

Appendix A - Group Booking Confirmation

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Please find below Group Booking Confirmation for your requested itinerary:

Group Booking Details:	Key Dates:
Agency Name: Agency Primary Contact: Booked by: Original PNR: Group Size: Group Name: Passenger Breakdown:	Days to Departure: (when this was generated) Deposit: Balance: Passenger Names: Ticketing: Advanced Passenger Info:

Booking PNRs:

<u>XXXXXX</u> (This is the original PNR)	Status:	Created:																		
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Flight</th> <th style="text-align: left;">Depart date</th> <th style="text-align: left;">Departure airport</th> <th style="text-align: left;">Terminal</th> <th style="text-align: left;">Arrival airport</th> <th style="text-align: left;">Terminal</th> <th style="text-align: left;">Depart</th> <th style="text-align: left;">Arrive</th> <th style="text-align: left;">Cabin</th> </tr> </thead> <tbody> <tr> <td colspan="9" style="height: 40px;"> </td> </tr> </tbody> </table>	Flight	Depart date	Departure airport	Terminal	Arrival airport	Terminal	Depart	Arrive	Cabin											
Flight	Depart date	Departure airport	Terminal	Arrival airport	Terminal	Depart	Arrive	Cabin												

Total PNR Costs:
Net Fare: Taxes, Fees, and Surcharges: Lime Service Fees (as applicable): Total: N.B. All infants (without seat) will be charged at 10% of the seated fare.

BRITISH AIRWAYS AND IBERIA reserve the right to cancel any booking breaching the Group Booking Confirmation conditions as advised at www.ba-groups.com and www.iberia-groups.com.

Group Booking Confirmation: Each time the Agent books a particular Group under this Agreement, BRITISH AIRWAYS, IBERIA and the Agent shall set forth the specific Terms and Conditions of the Group which will confirm all details pertaining to that particular Group including the itinerary, Group size, Group name, Dates of departure, the Net Fare, any relevant service fees and any other such relevant information or conditions. The Group Booking Confirmation (GBC) should be read in conjunction with the Group Travel Agreement.

1. Definitions

a. Group Size

- i. 10 or more passengers traveling Economy cabin on the same dates on the same itinerary with the same PNR.
- ii. 7 or more passengers traveling in Premium Economy or Business cabin on the same dates on the same itinerary with the same PNR.
- iii. 4 or more passengers traveling in First cabin, on the same dates, on the same itinerary with the same PNR.

b. Net Fare

For IBERIA the amount (inclusive of fuel surcharge) agreed and owed by the Agent exclusive of applicable taxes, fees and other surcharges. For BRITISH AIRWAYS the amount (exclusive of fuel surcharge) agreed and owed by the Agent exclusive of applicable taxes, fees and other surcharges

c. Deposit Amount

The Agent agrees to a Deposit Amount for Groups traveling in Economy of USD/CAD \$100 per person, for Premium Economy of USD/CAD \$200 per person, for Business of USD/CAD \$400 per person and for First USD/CAD \$800 per person. Payment can be made by Check, Bank Transfer and other payment methods as advised from time to time. For identification purposes all payments must also refer to the Group booking reference otherwise responsibility will not be accepted for unallocated payments and the potential cancelation of bookings without notice

d. Date of Confirmation

The date on which BRITISH AIRWAYS or IBERIA sends email confirmation of the Agent's acceptance of the GBC and confirmation of PNR flight segments and confirmed fares associated with the Group.

e. Date of Deposit

The date on which the Agent is required to pay BRITISH AIRWAYS or IBERIA the Deposit Amount per seat to be confirmed. Date of Deposit can be no later than 14 days after the Date of Confirmation (or no later than 45 days before departure for IBERIA only Groups with an original size of 81 or more seats). For bookings made from 44 days and before 33 days before travel the agent has until 30 days before departure to pay the Balance. For bookings made 33 days or less before travel the agent has 3 days after the Date of Confirmation or until 3 days before departure, whichever occurs first, to pay full Balance. If the Agent chooses to pay or commit to a Deposit Amount earlier than minimum required dates then that date becomes the Date of Deposit.

f. Date of Full Commitment

The date on which the Agent commits to pay BRITISH AIRWAYS or IBERIA the Balance for a Group booking. The balance liability constitutes Net Fare plus all imposed taxes, fees and surcharges per ticket multiplied by the number of passengers confirmed, less any transferable Deposit Amount. Date of Full Commitment can be no later than 30 days (or 45 days for IBERIA only Groups with an original size of 81 or more seats) from scheduled departure date or no later than 3 days after Date of Confirmation for late Bookings.

