



Vueling groups

The terms and conditions valid for quotes accepted until the 21st of April 2022

01. Flight Credit

How to use the flight credit

We have created the section, "Bookings with Credit", where you can view the bookings you make with Flight Credit, as well as your available balance and its expiry date.

- Go to groups.vueling.com and request a new group.
- Accept the quote for your new group
- On the payment page, select "Flight Credit" and follow the instructions (you'll need the number of the booking for which the credit was issued).
- When you pay for your booking, if the final price is less than your credit balance, the difference will be saved for future group bookings. If the price is higher than your credit balance, you can pay the difference through the payment methods available for your group booking.

02. Validity

Vueling has a dedicated portal for requesting and managing group bookings for 10 or more passengers: <https://groups.vueling.com>.

The validity of the quote depends on the date the group is requested and is subject to the availability of seats in the class offered on the date of acceptance. Requests submitted ninety-one (91) or more days before the departure of the first flight will be valid for 14 calendar days.

Requests submitted up to ninety (90) days before the departure of the first flight will be valid for 7 calendar days.

Group bookings must be requested and accepted no less than seventy-two (72) hours before the departure of the flight.

Group fares and conditions do not apply for less than ten (10) passengers and in such cases tickets must be purchased on the website www.vueling.com.

To check the validity of a quote, please go to the "List of Request" section of the groups portal.

03. Acceptance

Quote acceptance is via the groups portal. Vueling will not block the seats until the group requestor has accepted the quote.

In the case of groups departing within thirty (30) days, full payment is due on acceptance of the quote. Seats relating to quotes accepted within one month of departure will not be blocked until the booking has been paid by card through the groups portal.

04. Payment methods

Once the quote has been accepted through the groups portal, the requestor may download the invoice by accessing the booking.

Payment for the booking is subject to the following calendar:

- **20%** of the total amount within five (5) calendar days upon the acceptance of the quote.
- The remaining **80%** of the total amount up to thirty (30) days before the departure of the first flight.



Payments may be made by bank transfer, except in the case specified in the second paragraph of Section 2, or by card (Visa, Master Card, American Express, Diners Club, Amex Dyen, Discovery Card or UATP). All applicable bank charges shall be paid by the group requestor and may not be deducted from the total amount payable.

For bank transfers, the group requestor must upload the transfer confirmation to the groups portal for each booking. The reference notified in the payments section for each booking should be indicated as the subject (e.g. 1-XXXXXXXXXXXX). **Only one transfer is permitted per quote.** Transfers for the combined amount of several quotes or without reference will not be accepted and the amount paid will be refunded. You may make the payment again correctly providing the booking is still within the deadline for payment. If the payment deadline has expired the booking will be cancelled. Vueling will not be responsible for any incident or cancellation of seats caused by the breach of these payment terms and conditions.

In the case of card payments, the card details must be entered to allow collection of the payment from the groups portal.

For flights departing within thirty (30) days, is required the payment of the 100% of the amount of the group and only card payments will be accepted.

The missing payment of any due amounts will result in a cancellation of the booking with no entitlement to the refund of payments already made.

05. Booking management

Vueling will send any necessary notifications regarding the itinerary, time changes, etc. to the group requestor only.

This party will be responsible for transmitting the Vueling general conditions of carriage to the members of the group as soon as possible, as well as any information relating to the booking.

For groups of athletes and students, the requestor must send a certificate of the group category via the [web form](#).

06. List of names

The requestor has until seven (7) calendar days before the first flight in the booking to upload to the groups portal a list of the complete names of the passengers in the group. These names must match the valid ID document of each passenger.

For groups departing within seven (7) days of the booking, the passenger names must be uploaded at the moment of the confirmation just after the payment (in accordance with Section 3).

Name changes within these seven (7) calendar days may be made up to twelve (12) hours before the first flight in the booking for a fee of fifty (50) euros per passenger and booking.

