

Request ID: AC0690596
Reservation Reference: 4GMVCT
Group Name: Hana Group
Group Size: 29
Date: 02 Sep 22

Contact Details:
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IATA - STANDARD PLUS GROUP CONTRACT

Tour Code: GRT400

Salesforce case:

IMPORTANT DEADLINES

1. **16 Sep 22** - SIGNED CONTRACT AND \$100 BOOKING FEE RESPONSIBILITY DATE.
2. **19 Jan 23** - \$100 NON-REFUNDABLE DEPOSIT PER SEAT APPLICABILITY DATE.
3. **19 Mar 23**- FINAL ATTRITION REDUCTION DATE. 20% ATTRITION RATE BASED SEATS HELD AT NON-REF DEPOSIT.
4. **20 Mar 23** - FULL PAYMENT DUE DATE
5. **20 Mar 23** - ALL NAMES AND TICKETING DUE DATE.

CANCELLATIONS WILL ONLY BE ACCEPTED VIA EMAIL. IF SPACE IS NOT CANCELLED BY THE AGENCY, IT WILL BE RESPONSIBLE FOR ALL THE FEES AND RELATED AMOUNTS OUTLINED ABOVE.

TOUR CONDUCTOR: 1 FOR 20 PAID SEATS

AGENCY ACCEPTANCE

By signing below, the agency agrees to the terms and conditions set out herein, shall assume full responsibility to comply with such terms and conditions, and shall exercise good faith in doing so. The agency agrees to and assumes full responsibility to fully inform each group passenger of the terms and conditions set out herein.

Agency Name:

Signature:

Name:

Title:

Date:

Flight Details

From	To	Flight	Class	Departure Date/Time		Arrival Date/Time	
PHL	YUL	AC8860 operated by AIR CANADA EXPRESS - JAZZ	T / STANDARD	19 Apr 23	15:30	19 Apr 23	17:09
YUL	CMN	AC72	T / STANDARD	19 Apr 23	19:10	20 Apr 23	07:15
CMN	YUL	AC73	T / STANDARD	27 Apr 23	09:00	27 Apr 23	11:55
YUL	PHL	AC8859 operated by AIR CANADA EXPRESS - JAZZ	T / STANDARD	27 Apr 23	13:15	27 Apr 23	14:50

Fare Details

	Quantity	Fare without taxes	Taxes	Service Fee	Total per passenger
Adult(s)	29	321.00	499.37	-	820.37
Total group price					23,790.73 USD

IATA - STANDARD PLUS GROUP CONTRACT

GROUP SIZE

A group is defined as passengers traveling together to their destination on the same date and on the last outbound flights of their itinerary. The minimum group size is ten passengers or more in economy class and higher, eight passengers or more in premium economy class and higher or six passengers or more in business class. Should the group numbers fall below the minimum, this contract will be null and void. Entire deposit and booking fee are non-refundable. For all remaining seats, immediate ticketing will be required at the applicable non-discounted published fare on the date of cancellation.

PRICING

The base fare and International Carrier Surcharge included as part of the air transportation charges (excluding any taxes, fees and charges) quoted at time of original booking date within the signed contract are guaranteed. Air Canada does not guarantee any departure fees, customs and/or immigration fees, airport surcharges, taxes and/or other third-party surcharges prior to full payment. These fees and surcharges are subject to change and are the responsibility of the ticket purchaser. In addition, any airport improvement fees, departure facilitation charges or other taxes, which are not part of the ticket are the responsibility of the passenger and will be assessed at time of full payment.

Fare Family cannot be guaranteed and may not be available during voluntary or involuntary changes.

Downgrade requests are not permitted. Additional passengers will be quoted at the available fare.

For any feed-ins or deviations needed at the outset of the booking, the contract must first be signed for the core group space. Agencies will then have one business day to request the feed-ins or deviations by email. Cancellation without penalty will be permitted immediately after confirmation of the initial feed-ins or deviations if the options are unsuitable. Any bookings retained beyond this initial period will be subject to all terms and conditions of the group.

Feed-ins and deviations can also be added at a later time as detailed in this contract.

PAYMENTS:

BOOKING FEE

A signed copy of this contract is required in order to secure both the group booking and the quote. The signed contract must be returned to Air Canada within 14 days of booking or by the signed contract/booking fee applicability date (#1 in the Important Deadlines section on the first page of this contract). By returning a signed copy of this contract the Agency is agreeing to become responsible for a \$100 booking fee. This booking fee is non-refundable but will be reduced from the full payment. While the booking fee will not be collected at this time, any changes, cancellations or failure to finalize full payment will result in a debit memo for the booking fee amount. Refer to the first page of this contract for the booking fee applicability date and deadline.

DEPOSIT

90 days prior to the departure date (forty-five (45) days for group journeys within Canada or Canada-USA itineraries), the group automatically becomes responsible for a deposit \$100 per seat. This amount is non-refundable. While this amount will not be collected at this time, any changes, cancellations, reductions or failure to finalize Full payment will result in a debit memo for the Deposit amount. Refer to the first page of this contract for the Deposit responsibility date.

