained?

- 1) If the agent requires a seat map for their customers, this can be requested anytime between booking confirmation and three days before departure.
- 2) At the time of booking confirmation and using the normal group process i.e. from the BA booking, the Travel agent will queue the booking to the following queue MANBA08NH/87C0
- 3) British Airways will read the Queue and validate the groups booking for essential criteria and when successful will add a time review to action the booking at five days before departure date and time.
- 4) Essential criteria:
 - The booking must be a BA Flight Number (excluding code-share)
 - The booking must have an HK segment status in the itinerary
 - The booking must be booked in a valid group booking class
 - The booking must contain the GRPF keyword



- 5) At five days before departure British Airways will action a request for a seat map
 - British Airways will again check for the essential criteria against the British Airways flight.
 - If successful, seat map access will be granted
 - British Airways will notify the agent (on their office Queue Q87C0) the seat map will open four and a half days (local flight departure time) before departure of the flight
 - British Airways will add a seat map time review for the next British Airways flight in the itinerary
- 6) The agent will then be able to choose and pre-assign individual seats for their customers
 - The maximum number of seats that you can assign in a single entry is seven.
- 7) It is essential to divide eligible customers for pre-seating from the main group booking i.e. Executive cardholders, families with infants etc. before the main booking is queued to British Airways for a seat map request.
 - Once a group seat map request has been received, eligible pre-seating will not be available for those customers and they must be pre-seated along with the rest of the group.

Comments sent to agents from British Airways for action

You may receive the following messages on your queue from British Airways.

All comments relating to a seat map request will be sent by British Airways in an **SSR OTHS 1A** format and will be sent to the owning office on Q87C0.

Common Seating Error Responses

Error Response	BOOKING ARRIVED ON SEATMAP Q AND HAS NGST PLEASE CLARIFY CORRECT KEYWORD AND REMOVE NGST AND REQUEUE
Action	The Booking already has Automated Groups Pre-seating and cannot also have access to a seat map. The Agent will need to verify the seating requirements for the group. Once the booking is actioned, please remove the relevant SSROTHS element and queue back to British Airways.
Error Response	SEATING RULES FAILED PLEASE REFER TO CHECKLIST
Action	Consider the Group Booking checklist criteria below: <ul style="list-style-type: none"> – Booking must have a BA prefix flight number (excluding codeshare) – Booking must be HK status in the itinerary – Booked in a valid Group Class (e.g. G, T, or I) – Booking must contain GRPF keyword Once any amendments to correct the above criteria has been actioned, please remove the relevant SSROTHS element and queue back to British Airways.
Error Response	SEAT MAP WILL OPEN AT 4.5 DAYS FOR BA 175/15JUL. PLEASE PREASSIGN YOUR SEATS
Action	At four and a half days prior to the relevant flight departure time/date, the agent can display, choose and assign seats to passengers in the booking. Customer names must be added to the booking for you to do this.

GDS Seating Entries - Seat Map Groups

Amadeus Entries	
SM15	Display for sector 15
ST/35ABCDEF/P1-7/S15	Request seat numbers 35 A to F for passenger number 1 to 7 for sector 15
Galileo Entries - Before you display the short seat map entry, please display a vertical seat map by making a long entry request	
SA*BA175Y10AUGLHRJFK	Long entry request for seat map in vertical display
SA*S15	Display seat map for sector 15
S.S15P3/35A	Request seat number 35 A for passenger number 3
Worldspan Entries	
@44	Display (4nbr*) Display seat map for sector 4
@4RS15-3\$35A	Request seat number 35 A for passenger number 3 on sector 15
Sabre Entries	
ZZSM15	Display for sector 15
ZZ ST/35ABCDEF/P1-7/S15	Request seat numbers 35 A to F for passenger number 1 to 7 for sector 15



