

- **FlyGroups and new Group Policies**
- **Autonomy in group management**

August 2025


## Group concept

- **Minimum:** A group booking must have at least **10 passengers** traveling together, both outbound and return.
- **Maximum:** The maximum number of passengers that can be requested is **95 passengers** due to the maximum booking size.
- **Date change:** possible up to 20%, provided that the conditions in point 1 and 2 are maintained and are only permitted on return flights and up to a maximum of 7 days from the original return date of the group.

# FlyGroups

## □ Start session

- All group management, quotation, reservation and issuance must be processed through our group platform at the following link. <http://groups.flytap.com>



**I'm not a travel agent**


Are you a TAP customer looking to book flights for a group?

**I'm a private customer**

**I'm a travel industry professional**

Are you a travel agent, tour operator, TAP employee or similar?

**I'm a travel industry professional**



**< Flygroups**

For travel industry professionals

User

tapgroupsusa@tap.pt

Password

.....

☒ Remember me

Recover [password](#)

**Login**

I don't have an account. [Create an account](#)

TAP AIRPORTUGAL | GROUPS

Book a Group

All my requests

?

✉

🕒 Agencia de...

▼

PORTUGAL - LIS

Spanish (Spain)

▼

Solicitudes de grupos

Agencia

Comission Report

Pedir soporte

Group Requests

Search ⓘ

PNR

▼

Status

Select Some Options

Modified

< 30 days

▼

☐ Needing My Attention ⓘ

Show more filters

Reset Filters

Search

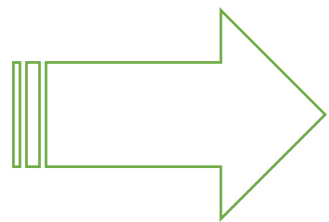
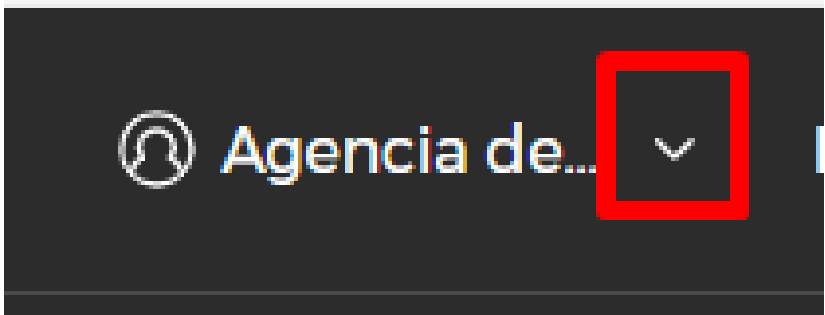


# Notification settings

Possibility of receiving notifications in the user's e-mail (Outlook) or in the FlyGroups inbox

Select all important notifications as :

- Deadline to add names
- Deadline for ticketing
- Notification of schedule change
- Group Status - Expired/Cancelled
- Message from TAP



Agencia de Teste  
IATA PT  
Agency Admin EGOTRAVEL

Inbox

Edit my details

Notifications settings

Logout

## My Inbox Configurations

Request Status Change		
Event	Receive in Inbox	Receive in Email
Request is Submitted	<input type="checkbox"/>	<input type="checkbox"/>
Request change to Quoted	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Request change to Accepted	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Request change to Booked	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Request change to Rejected	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Request change to Expired	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Request change to Cancelled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Ticketing Configurations		
Event	Receive in Inbox	Receive in Email
Ticket issue request	<input type="checkbox"/>	<input type="checkbox"/>
Ticket Issue Approval	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Time Limits Configurations		
Event	Receive in Inbox	Receive in Email
Quote Save Expiring	<input type="checkbox"/>	<input type="checkbox"/>
Pay deposit limit Warning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Insert names time limit Warning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Issue tickets time limit Warning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Other Configurations		
Event	Receive in Inbox	Receive in Email
Deposit Payment Rejected	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Deposit Payment Accepted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
TAP confirms PNR ready for Claim	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New Itinerary change Request	<input type="checkbox"/>	<input type="checkbox"/>
Itinerary change Response	<input checked="" type="checkbox"/>	<input type="checkbox"/>

SAVE CONFIGURATIONS

USE DEFAULT CONFIGURATIONS

Book a Group

Round Trip

One Way

Multi City

From  
EWR NEW YORK - NEWARK LIBERTY INTERNATIONAL APT, USA (EWR)



To  
LIS LISBON, PORTUGAL (LIS)

2024-05-15



2024-05-22



Show advanced options

Prices are informative. Taxes will be recalculated by the time of issuing tickets.

