

Group Seating

All Group bookings made through the Qantas Group Travel website are offered standard group block seating free of charge.

Group seat blocks will be created at the time a deposit is paid or committed, or a final payment is made or committed, whichever comes first.

After deposit or final payment has been committed, if passengers are split from a PNR they will retain the original group block for original unchanged flights only, if any amendment is being made.

Note- Any additional passengers added to the booking will be on a separate group block.

Once ticketing has been completed on the booking, the user is able to allocate individual seating within the group block for the entire group.

Payment of deposit or commitment to deposit

When you pay or commit to a deposit or final payment (whichever comes first), the website will automatically create a group block seating request.

At the time that the payment is made or committed, the following pop-up will appear, advising what flights Group Seat Blocks can be requested on-

Commit Deposit

Commitment to Pay is available to IATA travel agents to assist with managing collection of Deposit Amounts and Final Payments in-house, without the need to submit payment directly to Qantas Group Travel.

Selecting Commitment to Pay will not exclude any adherence to these terms and conditions. Qantas Group Travel will raise ADMs for Loss of Deposit, un-ticketed passengers and for any Fees not collected.

By selecting this confirm button you accept Qantas Group Travel will raise ADMs for Loss of Deposit, un-ticketed passengers and for any Fees not collected as outlined in the Terms & Conditions for your group.

A Group Seat Block will be requested on Qantas international flights QF1-199 and Qantas domestic flights QF400-1299, QF1500-1599, QF1700-1721 and QF1749-1799 (excluding QantasLink services).

Confirm

Group Block Seating exemptions

If a group does not wish to have standard group block seating, you can select 'Exempt from Group Block Seating' from the PNR drop down menu and seating will be automatically allocated within the group block inside 48hrs prior to departure.

For any customers or groups that wish to be seated outside of the allocated group block, please contact Qantas Group Sales who can facilitate these requests, subject to a service fee. Further information can be found under [Select a Group Seat](#)

Quote Actions

Copy Quote

Amendment Actions

Split Group

Increase Passengers

Decrease Passengers

Add Infants

Remove Infants

Amend Flights

PNR Actions

Cancel PNR

Validate Ticketing Data

Exempt From Block Seating

Additional Information

- There are some exclusions to group block seating within the website, these include-
 - Qantaslink Services with the exemption of QF1500-1599/1700-1721/1749-1799
 - Interline flights
 - Codeshare – Block space or free sell
 - Mining Groups
- You can remove a group seat block through the website from the PNR drop down menu by selecting 'Remove Seat Block'
- Once a seat is assigned through the website, you are unable to change the seat via the website; it will need to be changed manually by the Qantas Group Sales team.
- The website will not update any seat numbers changed manually by Qantas Group Travel
- Where a post ticket change occurs, a new block seat request needs to be added for the changed flight sectors and seating can be selected once the ticket has been reissued
- A PNR must contain at least 1 sector where the NGST has been HK, for the 'Assign Seats' option to become available. Any sectors where the NGST has not be confirmed, or was unsuccessful in creating an NGST, will not be able to be seated within the website, however the HK sector can be allocated. For example; SYDMELSYD – NGST is confirmed on SYDMEL only. This sector can be allocated via the website.
- The option to remove any allocated seating will appear the first time a flight sector is chosen within 'Assign Seats' on each individual PNR. The booking is interrogated per sector, and not per PNR.

Assigning Seats

1. Once bookings have been ticketed, the option to 'Assign Seats' within the Group block from the PNR drop down menu will become available-

The screenshot displays the Qantas Group Travel website interface. At the top, there are tabs for Summary, Names, Financials, Notes, Comms, and GMA. Below these, a header bar shows 'Group Travel Ref: 74014753', '10 Adults in 1 PNR', and 'Fully Ticketed'. The main content area is divided into three sections: a table on the left with booking details, a central text area with terms and conditions, and a right-hand sidebar with a list of actions. The 'Assign Seats' option is highlighted in the 'PNR Actions' dropdown menu.

Event	Date
Booked	03-Apr-2023
Deposit Payment	17-Apr-2023
Final Payment	06-Aug-2023
Passenger Names	27-Aug-2023
Ticketing	27-Aug-2023

This booking is governed by the Terms and Conditions applicable to Qantas Group Travel:

- [Group Fare: Domestic Saver Fare](#)

Information

- On-line check-in available

If a payment is paid on this booking you will be unable to follow the agent's claim process and tickets will be issued externally.