Seat Map Groups - Example Booking

--- DTA RLR ---

RP/LONB1274Q/LONB1274Q BR/SU 28APR08/1738Z Z5FXKF

0. ORAC/GRP NM:10

BKD:10 CNL: 0 SPL: 0

1.KINGSTON/UMR 2.KINGSTON/KMRS 3.KINGSTON/DMISS

4.KINGSTON/FMR 5.ROWE/YMR 6.ROWE/IMRS 7.ROWE/PMISS

8.ROWE/KMR 9.WEED/KMR 10.WEED/TMRS

11 BA 342 G 03MAY 6 LHRNCE HK10 1 0720 1015 *1A/E*

12 BA 341 G 05MAY 1 NCELHR HK10 1 0730 0840 *1A/E*

13 AP LONT 8998898989-T

14 TK OK28APR/LONB1274Q

15 SSR GRPF BA SERIES ALLOC

16 SSR OTHS 1A SEAT ERROR-SEATING RULES FAILED PLEASE REFER TO CHECKLIST

17 SSR OTHS 1A SEATMAP WILL OPEN AT -4.5 DAYS FOR BA 342/03MAY. PLEASE PREASSIGN YOUR SEATS

18 SSR OTHS 1A SEATMAP WILL OPEN AT -4.5 DAYS FOR BA 342/03MAY. PLEASE PREASSIGN YOUR SEATS

19 SK BAGA BA HK10 1/PC///P1-10

20 SK RESTRICTED

21 OP MANBA08NH/01MAY/89C0/P48*BA 342/G/03MAY/LHR

22 OP MANBA08NH/30APR/88C0/GSST*BA 341/G/05MAY/NCE

23 RX ATTEMPTED BAGA UPDATE ON 28APR2008 1818

Seat Map Groups - Example Display

Entry: SM BA 0342/G/03MAYLHRNCE/V

Response:

		A	B	C	D	E	F		
M	6	/	/	/	/	/	/	6	M
	7	/	/	/	/	/	/	7	
	8	#	/	#	/	/	/	8	
	9	/	/	/				9	
		A	B	C	D	E	F		
M	11	B	/	/	/	/	/	B	11
	12	/	/	/	/	/	/	12	
	13	/	/	/	/	/	/	13	
	14	(#	#	#	#	.	#)
	15	(#	.	#	.	.	.)
	16	(#	#	#	#	.	#)
	17	(.	.	#	#	#	#)
	18	(.)
	19	(.)
	20	(#)
	21	(#	#	#	#	#	#)
		A	B	C	D	E	F		
M	22	E	.	.	#	#	.	.	E
	23	#	
	24	#	#	#	
	25	
	26	#	.	#	#	#	#	#	



Divide an Eligible Passenger in a Group Booking

Example Booking

Booking example before the Frequent Flyer Gold cardholder (passenger 11) and passengers 1, 8, 12 and 22 are divided from the Group Booking

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--- RLR RLP ---
RP/LONBA0980/LONBA0980 IE/SU 28MAR08/1943Z 3IKCW9
0. OFREELANDERS/GRP NM:22
BKD:22 CNL: 0 SPL: 0
1.ABBOTT/GWENDOLINEMRS 2.ABBOTT/CHARLESMR 3.BEARE/JAMESMR
4.BEARE/JEANETTEMRS 5.BLIGHT/ROSSMR 6.BROADFOOT/SUSANMRS
7.BROADFOOT/ANTHONYMR 8.BURTON/PHILIPMR 9.BURTON/EMMAMRS
10.COOKE/RUTHMRS 11.DE PEAR/RMR 12.DE PEAR/JANEMISS(CHD)
13.GIBBINS/RUTHMS 14.HARRISON/KARENMISS 15.MAYNARD/IANMR
16.MAYNARD/JOYMRS 17.PEACE/DERRICKMR 18.PEACE/BERYLMRS
19.RICHARDS/CATHERINEMRS 20.RICHARDS/HELENMS
21.SMITH/NICOLAMRS 22.SMITH/ABIGAILMISS
23 BA 175 G 17JAN 6 LHRJFK HK22 1055 1335 17JAN E BA/RPQSNZ
24 AP LON 111222333 - BRITISH AIRWAYS - A
25 AP 216 514 9000 ELITE TOURS AND TRAVEL REF-DAVID
26 AP 020 8500 3575-H/P11
27 AP 447785346776-M/P11
28 TK OK28MAR/LONBA0980
29 SSR GRPF YY GV22
30 SSR VGML BA HK3/S23/P1:7:10
31 *SSR FQTV BA HK/ BAXXXXXXXXXX EMERALD/GOLD/P11
32 SSR CHLD BA HK1/P12

```

Steps how British Airways Split/Divide Passengers from a Group Booking Agents Should Use Their Own Equivalent GDS Entries

1.	SP1:8:11:12:22	Split/Divide passengers 1, 8,11, 12 and 22
2.	EF	To end transact the Split Booking
3.	ET	You need to end transact the main Group Booking and at this point you will be provided with the Split Booking reference e.g. END OF TRANSACTION COMPLETE - 3IKCW9 SP-3IKCZ6

Split Booking Example

```

--- RLR RLP ---
RP/LONBA0980/LONBA0980 IE/SU 28MAR08/1943Z 3IKCW9
0. OFREELANDERS/GRP NM:22
BKD:22 CNL: 0 SPL: 0
1.ABBOTT/GWENDOLINEMRS 2.ABBOTT/CHARLESMR 3.BEARE/JAMESMR
4.BEARE/JEANETTEMRS 5.BLIGHT/ROSSMR 6.BROADFOOT/SUSANMRS
7.BROADFOOT/ANTHONYMR 8.BURTON/PHILIPMR 9.BURTON/EMMAMRS
10.COOKE/RUTHMRS 11.DE PEAR/RMR 12.DE PEAR/JANEMISS(CHD)
13.GIBBINS/RUTHMS 14.HARRISON/KARENMISS 15.MAYNARD/IANMR
16.MAYNARD/JOYMRS 17.PEACE/DERRICKMR 18.PEACE/BERYLMRS
19.RICHARDS/CATHERINEMRS 20.RICHARDS/HELENMS
21.SMITH/NICOLAMRS 22.SMITH/ABIGAILMISS
23 BA 175 G 17JAN 6 LHRJFK HK22 1055 1335 17JAN E BA/RPQSNZ
24 AP LON 111222333 - BRITISH AIRWAYS - A
25 AP 216 514 9000 ELITE TOURS AND TRAVEL REF-DAVID
26 AP 020 8500 3575-H/P11
27 AP 447785346776-M/P11
28 TK OK28MAR/LONBA0980
29 SSR GRPF YY GV22
30 SSR VGML BA HK3/S23/P1:7:10
31 *SSR FQTV BA HK/ BAXXXXXXXXXX EMERALD/GOLD/P11
32 SSR CHLD BA HK1/P12

```



Display Seat Map - Example Display:

Entry: SM BA 0175/G/17JANLHRJFK/V /S006/

Response:

		A	B	C	D	E	F	G	H	J	K			
M	33	(B	/	.	.	.	/	/	/	/	B)	33	M
	34	(.)	34	
	35	35	
	36	36	
		A	B	C	D	E	F	G	H	J	K			
M	39		B	.	.	.	B						39	M
	40	40	
	41	41	
	42	/	/	/	.	42	
	43	/	/	/	.	43	
	44	44	
	45	45	
	46	46	
	47	47	
	48	48	
	49	49	
	50	50	
	51	51	

Fault Reporting:

The Groups Team are unable to assist with any faults relating to your GDS system or to GDS entries. Please continue with your current fault identification processes and report any problems to your GDS helpdesk.

Automated Groups Seating - Questions & Answers

Q: Can I request seat numbers for all passengers in a single entry?

A: No, the maximum seat numbers allowed in a single entry is seven. E.g. if you have fifteen passengers in your group booking, you can make two single entries of seven seats each and a third entry for the fifteenth seat number.

Q: After the Booking has been queued and the flights are changed e.g. either date/routing/class, do I queue the Booking for validation?

A: Yes, if the flight segment is rebooked to a different date, route or class, the Booking will need to be queued again for revalidation against group criteria checklist.

Q: When is the latest I can assign passengers individual seat numbers after obtaining access to the seat map?

A: Seats can be pre-assigned as soon as you have access to the seat-map and up to 24 hours before flight departure.

Q: Can I change the allocated seat number?

A: Yes if seats are available for the passenger type seats can be changed up to 24 hours before departure.

At 24 hours before departure Online Check-in opens and the seat map will no longer be available to pre-seat groups customers

Q: If I change the itinerary (upgrade/date change/route change) within four and half days will I have automatic access to the new seat plan or will I need to re-queue the booking?

A: British Airways always recommends queuing the booking in order to validate group criteria.



Q: Can I queue a Booking for seat map access within the four and half days?

A: Yes but the latest you can queue your booking is at three days before departure.

Q: Can I assign bulkhead/exit seats from the seat map?

A: All seats displayed in the seat map are available for agents to pre-seat.

Q: If I name change my passenger within four and half days of travel will the seat allocation be transferred to the new name or will I have to request a new seat?

A: The seat number will be transferred to the new name.

Q: Will the seat maps be available for all my sectors, including all add-ons?

A: Yes it applies to all British Airways mainline and franchisee flights but excludes codeshare.

Q: Do I have to allocate all of the group seat numbers?

A: It will allow partial group seating, however it would be in the interest of the customers to pre-assign seats to speed up their check-in at the Check-in Kiosk.

Q: If I have other airlines in my itinerary will I still be have access to the British Airways flight seat maps?

A: As long as it is a British Airways mainline flight.

Q: After I have queued my booking for a seat map but before seat map access, if I divide my booking do I have to re-queue each booking to obtain a seat map at four and half days?

A: Only if the itinerary has changed for the first flight segment, i.e. originally booked on BA175/15Jul not changed to BA175/16Jul.

Q: Can I cancel a seat number I have allocated from the seat map?

A: Yes you can rebook or cancel seats subject to availability up to 24 hours before departure.

Q: Can I change my mind after requesting the seat map option and change to Automated Groups Pre-seating (or vice versa)

A:

- a) If you have requested a seat map this cannot be cancelled.
- b) If you have requested Automated Groups Pre-seating and then want a seat map you can cancel the NGST keyword from the booking up to four days before departure and then request a seat map.

Q: I had a flight departing at 0900 on 10 June but the seat map didn't open until I arrived in work on 4 June, why was that?

A: Our system queues the seat map notification at a set time of day, 00.01 five days prior to your flight departing, however the seat map opens at four and a half days before the flight departs, so in your case with a flight departing at 0900 on 10 June, you would have received notification when you arrived in work on the morning of 5 June BUT the seat map would not have opened until 108 hours (or four and a half days before departure), which would mean at 2100 on 5 June.

Q: I split my booking and wanted to queue it for a seat map, however I cannot end the booking and this is preventing me from requesting a seat map. What can I do?

A: Whenever you divide or split a booking an SSR GRPS BA TCP entry is generated in a Teletype message sent by your GDS. This SSR entry is important as it identifies the group name when individual names are also present in the booking. On top of this entry an SSR GRPS YY TCP entry is automatically entered into the parent booking and any associated bookings to indicate the original group name and size. Having both of these entries in a booking will effectively prevent you from ending transaction. To end the booking you will need to remove the SSR GRPS YY TCP entry, once this has been done you can then queue the booking for a seat map or Automated Groups Pre-seating.

Q: I made a group booking, which I immediately queued through for a seat map. One of the passengers has now notified me that he is an Executive Club member and is eligible for pre-seating so I have divided him from the main booking but I am being refused access to the seat map in order to pre-seat him. What can I do to ensure he is pre-seated?

A: Once a group seat map request has been made, eligible pre-seating e.g. Executive Club cardholders, families with children etc., will not be available. The group seat map request will override all subsequent requests. To ensure customers eligible for pre-seating have their requirements met, divide them from the original booking BEFORE you queue the booking through for a seat map.