

GROUP TRAVEL TERMS & CONDITIONS

ISSUE DATE: 01 FEBRUARY 2022

GROUP SIZE

A group is 10 or more passengers travelling together on the same flight(s).

Where the group size requires that, due to aircraft size or availability, passengers be split over multiple flight legs, the number of passengers of a single leg may fall below this 10 person limit.

GROUP FARES

Quotes are provided specifically for the requested dates/times of travel and for the given group size. Blue Islands reserve the right to re-quote if either the dates or group size changes.

CHANGES

Itinerary changes outside of 8 weeks of departure remain subject to any difference in fare.

Itinerary changes within 8 weeks of departure may be made to either the outbound or inbound flight/s – subject to any difference in fare plus a £50.00 administration fee per person per flight/s changed.

No changes to the itinerary are permitted within 28 days of travel.

More than 28 days before travel changes to the itinerary and group size may be permitted at Blue Islands' discretion. However, Blue Islands reserve the right to withdraw any existing quote and re quote in the event of changes to any of the following

- 1) Group Size
- 2) Date(s) of travel
- 3) Route(s)
- 4) Flight number(s)

Name changes can be made free of charge up to 3 days prior to departure. Changes made within 3 days may incur a change fee of £40.00 per name change required.

Name changes cannot be made once travel has commenced.

Changes can only be made via the Blue Islands Group Travel Team – (subject to opening hours) up to 2 hours before departure.

QUOTE VALIDITY

Blue Islands will endeavour to respond to any group travel enquiry within 24-48 hours, with the exception of requests received over a weekend or bank holiday period. These requests will be responded to on the next business day.

Prices quoted are valid for 7 days from the date the quote is sent. If the quote is not accepted within this time the quote will expire and a new quote will be issued if the travel is still required.

DEPOSIT

On acceptance of a quote, a non-refundable deposit is required to secure the booking and for Blue Islands to guarantee the requested seats. On receipt of payment, the booking will be confirmed.

- £40.00 per person

Availability is therefore not guaranteed until the deposit payment is received.

When paying a deposit, the same payment method must be used to settle the final balance.

BALANCE

Full balance payment is required a minimum of 8 weeks before the date of departure.

Failure to pay full balance by this deadline will result in all seats being cancelled, unless by prior arrangement with Blue Islands Group Travel Team.

FULL PAYMENT

- Full payment must be made 8 weeks prior to departure.
- Bookings made within 8 weeks of travel must be paid in full before seats are reserved.
- Full payment is to be made in one instalment. Individual cheque/BACs or card payments per passenger will not be accepted.

CANCELLATIONS AND REFUNDS

- Travel on Blue Islands operated services is non-refundable.
- A 100% cancellation fee applies to any cancellation made less than 8 weeks prior to departure.
- Seats cancelled more than 8 weeks prior to departure incur the loss of deposit only.
- Any request for a refund of unused taxes will incur an administration fee of £25.00 per passenger per flight.

PASSENGER MANIFESTS

Initial passenger manifests must be submitted no later than 8 weeks before the date of departure, except by prior arrangement with Blue Islands Group Travel Team.

Names provided must match those printed on passengers photographic ID.

Blue Islands require only first names, surnames and titles for each passenger. Age at the time of travel is required for passengers aged 15 years and below.

LUGGAGE

Passengers (excluding infants not occupying a seat) are permitted one item of checked in luggage weighing up to 23kg and one item of cabin baggage weighing up to 10kg free of charge. Additional luggage items may be arranged and pre-paid up to 4 hours before scheduled departure time through the Blue Islands Group Travel Team (subject to opening hours).

There will be a charge at the airport for any luggage item exceeding 23kg or additional luggage items that have not been pre-arranged.

Cabin baggage – one standard item of cabin baggage measuring no more than 55 x 36 x 20cm, plus a second item of personal cabin baggage e.g. handbag, laptop case (of smaller dimensions than main cabin bag). The combined weight of both items must not exceed 10kg.

CARRIAGE OF SPORTING EQUIPMENT

Please be advised groups travelling with sporting equipment (golf clubs, hockey bags etc.) can check these items in under their hold luggage allowance, however the carriage of such equipment is subject to space and cannot be guaranteed.

CHECK-IN

It is a condition of travel that Groups present themselves at the applicable Blue Islands Check-in desk no later than one hour prior to departure. Failure to adhere to this may result in travel being denied and no refund being offered.

TERMS AND CONDITIONS

Travel is subject to the [Blue Islands Terms and Conditions of Carriage](#) and the aforementioned Group Travel Terms and Conditions.

Blue Islands are committed to respecting your privacy and will protect your personal information in line with [Blue Islands Privacy Policy](#).

MAKING A PAYMENT

Payment can be made using any of the following:

- Credit Cards – All major credit cards are accepted.
- Debit Cards – Switch, Delta and Solo are accepted at no charge.
- Electron Card – accepted at no charge.
- Cheque – Made payable to 'Blue Islands Limited'.
- Bank Transfer – Details available on request.

For itineraries containing additional service requests, payment can be made using any of the following:

- Cheque – Made payable to 'Blue Islands Limited'.
- Bank Transfer – Details available on request.

Please contact Blue Islands Group Travel Team on 01234 589200 (Option 3)

Blue Islands Group Travel Opening Hours: Monday – Friday 09:00 - 17:00

TRAVEL INSURANCE

Blue Islands strongly recommend all groups are in possession of adequate travel insurance to protect their journey.

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