A group deposit cannot be transferred to another group. If a group is changes dates while under deposit but has not provided full payment, the deposit can be transferred on a one-time basis to the new dates under the following conditions:

- Same group traveling;
- Same origin and destination;
- New outbound date is within 6 months of original outbound travel date;
- Fare is re quoted as per the new dates; and
- No attrition (as defined below) applies.

Should the number of required seats increase, the group will become responsible for the non-refundable deposit regarding those additional seats, and the resulting attrition will also be adjusted accordingly.

FULL PAYMENT

Full payment is due thirty (30) days prior to the date of departure. For reservations made within thirty (30) days of departure, Full payment is due within three (3) business days of booking. **For reservations made within fourteen (14) days of departure, Full payment is due within the same day.** Fare rules of the ticket (change/cancellation fees, etc.) apply as of the Full Payment Due Date. While the Full Payment amount will not be collected at this time, if the ticket numbers are not received by the Names and Ticketing Date, the booking(s) will automatically be cancelled without notification and any Deposit the agency is responsible for and any of the following cancellation fees will be charged via debit memo:

Cabin	Canada/USA Fee per seat	International Fee per seat
Economy (Y)	Base Fare value	\$300 + Guaranteed YQ surcharge
Premium Economy (PY)	Base Fare value	\$400 + Guaranteed YQ surcharge
Business (J)	Base Fare value	\$500 + Guaranteed YQ surcharge

Refer to the first page of this contract for the Full Payment Due Date and the Names and Ticketing Due Date. Should the number of required seats increase, those additional passengers will be subject to available airfares, taxes and surcharges at time of booking. Claiming the Group PNR constitutes Full Payment.

ATTRITION

Attrition is defined as the permitted number of seats that can be cancelled without penalty between the Deposit Date and the Full Payment Date. A group can reduce without penalty up to the day before Deposit.

Between the Deposit Date and the Full Payment (31 days prior to departure), a group can be reduced by 20% of the **number of seats held at the Deposit date**. Further reductions beyond this 20% attrition will be subject to a penalty applied per seat as per the Deposit paragraph and may not be used against balance of fare owed. Seats exceptionally added after the Full Payment date do not offset applicable penalties. All group conditions in this contract must be met at all times (e.g. group cannot fall below 10 passengers for economy class). No reductions are permitted within thirty (30) days of departure. Refer to the first page of this contract for the Attrition allowance. No attrition is permitted with business/premium economy class groups. When calculating the attrition, the amount is rounded down.

DEVIATIONS

Subject to the conditions set forth below, deviations (a passenger not following the exact itinerary of the main group) are permitted on any flight operated by Air Canada, up to fourteen (14) days pre or post the main group's departure or return date.

The following parameters need to be met:

- Maximum Deviations permitted are 35% of passengers in the group;
- Deviations are permitted on either the outbound or return dates/flights, but not both, provided that the outbound flight retains the same destination as the group;
- Deviations are not permitted on one-way bookings;
- Deviations are not permitted on itineraries which include interline/other airline segments;
- Deviations may result in higher fares;
- Deviations must be booked and priced prior to the Full Payment Due Date;
- Deviations are not permitted for business/premium economy class groups.
- **Deviations are not permitted on bookings made within fourteen (14) days of departure.**

FEED-INS

Feed-ins (a passenger who is travelling with the main group on the same flights, on the same dates, but needs to take another flight in order to meet at the main group's Air Canada point of origin) must be booked and priced prior to the Full Payment Due Date. **Feed-ins are not available for bookings made within fourteen (14) days of departure.**

ITINERARY CHANGES:

PRIOR TO FULL PAYMENT DATE

No changes to outbound date or flight(s) are permitted.

Changes to inbound (return) flight(s) and/or date(s) are permitted only for a fare of equal or higher value than already booked.

Deviation conditions must be followed.

AFTER FULL PAYMENT DATE

No itinerary changes are permitted until after actual ticket issue; fare rules apply.

NAMES / TICKETING

Names and ticketing on Air Canada is required no later than thirty (30) days prior to departure.

Passengers' names must reflect the name as it appears in the passenger's required travel document.

Once ticketed Tariff rules apply for all changes.

All group tickets must be issued at the same time (Exception: Tour Conductor ticket).

When issuing the Group PNR ticket, the guaranteed fare, according to this contract must be entered in the "fare" box.

No further discount or commission can be applied unless otherwise specified by Air Canada.

Increasing the fare amount in the "fare" box to claim commission is not permitted and will result in a debit memo.

IT ("no fare") ticketing for all International tickets (Pacific, South America, Central America, Europe, Middle East, Africa, Asia, Caribbean, Mexico) is allowed on an Air Canada Group fare.

The base net fare plus associated taxes/fee and surcharges must be reported to Air Canada.

Acceptable forms of payment are cash (preferred) or credit card.

If credit card is used, the total fare and commission markup may not exceed 25% of the base fare.

Markups above 25% of the base fare, will forfeit the overage and incur a minimum \$50 ticketing error fee.

