

Term and Conditions of Group Bookings

1. Definition of Group Bookings

1.1 The reservation of group bookings made up minimum 10 passengers for 1 PNR (Personal Name Record) and they are all arriving on approximately the same dates.

2. Group Booking Fare Rate

2.1 All fares include VAT and airport tax.

2.2 The fare rate is depends on providing seats in each flight and can be used for travelling during flight time schedule and long weekend or public holiday period.

3. Reservation

3.1 The reservation can be made via email groupbooking@lionairthai.com on Monday-Friday at 08.30-17.30 exclude weekend and public holiday.

3.2 The reservation can be made via Thai Lion Air website www.lionairthai.com you can assign the number of passengers, departure date and flight through this channel which available 24 hr. The system will conduct the price as your assign on website on Monday-Friday at 08.30-17.30 include public holiday period but except weekend.

4. Payment

4.1 Passengers will need to pay the deposit almost 50% for Domestic route and 30% for International route of ticket price or full payment within 3 days from the first day of bookings confirmation includes weekend and public holiday. Thai Lion Air will notify the price, date and time of payment to passengers after confirmation through email. The payment process Thai Lion Air reserved the right of the transaction channel to airline account only; the payment process cannot be complete with cheque or credit card.

4.2 The payment of remaining passenger can be paid out before travel date for 10 days on Monday-Friday at 08.30-17.30. Thai Lion Air reserved the rights which not include weekend and long ho

4.3 Documents confirmation of deposit payment or full payment send back to group bookings email groupbooking@lionairthai.com. Please be inform that the documents should be clear and consist of slip payment or internet slip payment by identify of group name, PNR and obviously phone number.

4.4 In order the passenger is late payment; Thai Lion Air reserved the right of booking cancellation within 16.00 of payment due date.

5. Account Number

Group Booking THB from all agents except Singapore, Indonesia

Company Name	Thai Lion Mentari Co.,Ltd
Bank Name	Kasikorn
Bank Address	Sanambin Don Mueang
Account No.	883-2-00618-2
Swift Code	KASITHBK

Group Booking SGD from agents in Singapore

Company Name	Thai Lion Mentari Co., Ltd.
Bank Name	DBS Bank Ltd
Bank Address	MBFC Branch
Account No.	003-934595-0
Swift Code	DBSSSGSG

Group Booking IDR from agents in Indonesia

Company Name	Thai Lion Mentari Co., Ltd.
Bank Name	Bank Mandiri
Bank Address	Suryopranoto Branch
Account No.	121-00-67788962
Swift Code	BMRIIDJA

6. Summit passenger name of Group Bookings

6.1 Passengers need to submit name along with name check and confirm passengers name list to group bookings email groupbooking@lionairthai.com at least 10 days before travel date. Thai Lion Air reserved the rights exclude weekend and long holiday period.

7. Issued ticket processes of Group Bookings

7.1 Thai Lion Air will operate the issued processes of group bookings 10 days before travel date after full payment with completely name list of passengers. According to issued ticket processes Thai Lion Air reserved the right exclude weekend and public holiday.

8. The cancellation and refundable

8.1 (The ticketing implemented still on issuing process)

8.1.1 Ticket cancellation, Thai Lion Air reserves the right to seize deposits or full payment when passengers cancel.

8.1.2 Ticket cancellation when passengers dispute the conditions. Thai Lion Air reserves the right to cancel bookings which passengers did not pay deposit or full payment on due date.

8.1.3 Ticket cancellation by passengers which cannot submit passengers name list on due date. Thai Lion Air reserves the right to seize of deposit or full payment from passengers who paid out.

8.2 (The ticket was successfully processed)

8.2.1 Only airport Tax (TS) is refundable.

8.2.2 Passenger can refund within 90 Days from travelling date.

8.3 The cancellation by airline. The airline reserves the right to refund follow Thai Lion Air terms and conditions.

9. Itinerary modification

9.1 Name correction on inactivate issue ticket process

9.1.1 In order of inactivate issue ticket process, passengers can edit name and send email to groupbooking@lionairthai.com on Monday-Friday at 08.30-17.30 except weekend and public holidays.

