

Guide to issuing group tickets

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Creating group PNR (using GDS Worldspan)

The rules of booking group carriages for other GDS can be found on:

- Aeroflot's official website <http://www.aeroflot.com/ru-en> in the For Agents section → Rules and Instructions → SU Group Booking Rules.

Required PNR elements

1. Creating group name

-C/20GROUPNAME

where:

-C/ request code

20 number of passengers in the group

GROUPNAME name of the group

2. Seat booking

Minimum group size - 10 (there can be exceptions, so always check the fare rules)

Maximum group size - **50***

* **Important:** Due to technical restrictions on the amount of information transferred to the airline's system, bookings with a group size of **more than 50** passengers may not be processed or some of the information may be lost.

If the group consists of **more than 50** passengers, it is necessary to create several group PNRs with a mandatory indication of the total number of passengers and a list of all PNRs (in SU system) created for this group.

See section 5 [Required OSI elements \(paragraph 5.3\)](#) below.

Available Seats from the Seat Availability Screen

0 SU 2113 G 15DEC ATH SVO LL20

where:

0 request code

SU carrier code

2113 flight number

G booking class

15DEC travel date

ATH SVO route

LL waitlist status

20 number of passengers in the group

3. Contact field

The agency's phone number must be entered in the first line using the following format:

91BR SKG 302310123456-T

where:

9 request code

1BR SID – PCC number

SKG code of the city in which the issuance phone is located

302310123456 agency's phone number

T agency's phone number ID

4. Required SSR elements

4.1. Group fare request

3SSRGRPF SU NET EUR 300

where:

3SSRGRPF SU NET request code

EUR currency

300 requested fare

Important:

You have to put a space after «NET» and after «EUR».

4.2. Agency ID

3SSRGRPS SU IATA 99999999

where:

3SSRGRPS SU IATA request code

99999999 agent's IATA number or agent's validation number

Important:

You have to put a space after «IATA».

Do NOT put spaces in the number.

4.3. Group type

3SSRGRPS SU TYPE ART

where:

3SSRGRPS SU TYPE request code

ART 3-digit group type code

Important:

You have to put a space after «TYPE».

Group types:

CODE	DESCRIPTION
ART	ARTS
CON	CONFERENCES
COR	CORPORATE
TUR	TOURISM
CRU	CRUISES
EDU	EDUCATIONAL
GVM	GOVERNMENT
MIL	MILITARY
REL	RELIGIOUS
SPR	SPORTS
YTH	YOUTH
SNR	SENIOR CITIZENS
HOL	HOLIDAYS

DEP	DEPORTATION
INC	INCENTIVE TOUR
CIV	CIVIC
SCH	SCHOOLS
WOR	WORKERS

Important:

SSR elements are strictly formalized. Using floating text is not allowed.

If at least one of the listed SSR elements is missing, the group request will not be processed.

5. Required OSI elements

5.1. Agency name

3OSI SU AGENCY

where:

3OSI SU request code

AGENCY full name of the issuing agency*

**In accordance with the agent's IATA number or agent's validation number specified on the tickets*

5.2. Agency's contact e-mail address

3OSI SU EMAIL agency//agency.ru

where:

3OSI SU EMAIL request code

agency//agency.ru agency's contact e-mail address

Replace «@» with «//».

If «_» (underscore sign) is used in the address, it should be replaced with «..».

Important:

You have to put a space between «EMAIL» and the agency's e-mail address.

5.3. Enter **remark** if group size is more than **50** persons

3OSI SU TCP 120 WITH PNR CPRKJD CPRKJM

where:

3OSI SU TCP request code

120 the total number of passengers in the group

CPRKJD CPRKJM the numbers of the airline's bookings (NºRLOC from **SU** system), other than the given PNR, into which the group is split.

