

## **Frequently Asked Questions::Vistara Group Bookings**

- 1. What is the minimum number of passengers required to qualify as a Group Booking?**  
A Group Booking requires a minimum of 10 passengers travelling on the same booking. Infants will not be included in the total number of passengers, as they do not occupy a seat.
- 2. If the total number of passengers are less than 10, can I still request for a Group Booking?**  
If total passenger count is less than 10, you can book directly at [www.airvistara.com](http://www.airvistara.com) where, a maximum of nine passengers can be booked at a time.
- 3. What are the major benefits of booking through Vistara Groups?**
  - All passengers are in a single PNR at the same fare.
  - Reduced fares compared to separate bookings, as online pricing is dynamic and not all passengers might get the same fare available online.
  - Passenger Names submission is not immediate (Only For groups with >7 days to departure).
  - No need for instant full payment (Only for Groups with >21 days to departure).
- 4. Why is the online price lower than the group fare offered to me?**
  - Online fares are meant for instant purchase / immediate ticketing.
  - Not all passengers will get the same fare available online.
  - In a Group Booking, one can submit names up to 7 days before departure, which is not possible in case of online bookings.
  - Group fares are blocked for a much longer time, as compared to online fares.
  - Online Pricing is dynamic in nature compared to Group Bookings.
- 5. Are Promotional Fares/ Other discounts applicable on Group Bookings?**  
Group fares include a certain discount; hence, no other discounts or promotions are applicable for group travel.
- 6. When should passengers travelling under a Group Booking report for Check-In?**  
Vistara recommends that all passengers travelling under groups must report for Check-In at least 120 minutes prior to departure for smooth processing.
- 7. Is Web Check-In facility available for Group Bookings?**  
Web Check-In facility is currently unavailable for Group Bookings.
- 8. Is Excess Baggage pre-booking and Meal selection available for Group Bookings?**  
Yes, standard Meal selection request is possible via the group tool or by contacting our customer care number.  
For Excess Baggage pre-booking, kindly write an email stating your exact requirement and booking reference to [group.booking@airvistara.com](mailto:group.booking@airvistara.com) (Only for group bookings).

**9. Is a Group travelling on a group fare eligible to take more baggage?**

There is no difference between the baggage allowance for group customers and other customers. For more information on standard baggage allowance, please visit [www.airvistara.com](http://www.airvistara.com)

**10. Is Advance Seat Reservation applicable for Group Bookings?**

Seat assignments can only be done at the time of Check-In (Subject to Availability).

**11. How can one claim Club Vistara points with a Group Booking?**

Customers can provide their Club Vistara ID at the time of check in to automatically receive CV points credit once they have flown.

If a member forgets to add CV ID at the time of Check-In, one can claim CV points by filling the Retro Claim form available after logging in through [www.airvistara.com](http://www.airvistara.com).

**12. Can a member claim Club Vistara points for the entire group with a single member's account?**

No, members can only claim Club Vistara points for the individual account.

**13. How do I add my GST Details in the booking?**

A passenger can add their GST details by writing an email to [group.booking@airvistara.com](mailto:group.booking@airvistara.com) with the relevant details of their GST account (GST Number, Company Name, Registered Address, Contact Number and Email ID). Please request for GST addition only if it is applicable.

**14. I have an 8 digit IATA Number, how do I input the same during registration?**

For registering in GRMS, only the first seven characters of your IATA number are required. If you have an 8 digit IATA Number, please input only the first 7 digits of your IATA Number at the time of registration.

**[Vistara Group Booking – terms and conditions](#)**