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Date: 21-Sep-2023

Dear Sir, Madam,

Thank you for your group booking on BookaGroup. Please find below all details regarding your group booking.

**Group File ID:** 3YY1EJRZ  
**Request Date:** 21-Aug-2023  
**Group Name:** HANA CROATIA  
**Routing Type:** Multi-Stop  
**Validation Carrier:** OS  
**Contract Type:** STANDARD

## Group Details

27 passengers (0 children) - Travel purpose: Leisure - Customer ID:

## Additional requirements

## Itinerary and Pricing Information

PNR Reference	Flights	Routing	Date	Departure time	Operated By	Fare Basis Code	Travel Class	Status
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Deutsche Lufthansa AG  
Venloer Straße 151-153  
50672 Köln  
Deutschland

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VO4A75	OS090	EWR-VIE	30-Apr-2024	1740	Austrian Airlines	TK257NCV/ GR	ECONOMY	Confirmed
	OS683	VIE-ZAG	01-May-2024	1010	Austrian Airlines	TK257NCV/ GR	ECONOMY	Confirmed
	OS732	DBV-VIE	08-May-2024	1300	Austrian Airlines	TK257NCV/ GR	ECONOMY	Confirmed
	OS087	VIE-JFK	08-May-2024	1630	Austrian Airlines	TK257NCV/ GR	ECONOMY	Confirmed

## Price Information

Description	Adult	Child	Infant
Number of pax	27	-	-
Fare per passenger	491 USD	-	-
YQ / YR	400.01 USD	-	-
DCC (to be collected as addition YR tax)	24.00 USD	-	-
Stopover Surcharge	0 USD	-	-
Q surcharge	0 USD	-	-
Price	915.01 USD	-	-
Total	915.01 USD		

Displayed fares are guaranteed at time of booking (excluding Fees and Taxes) . Fees and Taxes must be calculated at time of ticket issuance.

Please note that displayed prices applies to adults. Prices for children will be calculated at time of ticketing.

## Conditions

### 1.0 Fare Guarantee

Contract Type	Fare ( incl possible Q and SO surcharges)	International Surcharges and Distribution Cost Charge	Airport Taxes
Standard	time of booking	time of booking	time of ticket issuance

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The fare guarantee does not apply if the original booking is modified.

In the event original booking is modified, the fare and international / domestic surcharge (YQ/YR) shall be recalculated at the time of the modification request.

*Amadeus Nego Space Allotments* are excluded from this process and always need to be issued with the fare, the international / domestic surcharge (YQ/YR) and all additional taxes/fees applicable at the time of ticket issuance, considering the originally booked fare product.

## Non respect of Fare Guarantee

Should the tickets at the time of issuance not show the applicable fares, international / domestic surcharge ( YQ/YR) and additional surcharges/taxes as agreed above, then the LHG airlines reserve the right to collect these afterwards via *Agent Debit Memo (ADM)* to the IATA number of the issuing agent.

## 2.0 Booking Option

A booking option, during which the entire group booking can still be cancelled free of charge, is granted for all group bookings including LHG airlines segments or flight segments operated by other airlines, which the Lufthansa Group is authorized to request on behalf of the travel agency.

The booking option starts after confirmation of all booked segments that were included in the initial group booking request, but is however limited to the start of the penalty period. For bookings made within the Penalty period a shortened booking option will be granted.

In case segments that are not part of the original group request are added later to the original group booking (e.g. feeder flights), or in case of additions to the initial group size "Increases", no further booking option will be granted.

Contract Type	before start of Penalty Period	after Start of Penalty Period
Standard	120 days	72 hours

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## 3.0 Reservation Fee

For any total cancellation after the end of the booking option but before the start of the penalty period a reservation fee is due.

Contract Type	Ad-hoc bookings	Serial Bookings
Standard	100 USD	100 USD

A group booking is fully cancelled when all booked seats within a group file ID are cancelled. For serial bookings fee applies per cancelled departure date.

LHG airlines will send an agent debit memo (ADM) or invoice to the *contracting agent*.

## 4.0 Name Options and Ticketing Time Limits

In general, unless specified differently in the group reservation, following Name Options and Ticket Time Limits do apply:

Contract Type	Name Option	Ticketing Deadline	Needed percentage of Names and Ticket numbers
Standard	30 days before departure	30 days before departure	100%

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Please note that Group Space shall automatically be cancelled if name lists or ticket numbers are not received by the requisite deadlines. Space cancelled due to late submission of names or ticket numbers will be re-instated, based on actual availability and price.

In case of Amadeus Nego Space allotments the reduction dates for name options are replaced by the Expiry date of the respective Nego Space Owner Code. As soon as an individual booking is created out of an Amadeus Nego Space allotment the fare related ticket time limits apply.

In case an OAL is part of the group booking different name options and ticket time limits might apply and have to be observed. Those different name options will be visible in the respective PNR.

## 4.1 Shortened Name Option

For all bookings identified as a Standard or Medium Contract the standard name option can be shortened. In this case the entire booking will be changed into a High contract subject to the terms and conditions thereof.