	17:40 EWR	→	05:35 (+1) LIS	Direct	TP0202 Details	58 Seats available	ECONOMY 759.32 USD	>	Price details
	23:00 EWR	→	10:50 (+1) LIS	Direct	TP0204 Details	53 Seats available	ECONOMY 747.32 USD	>	Price details
	22:50 EWR	→•→	13:00 (+1) LIS	1 stop	2 flights Details	76 Seats available	ECONOMY 682.33 USD	>	Price details

➤ **Round Trip** Select the Outboud and then, the Inbound

➤ **One Way** Select only one flight

Multy city

- Select the itinerary - Possibility to choose the preferred travel period.

Round Trip

One Way

Multi City

From

EWR

NEW YORK - NEWARK LIBERTY INTERNATIONAL APT, USA (EWR)

To

LIS

LISBON, PORTUGAL (LIS)

2024-05-15

Any Time

From

OPO

PORTO, PORTUGAL (OPO)

To

EWR

NEW YORK - NEWARK LIBERTY INTERNATIONAL APT, USA (EWR)

2024-05-22

Any Time

⊕ Add flight (up to 6 flights)

15 May	<div>TAP</div>	17:40 EWR	→	05:35 (+1) LIS	Direct	TP0202 Details	58 Seats available	<div>ECONOMY 1025.97 USD</div>	<div>Price details</div>
22 May	<div>TAP</div>	18:05 OPO	→	21:05 EWR	Direct	TP0211 Details	82 Seats available		
15 May	<div>TAP</div>	23:00 EWR	→	10:50 (+1) LIS	Direct	TP0204 Details	53 Seats available	<div>ECONOMY 946.97 USD</div>	<div>Price details</div>
22 May	<div>TAP</div>	18:05 OPO	→	21:05 EWR	Direct	TP0211 Details	82 Seats available		

TAP AIRPORTUGAL

## Quote / Book a group

After the selected flights, you will have the possibility to:

- save the quotation for 7 days or
- book. A PNR is created.

☐ I hereby confirm that I have read and accept this group booking's conditions, [TAP's Responsible booking policy](#), [baggage conditions](#) and [general conditions carriage](#).


☐ I hereby confirm that I accept to be contacted by TAP regarding this booking.

☐ I hereby confirm that I allow TAP to give my details to any partners for the purpose of improving the experience of customers. (optional)

Save price for 7 days

Book a Group

**Note :** To request a group from 75pax (until 95 max possible in a PNR), the following message will appear at the end: select "send a message to TAP" and the request will be sent to us.

 It is not possible to get an automatic price for your search.  
TAP can help you getting prices. Please, contact us.

Send a message to TAP



# Group Booked

Booked

Process US24021311829956

TAP Owner: [edit](#)

MULTI CITY

2 flights

24 JUNE - 5 JULY 2024

28 PASSENGERS

BOOKING CODE

KVA8M3

Requested on 13 Feb

Synchronize Request

Overview

Servicing

Ticketing

Payments

4 bookings

4 bookings not issued

0 bookings issued

47 passengers

increase group

47 names missing

0 names added

add names

47 tickets to be issued

0 tickets issued

issue tickets

This group request includes 4 bookings

Booking Reference

MNGRZP

Active

3 Flights

Multi City, 04 May 2024 - 14 May 2024

43 Passengers

43 names missing

Deadline: 21 Mar 2024, 00:20

36 days left

43 tickets to be issued

Deadline: 05 Apr 2024, 00:20

51 days left

Manage

Booking Reference

Q3OV46

Active

3 Flights

Multi City, 04 May 2024 - 14 May 2024

2 Passengers

2 names missing

Deadline: 21 Mar 2024, 00:20

36 days left

2 tickets to be issued

Deadline: 05 Apr 2024, 00:20

51 days left

Manage

Booking Reference

M9RXFM

Active

3 Flights

Multi City, 04 May 2024 - 14 May 2024

1 Passengers

1 names missing

Deadline: 21 Mar 2024, 00:20

36 days left

1 tickets to be issued

Deadline: 05 Apr 2024, 00:20

51 days left

Manage

- Overview
- Servicing
- Ticketing
- Payments

Overview

Servicing

Ticketing

Payments

## Important deadlines

25/11  
2023

Provide all passengers  
names and travel  
documents (if applicable)