5.4. **Response** to the fare offered by the airline

3OSI SU ACCEPT NET450EUR /29JAN17

where:

NET450EUR the fare offered by the airline

29JAN17 response date

5.5. The advance payment (deposit) document number

3OSI SU MCO 5554011571291/ 5850 EUR or

3OSI SU VMPD 5552013384582/ 5850 EUR

where:

MCO 5554011571291 MCO number (for direct agents)

VMPD 5552013384582 vMPD number (for ARC agents – only if it's not technically possible to issue EMD through GDS)

5850 the amount of advance payment for the group

EUR the currency of the confirmed NET fare

Note for BSP agents: when registering an EMD deposit or when issuing a ticket for «DEPOSIT PREPAYMENT» (see instructions TKT DEPOSIT PREPAYMENT and EMD DEPOSIT PREPAYMENT in the [For Agents](#) section → [Rules and Instructions](#) → [SU Group Booking Rules](#)), it is not required to enter the OSI element with EMD number or the ticket for «DEPOSIT PREPAYMENT». That's because when EMD is created in the same PNR, the information will be automatically displayed in PNR and will be seen by the airline.

If the group consists of more than 50 passengers and if it was booked in several PNRs, you need to create a separate EMD (or a «DEPOSIT PREPAYMENT» ticket) for each portion of the group.

It is prohibited to create an EMD separately from the group PNR, since in this case, the booking may be cancelled due to the absence of information on EMD in the required format.

You also have to enter all additional information about the group in the OSI elements:

- a) an alternative carriage option with the offered fare;
- b) a possibility of changing carriage dates;
- c) a possibility of splitting a large group to be transported on different flights and/or on different dates.

Important: You are allowed to enter no more than seven-eight **SSR/OSI** elements in PNR during one transaction. Then you have to use the **E** format to close PNR and reopen it. That's because the amount of information being transferred to the airline's system, upon finishing the transaction using the **E** format, is limited. If you exceed that maximum, some of the data may be lost.

6. Other required elements (standard format).

6.1. Time limit

Important:

The airline bears no responsibility for the cancellation of seats in a group booking if it occurred as a result of the agent setting a time limit with the automatic cancellation function.

6.2. Received from

6.3. End transaction

6.4. Entering passengers' names

Important:

Entering the names of passengers traveling on Aeroflot flights into group PNRs **BEFORE** the route is confirmed (i.e. the confirmed **HK segment status**) **is strictly prohibited!**

After receiving status confirmation, enter the names of passengers in a standard format.

It's prohibited to enter more than five names during each transaction. That's because the amount of information being transferred to the airline's system, upon completing the transaction, is limited. If you exceed that maximum, some of the data may be lost. You need to enter 5 names or less per each transaction, then close PNR using the **E** format, and then reopen it.

Group fare rules

SU group confidential net fares rules can be found on the official website in the [For Agents](#) section → [Rules and Instructions](#) → [SU Group Booking Rules](#)

How to work with group PNR

Economy class groups should always be booked in code **G**.

Comfort class groups should always be booked in code **A**.

Business class groups should always be booked in code **D**.

It's up to the airline to decide which booking code to confirm, in accordance with the offered fare (i.e. another code may be put in place than the one initially booked).

Attention!

If you correctly enter **all of the required elements**, the group bookings will be automatically sent to Aeroflot.

Fare proposal from the airline is displayed in the SSR remark, for instance:

SSR OTHS SU100/2SEP-SU101/5SEP NET450EUR 28JUN/CRC

Since the processing of group bookings is done manually, you shouldn't wait for PNR to be changed immediately. As a rule, a reply with the offered group fare should be received within 72 hours.

Response to the offered fare must be entered in PNR's OSI element (see 5.4).

When confirming a group more than 14 days before departure, Aeroflot sets a time limit (deadline) to allow the agent to make an advance payment for each confirmed seat in the group. The amount of deposit is calculated at the full fixed fare* for an adult passenger (not considering CH discount) regardless of the actual number of children in the group.

* For agents in Russia, the confirmed fare includes base commission;

For agents in CIS countries and abroad, the confirmed fare does not include base commission or other types of bonuses.

When registering a deposit, you have to specify the payment amount in the currency of the confirmed fare and the equivalent in the currency of the deposit payment.

Deposit amount = fare x 20%* x number of PAX x exchange rate on the day of deposit payment.

* Unless the rules stipulate other amount of advance payment

Calculation example:

Confirmed fare – 200 EUR, number of passengers – 15, rate on the day of deposit payment – 65 rub.

