

WELCOME TO LIME'S

# GROUP BOOKING SERVICE

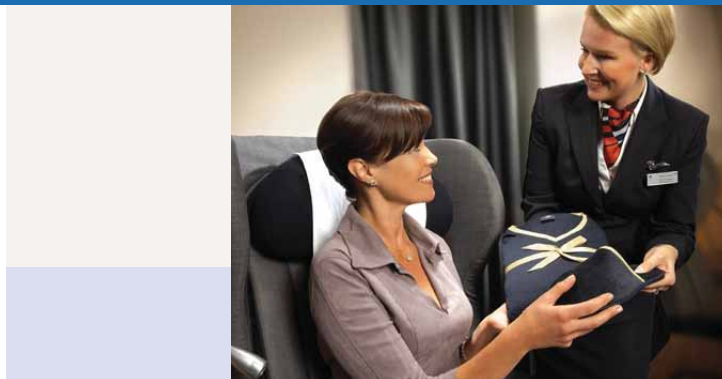


## ARRIVE ON SCHEDULE WITH OUR GROUP BOOKING SERVICE

Flying to over 250 destinations worldwide, making a British Airways group booking has never been easier with Lime Management.

- Choice of Online Quotation Service or GDS Automated Service
- Highly Competitive Rates
- No Telephone Queues
- Specialist Call Centre for British Airways
- Account Management Support
- Sales & Marketing Support
- Full Ticketing Service

Our GDS Automated System gives access to live availability and prices, plus we can quote prices for upgrades instantly. Alternatively, we can email you a quote direct via our Online Quotation Service, just visit our website and complete a simple request form. Our leading edge management services are already being used by hundreds of travel companies, so why not contact us today to discuss your group booking requirements?



COMMITTED TO YOUR BUSINESS

# GROUP BOOKING SERVICE

## FREQUENTLY ASKED QUESTIONS

It is our aim at Lime to make our Group Booking Process as quick and easy as possible. These cover some of our most frequently asked questions. If you have any other queries, please don't hesitate to contact us.

### Q. What deposits do I need to pay, and when?

- A. Deposits are 20% of the seat cost (minimum of £25). You will be e-mailed a Group Booking Offer which will advise deposit amounts and due dates.

Booking time prior to departure	Deposit due
Over 12 weeks	2 months after confirming group <i>Unless, this results in the full balance becoming due (at 6 weeks prior to departure) which would take precedence.</i>
12 - 8 weeks	1 week after confirming group
Within 8 weeks	Full payment by return

### Q. When do I have to pay the Balance?

- A. Balance payments are due 6 weeks prior to departure.

### Q. How can I arrange payments?

- A. We prefer payment by Direct Debit (DD authorities are included in Welcome packs), but can accept cheques or bank transfers by prior arrangement.

### Q. What if I don't have an ATOL?

- A. You can still arrange groups through us on a non-ATOL basis, but the seats cannot subsequently be used as part of a package.

### Q. Can I make changes to the Group?

- A. We can help with most changes – adding domestic flights, upgrades, group members returning on different dates etc. After tickets are issued, however, no changes to the itinerary are possible. Name changes can be made free of charge before ticketing. Once the booking has been ticketed, operators can make name changes and reissue tickets subject to a fee of £55.

Generally 2 Splits (occasions when pax are divided from the main group booking) are permitted.

### Q. If my Group size reduces, will I lose the deposits paid?

- A. If the decrease is no more than 20% of the size of the Group then deposits are not lost. If the decrease is more than 20% then the deposits for all returned seats will be forfeited.

### Q. When & how will I get the tickets?

- A. We will need to know all passenger names 1 week prior to departure at the latest, e-tickets will then be issued.

### Q. What if my Group needs visas?

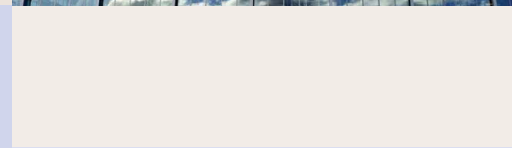
- A. It is the responsibility of the Group Organiser to arrange the necessary documentation needed to gain entry to the destination country. Visa and passport requirements can be checked via [www.batraveltrade.com](http://www.batraveltrade.com)