25/11  
2023

Make the PNR Claim

11/12  
2023

Issue tickets

## Group Integrity

- Group integrity cancellation is 20%
- Group Maximum Cancellation is 100%
- Group Integrity Changes is 20%
- Group Minimum Party is 10 pax
- The value of the deposit is 0 USD/pax
- The deposit payment limit is 0 days
- The limit for entering names is 45 days
- Changes of names are allowed
- The number of days before departure to make the PNR Claim is 37
- The number of days before departure to issue tickets is 30

**Overview****Servicing****Ticketing****Payments**

## Additional Taxes

- The DV Tax is 10 USD
- The DU Tax is 30 USD
- The Commission to the Travel Agency on each sale with this classification is 0%
- Commission is not used in this classification
- Agent can Negotiate
- Discounts appliment is active
- Child discount applicable to 0%
- Child Fare is 100%
- Infant Fare is 10%

- DV Taxe 10USD: ticket issuance fee.

- DU Taxe 30USD: The DU fee only applies if a name change has to be made after the ticket has been issued. If ticket is issued by TAP, the DU fee is USD60.

**Overview****Servicing****Ticketing****Payments**

# Penalty Information

## Penalty Information

- **Total group cancellation fee**
  - < 61 days before departure: 0 USD
  - 61 - 90 days before departure: 100 USD
  - ≥ 91 days before departure: 0 USD
- **Total Group Cancellation**
  - < 31 days before departure: 100 USD
  - 31 - 60 days before departure: 50 USD
  - ≥ 61 days before departure: 0 USD
- **Group reduction between (20%) and (100%) of the Passengers**
  - < 31 days before departure: 100 USD
  - 31 - 60 days before departure: 50 USD
  - ≥ 61 days before departure: 0 USD
- **Partial group cancellation below integrity (20%)**
  - < 31 days before departure: 100 USD
  - ≥ 31 days before departure: 0 USD

- Up to 91 days prior to departure there are no cancellation charges, either total or partial.
- Between 90 and 61D BD – a booking fee is applied USD100 for total group cancellation.
- Less than 60D BD, penalty applies for total or partial cancellation
- Up to 31 days prior the departure Below 20% of the group integrity can be cancel without cost (group integrity = no. of passengers that were booked 61 days prior to departure).
- From those points on, the corresponding percentage will be applied according to the cancellation date.



**Overview****Servicing****Ticketing****Payments**

➤ The Terms and Conditions can be downloaded, where you will find more detailed information.

[Download Terms and Conditions](#)

Example :

- Baggage:
- All group tickets include one piece of checked baggage 23kg, the sum of the three sides of which does not exceed 158cm.
- Carry-on luggage also includes one piece of maximum 10kg, the sum of the three sides of which does not exceed 115cm + 1 personal item.

**Overview****Servicing****Ticketing****Payments****Change flights   Split booking   Increase group****Cancel booking for all passengers****Cancel some passengers**

- **Change Flight: Request New flight**
- **Split: Divide the PNR to request deviation**
- **Increase Group: Need to select the flights.**
- **Cancel Booking for all passengers**
- **Cancel Some Passengers**
  - It is necessary to indicate the number of passengers
  - select the pax if the name is entered

The platform will indicate if there is a cancellation penalty to be paid before completing the cancellation.

## Passengers

All passengers (15)

Missing names (15)

Missing documents (15)



For the selected destination, it is mandatory to insert the correct passengers information, any inaccurate submission or fictitious data inserted may lead to legal processes from authorities and potential inconvenience to the passengers at boarding gate and on destination airport by the Security Authorities. The airline is also subject to the application of sanctions/fines by these Authorities.

## Passengers without name (15)

Add names and docs

Import names and docs from file

Insert all names and travel documents until 25 Nov 2023. This booking will be cancelled without notice at that date for passengers without name.

Names can be entered one at a time - Add names and docs - or all at once - Import names from File

## Personal Documents (optional)

Document type

Passport card

Document number

Expiration date

--

--

--

☐ Lifelong

Issuing country

Nationality

Gender

Male

Date of birth

--

--

--

Date of birth must match the ID or passport this passenger will use at check-in.

[Add another document](#)

Download template and view instructions

[passengers\\_import\\_template.xls](#)

Choose file

Files accepted: xlsx, xls

[Show Filling instructions](#)

## Import names and docs from files

Current names insert time limit

01 Dec 2023

## How it works

1. [Download the template](#) where you can insert all passengers' details
2. Fill out the template with the details of the passengers in this booking
3. Upload the filled out template here

From the FlyGroups :



- Credit Card
- Bank transfer

Ticketing:

Step 1: Ticket issuance   **ISSUE TICKETS**

Step 2: Check that all passengers are selected, if any are missing you should check the error..  
and   **REQUEST TICKET ISSUANCE**

Choose the passengers you want to issue tickets for.