200 x 20% x 15 = 600 EUR

600 x 65 = 39000 RUB

When confirming a group less than 14 days before departure, Aeroflot right away sets a time limit for ticket issuance, in which case, there's no need to make a deposit payment.

Important:

Direct agents (agents who do their work on the basis of a direct agency agreement) register an advance payment (deposit) by means of an MCO.

ARC Agents register the deposit through EMD-S (if it's not technically possible to issue an EMD in the GDS used, it's allowed to issue a vMPD).

BSP agents register the deposit through EMD-S or by means of issuing a ticket for «DEPOSIT PREPAYMENT»*.

*registering the deposit by means of issuing a ticket for «DEPOSIT PREPAYMENT» is allowed only before the EMD functionality is enabled (Currently, the EMD functionality is connected to GDS Sabre families (1S-Sabre/1F-Infini/1B-Abacus), Travelport (1G-Galileo/1V-Apollo/1P-Worldspan) and 1A-Amadeus).

You can find the following instructions TKT DEPOSIT PREPAYMENT and EMD DEPOSIT PREPAYMENT on the website in the For Agents section → Rules and Instructions → Group Carriages)

In case the OSI element with information on MCO/vMPD number or the issued EMD («DEPOSIT PREPAYMENT» ticket) is absent in PNR by the set date, the group will be cancelled without additional notice.

If information on the deposit payment is entered in PNR earlier than the airline's set time limit, this information will be processed in the course of 1-2 days following the specified date. The time limit for making a deposit payment will be replaced with the time limit for ticket issuance **and the permission telegram will be sent to the Agent.**

You shouldn't request the airline to process a booking earlier than the established deadline, unless you need to [issue tickets beforehand](#).

Aeroflot sets the time limit for ticket issuance in accordance with the SU group confidential net fares rules. Confirmed fare tickets are issued on the basis of a telegram sent from mowugsu@aeroflot.ru and signed by the Director of DUSD*. The number of this telegram must always be specified in the ticket. The telegram's number may also be obtained after Aeroflot enters the SSR element in PNR.

*Network and Revenue Management Department of PJSC "Aeroflot"

An example of RDMOWUGSU permission telegram:

QN MOWUGSU CPYXXXX MOWRASU
.MOWUGSU 121419 @A0114460

RE PNR ABCDEF
 AGENTU "TESTTOUR " RAZRESHAETSIA OFORMLENIE 40A/B
 PO MARSHRUTU SVO-LCA-SVO SU2072/11NOV-SU2073/15NOV
 W SOOTWETSTWII S PRAWILAMI PRIMENENIIA KONFIDENCIALXNYH
 TARIFOW NETTO DLIA RAZOWYH GRUPP.
STOIMOSTX 1 A/B NET200EUR + TAX.
 AWANSOWIY PLATEV - 5551111111111.
 DIREKTOR DUSD -

where **MOWUGSU 121419** – telegram's number which should be entered in the ticket's endorsement field.
STOIMOSTX 1 A/B NET200EUR + TAX – means that taxes should be added to the confirmed fare.
 When a fare is confirmed on routes with unified (flat) fares, taxes are not specified in the ticket cost. This means there's no need to add them.

An example of a permission telegram for the route with unified (flat) fares:

RE PNR DGTMNX
 AGENTU AFL "TEST TRAVEL" RAZRESHAETSIA OFORMLENIE 65 A/BILETOW
 PO MARSHRUTU SVO - SIP SU1636/5MAR
 W SOOTWETSTWII S PRAWILAMI PRIMENENIIA KONFIDENCIALXNYH
 TARIFOW NETTO DLIA RAZOWYH GRUPP.
STOIMOSTX 1 A/B -9350RUB.
 AWANSOWYI PLATEV - 5551111111111
 DIREKTOR DUSD

It's forbidden to issue tickets without indicating the permission telegram's number!

(Otherwise, you'll get an ADM, in line with the ADM policy of PJSC "Aeroflot").

Issuing tickets beforehand.

If it's necessary, you are allowed to issue tickets beforehand.

To get the permission telegram before the time limit set by the airline, you need to add a floating text remark to PNR's OSI element and resend the request to mowugsu@aeroflot.ru address.

