

ANA International Flights Handling Guidelines (Groups)

Please send your enquiry to: emea.group@ana.co.jp

Terms of Use

Group fares are intended to stimulate travel demand and are to be sold with ground arrangements such as hotels, transfers, sightseeing, etc.

Terms and Conditions of Use

(1) Required Travel Days, Valid Period, and Minimum Number of Passengers

Minimum travel dates*1	Ticket Validity/Maximum stay*1	Minimum Number of Passengers*2
2days	1 month	10 passengers

*1 How to count

Minimum travel dates	How to count	Example	Date of outbound flight	Minimum required return date (Date of possible departure from last stopover).
2 days	2 days counting from the day after the first international boarding date of the outbound flight.	2 days	31AUG	02SEP
Ticket Validity/Maximum stay	How to count	Example	Date of outbound flight	Maximum return date (departing from the last drop-off point by 24:00 on that day)
1 month	Same date of the following month after the trip start date (or the end of the following month if the trip start date is at the end of the month)	1month of departure	01MAY	01JUN (same day of the following month)
			30JUN	31JUL (End of following month)
			28JAN/29JAN/30JAN/31JAN	28FEB/29FEB (at the end of the following month/leap year)
			February	31MAR (End of following month)
			February (leap year)	31MAR (End of following month)

* Not applicable for bookings made on one-way itineraries.

*2 Group rates and group handling cannot be applied if the number of passengers is less than the required minimum number. The minimum number of passengers in the main PNR (on the same round-trip flight) must qualify the minimum number of passengers, and must be booked in Business, Premium Economy, or Economy Class. (Premium Economy and Economy Class are considered the same compartment.) First Class is not available for groups.

Deviation: Regardless of the compartment, only if either outbound or inbound flight is the same as the main PNR, it can be handled as the same group. However, the number of passengers in the deviator is not to be added to the main PNR. The number of passengers in the main PNR, excluding the deviator, must meet the minimum number of passenger requirement.

Passenger Name Change

Changes will not be possible after the following deadlines.

Non-changeable date after ticketing
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*Changes of passengers and seat transfers to other PNRs are not permitted.

Advance seat reservations

● Seat assignments can be made after ticketing for Economy Class and after NAME-IN for Premium Economy and Business Class.

Seat map shows free ASR for middle / rear seats and ASR with fee for front / aisle / window seats.

In the event of violation of this rule, the seat assignment will be cancelled without notice.

Passengers can also select their own seats at internet check-in 24 hours prior to the flight.

International flight add-on (ON-TO)

① OAL segments may have earlier ticketing deadlines than those specified in the requirements. In such cases, the ticketing deadline for OAL segments will take precedence.

② For international segments, NH marketed flight numbers for NH*/OAL flights cannot be used. Reservations must be made by using the flight number of the operating carrier.

(3) Other

- Free baggage allowance is 2P
- For more information on 'Checked baggage', 'Passengers requiring special consideration', 'Departures', 'Mileage reimbursement', 'Flight Status', 'ANA Booking Policy and ADM/ACM Issuance Policy', etc., please refer to ANA SKY WEB.

4. Fees and Penalties

(1) Deposit

Ways of payment
①Cash or bank transfer ②EMD

For bookings made up to 120 days before departure, a 30 day free cancellation window will be allowed (grace period).

- ※Deposit payment is required within 7 days from reservation.
- ※Deposits are non-refundable for groups with less than 80% utilization rate.

(2) Cancellation Penalty

If the number of passengers at each checkpoint is less than the required utilization rate compared to the number of passengers at the time of reservation, a cancellation penalty will be applicable for the number of passengers below the utilization rate at each checkpoint.

Procedure①

The cancellation penalty will be applicable for the total number of passengers for all compartments combined.

- ※ If either outbound or inbound travel is on the same day and same flight, the passengers will be considered part of the same group regardless of compartment.

Procedure②

The applicable cancellation penalty shall be calculated at each checkpoint.

The total cancellation penalty shall be collected at the time of ticket issuance.

Area	Checkpoint	Days before departure	Utilization rate	Cancellation Penalty (per passenger)
				Applicable to all compartments
TC2	Check①	90/60days	Less than 80%	Forfeit deposit (15%)
	Check②	30days	-	Forfeit deposit + 10% air fare (25%)
	Check③	14days	-	Forfeit deposit + 20% air fare (35%)

(Example FRA: Group with 50 passengers)

Number of passengers at the time of reservation : 50passengers / air fare 1000EUR per passenger

- ① 60 days before departure : 39passengers
- ② 30 days before departure : 35passengers
- ③ 14 days before departure : 30passengers

① 39passengers ÷ 50passengers = 78%

Cancellation penalty will be applicable since the number of passengers is less than 80% utilization rate.

Penalty amount : 1000EUR × Deposit 15% = 150EUR × 1passenger(40passenger-39passenger) = 150EUR

※1passenger=50passenger × 80% = 40passenger - 39passenger = 1passenger

※The deposit will be forfeited, therefore no additional charges will occur.

② 39passengers - 35passengers = 4passenger

Penalty amount : 1)1000EUR × Deposit 15% = 150EUR × 4passengers = 600EUR

2)1000EUR × 10% = 100EUR × 4passengers = 400EUR

1) + 2) = 1000EUR

※The deposit will be forfeited, therefore the additional charge will be 2) only.

③ 35passengers - 30passengers = 5passenger

Penalty amount : 1)1000EUR × Deposit 15% = 150EUR × 5passengers = 750EUR

2)1000EUR × 20% = 200EUR × 5passengers = 1000EUR

1) + 2) = 1750EUR

※The deposit will be forfeited, therefore the additional charge will be 2) only.

●The total of ②2) and ③2) will be the penalty amount additionally charged.

General Conditions	New
必要旅行日数 Min Travel Dates	2 days
有効期限 Ticket Validity	1 month
最小人数 Min group size	10 pax
Purchase/Ticketing deadline	
購入期限 Advanced Purchase	3 days before dep
発券期限 Ticketing deadline	14 days before dep
PNR handling	
座席の仮押さえ Save Offer (*1)	3 days=72hours
PNR作成 PNR creation office	NH Local Office
集客チェック PAX check	① 90 days before dep ② 60 days before dep
ネームイン Name-in	30 days before dep
Fees and Penalties	
デポジット Deposit	15% per person required within 7 days of booking
取消手数料 Cancellation penalty	<p>For bookings made up to 120 days before departure, a 30 day free cancellation window will be allowed (grace period).</p> <p>① 60days before DEP:forfeit deposit(15%) (if group size is reduced to 80% or less)</p> <p>② 59 days to 30days prior DEP:forfeit deposit + 10% penalty(25%)</p> <p>③ 29 days to 14days prior DEP:forfeit deposit + 20% penalty(35%)</p> <p>※after ticketing :50%</p>
払戻手数料 Refund fee	<p>Before dep: permitted (50%)</p> <p>After dep: Not permitted</p>
旅程・日付変更 Itinerary・Date Change	※Not permitted