PNR Actions

- Assign Seats
- Remove Block Seating
- Send E-Ticket Receipt (All PNRs)

2. The website will then display the seat map page where you can confirm which PNR to seat passengers for from the drop down list, and then selecting the flight you wish to bring the seat map up for by clicking on the airplane icon next to the relevant flight-

Seat Map

[Return to booking summary](#)

Seating allocations are available on a request basis only and are subject to change due to operational requirements.

1. Seat passengers for:

2. Select the flight to seat:

	Departing	Arrival	Departure Time	Arrival Time	Flight Number:	Cabin	Aircraft Type
✈	ADL, Adelaide	PER, Perth International	03-Sep-2023 06:30	03-Sep-2023 08:20	QF0883	Economy	73H
✈	PER, Perth International	BME, Broome	03-Sep-2023 10:40	03-Sep-2023 13:15	QF1654	Economy	320
✈	BME, Broome	PER, Perth International	08-Sep-2023 14:00	08-Sep-2023 16:35	QF1655	Economy	320
✈	PER, Perth International	ADL, Adelaide	08-Sep-2023 18:15	08-Sep-2023 22:30	QF0888	Economy	73H

PNRs with NGST only – No specific seats requests present

Once you have selected the relevant flight to seat the passengers in, a pop-up will appear to confirm you wish to auto-allocate seats for this flight-

Seat Map

[Return to booking summary](#)

Seating allocations are available on a request basis only and are subject to change due to operational requirements.

1. Seat passengers for:

2. Select the flight to seat:

	Departing	Arrival	Departure Time	Arrival Time	Flight Number:	Cabin	Aircraft Type
✈	ADL, Adelaide	PER, Perth International	03-Sep-2023 06:30	03-Sep-2023 08:20	QF0883	Economy	73H
✈	PER, Perth International	BME, Broome	03-Sep-2023 10:40	03-Sep-2023 13:15	QF1654	Economy	320
✈	BME, Broome	PER, Perth International	08-Sep-2023 14:00	08-Sep-2023 16:35	QF1655	Economy	320
✈	PER, Perth International	ADL, Adelaide	08-Sep-2023 18:15	08-Sep-2023 22:30	QF0888	Economy	73H

Auto-allocate seats?

Auto-allocate seats?

Yes **No**

- By selecting 'Yes', the system will automatically allocate and confirm seats for the passengers within the designated seating block. No further action or update is allowed once the seats have been allocated using the auto-seating option.
- By selecting 'No', a seat map will be displayed for the flight selected showing available seats within the group block held.

At this point you can filter the seat selection to show either the seated passengers or show only the unseated passengers in order to select seating accordingly.

When the seat map is displayed, you may come across more seats on the seat block than the number of passengers on that PNR. These additional seats are for the remaining passengers who may have been split onto other PNRs within the booking.

☐ Show seated passengers only
 ☐ Show Un-seated passengers only

Passengers (Filter)

Seat (Filter)

Select All

<input type="checkbox"/>	MR NINE TEST(ADT)(M)	
<input type="checkbox"/>	MR EIGHT TEST(ADT)(M)	
<input type="checkbox"/>	MR ONE TEST(ADT)(M)	
<input type="checkbox"/>	MR TEN TEST(ADT)(M)	
<input type="checkbox"/>	MR FIVE TEST(ADT)(M)	
<input type="checkbox"/>	MR SIX TEST(ADT)(M)	
<input type="checkbox"/>	MR THREE TEST(ADT)(M)	
<input type="checkbox"/>	MR TWO TEST(ADT)(M)	
<input type="checkbox"/>	MR SEVEN TEST(ADT)(M)	
<input type="checkbox"/>	MR FOUR TEST(ADT)(M)	

4. Confirm selection

Assign Seats

Cancel

Cabin 4 - 30

#	A	B	C	D	E	F
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20			20C	20D	20E	20F

- Once you select the passenger/s you wish to seat and their seat number/s from the available seats within the block allocation, click on 'Assign Seats' to confirm the selection and request the seat/s. The unassigned seats shown within the group block will be available to select when assigning seats for the remaining PNRs that were split.

<input type="checkbox"/>	MR NINE TEST(ADT)(M)	20C
<input type="checkbox"/>	MR EIGHT TEST(ADT)(M)	20D
<input type="checkbox"/>	MR ONE TEST(ADT)(M)	20E
<input type="checkbox"/>	MR TEN TEST(ADT)(M)	20F
<input type="checkbox"/>	MR FIVE TEST(ADT)(M)	
<input type="checkbox"/>	MR SIX TEST(ADT)(M)	
<input type="checkbox"/>	MR THREE TEST(ADT)(M)	
<input type="checkbox"/>	MR TWO TEST(ADT)(M)	
<input type="checkbox"/>	MR SEVEN TEST(ADT)(M)	
<input type="checkbox"/>	MR FOUR TEST(ADT)(M)	

i. Confirm selection

Assign Seats

Cancel

5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20			20C	20D	20E	20F
21	21A	21B	21C	21D	21E	21F
22						
23						

- A pop-up will display advising seats have been successfully assigned. The system will then update the PNR with the selected seating allocation. All seating requests are visible within the PNR remarks and a note is added to the PNR notes and history.

seats by selecting passenger from the left side and clicking on a free seat on the seat map.