Tickets must be issued no later than the time limit set for the deposit payment.

Important:

Confirmed PNR tickets must not be issued past the deadline set by the airline.

In case of group PNR refusal, the agent must cancel the PNR using the cancel format for the entire route and no later than the time limit set by the airline.

After ticket issuance you need to refund MCO/vMPD/EMD while collecting the penalties, as demanded by the fare rules (if applicable).

If the group size is more than 50 passengers and a separate MCO/vMPD/EMD has been issued for each portion of the group, the penalty should be collected from the amount of MCO/vMPD/EMD of the corresponding PNR, which is used to cancel the seats.

A penalty for refusing confirmed seats should be calculated based on the exchange rate on the day of deposit payment.

Conditions of extending the time limit.

In case there's a need to push back the ticket issuance deadline (no more than 2 days before departure date), the agent must in advance (before the issue date) enter the corresponding request in PNR using the OSI element. For example:

3OSI SU PLEASE MOVE TKT TO 19FEB17/AGREE WITH CONDITIONS OF 100 FINANCIAL RESPONSIBILITY

The request will be processed on the date of the airline's set time limit.

Aeroflot offers this service only on special conditions – full (100%) financial responsibility. Before the set time limit for group carriage issuance, it is necessary to enter the full cost of the confirmed fare (without taxes and fees) by issuing MCO/vMPD/EMD.

If an advance payment was paid earlier, it's necessary to issue the second MCO/vMPD/EMD for additional payment to reach 100% of the confirmed fare.

The sum of additional payment = fare x (100% - 20%*) x number of PAX x exchange rate on the day of payment for the second MCO/vMPD/EMD.

* Unless the rules stipulate other amount of advance payment

If the number of passengers decreased by the date of payment for the second MCO/vMPD/EMD, the calculation goes as follows:

The sum of additional payment = (fare x the number of actual PAX – the sum of the advance payment in the confirmed fare currency) x exchange rate on the day of payment for the second MCO/vMPD/EMD.

Calculation example:

Confirmed fare – 200 EUR, advance payment for a group of 15 passengers 20%=600 EUR, number of real passengers – 12, exchange rate – 63 RUB.

$(200 \times 12 - 600) \times 63 = 113400$ RUB

After that, the agent receives an additional telegram containing special conditions, and the airline changes the time limit for issuing group PNR.

An example of an additional telegram with special conditions:

DOP RD **MOWUGSU 123456** JAN17
 RE PNR ABCDEF
 AGENTU "TEST TRAVEL " RAZRESHAETSIA OFORMLENIE 40 A/B
 PO MARSHRUTU SVO- LCA-SVO SU2072/11NOV-SU2073/15NOV
 W SOOTWETSTWII S PRAWILAMI PRIMENENIIA KONFIDENCIALXNYH
 TARIFOW NETTO DLIA RAZOWYH GRUPP/ZA ISKLIUCHENIEM PUNKTOW
 OB AWANSOWOM PLATEVE, WYPISKE I WOZWRATE A/BILETOW/.
 STOIMOSTX 1 A/B NET 450 EUR + TAX .
 PLATEV 100 PCT OT CENY NET ZA KAVDOE MESTO -55511111111111,12
 PRI OTKAZE OT PODTWERVDENNYH MEST PLATEV UDERVIWAETSIA
 KAK SHTRAF W RAZMERE 100 PCT OT CENY NET ZA KAVDOE
 ANNULIROWANNOE MESTO.
 WYPISKA A/B – 09NOV
 WYPISANNYE A/B WOZWRATU NE PODLEVAT.
 DIREKTOR DUSD –

In this case, you have to enter the number of the additional permission telegram in the tickets, not the first one. The conditions stated in the additional telegram have priority over the SU group confidential net fares rules.

Important:

After special conditions are accepted, in case the confirmed seats are refused, a penalty must be collected in the amount of 100* per cent of the confirmed fare for each cancelled seat at the exchange rate on the day of MCO/vMPD/EMD payment (if the rate of MCO/vMPD/EMD for advance payment and the rate of MCO/vMPD/EMD for the payment of 100% financial responsibility are the same).