## 5.0 Name Changes (before and after ticketing)

KONT/Intercont travel	Fare Product Type	before ticketing	after ticketing
KONT Travel	Light Fares	permitted free of charge	no change permitted
KONT Travel	Business Saver	permitted free of charge	no change permitted
KONT Travel	Touropervisor Special (K/CL TO Fares)	permitted free of charge	permitted against 100 USD per passenger and transaction
KONT Travel	Classic Fares	permitted free of charge	permitted against 100 USD per passenger and transaction
KONT Travel	Flex Fares	permitted free of charge	permitted against 100 USD per passenger and transaction
KONT Travel	Business Class Fares	permitted free of charge	permitted against 100 USD per passenger and transaction
KONT Travel	Touropervisor Fares	permitted free of charge	permitted against 100 USD per passenger and transaction
KONT Travel	Cruise Fares	permitted free of charge	permitted against 100 USD per passenger and transaction

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Interkont Travel	all published and unpublished IK fares	permitted free of charge	permitted against 100 USD per passenger and transaction
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Name change is permitted if the traveling person remains the same provided transportation is solely on AC, LH, LX, OS, SN or UA operated flights.

**Before ticketing:** unlimited

## After Ticketing:

Name changes (replacement of one passenger by another) are permitted free of charge for up to 50% of the group and/or completed up to 48 hours before departure. Name changes of more than 50% of the group or done less than 48 hours prior to departure permitted for \$100 fee per ticket. (tickets of original passenger will be refunded minus \$100 fee being withheld.) This is only applicable to group itineraries booked on AC, OS, SN, LH, LX, UA metal. If the group travel includes carriers other than flights operated by AC, OS, SN, LH, LX, UA, name changes are not allowed. Please note, refunding of non refundable tickets is only permitted in case of name changes.

## 5.1 Name Corrections after Ticketing

Name corrections (no change of passenger) are permitted for the purpose of matching with Passport data (e.g. after marriage or similar). Travel agents are requested to contact their local Lufthansa team for prior authorization.

Copy of passport or any other official document must be provided for acceptance of the case.

Name correction is permitted if the traveling person remains the same provided transportation is solely on AC, LH, LX, OS, SN or UA operated flights

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## Before ticketing:

Unlimited

## After ticketing:

Name corrections (no change of passenger) are permitted for the purpose of matching for the purpose of Passport data. Upon receipt of a waiver, tickets can be reissued. Copy of passport or any other official document must be provided for the acceptance of the case.

## 5.2 General Information concerning Name Changes or Name Corrections after Ticketing

In case of a full name change (meaning from one passenger to another different passenger) or name correction, the ticket of the initial ticketed passenger can be refunded. For name changes the refund conditions from the original issued ticket are to be waived and are replaced by the name change fee. It is agent obligation to contact local LHG sales Office for a waiver.

A new ticket with the corrected name needs to be issued afterwards.

Local LHG sales office has to register the waiver for the refund transaction of the original issue including in the waiver note the information about name change and information about new ticket number.

A ticket exchange/reissue from one passenger to another passenger is strictly not permitted.

## 6.0 Cancellation

In case of cancellation penalties as described do apply:

The requested realization rate refers to the amount of seats down to which you can reduce free of charge, during the defined period. Any cancellations below the guarantee percentage are charged with the applicable penalty amounts per pax.

TRAVEL EX CANADA: Please note the stated higher seat cancellation penalty of 100% of the sum of fare plus YQ is valid for travel originating in Canada (PoC CA) and applicable to STANDARD contract types only.

Kont Travel / Intercont Travel	Contract Type	Class of transporta	Start of penalty Period	Penalty Periods	Requested Realization rate	applicable penalty per pax
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IKONT Travel	STANDARD	Economy	90 days BEFORE DEPARTURE	90 - 0 days BEFORE DEPARTURE	90%	100 USD
IKONT Travel	STANDARD	Premium Economy	90 days BEFORE DEPARTURE	90 - 0 days BEFORE DEPARTURE	90%	100 USD
IKONT Travel	STANDARD	Business Class	90 days BEFORE DEPARTURE	90 - 0 days BEFORE DEPARTURE	90%	200 USD
IKONT Travel	STANDARD	First Class	90 days BEFORE DEPARTURE	90 - 0 days BEFORE DEPARTURE	90%	200 USD
IKONT Travel	STANDARD	Economy	90 days BEFORE DEPARTURE	90 - 31 days BEFORE DEPARTURE	80%	100 % of the sum of fare and YQ

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IKONT Travel	STANDARD	Premium Economy	90 days BEFORE DEPARTURE	90 - 31 days BEFORE DEPARTURE	80%	100 % of the sum of fare and YQ
IKONT Travel	STANDARD	Business	90 days BEFORE DEPARTURE	90 - 31 days BEFORE DEPARTURE	80%	100 % of the sum of fare and YQ
IKONT Travel	STANDARD	First Class	90 days BEFORE DEPARTURE	90 - 31 days BEFORE DEPARTURE	80%	100 % of the sum of fare and YQ

For confirmed seats with mixed booking classes (combination of First-, Business Premium Economy and/or Economy class segments) or a combination of different fare elements or contract types: The highest applicable fee of all used classes/contract types per passenger applies.

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