



BRITISH AIRWAYS
Groups Travel Hub

Welcome Guide



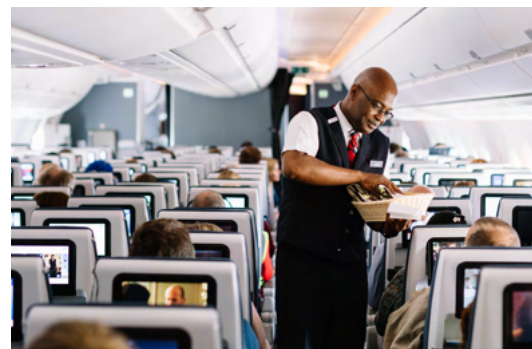
Contents

3	Welcome to British Airways Groups Travel Hub
4	Managing your Groups online
5	Terms & Conditions
9	Frequently asked questions
12	Getting set up
13	An upgraded experience
14	Club World
16	World Traveller Plus
17	World Traveller
18	Club Europe & Euro Traveller
19	Contact us

Welcome to British Airways Groups Travel Hub for USA, Canada and Bermuda

Welcome to British Airways Groups Travel Hub for USA, Canada and Bermuda, offering an enhanced experience to the travel trade.

With an unrivalled route network, flying to over 200 destinations in 76 countries, making a British Airways group booking is now easier than ever. Offer your customers more flexibility with our new terms and conditions, make reservations online 24 hours a day and take advantage of online seating, product training, specialist Groups Sales Service and much more...

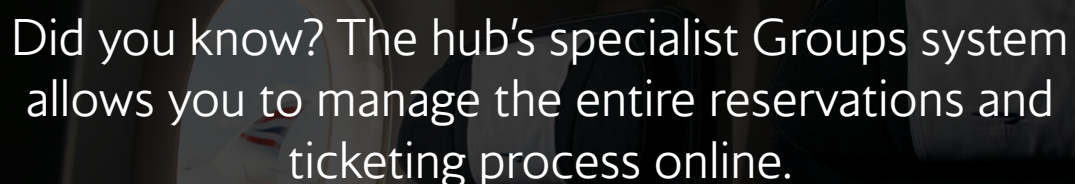


Managing your Groups online

The hub provides an online option that is quick and simple to use. With our enhanced specialist booking system you can control your group bookings at the click of a button. The system displays instant availability and pricing, allowing you to select the best connections and fares for your group. Once you have selected your preferred flights you will have option to confirm the space or save the quotation.

Make reservations and ticket online at your convenience 24 hours a day, allocate seating, make payments, insert API and Emergency Contact Data and request upgrades or amendments such as, upgrades and increasing or reducing the group size. Email reminders will be sent automatically to prompt you on payment, utilisation, naming and ticketing dates, taking the time and stress away from managing your group bookings.

* Once tickets are issued no changes to the outbound itinerary are possible.




Did you know? The hub's specialist Groups system allows you to manage the entire reservations and ticketing process online.

Terms & Conditions

Flexible Terms and Conditions from the hub make it easy to book British Airways Group flights and these are outlined in your Groups Travel Agreement (GTA). This section covers some of the key terms and conditions:

- Ticketing deadline: 30 days prior to departure
- Passenger naming deadline: 30 days prior to departure
- Payment options: Bank Transfer / Electronic Funds Transfer and Cheque
- Deposit payment dates: 14 days after confirmation
- Balance payment dates: 30 days prior to departure



Did you know? You can hold group flights on option without penalty until 90 days prior to departure.

Minimum group size:

10 passengers - World Traveller and Euro Traveller cabins

7 passengers - World Traveller Plus, Club World and Club Europe cabins



Flight or Date Changes / Upgrades / Downgrades before ticketing:

Are permitted, provided the conditions in the most recent GTA are met, and are subject to availability and recalculation of fare and taxes.

