



GENERAL TERMS & CONDITIONS- GROUPS:

1. This quote is valid:
 - For travel dates 60+ days prior to booking date - 6 (six) days
 - For travel dates 30-59 days prior to booking date - 3 (three) days
 - For travel dates 0-29 days prior to booking date – 24 hours
2. A minimum of 10 passengers constitutes a group. In the event the size of your group falls below 10 passengers, regular published level fares currently applicable will apply, irrespective of whether the e-tickets have been issued or not. All passengers must travel together on all flights booked for the group. No splits/changes are permitted at all.
3. A minimum of 70% of the group space confirmed with our office needs to be utilized. If the group space final numbers fall below 70% of originally confirmed group space (the ceiling limit of minimum 10 passengers to constitute a group still applies) you are permitted to avail the group fares quoted, but the deposit amounts paid towards the shortfall from 70% to the actual confirmation % of the group size will be forfeit. **(Please refer to the Appendix for the flow chart as an example)**
4. Any changes to the quoted itinerary, travel dates, passenger numbers, routing will require a re-quote from China Airlines and current applicable fares would apply.
5. Fare/s quoted are subject to availability and seat confirmation. Seats are not being held confirmed at this point of time.
6. We will intimate to you the time limits for due dates for deposit/final payments. All time limits assigned by China Airlines must be adhered too and are the responsibility of the booking agent
7. Deposit amounts are completely **non-refundable once paid**. Deposit amounts are payable as follows:
 - For travel dates 60+ days prior to booking date – 10% of the applicable fare
 - For travel dates 31-59 days prior to booking date – 30% of the applicable fare
 - For travel dates 15-30 days prior to booking date – 50% of the applicable fare
 - For travel dates 0-14 days prior to booking date – full payment of airfares required
8. Deposits are payable as follows:
 - If the travel dates are 60+ days prior to booking date – deposit payable within 10 days of confirmation of seats
 - If the travel dates are 31-59 days (inclusive) or less prior to booking date – deposit payable within 72 hours of confirmation of seats

- If the travel dates are within 30-15 days (inclusive) or less prior to booking date – deposit payable within 72 hours or to be assessed on a case-by-case basis
 - If the travel dates are within 14 days (inclusive) or less prior to booking date – a full is required within 24 hours or to be assessed on a case-by-case basis
9. Once the group reservation has been confirmed, no date changes/re-routing are permitted
- 10. Failure to pay the deposit amounts due will render your group reservation cancelled.**
11. All names communicated to our office for ticket issuance must match exactly as per passenger's passport. Name/s corrections are permitted with a fee. Please enquire with our office for the regulations relating to name corrections. **Complete name changes are not permitted.**
12. We will send you an email to check the firm/final passenger numbers for your group as follows:
- Final passenger numbers 45 days prior to departure date (this applies to all travel periods year-round)
13. We will communicate via a full/final payment invoice indicating the costs of airfare and tax amounts payable. Full/final payment due dates are:
- Final payment is due for ticketing 45 days prior to departure date for travel during peak school holidays and annual yearend holiday period of time
 - Final payment is due for ticketing 30 days prior to departure date for travel during all other periods of time of the year
14. Failure to make full/final payment/s by the due date will result in forfeiture of the group deposit and cancellation of all group space/seats held by China Airlines.
15. The group reservations are held confirmed by China Airlines Auckland city office. We do not charge a ticket issuance fee.
16. Once the group tickets have been issued no date changes, rerouting or refunds are permitted. Passengers can claim for a tax only refund. (No exceptions)
17. Complimentary seat allocation is available through our office. The seats can only be assigned 180 days prior to departure date when the seat maps become available on our reservations systems. Groups must be seated together in a block and individual seat requests will not be entertained. Exit rows/bulkhead seats cannot be pre-assigned for groups.
18. For passengers requiring a special dietary or meal requirement, please intimate to our office at least 72 hours prior to departure date. Please inquire with our office if we do cater for a special category meal.
19. Our baggage allowance is based on the weight concept. The group can check-in together to pool their baggage allowance.
20. We do not offer any FOC tickets for group travel as we price our fares competitively.
21. We do not offer any FOC excess baggage or a waiver towards the same. (No Exceptions)

By accepting this quote, you agree to abide by the above-mentioned terms & conditions. This quote /contract must be signed and returned to our office via a scanned copy.

SIGNED:

DATE:

PNR/BOOKING REF:

CONDITIONS OF CARRIAGE

China Airlines undertakes to use its best efforts to carry the passenger and/or the baggage with reasonable despatch. China Airlines may without notice, substitute alternate carrier or aircraft and assume no responsibility for making connections. The conditions of carriage contained on our website <https://www.china-airlines.com/nz/en> remain unchanged by this contract.

Appendix:

Point No. 3 Flow chart (example)

