
Group bookings with Germania Fluggesellschaft mbH

Applicable from 23rd July 2018

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1. Introduction

Whether you are planning a trip for your customers, guests, school groups or with friends, Germania makes tailored offers according to special group conditions for groups of 10 or more passengers.

The group booking tool is now available. This simplifies the process of making group enquiries and bookings for both private and business trips.

- ✓ Clear and intuitive enquiry form
- ✓ Directly request any special services and special baggage
- ✓ Convenient profile management
- ✓ Quick and effective process
- ✓ Exchange messages directly with Germania staff via the integrated comment feature

The following shows you step for step how easily and conveniently you can use the group booking tool to make and process enquiries.

2. System requirements

The group booking tool is optimised for use with:

Firefox
Internet Explorer
Google Chrome

The tool works best with Firefox. The use of Safari will not provide an optimal experience and is therefore not recommended.

3. Setting up a user profile

The group booking tool can be accessed at the following URL:

<https://www.flygermania.com/de-de/fluege-buchen/fluege/gruppenbuchung>

Please create a profile when making your first request. To do this, click on “Sign up for an account.”

Login

Username

Password

Keep me logged in

[Forgot your password?](#)

Don't have a login?
Sign up for an account to raise and comment on requests

Enter a valid email address, choose a password, provide your full name or company name and then click on “Sign Up”.

Sign up for an account

Email


Password
 ⓘ

Show password

Full name


[Back to login](#)

You will then be taken to the screen shown where you can access the group booking form. Start by clicking on “Group Bookings”...



Service Desk User Guides
If you need help with our Service Desk, please read the user guides in Confluence.
[JIRA - Service Desk User Guides](#)

Germania Group - Service Desk




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...then click on “Request a group booking”.

 **Germania** Service Desk
Group Bookings


Welcome! You can raise a Group Bookings request from the options provided.




 [Request a group booking](#)
Book your group with Germania.

4. Changing the language

The form is set to English in the system by default. You may change the language to German if preferred. To do this, open the menu at the top right and select “Change language”.


 [Service Desk](#) / [Group Bookings](#)

Request a group booking

Requests 

Profile
Change language
Log out

Raise this request on behalf of

Nature of travel
  Please choose the nature of travel.

Contact already submitted?
 Have you requested a Germania group before?

Flight type
 Please select the flight type.

Adults
 Please select number of passengers.

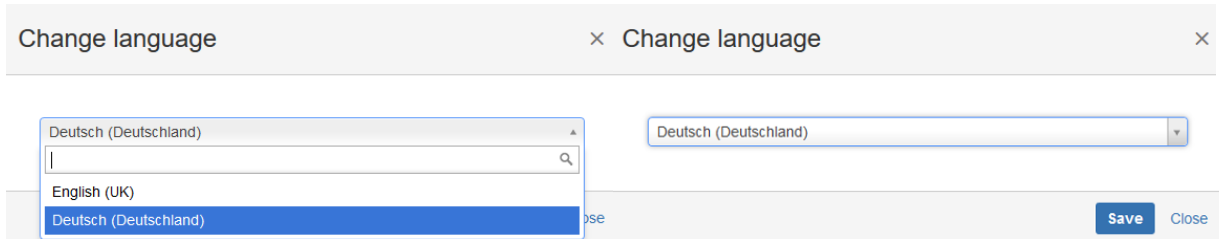
Children (2-11 Y.) (optional)
 Please select number of passengers.

Infants (<2 Y.) (optional)
 Please select number of passengers.

Special services
 Do you need to book any particular special service (e.g. Seat reservation, Sports baggage, Excess baggage, Assistance)?

Comments (optional)
 If you have any additional questions please contact groupbooking@germania.aero.