Deposit amount:

- ① World Traveller or Euro Traveller cabins USD/CAD\$100 per person
- ② World Traveller Plus cabin USD/CAD\$200 per person
- ③ Club World and Club Europe cabins USD/CAD\$400 per person

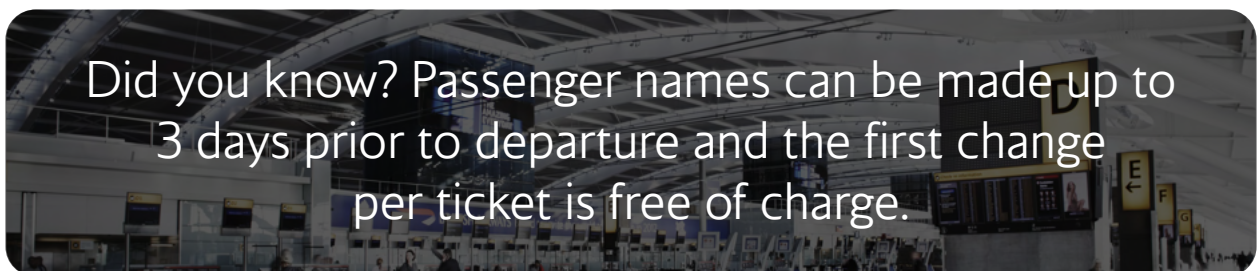
Groups size adjustment or cancellation:

- a) From date of Confirmation until date of Deposit, the agent may reduce group space without restriction or cancel the entire booking without penalty.
- b) Between Date of Deposit and before 90 days before departure the Agent may reduce Group space without restriction or cancel entire booking without penalty.
- c) From 90 days and before date of Full Commitment 20% cancellation 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 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.

- 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.

Name corrections & changes

- Pre ticketing. Unlimited without penalty.
- 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.
- No change permitted on or after 3 days before departure.



Frequently asked questions

Who is Lime?

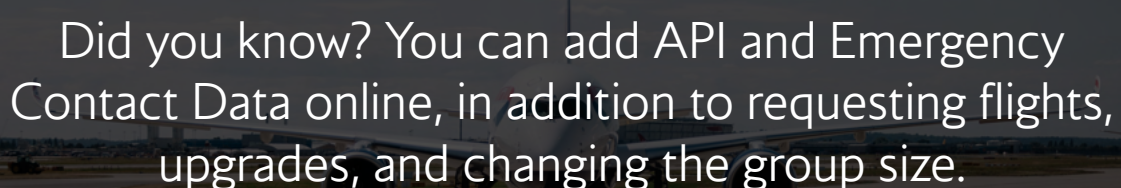
The Groups Travel Hub is operated in collaboration with British Airways' Global Groups partner Lime Management Ltd, which has a wealth of experience working with a diverse range of group agents from global brands to niche specialists, operating within different sectors: Conference and Incentive, Sports and Entertainment, Schools and Leisure Tours.

Does the system offer immediate availability and pricing?

The system will present all flights with availability along with the price so that you can select the connection and fare that will best suit your client. You will be given the option to confirm the space or save the quote.

Will the system issue reminders on deadline dates?

Yes, you will receive email reminders to advise on the deadlines for each booking, such as payments, utilisation, naming, and ticketing dates etc.



Did you know? You can add API and Emergency Contact Data online, in addition to requesting flights, upgrades, and changing the group size.

How do I make payments?

You can make payments by electronic funds transfer (bank transfer) or cheque.

Will the hub advise me on my sales performance?

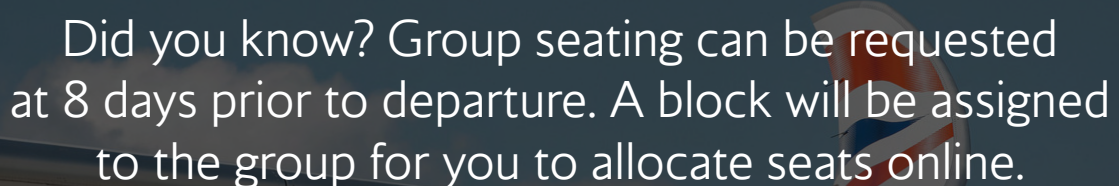
On request we can supply monthly Sales Performance Reports.

