



Group Booking Terms and Conditions

Please read the Terms and Conditions below carefully. For a group booking quotation and any related queries, please email us at info@eswatiniair.co.sz and reservations@eswatiniair.co.sz

1. Minimum Group Size

- Minimum group size is **10 passengers**.

2. Airfares Quotation

- Fare quotation is based on seat availability at the time of request.
- Fare quoted is valid for booking within **72 hours** from the time of quotation.
- Re-quoted fares are only valid for booking within **24 hours** of quote.

Baggage Allowances

- Economy class cabin ERJ-145: 1-piece 23kg free of charge and 8kg carry-on per person.
- Extra bag/ sporting equipment is permitted at a fee.

Seat Selection

- Seat selection is based on availability for selection and group members may not always be seated together. Seats that attract charges on selection are excluded from fare quotation and will be charged as an add-on.

Meals

- Applicable meal service (Snacks and drinks) will be offered during the flight free of charge. Special meal requests should be made at least 48 hours before departure and served only if confirmed and may attract separate charges.

3. Applicable Routing

- Re-routing is not permitted for group booking.

4. Ticketing / Name list

- Name list must be submitted latest **30 days** before departure.
 - For advanced booking, ticketing should occur at least **30 days** before departure.
 - Group request within 31 days must be ticketed immediately.
 - Once ticketed, group tickets are not refundable including reductions in group size.
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5. Penalties / Changes

Name Change

- Name change/correction is allowed before ticketing and will not attract any charges.
- Name changes/correction and reissues after ticketing attract standard name change and/or reissue charges.
- Ticket is not transferrable.

Date Change

- Changes in date of travel are allowed subject to seat availability. All changes will attract penalties.

6. Cancellation

- Full/partial payment before/after ticketing will be forfeited.

7. Payment Information

- **65% deposit** of the total fare amount to be paid upon acceptance of group fare, three months before departure.
- Seat will be secured once deposit is credited to Eswatini Air bank accounts.
- For advanced bookings, the remaining **35%** should be paid **30 days** before flight departure and/or upon completion of ticketing whichever occurs first.
- For group booking requests made within 30 days, **100% deposit** should be paid upon booking.
- Airport taxes may vary at point of ticketing.

Note: Group tickets are non-refundable.

Payment Mode

- Bank Transfer
- Debit/Credit Card
- Cash

8. Additional Conditions

- For peak periods or during special events, where a group takes a significant proportion of the aircraft capacity, Eswatini Air reserves the right to stipulate a higher deposit requirement and/or more restrictive payment and ticketing conditions.
- Flight rescheduling/cancellation by Eswatini Air.
 1. Refund is permitted in the event the flight is rescheduled or cancelled by Eswatini Air.
 2. Re-accommodation will be subject to seat availability.
- Failure to comply with any of the terms and conditions outlined in this document will result in immediate cancellation of bookings.



9. Group Desk Operating Hours

Monday to Friday: 06:00am – 09:00pm

Weekend and Public holidays: 08:00am – 04:00pm.

I _____ acknowledge that I have read and I accept the above terms and conditions.

Signature: _____

Date: _____