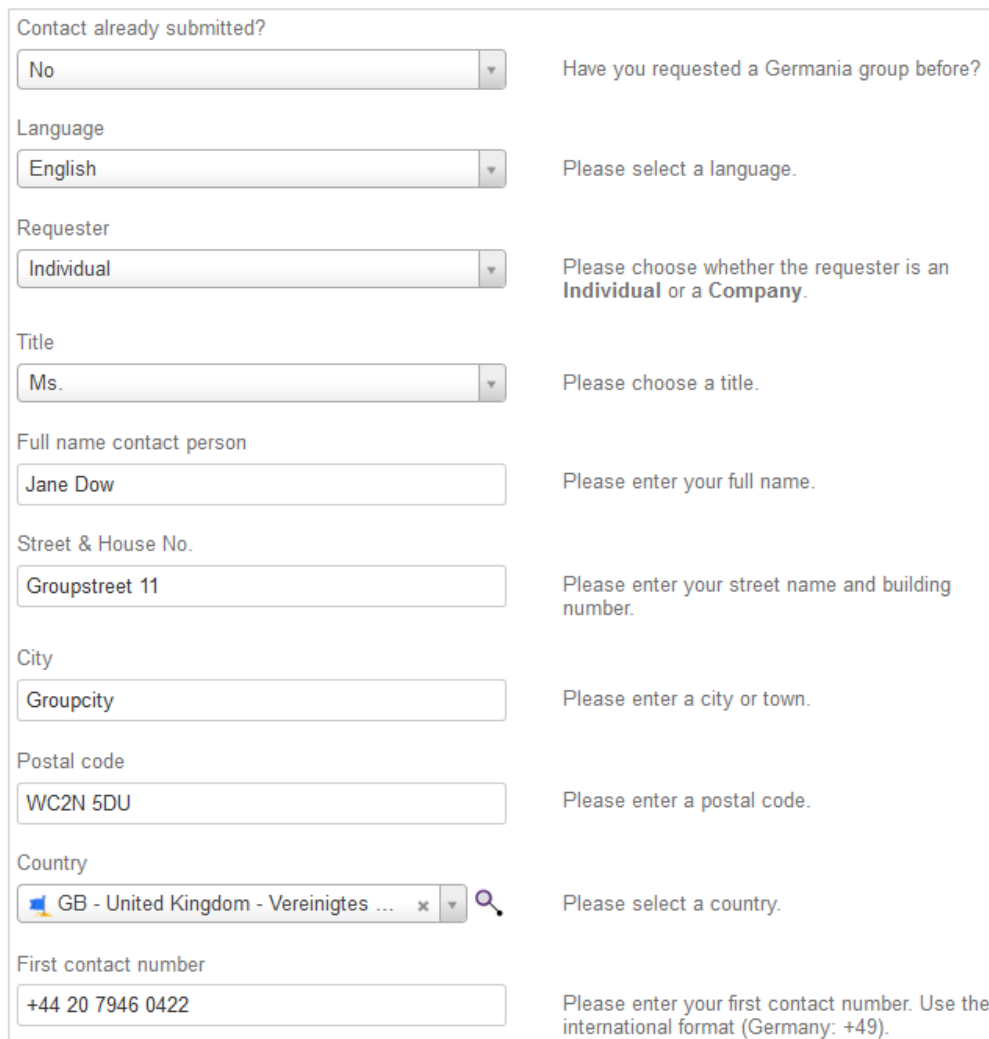
Select German as your preferred language and click “Save”.



The form will immediately switch to German. Offers and group confirmations will from now on be received in German. If you do not want to change the language, you can continue in English.

5. Saving your contact data

If this is your first group booking request, then select “No” under “Does a user profile exist?” in order to enter your data. When making any future booking requests, you will be able to use this user profile instead of re-entering your contact data every time.




Contact already submitted?	No	Have you requested a Germania group before?
Language	English	Please select a language.
Requester	Individual	Please choose whether the requester is an Individual or a Company .
Title	Ms.	Please choose a title.
Full name contact person	Jane Dow	Please enter your full name.
Street & House No.	Groupstreet 11	Please enter your street name and building number.
City	Groupcity	Please enter a city or town.
Postal code	WC2N 5DU	Please enter a postal code.
Country	GB - United Kingdom - Vereinigtes ...	Please select a country.
First contact number	+44 20 7946 0422	Please enter your first contact number. Use the international format (Germany: +49).