What if my group needs visas?

It is the responsibility of the agent to arrange the necessary documentation needed to gain entry to the destination country. Visa and passport requirements can be checked via the travel restrictions [here](#).

How do I make changes?

You can request most changes online prior to ticketing - adding additional flights, upgrades, increasing or reducing the group size etc. Name changes can be made free of charge before ticketing. Once the booking has been ticketed, agents can make name changes and reissue tickets subject to any additional fees.



Did you know? Group seating can be requested at 8 days prior to departure. A block will be assigned to the group for you to allocate seats online.

How do I issue group tickets?

Agents can request their group tickets online via the hub once all passenger data has been received and the full balance has been cleared.

Do I need training to use the hub?

No training is required to use the hub's Groups booking system. It offers simple point and click technology, which is easy to use. If you do require support our team are available to guide you over the phone or via teams Monday to Friday 8am – 7pm EST.

How do I get access to British Airways images for my brochure or website?

You can request artwork templates and images by email at marketing@ba-groups.com. All artwork which features British Airways must be approved by the hub prior to publication. Please send all artwork to the marketing email address above, allowing 48 hours for approval.

Who will be my main contact at the hub?

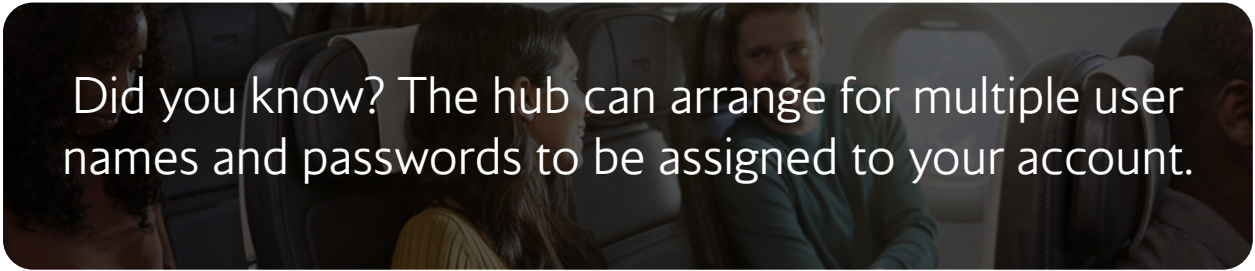
The hub offers access to a Groups Sales Team who are committed to delivering high service levels. Depending on your business needs, the hub can also allocate a dedicated person to manage your account.

Getting set up

The hub will email your company a username and password. Additionally, we can arrange for multiple passwords for your colleagues on request. As soon as these are received you will be ready to access the Groups Travel Hub for online bookings.

The hub's booking system was designed with simplicity in mind. Point and click technology makes the booking process straight forward and trouble free so minimal training is needed. However, If you do require support our team are available to guide you over the phone or via teams Monday to Friday 8am – 7pm EST.

At the hub you are able to book group flights with our airline partners American Airlines, Iberia, Finnair and Aer Lingus, giving you access to some of the best and biggest names in the airline business.



Did you know? The hub can arrange for multiple user names and passwords to be assigned to your account.

An upgraded Experience

With over 100 years heritage, British Airways is the leading award winning European airline. Your clients will have the reassurance that a professional and friendly service awaits them from the moment they arrive at the airport until they complete their journey. With a choice of 3 long haul cabins (for groups) and two short haul cabins to fly in, group bookings can be tailored to suit all tastes and budgets.



As a full service airline, your clients will receive benefits such as an inclusive baggage allowance, in addition to complimentary refreshments during their flight (long haul). Groups seating, special or medical meals and assistance. Travelling in British Airways economy cabins in Euro Traveller and World Traveller, offers excellent value and comfort. Your clients also have the option to make their trip that little bit more special by upgrading to a premium cabin – enjoying added extras, privacy, relaxation and expert service.

Club World

Imagine your favourite armchair, your bed, your dining table, and your office, all in one. Our Club World seats are designed for relaxing, sleeping, or getting work done, with plenty of space and privacy.

