

Travel Info

If you are selling tickets to a group of 10 or more passengers traveling on the same Nauru Airlines flight segments, you can look forward to a host of benefits, including special group fares and dedicated services for your group. Nauru Airlines Group Booking Policy applies year-round with exception to travel between 01 to 31 December.

Nauru Airlines Group Booking travel is permitted on the following flights: -

- Nauru Airlines online itineraries (referred to as ON online): all flights are operated by/ marketed as Nauru Airlines.
- Interline itineraries: flights connect to/from other airlines to/from an Nauru Airlines online international flight.

Agents must make Group Bookings directly with Nauru Airlines and may use Nauru Airlines ticket desk services for the purposes of Group Booking ticketing. Group Claim PNR in the GDS is not available at this time. Agencies may not create multiple PNRs for the purpose of circumventing the Group Booking policy (when reservation for a Group Booking is not confirmed, attempting to secure the required group inventory by making individual reservations that result in a hidden group. Violations of the Group Booking policy may result in booking cancellation and/or re-assessment of fares and/or penalties collectable via ADM.

Contacting Nauru Airlines Group Bookings Team

Group Booking requests must be made by email or online. Group Booking team may be contacted by:

- Email at: reservations@nauruairlines.com.au
- Phone at: +61 (7) 3229 6455 – available on business days from 0900 to 1700 (AEST)

Definitions

DEFINITION	DESCRIPTION
Group	A party of 10 to 30 adult passengers traveling together on all Nauru Airlines flight sectors constitute a group.
Group Fare (GRFR)	A group fare quote is subject to the availability of seats at the time of inventory request. Subsequent changes in routing, dates and flight times will require a re-assessment of the group fare. All group fares quoted are for Adults and are exclusive of government taxes, airport charges and variable surcharges some of which may change without notice due to exchange rate fluctuations.
Deposit Amount	To minimise the risk of inventory wastage, all group confirmations require the payment of a deposit prior to the deposit time limit.

Deposit Time Limit	The time limit to collect the payment of a deposit. At the time of group confirmation Nauru Airlines will assign a deposit collection time limit.
Group Additions	Addition of a passenger to a pre-existing Group Booking.
Group Deviation Allowance	If offered as part of a Group Booking quotation to you. The Group Deviation Allowance is the maximum number of passengers permitted to deviate from the dates and times of travel of the main group.
Interline Group	Groups that are sold in conjunction with interline partner's air sectors, e.g. SYD-BNE (VA), BNE-INU (ON).
Value Added Services	Value added services that may be offered to you.
Time Limit	Group Time Limits are assigned by Nauru Airlines to protect the integrity of seat inventory and to minimise the risk of non-materialisation of group seats. Failure to observe and comply with Group Time Limits may result in group seat auto-cancellation and forfeiture of deposit.

Group Booking Conditions

POLICY	DETAILS
1.1 Deposits	<p>All group confirmations require a deposit payment to secure group seat inventory. In the event of full or partial group seat cancellation within 60 days prior to departure the deposit paid will be forfeit.</p> <p>Direct Deposit details for Group Deposit: Bank: Bendigo Bank Address: Ground Level - Civic Centre, Aiwo District, Nauru Account Name: Nauru Air Corporation, Account No: 155 149 529 BSB: 633-000 SWIFT: BENDAU3B</p>
1.1.1 Deposit Amount	20% of total group fare. Business class group fares are not available.

1.1.2 Deposit Refunds	<p>Full or partial seat cancellation more than 60 days prior to departure will result in deposit refund.</p> <p>In the event a travel agency utilises Nauru Airlines ticket desk ticketing services, the deposit paid by direct bank transfer, less any deposit forfeit will be refunded by direct bank transfer.</p>		
1.1.3 Group Time Limit (GRPD)	<p>Days prior to first sector departure</p>	<p>Deposit payable within (days of seat confirmation)</p>	<p>Ticket Time Limit Deadline (days before departure)</p>
	180 days +	60 days	21 days
	90 to 179 days	30 days	21 days
	45 to 89 days	14 days	21 days
	14 to 44 days	7 days	14 days
	13 days -	Immediate	Immediate
	<p>If a full (100% of Group Fare) payment is paid to Nauru Airlines at ticketing time limit, then tickets may be issued up to 72 hours before departure.</p>		
2.1 Child Discount	Charge 75% of group fare		
2.2 Infant Discount	No charge. Limit of 10 infants per flight.		
3.1 Maximum Stay	Not applicable.		
4.1 Ticketing Deadline (GRPT)	Ticketing to be completed within ticket time limit to avoid inventory auto-cancellation and forfeiture of deposit.		
5.1 Group Deviation	If permitted within Group Booking Quotation, individual deviations from the main group, before departure and after ticketing are permitted at \$250 per passenger. Dates of travel must be within validity of the ticket.		
6.1 Extension of Stay	Requests for individual passengers within a Group Booking to extend their stay beyond ticket validity, prior to, or after ticketing is not permitted.		
7.1 Name Advice (GRPN)	Name advice deadline equals Ticket Time Limit Deadline		
7.2 Name Changes	Name changes are permitted at a fee of AUD\$150 after ticket issuance.		

7.3 Name Corrections	Name corrections after ticketing are permitted at a charge of AUD100 per name correction.
8.1 Cancellations	<p>Group size must not fall below 10 passengers – if group size reduces below 10 passengers then year around published fares will apply at Global Distribution System availability.</p> <p>Cancellation of seat inventory within 60 days of departure will result in forfeiture of refund. Cancellations of seat inventory after ticket issuance Group Fare, YQ, and YR fees are non-refundable.</p> <p>Government taxes, airport charges and variable surcharges (excluding YQ and YR surcharges) are refundable in the event of cancellation of seat inventory after ticket issuance.</p>
9.1 System Range	If required inventory is not within Global Distribution System range for fare quoted, deposit is still required within 60 days of Group Booking quotation to obtain the group fare.
10.1 Booking Churn	To avoid inventory wastage, cancellation of a group prior to deposit payment and subsequent request to reinstate inventory is not permitted.
11.1 STPC	Not applicable.
12.1 No-Show	If a group passenger(s) no-show on the outbound or inbound journey, the entire remaining flight segments will be cancelled.
13.1 Conditions of Carriage	Nauru Airlines standard conditions of carriage shall apply.
14.1 Group Claim	Not available.
15.1 Hidden Groups	Seats sold by a travel agency and utilised by passengers across the same itinerary must not be separated across “scattered” PNRs. Creating individual PNRs to disguise a group is not permitted. Bookings of 10 or more passengers across one itinerary must be created in the same PNR as a Group Booking. Where a reservation is booked in separate individual PNRs and discovered by Nauru Airlines to be a hidden group an ADM for AUD100 per passenger will be raised.

15.2 Fare Changes	Add-on fares or fares associated with other airlines whose space is used in combination with Nauru Airlines services are subject to change with notice. Nauru Airlines will endeavour to provide as much advance notice as possible of such changes. Group fares are not guaranteed until ticket issuance.
15.3 Baggage Allowance	Normal published Nauru Airlines baggage policy applies. Please consider to pre-purchase any additional excess baggage requirements.

By making a Group Booking and paying a Deposit you accept the Group Booking Conditions of Nauru Airlines Limited.