

## Group - HANA

Dear Sir/Madam,

Thank you for contacting TAP Portugal for your group business.

Below please find the details of your group request.

CTI Ihana Tours, based in 1329 W Cheltenham Ave, 19027 Elkins Park, USA, with the NIPC 00000, hereinafter referred to "the Agency".

Request: **US23092011567414**  
Group Tour Code: **IT3US1FGIHA414**  
TAP PNR reference: **KPKZG3**

## Itinerary

<b>EWR - RAK</b>	<b>2024-04-16</b>	<b>Compartment:Economy</b>
TP0202	Departure 17:40 NEW YORK Arrival 05:30 (+1) LISBON	Operated by TAP
TP1452	Departure 09:15 (+1) LISBON Arrival 10:50 (+1) MARRAKECH	Operated by TAP

<b>CMN - EWR</b>	<b>2024-04-24</b>	<b>Compartment:Economy</b>
TP1437	Departure 11:25 CASABLANCA Arrival 12:50 LISBON	Operated by TAP
TP0203	Departure 18:30 LISBON Arrival 21:30 NEW YORK	Operated by TAP

## Price Information

	<b>Adult</b>	<b>Child (up to 0% of total group)</b>	<b>Infant</b>
Number of pax	25	0	0
Fare incl. YQ	765 USD	765 USD (100%)	77 USD (10%)
Total fare incl. YQ	19125 USD	-	-
DV Tax (per pax)	10 USD	10 USD	10 USD

## General Price Conditions

1. Total Group cancellation fee USD100 applicable at all times for each booked group if canceled between 90 and 61 days before departure.
2. The seats and values indicated above are only guaranteed after acceptance by the Travel Agency of the terms and conditions proposed by the TAP Air Portugal Group Department and after the creation of the respective PNR.
3. To the quote will be added the DV fee per passenger which may be subject to change up to the date of ticketing. For all TAP group bookings including flights with other airlines, the DV fee is EUR30.
4. Airport taxes are not included in the fares and will only be calculated at the time of ticketing. Any airport/government tax indicated prior to the date of ticketing will be considered as an estimate for informational purposes only and will never be guaranteed.
5. The value of all taxes will only be guaranteed at the date of ticket issuance. Any value indicated before this date is merely informative and not guaranteed.
6. Itinerary changes (route, date, flight) will be subject to space availability and reevaluation of the fares.

## Terms, Conditions & Guarantees

<b>Type</b>	<b>Period</b>	<b>Amount</b>
Deposit Period	Not Applicable	Not Applicable
Name Insert Deadline	30 days before departure	Not Applicable
Claim PNR Deadline	21 days before departure	Not Applicable
Ticket Issuance Deadline	15 days before departure	Not Applicable

## Group Cancellation

<b>Total group cancellation fee</b>	<b>Complete Group Cancellation</b>	<b>Between (&gt;=) 20% and (&lt;=) 100% Passengers Cancelled</b>	<b>Up to (&lt;) 20% Passengers Cancelled</b>
≥ 91 days before departure: free	≥ 61 days before departure: free	≥ 61 days before departure: free	≥ 31 days before departure: free
61 - 90 days before departure: 100 USD	31 - 60 days before departure: 50 USD	31 - 60 days before departure: 50 USD	< 31 days before departure: 100 USD
	< 31 days before departure: 100 USD	< 31 days before departure: 100 USD	

## Changes

<b>Type</b>	<b>Before Ticketing</b>	<b>After Ticketing</b>
Name changes	Free of charge	Subject to Terms and Conditions Rules
Outbound and/or Inbound	Free of charge* Maximum allowed changes of 20 %	Subject to Terms and Conditions Rules

\* subject to availability/upgrade to higher fare

## General group conditions

### A. Number of Passengers.

1. A group reservation requires a minimum of 10 passengers on the same flight and on the same date in both directions.
2. If the group initially booked is reduced and falls below 10 passengers, it must be cancelled, and the passengers must be booked as individuals.
3. If the agency decides to maintain a group booking with less than 10 passengers, TAP Air Portugal will collect the equivalent amount for the missing passengers. This amount will be charged in the form of ADM (Agent Debit Memo) for IATA agencies, bank transfer or credit card for non-IATA agencies and direct clients.