- ✓ Dedicated check-in, access to private lounges and priority boarding.
- ✓ Generous baggage allowance.
- ✓ A spacious seat, which converts into a 183cm (6ft) fully flat bed. Fully adjustable headrest and lumbar support.
- ✓ Delicious food and drink using fresh, local ingredients.
- ✓ During your flight we serve you snacks and a choice of hot and cold drinks, wines and spirits.
- ✓ Stylish bedding and amenity kits designed by The White Company.
- ✓ 12" flat screen noise-cancelling headphones to enjoy our in-flight entertainment.

On selected flights, our newly revamped Club World cabins offer Club Suite, providing you with your own personal space to sit, sleep, work, or relax.

- ✓ Direct aisle access from every seat with a door for enhanced privacy.
- ✓ A larger 198cm (6ft 6in) fully flat bed and plenty of extra storage space.
- ✓ 17" high resolution screens with the latest films and music.
- ✓ Digital seat functions allow you to find the most comfortable seat position.



World Traveller Plus

Enjoy an enhanced in-flight experience with World Traveller Plus, our premium economy cabin.

Flying World Traveller Plus is an exciting upgrade. With fewer rows, the cabin is quieter, more spacious, and more exclusive than World Traveller.

- ✓ The seats are wider, with greater recline, lumbar support, a head and foot rest, plus extra leg room to stretch out.
- ✓ A separate, smaller cabin.
- ✓ Two delicious meals and complimentary bar service including signature cocktails or mocktails.
- ✓ A personal entertainment system with noise-cancelling headphones.
- ✓ A stylish amenity kit made from recycled plastic bottles.
- ✓ More free baggage allowance.
- ✓ Priority boarding.

World Traveller

World Traveller is our economy cabin on flights beyond Europe, packed with all the comfort and benefits you expect from British Airways at an affordable price.

- ✓ An adjustable headrest, lumbar support and recline.
- ✓ Soft cushion and blanket, with new herringbone design.
- ✓ Flight socks, eye mask, toothbrush and toothpaste on request.
- ✓ In World Traveller you can enjoy a starter, main and dessert, with a choice of hot, cold and alcoholic drinks. We also offer mid-flight snacks and a second meal on longer flights.
- ✓ A personal flat screen and headphones for everyone. Take your pick from the hundreds of latest films, television programmes, albums, audio books and games.
- ✓ Priority boarding for families with infants and young children in pushchairs, to help get you settled onboard sooner.
- ✓ Checked baggage is included in your group fare as well as a generous hand baggage allowance.

Club Europe & Euro Traveller

Club Europe - our feature-packed UK and European business class.

- ✓ A selection of delicious meals including full British breakfast, lunch, traditional afternoon tea and dinner. Alongside your meals, we offer a range of hot, cold and alcoholic drinks.
- ✓ Dedicated check in, access to private lounges and priority boarding.
- ✓ Generous baggage allowance.
- ✓ Spacious, private cabin at the front of the plane.

Euro Traveller - our UK and European economy cabin.

- ✓ High Life café menu available to buy before you fly, with a limited range available to purchase on board.
- ✓ Complimentary refreshments comprising a bottle of water and a snack.
- ✓ Generous baggage allowance.
- ✓ Contoured leather seats, fully moveable headrests, and access to in-seat power.

Contact us



Phone

Toll free: 1 877 359 4777



Email

info@ba-groups.com



Chat with us

Log in to your account and select 'Live help' from the Contact us section.



Operational hours

Monday - Friday: 08:00 - 19:00 EST

Please note, all calls to or from British Airways Groups Travel Hub will be recorded in order to check instructions where necessary, as well as training and quality purposes.

Flight operational emergencies

Where immediate attention is required outside of our normal advertised business hours, please contact us toll free on 1-888 724 8203 where one of our Duty Managers will offer assistance. For all other non-emergency calls that do not require immediate attention, please contact our usual customer support numbers during standard office hours.

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[Sign up here.](#)