*If no other amount is envisaged by the legislation of the sales country and specified in the additional telegram to the [fare rules](#).

It's required to comply with the condition of maintaining the minimum group size at the time of departure.

If the exchange rate of payment for the first MCO/vMPD/EMD is not the same as the rate of payment for the second MCO/vMPD/EMD, the calculation of the penalty is carried out in the following way:

20%* of the confirmed fare is collected at the exchange rate on the date of the deposit payment,

80%** of the confirmed fare is collected at the exchange rate on the date of payment for the second MCO/vMPD/EMD.

* Unless the rules stipulate other amount of advance payment

**The difference between the fixed % of the penalty and % of the advance payment (in this case 100%-20%=80%).

Calculation example:

Confirmed fare - 200 EUR, advance payment for the group - 20%, the initial number of passengers - 15, on the date of payment for the second MCO/vMPD/EMD on conditions of 100% financial responsibility - 12 passengers, by the time of ticket issuance 10 passengers have been left.

Calculation example:

According to the [rules](#), no penalty is collected if 10% of seats are refused, in this case it's 1 seat.

Refusal of 4 seats leads to a penalty in the amount of the advance payment (according to the fare rules).

Refusal of 2 seats out of these 4 leads to a penalty on conditions of 100% financial responsibility:

The penalty in the amount of the advance payment = $200 \times 20\% \times 4 \times 65 = 10400$ RUB (collected during the refund of MCO/vMPD/EMD for advance payment).

The penalty on conditions of 100% financial responsibility = $200 \times 80\% \times 2 \times 63 = 20160$ RUB (collected during the refund of MCO/vMPD/EMD for additional payment to reach 100%).

Penalties are collected from the sum of the corresponding MCO/vMPD/EMD during refund issuance (strictly after ticket issuance).

If the reservation system is not able technologically to collect the penalty when refunding EMD, it's allowed to issue an extra EMD in the amount of the penalty. To learn more about the issuance procedures, go to Aeroflot's official website and see A Quick Guide for BSP/ARC agents to processing advance payments (deposits) for group bookings using EMD GDS.

Group bookings during periods of high demand:

For groups that depart during periods of high demand (for instance, New Year holidays or May Day celebrations), there can be special conditions put in place in terms of making a deposit, payments, ticket issuance and refund. These special conditions will have priority over the standard conditions stated in the SU group confidential net fares rules.

After making an advance payment, a time limit is set for making a 100% payment.

The agent receives the permission telegram only after completing a 100% payment.

An example of a permission telegram with special conditions for the period of high demand:

QN MOWUGSU CPYXXXX MOWRASU
.MOWUGSU 125358 @A0114460

PNR ABCDEF
 AGENTU " TEST TRAVEL "RAZRESHAETSIA OFORMLENIE 30 A/B
 PO MARSHRUTU SVO-BUD-SVO SU2030/28DEC-SU2031/04JAN
 W SOOTWETSTWII S PRAWILAMI PRIMENENIIA KONFIDENCIALXNYH
 TARIFOW NETTO DLIA RAZOWYH GRUPP/ZA ISKLIUCHENIEM PUNKTOW
 OB AWANSOWOM PLATEVE,WYPISKE I WOZWRATE A/BILETOW
 SOGLASNO RD MOWDUSU091220 FEB16 /.
 STOIMOSTX 1 A/B NET 154EUR + TAX .
 AWANSOWYI PLATEZH 100PCT - 55528120000000,55528120000005.
 PRI OTKAZE OT PODTWERZHDENNYH MEST ILI OFORMLENNYH A/B MENEЕ CHEM 30
 DNEI DO WYLETA - UDERVIWAETSIA SHTRAF W RAZMERE 100 PCT OT CENY NET .
 W BILETE UKAZATX -NON REF 100PCT .
 DIREKTOR DUSD -

Modifying group PNR before ticket issuance**1. Split/divide the group without entered names****DC/15****where:****DC/** request code**15** the number of seats that must be split**2. Split/divide the group with entered names****D4*7*9.1****where:****D** request code**4*7** non-sequential numbers of passengers**9.1** the second name in the name field 9 (if there are two names in one field)

When splitting the group, it's necessary to perform the steps below in the following order:

Mark out the number of seats or the numbers of passengers from the group;

save the booking **F**

save the booking **E**.