The failure to upload names within this time frame will imply the cancellation of the seat in question with no entitlement to a refund of any payment made. A fee of fifty (50) euros will be charged per passenger to retrieve the booking, subject to availability on the flight.

All names provided must correspond to the passengers in the group, and it is expressly forbidden to sell the seats in the group to individuals not originally included, unless sold as part of a vacation package.

07. Reductions and cancellations

Depending on the size of the group and the days to departure, the number of seats in the booking may be reduced. In this instance, "booking" refers to each request included in the group.



Seat reductions must be requested through the groups portal (by selecting “Increase/Reduce nº of seats”). The group requestor must enter the number of seats to reduce. This option will only be enabled after the first payment for each booking has been received.

If seats need to be reduced before making the first payment, the request must be submitted to the groups department.

No fee will be charged for the following seat reductions:

Groups of 51 or more passengers:

- Reduction of up to **40%** of the total group up to ninety (90) days before the departure of the first flight in the booking.
- Reduction of up to **20%** of the total group up to sixty (60) days before the departure of the first flight in the booking.
- Reduction of up to **10%** of the total group up to thirty (30) days before the departure of the first flight in the booking.

Groups of up to 50 passengers:

- Reduction of up to **50%** of the total group up to ninety (90) days before the departure of the first flight in the booking.
- Reduction of up to **30%** of the total group up to sixty (60) days before the departure of the first flight in the booking.
- Reduction of up to **10%** of the total group up to thirty (30) days before the departure of the first flight in the booking.

Reductions that exceed the percentages stated will be subject to the following charges:

- **30%** of the net fare if the reduction is requested up to 60 days before the first flight in the booking.
- **50%** of the net fare if the reduction is requested between 59 and 30 days before the first flight in the booking.
- **100%** of the net fare if the reduction is requested between 29 and 0 days before the first flight in the booking.

Any amount already paid as a deposit or down payment will not be refunded if the entire booking is cancelled.

Requests to cancel the entire group must be done via the [web form](#).

08. Increases

Increases in the number of passengers in the group will be allowed and subject to availability on the flight.

Seat increases must be requested through the groups portal (by selecting “Increase/Reduce nº of seats”). The group requestor must enter the number of seats to increase. This option will be enabled after the first payment for each booking has been received.

If seats need to be increase before making the first payment, the request must be submitted to the groups department.

The quote validity will be specified in the "List of Request" section of the groups portal and will be subject to the availability of enough seats in the class offered when the quote is accepted. The fare indicated in the quote is not guaranteed to be the same as for the initial booking.

Seats relating to quotes accepted within one month of departure will not be locked until the booking has been paid by card through the groups portal (as indicated in Section 3).

09. Flight changes

Changes of flight times or dates are permitted if requested at least fifteen (15) days before the departure of the first flight in the booking. Changes of the departure or destination airport are not permitted.

In these cases, Vueling will provide a quote for the change requested and will not be obliged to maintain the same price as quoted for the original booking. All changes will be subject to the availability of seats and will incur a management fee of fifty (50) euros per passenger each way plus any fare difference that exists between the original flight and the new one. Any amounts already paid will be not be refunded.

10. Add on

"ADD ON" refers to a new segment added to a flight for which a quote has already been accepted, thereby creating a connecting flight for certain passengers included in the existing booking.

ADD ON will be accepted up to ten (10) calendar days before the departure of the first flight in the booking but must be requested through the groups department.

11. Check-in and boarding

Due to the number of passengers of a group, and the long management time needed for them, the passengers need to be at the check-in and boarding with the following advance:

- Check-in: 2 hours before departure.
- Boarding: 40 minutes before departure.

Vueling is not responsible of any denied boarding in case that the passengers of the groups doesn't respect the deadline mentioned.

Passengers, who are denied boarding with a justified cause, as well as passengers who decide not to fly, will not be entitled to the refund of their booking.

12. