



# Group Booking terms and conditions

## 1 Executive Summary

This document outlines the fastjet Group Booking Terms and Conditions.

### Definition

A “group” is defined as 10 or more guests occupying seats, booked together, all travelling on the same route, date and flight on the same Booking.

### Eligibility

- Any type of groups travelling together e.g. religious groups, school groups etc.
- Individual Bookings are not permitted to be classified as a Group Booking if booked and paid individually

## 2 Group Booking Terms and Conditions

### 2.1 Group Booking Payment Requirements

A 25% non-refundable deposit will be required to secure the seats and the fare quoted, subject to seat availability upon receipt of deposit.

- A minimum of 80% of the group must travel together for the entire journey
- Space on aircraft and fare given cannot be guaranteed and is subject to change until deposit is received
- If a group fails to pay the outstanding balance within the set time limit in full, the Booking will be cancelled and deposit will be forfeited

### 2.2 Price Quote Validity

- Quotations provided 2 days or less before flight departure: normal Booking policy applies as per the fastjet Terms and Conditions of Carriage, with payment as per ticketing time limit.
- Quotations provided 3 to 14 days before flight departure of the first leg of travel: valid for 24 hours from the time of the quote.
- Quotations provided 15 days or more prior to flight departure of the first leg of travel: valid for 7 days from date of quote, or 14 days before departure, whichever comes first.

### 2.3 Payment Deadlines



- Group Bookings made within 2 days of flight departure on first date of travel: full payment is required immediately to secure the seats and quoted fare in the form of a Booking.
- If quote is requested 3 to 7 days before flight departure on first date of travel: full payment is required within 24 hours to secure the seats and quoted fare in the form of a Booking.
- If quote is requested 8 to 14 days before flight departure on first date of travel: a 50% non-refundable deposit is required within 24 hours. Full settlement is required no later than 7 days before flight departure on first date of travel. Failure to settle within the required period will result in automatic cancellation of the Booking and the deposit will be forfeited.
- If quote is requested more than 14 days before flight departure on the first date of travel: a 25% non-refundable deposit is required within 7 days. An additional 25% deposit is required 30 days from receipt of the first deposit, or 14 days before flight departure on the first date of travel, whichever come first. The outstanding balance must be settled in full at least 7 days prior to flight departure on the first date of travel.
- Bank charges are for the payee's account.

## 2.4 Guest Names

- At least 48 hours prior to departure, all guests' names traveling in the group must be provided to fastjet. Failure to comply, may result in denied boarding and fastjet reserves the right to cancel the Booking, which shall remain non-refundable.

## 2.5 Once Deposit is Paid

- Date and time changes will require a new fare quote and will incur an additional administration or other fee – all deposits are non-refundable and non-transferable
- Additional guests can be booked within the existing Booking at the applicable fare and subject to seat availability.

## 2.6 After Booking

- Change fees will apply for any and all date changes together with difference in fares and taxes, all of which will be for the guests' account
- Additional guests can be booked within the existing Booking at the applicable fare and subject to seat availability. Payment Deadlines apply as set out in this document in section 2.3 above.
- If a group size reduces, payment for the guests no longer travelling will be forfeited.
- 100% Penalty applies for cancellations and no-shows, resulting in forfeiture of the Booking and no refund payable to the guest, as set out in the Terms and Conditions of Carriage.

## 2.7 Cancellations and No-Shows

- In the case of no shows, no refunds are permitted and the Booking is forfeited
- Credit vouchers are not permitted
- If a guest does not arrive for his/her flight, the ticket will be forfeited and a new ticket will have to be purchased for the next fastjet flight at the applicable fares.

## 2.8 Baggage Allowance (Checked In)





**Groups of Children EMB190**

- From age 4 to under 15 years of age there shall be one Adult Guardian to 10 Children
- From age 2 to under 4 years of age there shall be one Adult Guardian to 2 Children

In the event of an aircraft change, it is possible that additional Adult Guardians are required to comply with Operational and Safety regulations. If additional Adult Guardians are not able to travel, the Group shall be entitled to a full refund for that sector or the Group will be placed on the next fastjet flight subject to availability.

The Adult Guardian remains responsible for the child's health, well-being and behaviour both when on the ground and on-board the aircraft. The Adult Guardian will also retain responsibility for them in case of aircraft delays/changes.