

Online Check-in for Groups

Eligible Group passengers can now use online, mobile and Qantas app check-in for specific group types for Domestic travel.

These group types include:

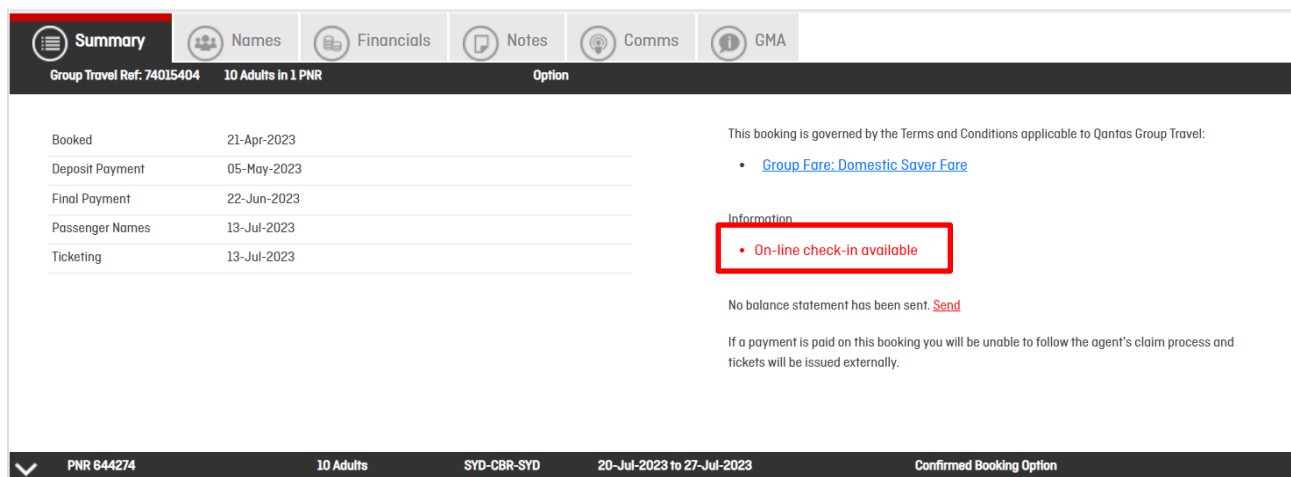
- Mining
- Corporate
- Conference
- Incentive
- Leisure
- Cruise
- Events
- Meetings
- Tour

The ability for a group to utilise online, mobile and app check-in will be determined when creating a booking for the above group types only.

Please note, all bookings created using any of the group types above will be made eligible for online and mobile check-in.

Booking Process

There is no change to the current booking process or lifecycle. For all bookings where online or mobile check-in is enabled, the Booking Summary page will display that online check-in is available-



Summary	Names	Financials	Notes	Comms	GMA
Group Travel Ref: 74015404 10 Adults in 1 PNR Option					
Booked	21-Apr-2023				
Deposit Payment	05-May-2023				
Final Payment	22-Jun-2023				
Passenger Names	13-Jul-2023				
Ticketing	13-Jul-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**

No balance statement has been sent. [Send](#)

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 844274 10 Adults SYD-CBR-SYD 20-Jul-2023 to 27-Jul-2023 Confirmed Booking Option

Ticketing Process-

Agent Claimed Bookings-

There is no change to the current agent claim process.

Agents should still select the 'Claim and Split' option for all Mining bookings, using the drop down at the point of ticketing.

Website Ticketed Bookings-

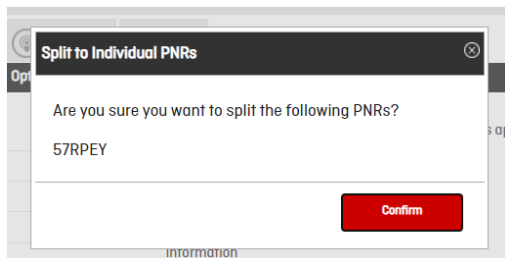
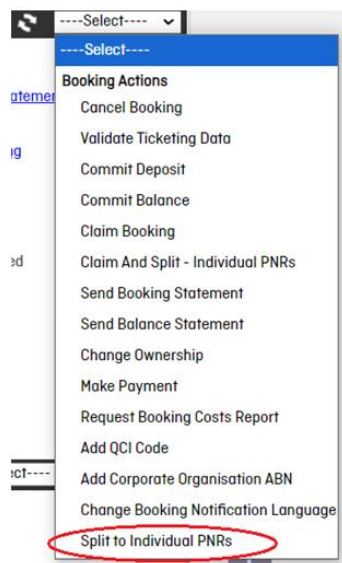
Bookings should still be ticketed using the current website workflow.

Split to Individual PNR-

At times, subject to how your agency manages group bookings, there may be a requirement for the group to be split down to individual PNRs.

Where online check-in is available, an option will be present within the booking level drop down menu,

'Split to Individual PNRs' to accommodate these individual splits.



The user will be able to choose this option at any point in the booking life cycle and the booking will split into individual PNRs of one passenger. Only bookings in the below status' will be split-

- Confirmed Booking Option
- Booked and Deposit Committed
- Booked and Fully Committed
- Ticketed
- Booking Opted Out

The status of the PNR/s will change to 'Awaiting Offline Split' when this option is selected. No further action will be permitted on the booking until the split process has been completed.

Check-in Process-

Check-in will open 24 hours prior to departure and closes 30mins before departure for all Australian domestic Qantas and QantasLink flights.

The online check-in button will be available during the above-mentioned times. Customers can select or change their seat and receive a digital boarding pass or print a boarding pass or confirmation page from any computer connected to the internet and a printer.

Note:

- Group passengers will be able to select/change their seats
- Baggage cannot be pooled on individual PNRs.
- Customers are currently unable to add their frequent flyer number to their booking during the online check-in process
- Customers will receive a push notification for any flight changes (e.g. gate change) and when check-in is open and closing if they have the PNR added to the Qantas app.
The only requirement is the customer needs to have push notifications enabled for them to be displayed on their device – this can be managed in their device settings.

Exemptions-

There are certain circumstances that will block the customer from checking in online. These exemptions are listed below:

- No ticket number in the PNR
- First journey is not a QF sector
- Ticket doesn't match the PNR itinerary
- Passengers with the same surname – only when in the same PNR.
If you have passengers who would like to utilise online check-in travelling with the same surname, ensure they are split into separate PNR's.
- Customers travelling with specific needs or special requirements within their booking, including unaccompanied minors.
- Unactioned schedule change/involuntary reroute, i.e. UN or TK present in a PNR
- Outside check-in hours

Important Notes:

- It is imperative that online check-in is not utilised by any passenger if Group Check-in has been requested for the group.
Once Group check-in has been selected and the GMA sent to the Airports, pre-check is completed which includes boarding passes and baggage requirements. If a passenger then checks in online and proceeds to the Domestic bag drop kiosk, they will be charged for additional baggage as they have already been checked in with their permitted baggage allowance via the group check-in process flows.
Any charges incurred by passengers failing to follow the correct check-in method, selected by you as the travel agent, will not be refunded by Qantas Groups.
- If a booking is not created with the applicable Group Type to enable online check-in from the beginning, it cannot be updated manually to permit this.
- A GMA will still need to be completed, ensuring on the form 'No' is selected for 'Would you like to request group check-in?', then selecting 'Yes' to 'Is your group utilising online check-in?'. This will let the Qantas Group Sales and Airport teams know your group check-in requirements.
- Any bookings for travel inside 24 hours should not be actioned within the website, and online check-in cannot be enabled for any booking made inside this timeframe.