

DowntownTravel

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1. What is the minimum Group size?

- A Group Booking requires a minimum of 10 passengers traveling on the same booking

2. If the total number of passengers is less than 10, can I still request a Group Booking?

- If total passenger count is less than 10, you can book directly on our booking engine: <https://thebestagent.pro/> , or calling 855-855-0210

3. Why is the airline price lower than the group fare offered to me? What are the benefits for booking through Groups?

- Online fares are meant for instant purchase / immediate ticketing
- Not all passengers will get the same fare available online
- Group fares are blocked for a much longer time, as compared to online fares
- Utilization occurs 60-90 days according to Airline Terms and Conditions
- Names are required 45 days prior to departure and ticketing must be done 35 days prior to departure

4. When and how much do I need to make a deposit payment or reconfirm the existing Group Booking?

- Upon accepting the quotation - an email with the confirmation/ contract - the deadline for your booking deposit amount will be sent to you.
- Group booking reconfirmation only by email
- Deposit can be paid by agency check or credit card and will be used towards final payment or refunded after the group departs

5. How much do I have to pay for children and/or infant?

- Children older than 24 months: Full Adult Fare (Subject to Airline Terms and Conditions)
- Infant occupying a seat: Full Adult Fare (Subject to Airline Terms and Conditions)
- Infant who does not occupy a seat: will pay 10%

6. Can we return on different date?

- Return deviation is allowed

7. Can my whole group change the traveling date?

- Yes, however it will be subject to a re-quotation and availability

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8. I've already made my booking; can I change my origin/destination?

- Changes in origin/destination are not allowed for Group bookings (Subject to Airline Terms and Conditions)

9. If I did not pay the deposit within the deadline, can I get the same fare as previously?

- All fares are subject to availability if deposit is not received and booking is not reconfirmed within the deadline
- You will be notified by email 3 days prior to deposit/reconfirmation due date.

10. Can I cancel part of my Group booking?

- Yes, you can reduce the number of the passengers before utilization date with no penalty
- Within utilization date you can cancel 10-20% of seats with no penalty

11. Can I cancel the entire Group booking before utilization date?

- Before the utilization date, you can cancel your Group Booking without penalty
- Deposit can be refunded

12. Can I cancel the entire Group booking after the utilization date?

- Yes, you can, but utilization penalty will be applied
- Deposit is not refundable
- After full payment/balance payment tickets are not refundable

13. Is Baggage allowed for Group Bookings?

- International 1st checked bag is allowed for Group Booking

14. Is seat selection available for Group Bookings?

- Seats selection is subject to Airline Terms and Conditions

15. What is the form of full payment/balance payment?

- Full payment/balance payment can be made by agency check or credit card (some airlines charge a 4% merchant fee)