g. Naming Date

The day on or before which the Agent must supply to BRITISH AIRWAYS or IBERIA the names of all passengers traveling pursuant to a Group booking and all emergency contacts, full APIS and Secure Flight details. Naming date can be no later than 30 days (or 45 days for IBERIA only Groups with an original size of 81 or more seats) from scheduled departure date.

h. Ticketing Date

The date by which all tickets must be issued for all passengers traveling pursuant to the Group booking. Ticketing Date can be no later than 30 days (or 45 days for IBERIA only Groups with an original size of 81 or more seats) from the scheduled departure date.

i. Late Bookings

A booking where the Date of Confirmation is within 30 days of scheduled departure date (or 45 days for Groups on IBERIA with an original size of 81 or more seats) will require the Balance paid within 3 days of the Date of Confirmation.

j. Balance

The amount calculated by multiplying the number of passengers making up the Group booking as at the Date of Full Commitment by the Net Fare plus all applicable taxes and fees and less any Deposit Amount which can be transferred pursuant to conditions outlined in Clause 3b of the Group Travel Agreement. Payment can be made by Check, Bank Transfers and other payment methods as advised from time to time. For identification purposes all payments must also refer to the Group booking reference otherwise responsibility will not be accepted for unallocated payments and the potential cancelation of bookings without notice.

2. Deposit Amount

Every time the Agent makes a particular Group booking pursuant to this Agreement, the Agent is required to make a deposit to secure Group space. For each Group requested in an amount determined in accordance with the provisions set forth herein or otherwise agreed in writing, from time to time. Payment must be made in the form available through BRITISH AIRWAYS and IBERIA Global partner Lime Management Worldwide Ltd (hereinafter "Lime"). The Deposit must be received by Lime within 14 days of Date of Confirmation (or earlier for Late Bookings) or the Group booking may be cancelled without referral.

3. Group Size Adjustments or Cancelations

If the Group fails to maintain minimum Group size or cancels entirely, BRITISH AIRWAYS or IBERIA will retain the Deposit Amount within the following guidelines. Both parties agree that it is difficult to determine the exact amount of lost revenue to BRITISH AIRWAYS or IBERIA in the event of a Group cancelation, and that the lost revenue generally increases the closer the cancelation is to the scheduled departure date. Further both parties agree that the amount of the Deposit Amount that is retained by BRITISH AIRWAYS or IBERIA in the event of a cancelation is not disproportionate to the amount of lost revenue. Outbound departure date determines Group size adjustment, space reduction and cancelation fees.

- a. Prior to Date of Deposit Agent may reduce Group space without restriction or cancel entire booking without penalty.
- b. Between Date of Deposit and before 90 days before departure (or before 120 days before departure for IBERIA only Groups with an original size of 81 or more seats) the Agent may reduce Group space without restriction or cancel entire booking without penalty.
- c. From 90 days and before date of Full Commitment (or from 120 days for IBERIA only Groups with an original size of 81 or more seats) 20% cancelation is allowed. If take-up falls below 80% the Agent becomes liable for the Deposit Amount for each passenger cancelled below 80% only. For clarity cancelation and reduction calculations will be rounded up to the nearest whole number passenger. Full cancelation of the group incurs 100% loss of all Deposit Amounts.
- d. At **Date of Full Commitment** the Agent agrees to pay BRITISH AIRWAYS or IBERIA the Balance for all remaining confirmed seats. The Agent agrees to pay BRITISH AIRWAYS or IBERIA the full Net Fare plus all applicable taxes and fees for each seat cancelled post Date of Full Commitment.
- e. At **Naming Date** the Agent agrees to provide all names and required information, as specified by BRITISH AIRWAYS or IBERIA. BRITISH AIRWAYS or IBERIA reserves the right to cancel any seats, for which names and required information, have not been provided without further notice to the Agent.
- f. **No Shows** if neither BRITISH AIRWAYS or IBERIA nor the Agent cancel any space held by the Agent and any un-ticketed passengers fail to show for the flight, the Agent will owe BRITISH AIRWAYS or IBERIA the full Net Fare plus all applicable taxes and fees and surcharges for each such no show.

- g. **Group Size** if the number of passengers on any Group booking falls below the required minimum seats for the applicable cabin, as outlined herein, the Net Fare offer will be withdrawn and the full published (gross) fare will apply.
- h. **Collection of Penalties** where penalties are due, BRITISH AIRWAYS or IBERIA can collect this debt using all lawful means including, without limitation, issuing a Lime invoice and / or an ADM for the full amount of the debt that is owed.