When you're performing these steps, you need to make sure you've received the new booking number from the airline for the marked PNR before you make any changes.

Important:

It's prohibited to use the SPLIT operation to change the route or date/flight of departure/arrival for a portion of the group. In this case, it's necessary to create a new PNR for the new date/flight/route. The old PNR must be cancelled.

3. Reducing the number of seats in a group

Possible only through SPLIT/DIVIDE operation (see paragraphs 1-2).

4. Increasing the number of seats in a group

4.1. In case the group size increases by **10 passengers or more**, you need to:

- 1) create a new group PNR for the extra number of passengers, in line with the rules;
- 2) add a remark to the OSI element that the group size has increased, specify the number of the original PNR and the total number of passengers, for example:

3OSI SU UWELICHENIE GRP PNR ABCDEF// TOTAL XXX PAX
(3OSI SU INCREASE GRP PNR ABCDEF// TOTAL XXX PAX)

The fare for the additional group will be confirmed depending on the flight's seat capacity at the time the group is estimated.

The airline does not guarantee preservation of the fare offered in the original booking.

4.2. In case the group size increases by **1-9 passengers** (the request will be considered by the airline only before the deposit is paid for the initial booking), you need to:

- 1) create a new group PNR for the total number of passengers, in line with the rules;
- 2) add a remark to the OSI element requesting to increase the group size while preserving the confirmed fare, and make sure you indicate the number of the original PNR, for example:

3OSI SU UWELICHENIE GRP PNR ABCDEF//PROSIM SOHRANITY NET450EUR
(3OSI SU INCREASE GRP PNR ABCDEF//PLEASE PRESERVE NET450EUR)

Depending on the flight's seat capacity, a decision will be taken to either offer an earlier confirmed fare, or to offer a new price.

If the agent agrees to accept the fare offered for the new booking, the airline will by itself cancel the old confirmed booking and confirm seats in the new one.

Issuing tickets based on group PNR

Manual pricing is used to issue tickets in group PNRs.

Important: Tickets are issued at the booking system's exchange rate on the day of issuance, not the day when the deposit is paid (even if the payment was made on conditions of 100% financial responsibility).

Fare basis is formed in accordance with the booking code and the established minimum size of the group of the *GVXX type, where

* is a booking code,

GV – fare type (group),

XX – minimum size of the group.

In line with these rules, the fare code will always be *GV10,

where * - is the booking code on the basis of which the group is confirmed.

Tickets may be issued as published, with an indication of the fare. In this case, when filling the calculation line, the values of the fare components should be specified as 1/2 of the confirmed RT fare, regardless of the codes in which the booking was confirmed on different segments of the route.

Issuance without an indication of price is also possible. In such a case, [the tickets are issued as IT](#).

The amount of taxes and fees should be calculated on the day of ticket issuance and added to the fare. The rate of taxes and fees collected during ticket issuance for group bookings is identical to the rate of taxes and fees collected on the same route/dates when issuing an individual ticket.

Exception: On routes with unified (flat) fares BPXOWRF, BPXRTRF (between SVO and SIP/KGD/VVO/KHV/PKC/UUS/GDX) taxes/fees are not collected. Adding taxes/fees established for departures from VKO to the confirmed fare is not necessary.

Important: The rate of taxes/fees can depend on the service class (Economy/Comfort/Business) and the rules of calculating certain taxes/fees (fixed value or a percentage of the fare's amount). That's why test calculation has to be carried out in the same service class in which the group was booked. In order to check the presence

of taxes that depend on the fare's amount, you need to carefully look at the rules of each tax or to carry out an additional test calculation for another fare (i.e. a fare with a different amount). If test calculations reveal the presence of such a tax, you need to clarify the calculation algorithm (for instance, a particular percentage of the sum of the fare amount and YQ fuel surcharge). After that, you need to use that same algorithm to calculate the tax for a group ticket.