If form of payment is cash no fare markups or commission can be entered in the commission box, if fare markups or commission are entered in the commission box, such markups and commissions will be forfeited and the agency will incur a minimum \$50 ticketing error fee per ticket.

Group tickets for travel wholly within Canada (Domestic) and for travel between Canada/USA (Transborder) are excluded from IT ("no fare") ticketing and must indicate the guaranteed fare in the fare box.

For group reconciliation purposes, credit is only given for those seats booked through Air Canada Group Travel for the group's flights and dates.

TICKETING TOUR CODE

The Group Contract Number must be entered in the Tour Code Box of each ticket. If using a Net Contract, the Net Contract Tour Code used to issue the tickets must be the same one used to request the group at the outset. Non-compliance will result in a \$50 service fee per ticket.

NAME CHANGES

Once ticketed and prior to departure, name changes are permitted and subject to the following service fees:

- Air Canada Online North America: up to 50% of the group's seats, up to two (2) business days prior to departure – free of charge.
>50% of the group's seats - subject to a \$50 service fee per change, per passenger
- Air Canada Online International up to 50% of the group's seats, up to two (2) business days prior to departure – free of charge.
>50% of the group's seats - subject to a \$100 service fee per change, per passenger.
- Maximum of one (1) name change permitted per ticket.
- Name changes are not permitted on itineraries that include interline segments

TOUR CONDUCTORS

Complimentary tour conductor tickets in Economy class are provided for a certain number of fare paying passengers provided travel is on Air Canada or via an Atlantic route in connection with LH/LX/OS/SN/UA.

Standard eligibility is 1 tour conductor for every 20 fare-paying passengers.

Special allowances may apply.

Refer to the first page of this contract for the permitted eligibility for the group which is based on the initial number of seats booked.

Final tour conductor eligibility ratio is assessed at time of full payment to account for any fluctuations in the group size.

The following conditions for tour conductor eligibility also apply:

- Itineraries including any airline flights other than those listed above are not eligible.
- Tour conductor tickets are offered on the lowest booked inventory and must travel as part of the group.
- After full payment, if additional seats are booked, tour conductor ratios will not be re-assessed.
- Tour conductor tickets are not eligible for any Frequent Flyer point accumulation or the use of Upgrade Certificates/eUpgrades.
- The group is responsible for all taxes and fees applicable to the tour conductor ticket(s).
- Certain booking classes may not be permitted.
- Once ticketed, itinerary changes are only permitted within Group parameters and are subject to change fees.
- Tour conductor seats are not forfeitable. Tour conductors not issued will be subject to the regular Group penalty.

SEATING

Generic advance seating is completed at time of booking by Air Canada as specific seat selection is not permitted. Seating for

reservations made within fourteen (14) days of departure will be subject to availability.

SPECIAL SERVICES

Special service requirements must be provided to Air Canada Groups no later than seven (7) days prior to departure

BAGGAGE POLICY

Refer to www.aircanada.com, for baggage policy information as excess charges, aircraft limitations and other restrictions may apply. Baggage policy at time of travel applies.

For non-standard equipment, submit an Equipment List form at: <http://www.aircanada.com/equipment/en>

Complete and email this equipment list to the corresponding Group case. The itemized list must include any equipment which does not meet the standard allowance as per Air Canada's baggage policy.

The information provided is for planning and operational purposes only, and does not guarantee carriage.

All standard baggage fees will apply.

Air Canada must receive the Equipment List no later than seven (7) days prior to departure.

Any piece in excess of the applicable Air Canada baggage policy standards may not be accepted as baggage.

Alternative shipping arrangements may need to be made by the passenger.

Due to aircraft limitations, some equipment will not be accepted on certain flights.

For Registered Sports Organizations:

The oversize/overweight fee will be waived (up to maximum 100lbs) for hockey, ringette or football equipment bags primarily used to transport player equipment.

The oversize fee will be waived for fishing rods, golf clubs and skis/snowboards.

CONFIDENTIALITY

All terms and conditions of this contract shall be kept strictly confidential and shall not be disclosed to third parties without the prior written consent of Air Canada. Such obligation of confidentiality shall survive the termination or expiry of this contract.

ADDITIONAL INFORMATION

Air Canada will not be held liable for delays or cancellations caused by strikes, labor disputes, government actions, weather or any cause beyond Air Canada's control, including without limitation cancellations in connection with the COVID-19 pandemic, any other plague, epidemic, pandemic, natural disaster or extreme natural event, as well as cancellations in compliance with governmental order, guidelines or any other regulatory action. Air Canada reserves the right to change equipment or schedules.

Each passenger in the group and the agency hereby releases and waives any claims against Air Canada regarding cancellation or schedule changes.

In the event of a schedule change, groups subject to a signed contract will be protected as per the Air Canada conditions of carriage and tariff rules as outlined at www.aircanada.com.

If the group is not subject to a signed contract, fares will be re-assessed based on the new itinerary.

All currencies quoted in this contract are in Canadian dollars for contracts issued for Canadian customers and agencies and in US dollars for contracts issued for U.S. customers and agencies.

Except as provided herein, transportation under the present contract is subject to Air Canada's applicable conditions of carriage, tariff rules and international conventions.