

GROUPS SERVICE & SYSTEM FAQs

February 2021

Q: Can you tell me more about seating?

A: We can request two types of seating on Lime: *block* seating and *preassigned* seating.

Block Seating can be requested at confirmation via the seating button online and at 7 days before travel will allocate all passengers within a block on the aircraft.

If you have specific seat numbers that you would like to request, or know where your passengers would like to be seated then you can also send through your preassigned seating request detailing the passenger names, and seating request to bagroups@lime-management.com. We can only request specific seat numbers 3 days before travel. At this point we have no guarantee on the seat's numbers left available to book.

If a seating request is not made at the time of booking, then seats are predominantly allocated by the airline in alphabetical order. Seating requests are never guaranteed and are always subject to availability on the aircraft.

Seating policies differ on all the airlines that Aviate handles and are all based on the fare type that your individual group has been booked on, many of our airlines offer two to three separate fare types when booking a group. So each group is treated individually. Aviate's Customer Support team will be more than happy to provide seating information depending on the airline(s) you're looking to book with at the time of confirmation.

Q: How do I, and when can I reduce seat numbers?

A: With Lime, you can reduce as many seats as you require before Deposit Commitment (as long as this doesn't fall below the minimum group size) to do this in your online account you would enter the number of passengers that you wish to cancel (not the number of passengers you want to end up with) and click proceed. The system will automatically work out your new deposit payment and will cancel any unwanted seats. Please note: we do have a handy alert box that will ask you to check the information before confirming. So not to make any mistakes.

Once the booking is Committed you are entitled on Lime to reduce up to 20% of the group size with no additional charge, and your deposits will be transferred over to the balance. Anything over that will be charged at loss of deposit for all seats cancelled.

Again, our policies differ by airline for Aviate groups and are completely dependent on the fare type that is booked for your group. We do not receive the terms of your group from the airline until its

booked. We will of course notify you at confirmation stage. Virgin for example (on average) will allow a 20% reduction rule anytime up to 7 weeks before the outbound travel date. Deposits are non-transferrable.

Q: What deviations options are available?

A: Lime provide unlimited deviations with British Airways, providing you have the minimum group size travelling in one direction then you can upgrade/amend flights as required. Deviations can be made online via your Groups account with turnaround time of approximately 24 hours.

Policies differ between airlines on Aviate Groups, please refer to your airlines group terms and conditions at the time of booking.

Q: Can I book Groups from non-UK origin?

A: Yes, with Aviate Groups, anyone can book a group from anywhere.

Lime Groups also offer non-UK origin bookings, though you must be a UK registered travel company.

Q: Where can I find GDS entries for group bookings?

A: We do not have any GDS booking facility for Lime or Aviate Groups. Lime bookings are managed via the booking system with Lime's Customer Support team available to enter any specific OSI entries for special requests, and Aviate bookings (and requests) are managed by Aviate's Customer Support team. If you do have a special request, Frequent flyer number or meal requests then please do advise our team at point of confirmation so that they can add this into the booking. Lime also have a naming template which can be found on the naming screen, to be uploaded into the booking to include any special requests.

Q: How long can I hold a booking, and what are the deadlines?

A: Lime ask for deposits one month after confirmation at £25pp or 20% of the nett fare - whichever is the greatest amount. Balance is collected at 8 weeks prior to departure and we require your names no later than 7 days before departure.

Aviate generally ask for deposits 2-4 weeks after confirmation, with names 4 weeks before travel.

Q: Where can I find Covid-19 disruption policies?

A: British Airways have released a dedicated Covid-19 disruption policies for Groups, an overview of which can be found via [Lime's Coronavirus Support Hub >](#)

Airlines available via Aviate are treating each group individually. If your booking is affected by disruption then in the first instance contact groups@aviateworld.com with your query, including your PNR and date of travel in the subject line so that our Customer Support team can liaise with the applicable airline to provide your options.

Q: Managing Disruption out of hours?

A: Travel Innovation Group do have an emergency out of hours number: 0151 350 1199, to be used only for imminent deadlines outside of our operating hours or disrupted imminent travel.

Q: What is the difference between working with Lime versus British Airways Groups directly:

A: Travel organisations (UK registered companies) who don't meet British Airways minimum thresholds for a Preferred Partner status must use a specialist distributor such as Lime, whereas consumers booking groups directly would liaise with British Airways direct groups department.

With their unique relationship with British Airways, Lime are extremely competitive for group fares and our teams are specialists in this airline and fare product.

Q: What is the minimum Group size for premium cabins?

A: British Airways consider seven passengers as a group in World Traveller Plus (premium economy), Club World and Club Europe (business class), and four passengers for First (first class).

Most premium seats booked through other airlines as a general rule of thumb is ten.

Q: Booking process for groups - what we can do online, what we have to call through for and if call - who is the best person to speak to?

A: For any British Airways group bookings, they are all managed via our online booking tool Lime. From here you can quote/book/ticket and amend your British airways group quotes instantly.

For any other airline quotes this is managed through our Aviate Groups department on groups@aviateworld.com

Contacting us:

Partnerships: partnerships@travelinnovationgroup.com / 0151 350 1116

Lime Groups Customer support: bagroups@lime-management.com / 0151 350 1185

Aviate Groups Customer Support: groups@aviateworld.com / 0151 350 1115

