


IBERIA 

Groups  
Travel Hub



# Iberia Groups Travel Hub Guide



# Iberia Groups Travel Hub

**Working with IATA and non-IATA agents, the Iberia Groups Travel Hub is here to ensure that booking group flights is a fast and efficient process.**

Registered trade partners have access to a bespoke booking system and specialist call center boasting a wealth of experience working with a diverse range of groups agents from global brands to niche specialists operating across various industry sectors.

Our dedicated team aim to provide only the highest levels of service to our trade partners and offer support throughout the booking process.

This guide will direct you through some key need to know points regarding the Groups Travel Hub and provide a breakdown for each of Iberia's cabins.



# Registering for the Iberia Groups Travel Hub

Before making a group booking you must register online at the Iberia Groups Travel Hub.

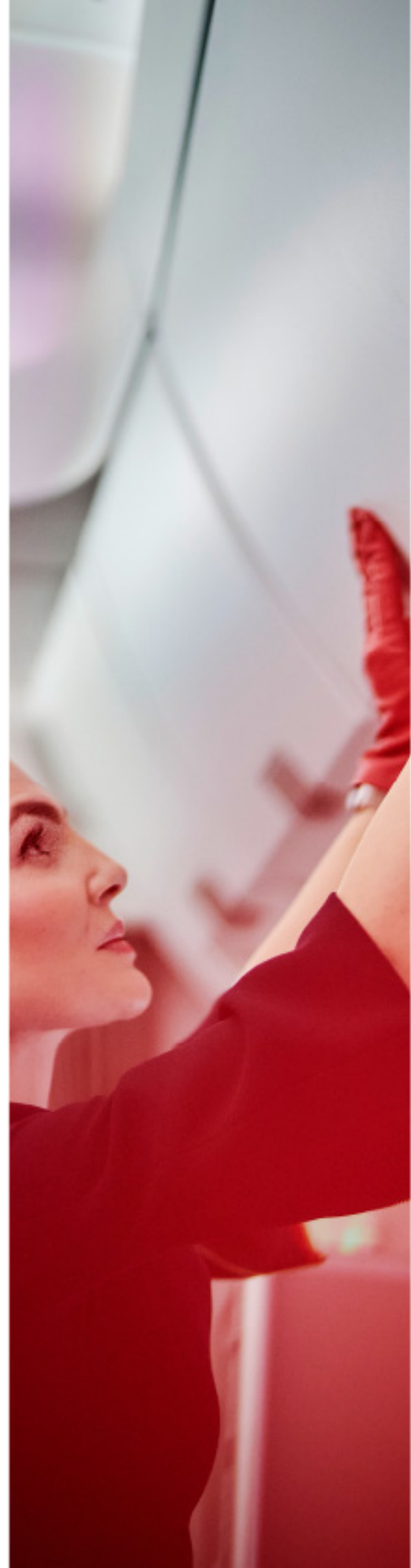
## **Accessing the system**

Once you have completed the online registration form you will receive an email issuing you with a Group Travel Agreement (GTA). Upon acceptance of the agreement and Iberia's terms and conditions, you will receive a welcome email containing your username and password to access the Iberia Groups Travel Hub to book, ticket and service your bookings online.

Thanks to Iberia's partnership with British Airways, you will also gain access to the British Airways Groups Travel Hub. You will be notified of this in your welcome email and your login details will be the same as those issued for the Iberia Groups Travel Hub.

## **Booking, pricing and availability**

The hub's specialist online groups system allows you to fully manage the entire sales process, from getting quotes, checking availability and pricing before confirming your booking. Where possible the system will return quotes instantly, however in some cases you will receive acknowledgement of your request before receiving a quote via email within 10-15 minutes. For more complex quotes, or where there are restrictions on availability, you will receive an email acknowledgment of your quote request and a response from the hub within two business days.





## Amendments and cancellation

You can request most amendments online within the hub – adding additional flights, upgrades, increasing and reducing group size.

If the group fails to maintain minimum size (10 or more passengers in Economy, 7 or more passengers in Business Class or Business Club and 4 or more passengers in Business Plus) or cancels entirely, Iberia will retain the deposit amount within the following guidelines (outbound departure date determines group size adjustment, space reduction and cancellation fees):

- a) Prior to date of deposit you may reduce group space without restriction or cancel the entire booking without penalty.
- b) Between date of deposit and before 90 days before departure (or before 120 days before departure for groups with an original size of 81 or more seats) you may reduce group space without restriction or cancel the entire booking without penalty.
- c) From 90 days and before date of full commitment (or from 120 days for groups with an original size of 81 or more seats) 20% cancellation is allowed. If take-up falls below 80% you become liable for the deposit amount for each passenger cancelled below 80% only. For clarity cancellation and reduction calculations will be rounded up to the nearest whole number passenger. Full cancellation of the group incurs 100% loss of all deposit amounts.

Name changes can be made free of charge before ticketing; however name changes and re-issued tickets are subject to an additional fee once the booking has been ticketed. After tickets are issued no changes to the outbound itinerary are possible.

### **Issuing tickets and reminders**

The Groups Travel Hub will issue reminders via email to advise on deadlines for:

- Payments
- Naming and ticketing dates

If you do not wish to receive reminders, there is the option to remove these email alerts. You can request tickets online via the Iberia Groups Travel Hub.