9.2 Name correction on activate issue ticket process.

9.2.1 Thai Lion Air reserves the right not allow to edit name after issued ticket or after passenger send email to confirm name list.

9.2.2 In terms of ticket was issued and found out that title name, last name and family name are incorrect not exceed 3 digits. Passengers can send correct name request with change fee 750 baht per passengers per transaction. The correction request made by call center (+66)2 529-9999, for 4 hours before flight departure time except the errors made by the airline. The airline will correct name without fee was mentioned above.

9.3 Flight date and time modification

9.3.1 Flight date and time modification term of inactivate issue ticket process

9.3.1.1 The airline reserves the right not allows to change any itinerary in term of inactivate issue ticket process.

9.3.2 Flight date and time modification term of activate issue ticket process

9.3.2.1 The airline reserves the right allow to change the itinerary via call center (+66)2 529-9999 with change fee 750 baht and different fare (if any) per passenger per transaction.

10. Reducing number of passengers

10.1 Reducing number of passengers in term of inactivate issue ticket process

10.1.1 The reducing number of group bookings is not less than minimum (10 Passengers) that was mentioned in the conditions. Passengers should be prior notice before payment. The airline reserves the right not allows to change passenger name.

10.1.1.1 In case of have not paid deposit, passengers should prior notice to staff before due date.

10.1.1.2 In case of paid deposit but full payment incomplete, passenger should prior notice to staff before due date of remaining. Thai Lion Air will collect money follow the actual passengers.

10.1.1.3 In case of paid deposit but full payment incomplete, Thai Lion Air reserved the right to seize the deposit and cannot combine with the remaining.

10.1.1.4 In case of paid full payment, Thai Lion Air reserved the right to seize the full payment for passenger who not travel.

10.2 Reducing number of passengers in term of activate issue ticket process

10.2.1 The airline reserves the right not allows to reduce number of passengers after issued ticket.

11. Receipt and Tax invoice of Group Bookings

11.1 Passengers can be made receipts and tax invoice by send information about name, address and taxpayer Identification Number in English version to groupbooking@lionairthai.com .

12. Additional Service of Group Bookings

12.1 Seat Selection

12.1.1 Group Booking cannot check-on online, Passenger will be assign seat at the airport.

12.1.2 The Lion Seat service can be made after issued ticket via ticket sales counter, for 45 minutes before departure time or call center (+66)2 529-9999, for 4 hours before flight departure time.

12.2 The Baggage Allowance for passenger (Infant is not entitled)

We allow carry-on 7 kg (1 piece / passenger) for all route.

12.2.1 Pre-paid baggage allowance can be made via group booking before issue ticket. If ticket were issued can be made via ticket sales counter, and (+66)2 529-9999 for 3 hours before flight departure time.

12.2.2 Passenger can purchase Lion Baggage with the same excess baggage weights for all passengers in the PNR booking. If individual passenger in PNR of group booking would like to purchase Lion Baggage by their own, passenger can purchase via call center (+662-529-9999).

12.3.1 Lion meal can be made via group booking before issue ticket. If ticket were issued can be made via ticket sales counter, call center (+66)2 529-9999 for 48 hours before flight departure time.

12.3.2 Lion meal with the same menu for all passengers in the PNR booking. If individual passenger in PNR of group booking would like to purchase Lion meal by their own, passenger can purchase via call center (+662 529-9999) for 48 hours before flight departure time.

12.4 The additional service can be made after issued ticket via ticket sales counter or call center (+66)2 529-9999.

Passengers must proceed full payment of addition services via group booking at least 10 days before travel date exclude weekend and long holiday period. In case of paid partial or full payment, Thai Lion Air reserved the right to seize the payment for passenger who not travel and cannot combine with the remaining of ticket fare.

13. Infants reservation of Group Bookings

13.1 Infants reservation can be made after issued ticket via call center (+66)2 529-9999 for 4 hours before flight departure time.

14. Any other which not mentioned above, the airline reserved the rights to follow Thai Lion Air term and conditions.