6. Group booking request

After all required data has been entered you can proceed to flight selection.

Select whether this is a one-way or return trip, choose a departure date and departure airport. Consult our homepage “flygermania.com” beforehand to see what flight offers are currently available.

Flight type	<input type="text" value="Return"/>	Please select the flight type.
Departure date	<input type="text" value="17.07.2018"/> 	Please choose the date of departure.
Outbound flight	<input type="text" value="None"/>	choose one of the available outbound For translations and a listing of IATA- see: Airport Table .
Return date	<input type="text"/>	choose the return flight date.
Return flight		

July, 2018

Today	Mon	Tue	Wed	Thu	Fri	Sat	Sun
26							1
27	2	3	4	5	6	7	8
28	9	10	11	12	13	14	15
29	16	17	18	19	20	21	22
30	23	24	25	26	27	28	29
31	30	31					

Select date

Manually enter the number of travellers. Please note each small child up to 2 years of age must be accompanied by an adult.

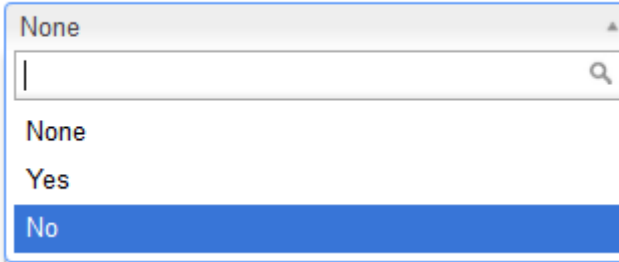
The total number of travellers (adults + children between 2 and 11 years) must not be less than 10.

Adults	<input type="text" value="10"/>	Please select number of passengers.
Children (2-11 Y.) (optional)	<input type="text" value="5"/>	Please select number of passengers.
Infants (<2 Y.) (optional)	<input type="text" value="5"/>	Please select number of passengers.
Special services	<input type="text" value="None"/>	Do you need to book any particular special service (e.g. Seat reservation, Sports baggage, Excess baggage, Assistance)?

7. Special services

Special services can be optionally booked and are easily requested using the form. Please note that the system default here is “None”. Either “Yes” or “No” must be selected, otherwise you will receive an error message and the form will not be sent to the Germania group booking department.

Special services



A screenshot of a web form titled "Special services". It features a dropdown menu with a search icon on the right. The menu is open, showing three options: "None", "Yes", and "No". The "No" option is highlighted in blue, indicating it is the selected choice.