# Payments

## **Making payments**

It is the responsibility of the agent to meet the respective payment deadline as outlined in the Group Booking Confirmation (GBC). The following payment options are currently available:

- ACH payment (Electronic Funds Transfer)
- Checks

Please see our Payment Methods document for further details.

## **APIS and visas**

APIS can be entered via the system however it is the responsibility of the agent to arrange the necessary documentation to gain entry to the destination country.

## **At the airport**

Group passengers are permitted to use the self-service check-in kiosks at their departure airport where available.





# Business Plus

Business Plus customers can enjoy quality throughout with lounge access that includes fine dining, ample baggage allowance and an onboard experience boasting exclusive luxury on all long-haul flights.

## **Baggage**

- Up to three checked bags at 23kg each
- Two cabin bags (max. size: 56cm x 45cm x 25cm)
- Plus one small personal bag

## **On the ground**

- Priority check-in desk and fast track or fast lane access through security\*
- VIP lounges – the perfect place to relax and enjoy fine dining before boarding\*
- Priority boarding

## **Onboard**

- Over 220cm of personal space and a seat that reclines to form a 200cm flat bed on flights on A330 and new A340-600 aircraft, or a comfy and reclining seat that turns into a bed on all other flights.
- 15.4" personal touch screen on A330 and new A340 or 10.4" personal touch screen on all other flights
- More than 50 films, a variety of TV series, documentaries, sports and travel programmes along with a selection of games
- Noise cancelling headphones
- Adjustable headrest and an adjustable back and shoulder pillow with massage function on A330 and new A340-600 aircraft, or double back cushion with massage function on all other flights
- Menu specially prepared by four internationally renowned Spanish Michelin-star chefs and a wine list featuring the best in Spanish wine and cava from the Business Plus wine cellar

## **Business Plus**

Business Plus customers can enjoy quality throughout with lounge access that includes fine dining, ample baggage allowance and an onboard experience boasting exclusive luxury on all long-haul flights.

*\*Available at selected airports. See [iberia.com](http://iberia.com) for more details.*



# Business Club

Business Club offers a spacious and restful experience on all medium-haul flights. Customers can enjoy Iberia's airport lounges before an exclusive onboard service on flights between Spain and Lagos, Accra, Malabo, Moscow and Tel Aviv.

## **Baggage**

- Up to two checked bags at 23kg each
- One cabin bag (max. size: 56cm x 45cm x 25cm)
- Plus one small personal bag

## **On the ground**

- Priority check-in desk and fast track or fast lane access through security\*
- VIP lounges – the perfect place to relax and enjoy fine dining before boarding\*
- Priority boarding

## **Onboard**

- 127cm between rows and 56cm interior seat width
- Four position adjustable headrest
- Extendable leg and footrest
- Choice of freshly prepared meals throughout the flight, accompanied by complimentary leading designation-of-origin wines
- Portable PlayStation with an LCD screen containing the latest film releases, TV series and up to 10 audio channels. iPads are available on flights between Madrid and Lagos

*\*Available at selected airports. See [iberia.com](http://iberia.com) for more details.*

# Business Class



With exceptional comfort and a touch of luxury, Business Class offers a premium service to customers on short-haul flights on A319, A320 and A321 aircraft.

## **Baggage**

- Up to two checked bags at 23kg each\*\*
- One cabin bag (max. size: 56cm x 45cm x 25cm)
- Plus one small personal bag

## **On the ground**

- Priority check-in desk and fast track or fast lane access through security\*
- VIP lounges – the perfect place to relax and enjoy fine dining before boarding\*
- Priority boarding

## **Onboard**

- 74cm between rows and 43cm interior seat width
- Middle seat kept free for added space
- Hot breakfast, lunch or dinner depending on the time of the flight, accompanied by complimentary refreshments

*\*Available at selected airports. See [iberia.com](http://iberia.com) for more details.*

*\*\*Up to two checked bags at 32kg each on flights to/from LHR.*





# Economy

Customers can experience convenience and value on economy flights across long, medium and short-haul services with a generous inclusive baggage allowance, and inclusive meals on long and medium-haul flights.

## **Baggage**

- One checked bag at 23kg
- One cabin bag (max. size: 56cm x 45cm x 25cm)
- Plus one small personal bag

## **On the ground**

- Dedicated check-in desk

## **Onboard**

- 79-81cm space between rows on long-haul flights, and 71cm between rows on medium and short-haul flights (76cm between rows on A321 short-haul flights)
- 46cm interior seat width on A330 and A340-600 aircraft, and 43cm interior seat width on all other economy flights
- 9" personal touch screen with Apple connector to listen and watch personal content (on A330 and A340-600 aircraft only)
- Adjustable headrest
- Choice of two meal options on long-haul flights and either breakfast, lunch and/or dinner on international flights over 3:55 hours long
- In-flight pay service to purchase hot and cold drinks and snacks on international and domestic flights less than 3:55 hours long



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# Contact details

Phone: 1-800 549 2770 (toll free)

Fax: +44 (0) 1928 595 559

Email: [info@iberia-groups.com](mailto:info@iberia-groups.com)

Chat: Login to your account and select the 'Live Chat' tab

Operational hours: Monday - Friday 09:00 - 19:00 EST

