

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.

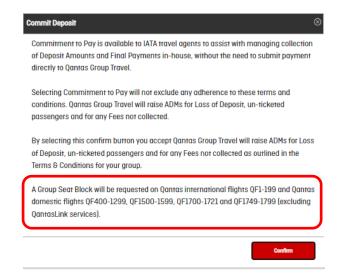
After deposit or final payment has been committed, if passengers are split from a PNR they will retain the original group block for original unchanged flights only, if any amendment is being made. Note- Any additional passengers added to the booking will be on a separate group block.

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-



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 <u>Select a Group Seat</u>



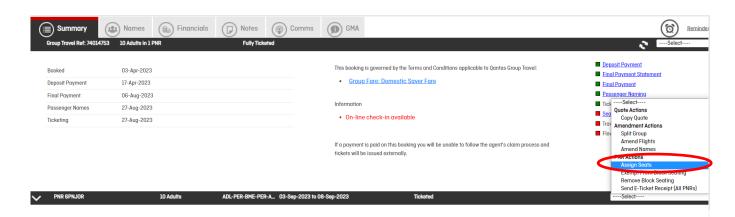


Additional Information

- There are some exclusions to group block seating within the website, these include
 - o Qantaslink Services with the exemption of QF1500-1599/1700-1721/1749-1799
 - o 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.

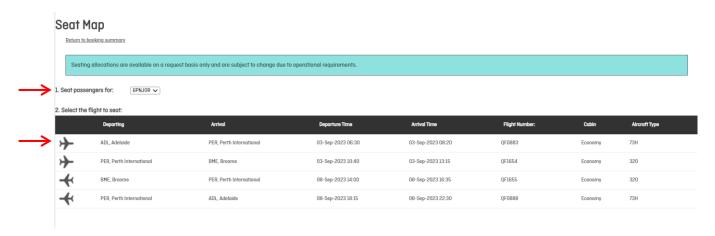
Assigning Seats

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



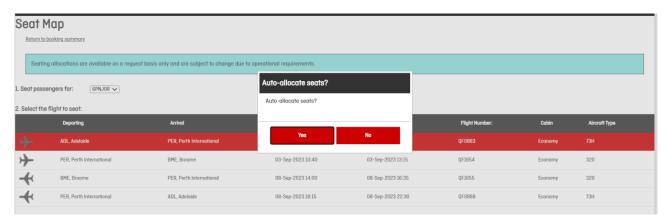
2. The website will then display the seat map page where you can confirm which PNR to seat passengers for from the drop down list, and then selecting the flight you wish to bring the seat map up for by clicking on the airplane icon next to the relevant flight-





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-

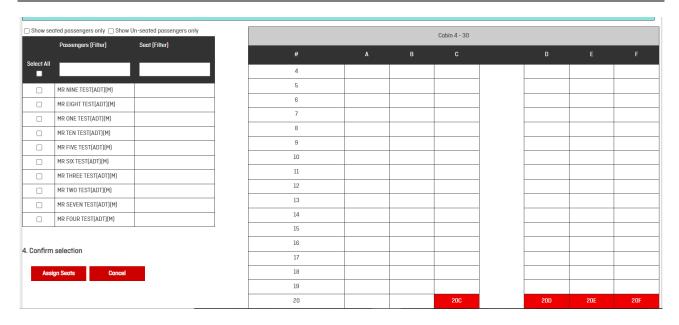


- 3. By selecting 'Yes', the system will automatically allocate and confirm seats for the passengers within the designated seating block. No further action or update is allowed once the seats have been allocated using the auto-seating option.
- 4. By selecting 'No', a seat map will be displayed for the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

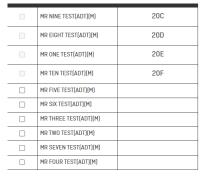
At this point you can filter the seat selection to show either the seated passengers or show only the unseated passengers in order to select seating accordingly.

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.



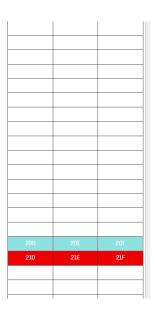


5. Once you select the passenger/s you wish to seat and their seat number/s from the available seats within the block allocation, click on 'Assign Seats' to confirm the selection and request the seat/s. The unassigned seats shown within the group block will be available to select when assigning seats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





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



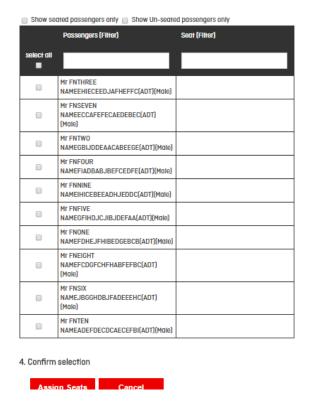
6. A pop-up will display advising seats have been successfully assigned. The system will then update the PNR with the selected seating allocation. All seating requests are visible within the PNR remarks and a note is added to the PNR notes and history.

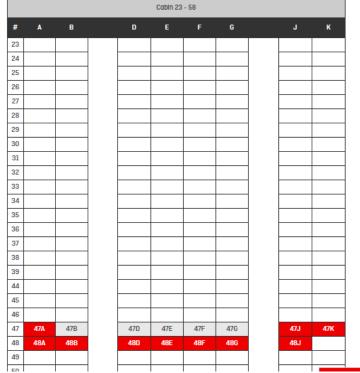




7. Continue to seat the passengers in each PNR for each flight as per the above steps.

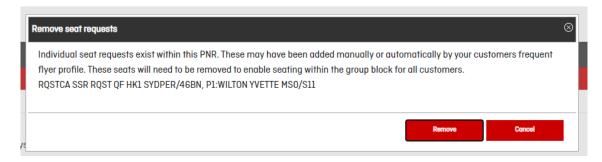
The below image shows a seat map for a 2nd PNR where seats have already been allocated. The seats that are greyed out within the seat map are the passengers that have already been allocated seats from the group block. The seats highlighted in red show the outstanding seats available to allocate within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





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-



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 popup message, then there are 2 options available-

- 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