4. Booking Changes

- a. **Re-routing** is not permitted at any time.
- b. **Flight / Date Changes** may be permitted provided the conditions set forth in this section are met and subject to availability and recalculation of fare.
 - i. Permitted prior to Date of Deposit.
 - ii. Permitted post Date of Deposit and before Date of Full Commitment (or before 120 days for IBERIA only Groups with an original size of 81 or more seats an additional fee of USD/CAD \$120 including any applicable Lime admin fee) before date of departure.
 - iii. On or after Date of Full Commitment (or on or after 120 days for IBERIA only Groups with an original size of 81 or more seats) an additional fee of USD/CAD \$170 including any applicable Lime admin fee.
- c. **Upgrades** may be permitted provided the conditions set forth in this section are met and subject to availability and recalculation of fare and taxes.
- d. **Downgrades** are permitted prior to ticketing subject to availability and recalculation of fare and taxes. Maximum 50% of the group.
- e. **Name Corrections** and **Name Changes** may be permitted provided the conditions set forth in this section are met. **May only be made for bookings that are exclusively for BRITISH AIRWAYS or IBERIA operated flights.**
 - i. Pre-ticketing. Unlimited and without penalty.
 - ii. Post ticketing and prior to 3 days before departure one free per passenger. Further changes at an additional fee of USD/CAD \$170 including any applicable Lime admin fee.
 - iii. No change permitted on or after 3 days before departure.
- f. **Schedule changes** flight timings may change from the point at which the Group is booked and the date of travel. The Airlines do not guarantee the flight times and reserves the right to amend schedules or, on very rare occasions, cancel services. All confirmed bookings will be notified accordingly. If a schedule change is significant then the Agent may choose to cancel the Group booking without penalty and all payments received will be refunded in full. If a service is cancelled, the Airlines will use their reasonable endeavours and at its sole discretion to assist the Agent and book on other services subject to availability and the payment of any difference in fare. Or the Agent may choose to accept the cancellation and all payments received will be refunded in full.

5. Details of Booking / Ticketing

- a. **Baggage:** Normal baggage provisions apply.
- b. **Group Seating:** BRITISH AIRWAYS and IBERIA will endeavor to assign seats, upon request, together in a block but there is no guarantee that there will be block seating for the Group. In the event block seating is not available, seat assignment may only be made at airport check-in.
- c. **Passenger Names, Advance Passenger Information and Secure Flight Information:** The legal name of each passenger (as appears on passenger's valid passport) and emergency contact names and phone numbers of all US citizens and non-US citizens are due by Naming Date, as well as any Advance Passenger Information and Secure Flight information as necessitated by regulation or otherwise. The emergency contact phone numbers for US citizens are governed by the DOT regulations found at 14 CFR Part 243.
- d. **Refunds:** No refunds will be permitted for unused tickets on both BRITISH AIRWAYS and IBERIA, except in the case of illness requiring hospitalization, or death of the passenger or immediate family member pre

travel only. Proper documentation to certify hospitalization or death will be required in order to authorize any such refund according to the Airlines normal policies and procedures. An immediate family member is defined as: spouse (including Common Law and Civil Partner), children, adopted children, parents, siblings (including step or half siblings), grandparents, grandchildren, parents-in-law, siblings-in-law or children-in-law. In the case of hospitalization pre-travel (and death or illness mid-travel) the Airline will allow to rebook and extend the travel. Otherwise the passenger should contact their travel insurance.

- e. **Immigration Documents:** The Agent shall ensure all passengers are in possession of the necessary visa, health requirements, insurance and other required documents. The Agent will indemnify BRITISH AIRWAYS or IBERIA against all claims, costs, expenses, demands and proceedings of whatever nature by virtue or as a result of BRITISH AIRWAYS or IBERIA's refusal to carry all passengers travelling on tickets sold under this Agreement who do not hold the appropriate or required visa, permit, authorization or other documentation required for entry into the countries to be visited.
- f. **Taxes, Fees and Surcharges:** All applicable taxes and fees and surcharges that may be imposed by BRITISH AIRWAYS or IBERIA in response to market conditions and when notified, Lime's services fees. The Agent shall be liable to collect all taxes, fees and surcharges valid at the Date of Full Commitment, applicable to the route referred to in the GBC and shall reimburse BRITISH AIRWAYS or IBERIA for any shortfalls in collection.

We accept the Terms and Conditions as set forth above, in the Group Booking Confirmation and in the Group Travel Agreement and authorize you to execute any industry procedure or legal process to recover fees and/or penalties due to BRITISH AIRWAYS or IBERIA.