### Q. What is the seating policy for a British Airways Group booking?

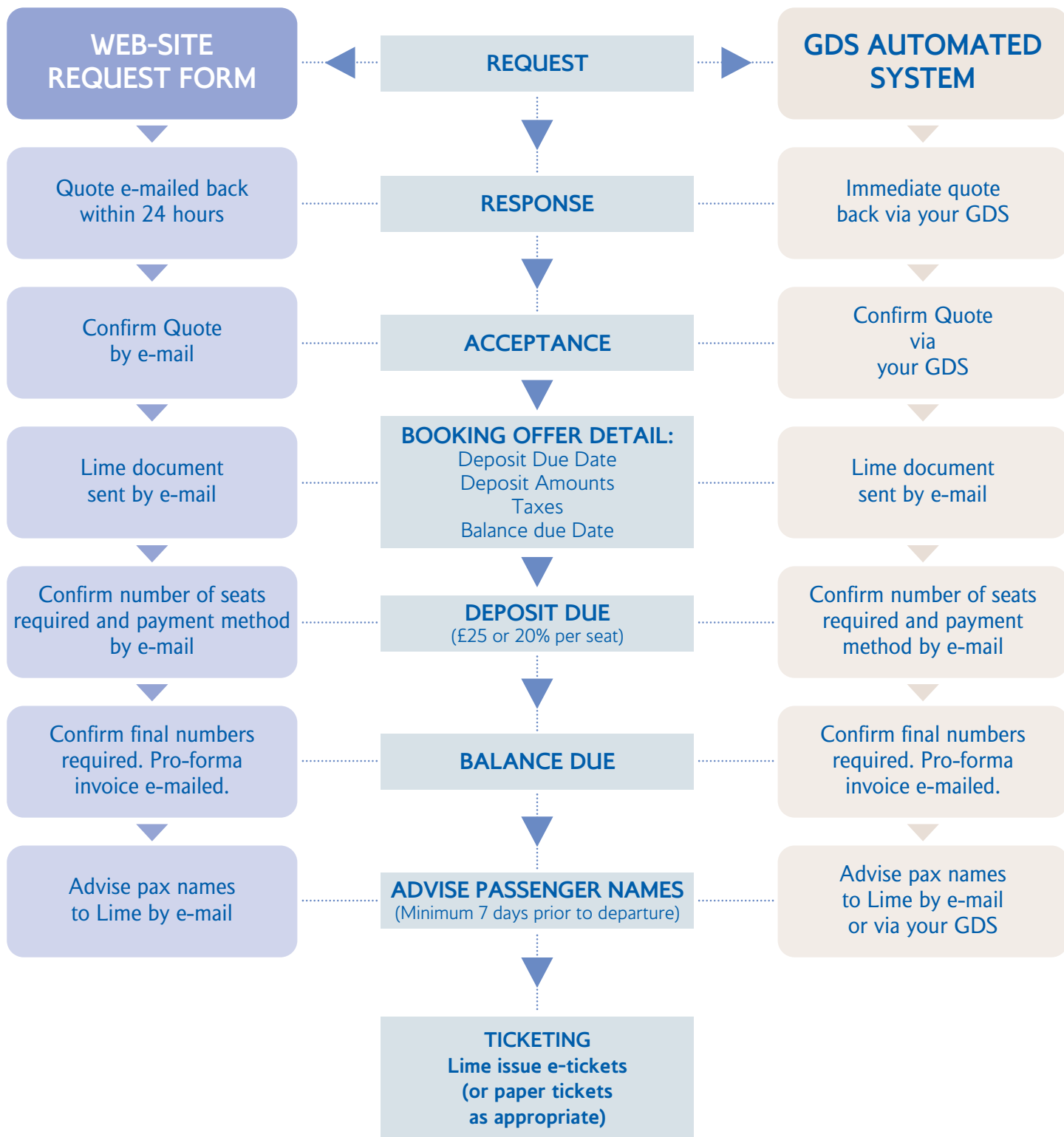
- A. Group seating can be requested up to 8 days prior to departure, a block will be assigned to the group for you to allocate the seats.

### Q. Can a group passenger use a Self-Service Check-in Kiosk at the airport?

- A. Groups are permitted to utilise the Self-Service Check-in machines at their departure airport.



# GROUP BOOKING OPTIONS



N.B. Any amendments to bookings made by either method should be referred back to Lime by email.



## MANAGING YOUR GROUP BOOKINGS



For more complex bookings and general servicing of quotes and confirmed bookings, Lime provide full support through our Call Centre, which is dedicated exclusively to British Airways and its airline partners.