Seats have been successfully assigned.

Passengers (Filter)

Seat (Filter)

- Continue to seat the passengers in each PNR for each flight as per the above steps.

The below image shows a seat map for a 2nd PNR where seats have already been allocated. The seats that are greyed out within the seat map are the passengers that have already been allocated seats from the group block. The seats highlighted in red show the outstanding seats available to allocate within the group block.

☐ Show seated passengers only ☐ Show Un-seated passengers only

Passengers (Filter)		Seat (Filter)
<input type="checkbox"/>	Mr FNTHREE NAMEEHIECEDJAFHEFFC(ADT)(Male)	
<input type="checkbox"/>	Mr FNSEVEN NAMEECCAFEFCEAEDEBEC(ADT)(Male)	
<input type="checkbox"/>	Mr FNTWO NAMEGBIJDEAACABEEGE(ADT)(Male)	
<input type="checkbox"/>	Mr FNFOUR NAMEFIADBBABJBFECEDFE(ADT)(Male)	
<input type="checkbox"/>	Mr FNNINE NAMEIHICEBEEADHJEDDC(ADT)(Male)	
<input type="checkbox"/>	Mr FNFIVE NAMEGFHIDJCJIBJDEFAA(ADT)(Male)	
<input type="checkbox"/>	Mr FNONE NAMEFDHEJFHIBEDGEBCEB(ADT)(Male)	
<input type="checkbox"/>	Mr FNEIGHT NAMEFCDFGCHFHABFEFBC(ADT)(Male)	
<input type="checkbox"/>	Mr FNSIX NAMEJBGGHDBJFADEEEHC(ADT)(Male)	
<input type="checkbox"/>	Mr FNTEN NAMEADEFDECDCAECEFB(ADT)(Male)	

Cabin 23 - 58

#	A	B	D	E	F	G	J	K
23								
24								
25								
26								
27								
28								
29								
30								
31								
32								
33								
34								
35								
36								
37								
38								
39								
44								
45								
46								
47	47A	47B	47D	47E	47F	47G	47J	47K
48	48A	48B	48D	48E	48F	48G	48J	
49								

4. Confirm selection

Assign Seats
Cancel

PNRS with Existing Seat Requests

On a PNR which contains existing seat requests, the below pop-up message will appear when selecting the flight sector through 'Assign Seats' for the first time-

Remove seat requests ✕

Individual seat requests exist within this PNR. These may have been added manually or automatically by your customers frequent flyer profile. These seats will need to be removed to enable seating within the group block for all customers.

RQSTCA SSR RQST QF HK1 SYDPER/46BN, P1:WILTON YVETTE MS0/S11

Remove
Cancel

Existing seat requests include-

- Frequent Flyer profile containing a seat preference (seating is automatically assigned once ticketed)
- Extra Legroom/Preferred Seating has been purchased
- Any other seating request or purchased seating

It is important that this message is read and understood prior to selecting 'Remove'.

If selecting the 'Remove' option, the website will remove any existing seat request/s contained within the PNR for that flight sector. In removing this seat request, the user will be able to allocate seating within the website. If unsure, please select the 'Cancel' option, and contact Qantas Group Travel for assistance.

If you wish to retain the seating allocated for those individual passengers, which is specified within the pop-up message, then there are 2 options available-

1. Select the 'Cancel' option within the pop-up message, then split the passenger/s containing existing seat allocation onto another PNR using the PNR drop down menu. These passengers will not be seated through the website. You will then be able to allocate seating for the remaining passengers on the original PNR.
2. If you do not wish to split the PNR, select the 'Cancel' option, and no further action will be taken to allocate seating on this PNR. The group will be automatically allocated seating within the group block inside 48hrs prior to departure.

Important Notes-

- For any paid seating requests, these passengers need to be split into their own PNR, prior to contacting Qantas Group Travel
- If choosing not to split the passengers from the PNR, the option to allocate seating will remain within the website. It is up to the user to ensure that all messages are read thoroughly prior to commencing with any seating requests via the website