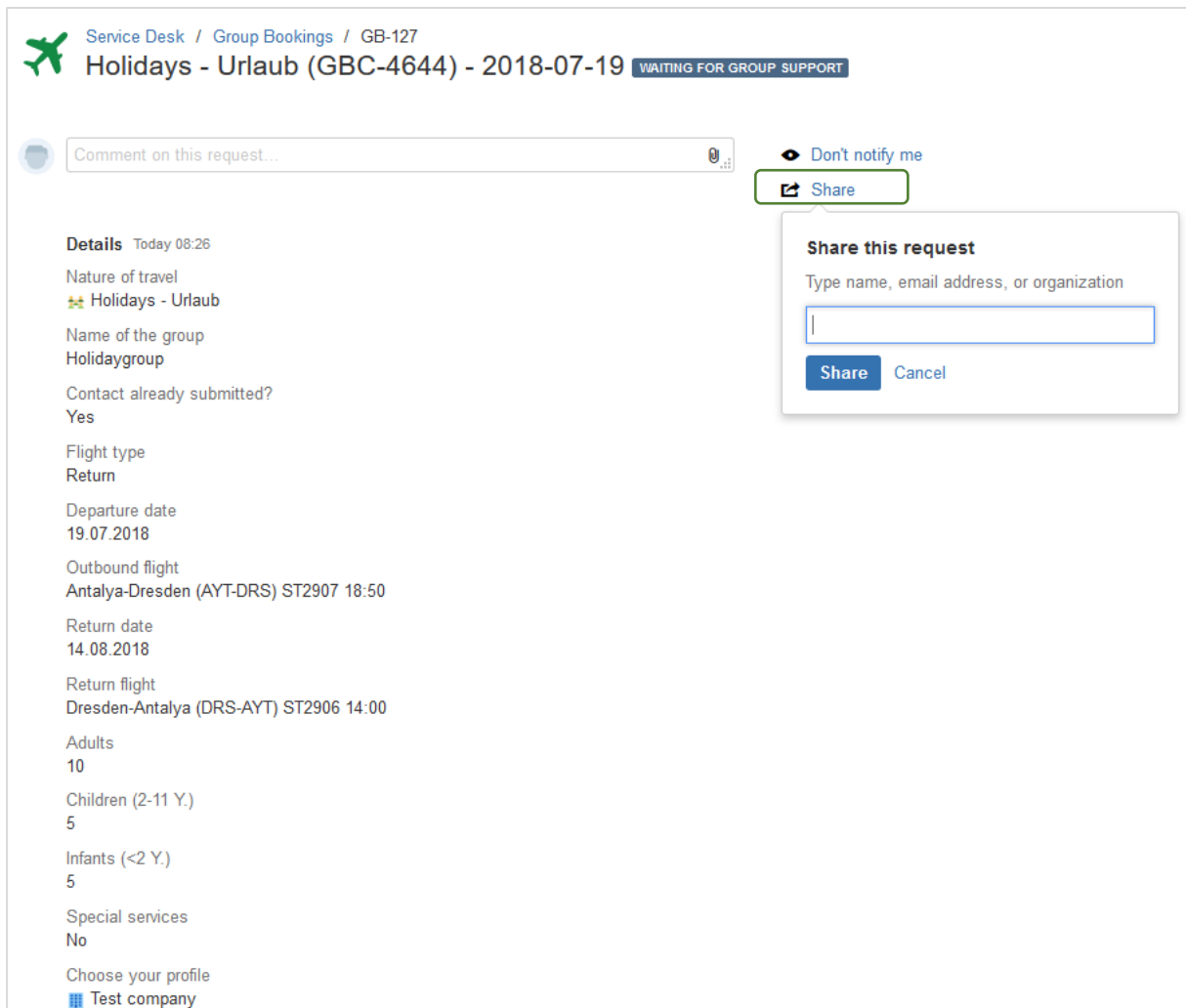
Germania defines the following special services:

- Seat reservation – Standard
- Seat reservation – XL
- Sports equipment
- Oversized baggage
- WCHR: I cannot walk long distances, but can climb stairs with assistance – assistance required
- WCHS: I cannot walk long distances nor climb stairs – assistance required
- WCHC: I am unable to walk – assistance required
- Wheelchairs

Enter all required data, choose the desired special services a click on “Create”. Special services can also be requested at any time after sending the form using the comment function.



8. Individual status

After clicking on “Create”, you will see a summary/overview of your entries. You then have the option to share your request with another person who is already entered into the system, so that they may also track the status of the process. To do this, enter the email address of the person under “Share”.




The screenshot shows a service desk interface for a request titled "Holidays - Urlaub (GBC-4644) - 2018-07-19" with a status of "WAITING FOR GROUP SUPPORT". A "Share" button is highlighted, which has opened a modal dialog box titled "Share this request". The dialog box contains a text input field for entering a name, email address, or organization, and "Share" and "Cancel" buttons.


Details Today 08:26

- Nature of travel:  Holidays - Urlaub
- Name of the group: Holidaygroup
- Contact already submitted? Yes
- Flight type: Return
- Departure date: 19.07.2018
- Outbound flight: Antalya-Dresden (AYT-DRS) ST2907 18:50
- Return date: 14.08.2018
- Return flight: Dresden-Antalya (DRS-AYT) ST2906 14:00
- Adults: 10
- Children (2-11 Y.): 5
- Infants (<2 Y.): 5
- Special services: No
- Choose your profile:  Test company

As soon as your request has been made via the group booking tool, it will have the status “Waiting for group department”.

Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	WAITING FOR GROUP SU...	Testaccount Customer


As soon as your request has been accepted for processing, the status will change to “Request accepted”.

Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	NOTICED BY GROUP SU...	Testaccount Customer

Your request will now go through the standard processing workflow.

Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	IN PROGRESS	Testaccount Customer

Depending on availability, the group bookings department will put together an individual offer for you for the requested route and date. Once this has been completed, the status will change to “Price available”.



Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	QUOTATION AVAILABLE	Testaccount Customer

You can now view your personal group offer. If you wish to continue with the booking at this price, click on "Approve".


Please note: The JIRA Service Desk Notificator is an automated bot.

Your approval

Approve
Decline



Activity



JIRA Service Desk Notificator Today 11:48 LATEST


Your offer is now available and is valid for 7 days. If you want to accept the offer continue with "Approve".

[Group_Offer_GMI.pdf](#)

Your request will be further handled by the group bookings department.

Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	IN PROGRESS	Testaccount Customer


If your group booking is successful, then you must confirm the booking within 4 days.


Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	GROUP CONFIRMED - WA...	Testaccount Customer

If you are happy with the offer, confirm the booking by clicking on “Approve”. By doing so, you also indicate your acceptance of the booking conditions, the general terms and conditions, the conditions of carriage, as well as confirming your are aware of the required data protection information (according to the GDPR).


Your approval

Approve
Decline





Activity


JIRA Service Desk Notificator Today 11:56 LATEST

By approving, I confirm the

- Acceptance of the offer
- [Terms and Conditions of Germania Fluggesellschaft mbH](#)
- [General Conditions of Carriage of Germania Fluggesellschaft mbH](#)
- Acceptance of the group booking conditions of Germania Fluggesellschaft mbH.

I have also taken note of the information required by the [Basic Data Protection Regulation](#)
I declare to be liable for the contractual obligations of the group participants I have registered, in particular for the payment of the flight costs.


[Group_Confirmation_GMI.pdf](#)[📎]

Your group is now confirmed and booked. Acceptance must be confirmed within the next 4 days. After 4 days, you will receive a reminder. In case of further non-reaction, we reserve the right to cancel your booking irrevocably.


The Excel form for the name list can be found below. Please edit the green marked columns only. Please replace umlauts ("ä", "ö", "ü", "ß") with the respective string without diacritical marks (ie "ae", "oe", "ue", "ss").

[List of names-Namensliste_groupbooking.xlsx](#)[📎]

Your group booking is now in the final completion phase.


Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	GROUP APPROVED - PRO...	Testaccount Customer

You will receive an invoice 4 weeks before departure.


Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	BILL	Testaccount Customer

Germania Fluggesellschaft mbH | Riedemannweg 58 | 13627 Berlin | Germany
Telephone: +49 (0)30 52280-8042 | Fax: +49 (0)30 52280-8361
Email: groupbooking@germania.aero | www.flygermania.com


You are required to settle the invoice and/or confirm payment. To do this, click on “Payment completed” on the right. A popup window with a comment function opens. You may optionally enter a message here. Once we have received payment, the status will change to “Payment confirmed”.





Activity


 **JIRA Service Desk Notificator** 11/Jul/18 11:43 LATEST

As soon as your invoice is available you will be notified.
After the payment has been made please press the button "payment made".
As soon as your invoice is received, the ticket status will change to "payment confirmed".
Please settle the invoice within 14 days. The invoice number must be stated as the reason for payment.


 Don't notify me


 Share

 Payment made

 Cancel group booking


Shared with

 Testaccount Customer Creator

Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	PAYMENT CONFIRMED	Testaccount Customer

Once Germania has received payment and provided there are no outstanding issues, the tickets will be sent to the email address stored in the system 7 days before departure and the status will change to “Tickets issued”.