### B. Flight/itinerary deviations.

1. On direct flights (point-to-point), departures from different airports are permitted provided that a minimum of 10 passengers are kept from the same point of origin in both directions, same flight, and same date.
2. On connecting flights, departures from different airports are permitted provided that a minimum of 10 passengers are kept on the same connecting flights in both directions, same flight, and same date.
3. Date change: possible up to 20% provided that the conditions in point 1 and 2 of paragraph B are maintained.
4. Date changes are only permitted on return flights and up to a maximum of 7 days from the original return date of the group.
5. TAP AIR Portugal may change its operation at any time.

### C. Deadline for the insertion of names and ticket issuance, and consequences of the respective non-compliance.

1. The deadline for entering the names refers to the date until which all names must be entered into the group PNR.
2. Before issuance, the names inserted can be changed without any additional fee.
3. After ticketing, a fee (DU) will be charged for name change/correction.
4. It is mandatory to insert at least one contact, telephone, or e-mail, for each passenger in a group booking. These contacts will be used exclusively for alerts related to any operational irregularity of flights or other purpose legally permitted.
5. If either party uses the personal data collected and/or processed (email address and telephone contact) for other purposes, that party will act as the sole data controller for those purposes under the applicable legislation in force.
6. The deadline for ticket issuance refers to the date by which all tickets must be issued to all passengers of the PNR(s) in the group.
7. After the ticket issuance, no change of Date/Flight/Routing is authorized.
8. In case of cancellation, the tickets issued are non-refundable (Net Fare/YQ/DV). Some airport taxes are refundable. Please refer to your GDS.
9. In case of non-compliance with the deadline for name insertion or ticket issuance:
  - TAP Air Portugal will cancel the respective places without a name or ticket, and the Agency/Client/Passenger will lose the right to the respective space.
  - The penalties for non-compliance with all group booking conditions will be charged by ADM (Agency Debit Memo), invoice or deducted from the return of the deposit.
  - TAP Air Portugal will have the right to proceed with the sale of the respective space.

### D. Cancellation.

1. In the event of cancellation, either by the Agency or by TAP Air Portugal, the penalties mentioned under "Cancellation of the Group" will be charged and TAP Air Portugal will have the right to proceed with the sale of the respective space.
2. In case of cancellation, the tickets issued are non-refundable (Net Fare/YQ/DV). Some airport taxes are refundable. Please refer to your GDS.
3. When reservations are made within the penalty period, the conditions for full cancellation will apply 72 hours after the reservation, except if made within 21 days of departure. However, the Booking Fee will always be charged.

## Ticketing

Endorsement box	FLGUS23092011567414/Valid on TP only non REF non endo
Tourcode:	IT3US1FGIHA414
Fare type:	IT

Group Fares include the applicable baggage allowance according itinerary.

SEQUENTIAL USE OF FLIGHT COUPONS: This fare is only valid if the flights are taken in the booking sequence.

DOCS information is now mandatory for Passengers travelling to/from Non-Schengen countries with Destination or transfer in Portugal

Neither party will disclose to any third party, without the written consent of the other party, any confidential information received as a result of or in connection with the receipt of or provision under this contract. Both parties agree that any confidential information received from the other party shall only be used for the purpose of providing or receiving services under the contract or any other contracts between the parties.

The Parties expressly agree to treat as and keep absolutely confidential all the terms and conditions contained herein ("Agreement"), as well as, in general, all information exchanged by the Parties, through any means, for purposes of or in connection with the Agreement, before or after its effectiveness, including forecasts, analyses, activity plans, operational and development techniques, know-how, procedures, memoranda, notes, technical documents or any other documents or information which contain, reflect or have their origin in data and information referred to in this subclause and which the Parties have become aware of by virtue of the performance of this Agreement ("Confidential Information"). The Parties hereby undertake not to disclose any Confidential Information to any third parties, except to their employees, officers, directors, affiliates, consultants, agents or advisors to the extent they need to know (and provided they are advised of the confidential nature of the information and impose upon such persons the duties and obligations contained herein), or with the express written consent of the other Party, or as required by law or legal process.

This Agreement is governed by Portuguese law.

The Lisbon Judicial Court will have jurisdiction to settle any dispute arising out of this Agreement, to the express exclusion of any others.

Booking and Ticketing

- [Responsible Booking Policies](#) apply.

Baggage

- Besides free [baggage allowance](#), additional baggage fees and sport equipment apply.

Conditions of Carriage


- [TAP Conditions of Carriage](#) apply.

Best regards,

TAP Portugal Group Desk  
1 Riverfront Plaza

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