

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 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 (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

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.

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 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](#)