<input checked="" type="checkbox"/>	RPH	Prefix/Given/Surname	Contacts	Email	Documents	Frequent Flyer
<input checked="" type="checkbox"/>	22	 MRS/ALEXA/BERGER		EMAIL@EMAIL.COM	ALEXA BERGER Female 1979-02-20 Passport card Number: 515945550 2034-05-01	
<input checked="" type="checkbox"/>	20	 MR/NICOLA/CAMPBELL		EMAIL@EMAIL.COM	NICOLA CAMPBELL Male 1979-02-18 Passport card Number: PE6567359 2034-04-29	



Overview

Deposit

Servicing

**Ticketing**

Payments

**Claim PNR:** the agency issues the PNR in its GDS.

Instead of inserting the email where you wish to receive the Etkts, select the last option to claim and continue:

☒ Claim

PNR can be claimed after 10 Nov 2023, 17:43 ⓘ, as in the contract

Verify the PCC/OID and click on PNR Claim :

Claim

PNR Claim UNWCES

Está seguro que quiere realizar el claim a este PNR?

Mi GDS es

Quiero realizar el claim a OFFICE ID/PCC

RP del usuario:

Amadeus

LISTP0000

NO, NO QUIERO REALIZAR CLAIM

PNR CLAIM

Overview

Deposit

Servicing

Ticketing

Payments

To store the TST, the travel agency can view each TST to copy the ticket mask and avoid issuing errors.

VIEW TST

CONTINUE>

ADT#1

PTC

ADT

Passengers

8

Itinerary

LIS/MAD

VIEW

CHD#1

PTC

CHD

Passengers

2

Itinerary

LIS/MAD

VIEW

ADT#1

PTC ADT 20 MIA/LIS LIS/FCO TP IT Ticketing  
FCO/LIS LIS/MIA

Baggage and stops

#	Date	Time	Origin	Destination	Flight Number	Class	Stops	Status	Fare Basis	TKT Desig.	NVB	NVA	Baggage
1	21 Mar	17:30:00	MIA	LIS	TP224	G		Confirmed	GPLE3S9	GIT	2024-03-21	2024-03-22	1 PC
2	22 Mar	07:20:00	LIS	FCO	TP830	G		Confirmed	GPLE3S9	GIT	2024-03-22	2024-03-22	1 PC
3	31 Mar	05:55:00	FCO	LIS	TP839	G		Confirmed	GPLE3S9	GIT	2024-03-31	2024-03-31	1 PC
4	31 Mar	10:30:00	LIS	MIA	TP223	G		Confirmed	GPLE3S9	GIT	2024-03-31	2024-03-31	1 PC

Price breakdown

Base Fare 726 USD  
Equivalent 0 USD  
Taxes 457.4 USD  
Airline Fees 0 USD  
Total 1183.4 USD

Banker's Rate 1

Payment

Tour Code IT3US1FGEDU379  
Fare Calculation MIA TP X/LIS TP ROM M/IT TP X/LIS TP MIA M/IT END XF MIA4.5  
Payment Restrictions  
Endorsements Restrictions AGT 31515046  
Original Issue / In Exchange

Taxes		
Code	Type	Amount
YQ		293 USD
AY		5.6 USD
US		22.2 USD
US		22.2 USD
XA		3.83 USD
XY		7 USD
YC		6.97 USD
J9		4.4 USD
PT		13.4 USD
YP		33.9 USD
EX		2.5 USD
HB		8.1 USD
IT		17.6 USD
MJ		1.7 USD
VT		3.5 USD
XF		4.5 USD
DV		7 USD
		CLOSE

Overview

Deposit

Servicing

Ticketing

Payments

Balance

Movements

Deposit

Deposit is not required for this Request

0 USD

Penalties

Paid  
0 USD

To pay  
0 USD

Total  
0 USD

Movements

Used  
0 USD

To use  
0 USD

Total  
0 USD



Flights

Paid  
0 USD

To pay ⓘ  
20300 USD

Total  
20300 USD



Total Paid ⓘ

0 USD

Total to Pay ⓘ

20300 USD

This value will increase when taxes are added

Total Price ⓘ

20300 USD

This value will increase when taxes are added

CLOSE REQUEST PAYMENTS

The TAP logo consists of the letters 'TAP' in a stylized font. The 'T' and 'A' are green, and the 'P' is red. The letters are bold and have a slight 3D effect.

**TAP AIR PORTUGAL**

**Abraça o Mundo**