Activity

 **JIRA Service Desk Notificator** Today 12:09 LATEST


The tickets were sent to the e-mail address registered in the system. We wish you and our mutual customers a pleasant journey.


Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	TICKETS ISSUED	Testaccount Customer


9. Name changes


Name changes can be made free of charge at any time before the tickets have been issued. To do this, simply upload an updated name list to the group bookings portal. Once tickets have been issued, name changes may only be made for a fee of EUR 100 or CHF 105 per person. If you need to make a name change after the tickets have been issued, click on “Request name change” and use the popup comment window to let us know the new or changed names. The name change fees are payable by credit card only.


Germania Fluggesellschaft mbH | Riedemannweg 58 | 13627 Berlin | Germany
Telephone: +49 (0)30 52280-8042 | Fax: +49 (0)30 52280-8361
Email: groupbooking@germania.aero | www.flygermania.com




 Don't notify me

 Share

 **Request name change**


 Cancel group booking

Activity


 **JIRA Service Desk Notificator** Today 12:09 **LATEST**

The tickets were sent to the e-mail address registered in the system. We wish you and our mutual customers a pleasant journey.

Activity

 **JIRA Service Desk Notificator** Today 12:15 **LATEST**

Please inform us about the names to be replaced and the new names.
You can ignore this message if the names have already been submitted.
Please note, that we will charge 100 Euro or 105 CHF per person and per name change.
Payment has to be made via credit card. Credit card details must be transferred by phone.
Name changes are irrevocable.

 **JIRA Service Desk Notificator** Today 12:15


Payment has to be made via credit card. Credit card details must be transferred by phone.
Name changes are irrevocable.

Your request status changed to **Name change request**. Today 12:15

10. Rejected requests

A request may be rejected for a variety of reasons. If there is a problem with the information entered on the request form, the process will be stopped and you will receive the following message.

Activity

 **JIRA Service Desk Notificator** Today 13:21 **LATEST**

The group booking request is rejected due to discrepancies. Enter your feedback via the comment function.

If Germania is unable to provide you with an offer for the requested flight/travel dates, then the request process is cancelled and you will receive the following message.

Activity



JIRA Service Desk Notificator Today 13:25 LATEST

The group quotas for the requested flight are already exhausted. Therefore your request is rejected. Inquiries about a different time period can be made via the comment field.

Requests can also be closed due to inactivity. You can restart a request at any time by sending a comment. The request will then go through the booking process once again.

11. Cancelling requests

You may cancel a booking at any time after it has been confirmed. Please pay attention to the applicable group booking conditions in order to avoid any cancellation fees.

Your approval

Activity

Don't notify me

Share

Shared with

Testaccount Customer Creator

12. Increase or reduction requests

Requests to increase or reduce travellers can be made at any time using the comment function. The group bookings department will process your request and get back to you.


13. Request overview

You can see an overview of requests you have made up to now. To do this, go to the menu at the top right and select "My Requests".

Click on the top right on "My Requests" to see an overview of all requests you have made.

Requests 33

Approvals 6
 My requests 27
 All requests

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[JIRA - Service Desk User Guides](#)

Service Desk





Requests

Open requests ▾

Created by me ▾

Any request type ▾

Search for requests Q

Type	Reference	Summary	Service desk	Status	Requester
	GB-127	Holidays - Urlaub (GBC-4644) - 2018-07-19	Group Bookings	GROUP CONFIRMED - WAIT...	Testaccount Customer
	GB-111	Cruises - Kreuzfahrt (GBC-4636) - 2018-07-21	Group Bookings	GROUP CONFIRMED - WAIT...	Testaccount Customer
	GB-120	Conferences - Konferenz (GBC-4633) - 2018-07-26	Group Bookings	BILL	Testaccount Customer
	GB-123	Conferences - Konferenz (GBC-4633) - 2018-07-28	Group Bookings	BILL	Testaccount Customer