Put the number of the telegram for the offered fare in the "endorsement" column along with the other data. For GDS that require you to fill the TOUR CODE field, you have to put the word GROUP. For other GDS, you don't have to fill the TOUR CODE field (if there are no further instructions within the scope of the corporate cooperation contracts, etc.).

You need to enter the passport data of each passenger (DOCS), including other APIS (DOCO/DOCA) data if that's required for the issued route.

It's necessary to issue five to eight tickets, then close PNR using the **E** format, and then reopen it. That's because the amount of information being transferred to the airline's system upon finishing the transaction is limited. If you exceed that maximum, some of the data may be lost.

Modifying group PNR after ticket issuance

1. Cancellation of seats

Possible only through SPLIT/DIVIDE operation (for format, see [Modifying group PNR before ticket issuance \(paragraph 2\)](#)).

2. Change of name/passenger

Change of passenger is allowed only before the start of carriage, with the collection of a penalty, in accordance with the fare rules (if applicable).

To change the name/passenger more than 24 hour before the schedule flight you need to use the corresponding format of [name changing](#). It's not recommended to use the SPLIT (DIVIDE) operation.

Exception: If it's necessary to change the name less than 24 hours before the flight's departure, you have to:

- separate off the passengers who will have their names changed using SPLIT (DIVIDE),
- check if there's an online check-in, if coupon status is CKIN – [check out through the Aeroflot's official website or \(in case of technical problems\)](#) by means of sending a request to salesupport@aeroflot.ru to change coupon statuses,
- change the name and reissue the ticket.

The name field is changed in compliance with the terms of the "Rules of modifying the name field in agency bookings" instruction posted on Aeroflot's official website in the [For Agents](#) section → [Rules and Instructions](#).

If you encounter technical problems with reissuance contact the helpdesk for agents (telephone +7 (499) 681-13-11, e-mail salesupport@aeroflot.ru).

3. Changing the date/flight of a return departure

Allowed only after departure from the point of origin, and no later than 24 hours before the date of a return departure!

3.1. Changing the date/flight of a return departure for the whole group:

- 1) Change the flight segment to a new date/flight in the **G** booking class. Don't remove the old flight segment. After confirmation, the G class will be changed to the class in which the tickets are issued,
- 2) add a remark to the OSI element along the lines of «pls rebook SU2072 to SU2074 with penalty 100EUR»,
- 3) send PNR to mowugsu@aeroflot.ru for confirmation. If it's necessary to urgently confirm it during weekends and holidays, request assistance from the helpdesk for agents (+7 (499) 681-13-11).

3.2. Changing the date/flight of a return departure for a portion of the group of at least 10 passengers (i.e. the fixed minimum size of the group or more):

- 1) separate off these passengers using SPLIT (DIVIDE),
- 2) then follow steps 1–3 of 3.1.

3.3. Changing the date/flight of a return departure for a portion of the group of less than 10 passengers (i.e. less than the fixed minimum size of the group):

- 1) separate off these passengers using SPLIT (DIVIDE),
- 2) Change the flight segment to a new date/flight in the **G** booking class. Don't remove the old flight segment. After confirmation, the G class will be changed to the class in which the tickets are issued. Since the number of seats is less than the minimum, the system will automatically reject it ("UC") immediately after booking the new segment. Don't remove and then rebook that segment, after confirmation the status will change to HK.
- 3) then follow steps 2–3 of 3.1.

4. Reissuance and refund

Tickets are reissued and refunded in line with the SU group confidential net fares rules (see [SU Group Booking Rules \(for reservations made on/after 01 FEB 2017\)](#)).*

Breaching the sequence of using flight coupons is prohibited.

Penalties are collected using the CP tax.

A penalty for ticket refund (if permitted) is calculated as follows:

- if "in the amount of advance payment" is indicated, the penalty is calculated in accordance with the paid sum of the advance payment;
- if "in the amount of advance payment" is indicated, but the tickets were issued beforehand without the deposit payment, the penalty is calculated in the percentage fixed for the deposit payment, which is calculated from the EQUIV FARE PD shown in the ticket;
- if as a percentage of the fare, the penalty is calculated as a corresponding percentage of the EQUIV FARE PD shown in the ticket.