Certain types of bookings will not process through our automated quoting system and will need to be directed to our Groups Team Specialists via our website. Such bookings include:

- Requests for travel outside of system range (i.e. more than 356 days ahead)
- Premium cabin bookings
- Groups of more than 98
- Overseas originating groups

General servicing of quotes or confirmed bookings should also be referred to our Groups Team. For example:

- Upgrades
- Add-ons
- Splits
- Cancellations
- Reduction in party size



Lime Management Ltd's full Terms and Conditions for Group Bookings can be found online at [www.lime-management.co.uk](http://www.lime-management.co.uk)



# MORE CHOICES FOR GROUPS TRAVEL

## SHORT HAUL



### Euro Traveller – More Convenient

- Once on board enjoy our complimentary "All Day Deli" menu, varied to suit the time of day
- There's also a selection of hot and cold drinks to match your mood
- Sit back and relax with comfortable leather seats\*
- Enjoy the convenience of a frequent schedule and centrally located airports

\*Leather Seats not available on all aircraft



### Club Europe - Comfort and Space

- Relax and enjoy a drink in the Terraces Lounges\* before your flight
- A separate cabin at the front of the aircraft with more legroom, wider contoured leather seats and blankets and cushions to relax and unwind
- Enjoy a light healthy meal and drinks from the bar. Champagne available upon request
- Receive an exceptional level of comfort, convenience and flexibility

\*Lounges available at most European airports. Facilities may vary.

## LONG HAUL



### World Traveller – Designed for Comfort

- An ergonomically designed seat with footrest and adjustable headrest to support your head and neck
- Blankets, cushions, eyeshades, socks, toothbrush and toothpaste are also provided for your added comfort
- Enjoy tasty meals designed by leading chefs, as well as complimentary bar service, available throughout your flight



### World Traveller Plus - Worth the Difference

- A separate quieter cabin with up to a maximum of 6 rows
- Wider, more comfortable seats with 7 inches more leg room than World Traveller
- Complimentary on board newspaper
- Complimentary drinks from the bar (excluding champagne)
- Priority meal service offering fresh contemporary meals
- In-seat power for laptops and individual in-seat telephones



### Club World - Introducing a new Club World

- The new seat is 25% wider, has a privacy screen and converts into a fully flat bed
- New Club Kitchen is open between meal times with complimentary hot or cold snacks
- Club World Sleeper Service is available on selected over night flights, enjoy breakfast in bed
- À la carte menu inspired by the world's top chefs with expertly sourced wine list
- Access to Departure and Arrivals lounges. Unwind with a complimentary drink and paper
- Complimentary treatments at the Elemis Travel Spa available at London Heathrow, and JFK T7

\* Configuration of all long haul aircraft with the new Club World product is planned to be completed by December 2008, please check at time of booking.



## First – The Ultimate in Comfort and Luxury

- Personal 'demi cabin' space creates an exclusive, private environment
- Enhanced seat converts to a 6' 6" fully flat bed at the touch of a button
- À la Carte dining with menus created by internationally acclaimed chefs
- Complimentary bar service featuring the finest wines and champagnes
- Complimentary sleeper suit and wash bag designed by Anya Hindmarch and filled with luxury skin care products
- Access to Departures and Arrivals lounges, including the Elemis Travel Spa at London Heathrow
- Dedicated First check-in desks and a choice of check-in options



## Audio Visual on Demand - (AVOD)

Currently being rolled out across the long haul routes\* AVOD gives you over 200 film, television, music and games (games not available on World Traveller) options all available on-demand so that you can watch what you want, when you want.

\*Not available on aircraft fitted with a 12 channel in-flight entertainment system.



## Terminal 5

Travel with British Airways and to fly from or to Terminal 5, is to change the way you fly forever.

- The £4.3 billion building is so light, modern and spacious that it's hard to believe it's an airport terminal at all
- 'Zone G' is a dedicated Groups check-in area so you'll have more time to spend as you please, shopping, eating or just relaxing
- The floor to ceiling windows give outstanding views of the runways, aircraft, countryside and even Windsor Castle and Wembley Stadium
- There will be huge improvements in punctuality and baggage now that we've brought nearly all British Airways flights together in one terminal
- The largest, and possibly the most luxurious, airline lounge complex in the world, large enough to cater for 2,500 passengers
- Harrods, Coach and Prada as well as great British names such as Paul Smith, Ted baker and Reiss have all opened at Terminal 5
- Terminal 5 dining experience raises the bar for quality cuisine on the move with a choice of family favourites, fine restaurants and bars and pubs



## CONTACT US



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