Involuntary exchanges and refunds are carried out in line with the [general rules](#)*.

* Unless otherwise stated in the additional telegram.

Features of creating a group request, including flights of partner companies

To create a group request including flights of partner companies, it is necessary to request only flights under codes of operating partner in booking code G.

If the partner company requires code other than G to request groups, Aeroflot informs the agent about it by entering a remark in the booking.

Ticketing on the whole route is carried out only on the SU ticket stock 555 and neutral forms with carrier code 555.

The SSR element with the fare basis, the reference to RSA/SPA agreement and the full route is mandatory entered into the group booking.

For all Aeroflot group requests with flights of partner companies fare basis will always be GGV10.

Example 1:

Booking for a group of 10 passengers on the route MOW-PRG-MOW for flights *SU3610/10JUL and SU2011/18JUL must contain all mandatory PNR elements with the request of the following flight segments and SSR element:

OK 893T 10JUL SVOPRG HL10 1315 1500
 SU2011G 18JUL PRGSVO HL10 1015 1350
 SSR GRPF YY GGV10/ RSA/SPA AGR/SVO-PRG-SVO

Example 2:

Booking for a transit group of 20 passengers on the route WAW-MOW-PEK-MOW-WAW for *SU3703/20JUL, SU204/20JUL, SU205/27JUL, *SU3702/27JUL flights must contain all mandatory PNR elements with the request of the following flight segments and SSR element:

LO677G 20JUL WAWSVO HL20 1605 2005
 SU204G 20JUL SVOPEK HL20 2235 0935#1
 SU205G 27JUL PEKSVO HL20 1140 1530
 LO678G 27JUL SVOWAW HL20 2100 2110
 SSR GRPF YY GGV10/ RSA/SPA AGR/WAW-SVO-PEK-SVO-WAW

Example 3:

Booking for the group of 17 passengers on the route MOW-LJU-MOW, created only for the flights of the partner- operator, must necessarily contain flight segments on the fictional flight SU2996 on the route AAAAAB. These segments must stand in front of each segment of the partner company and after the last one. It is necessary for automatic receipt of this reservation in the queue of the group transportation division for pricing. All segments must be booked in one transaction.

SU2996G 28JUL 1 AAAAAB HL17 1000 1330
 JP 915 S 29JUN 3 SVOLJU HL17 1705 1815
 SU2996G 02JUL 1 AAAAAB HL17 1000 1330
 JP 914 S 03JUL 7 LJUSVO HL17 1120 1615
 SU2996G 04JUL 1 AAAAAB HL17 1000 1330
 SSR GRPF YY GGV10/ RSA/SPA AGR/SVO-LJU-SVO

In the example the flight JP915 is operated on June 29, the date of the flight SU2996 must be no later than June 28. The flight JP914 is operated on July 03, the date of the flight SU2996 must be no later than July 04.

Group requests containing a combination of Aeroflot's own flights and partner flights are considered by the airline according to the standard procedure. The airline assigns a net price for the entire route. Tickets issue is possible only after confirmation of seats for the whole route and receiving the appropriate permission telegram. After confirmation of seats on the flights of the partner-operator, the initiator of the booking must add in PNR a remark with information for Aeroflot on the actual confirmation of seats on the flights of the partner-operator.

Changes not permitted.

Tickets issue made according to the standard technology.

It is necessary to consider in work that the partner company can set the time limit on tickets issue or names entering which differs from the time limit specified in the SU group confidential net fares rules. If these conditions are not fulfilled, the partner company may cancel the seats on its segments.

Additional information

No "Aeroflot Bonus" miles will be credited for group fare flights.

Upgrades are possible only to Comfort class during check-in (if it's available on a given flight).

Free baggage allowance for groups that are confirmed:

- in Economy class – correspond to the rules of carriage for the individual SAVER fare group;
- in Comfort/Business classes – correspond to the rules of carriage for the individual CLASSIC fare group in the booked class of service.

WORLDSPAN

The rules of carriage of non-standard baggage, special service requests, meals for group passengers, are the same as the rules for individual passengers (for more details, go to Aeroflot's official website <http://www.aeroflot.com/ru-en> .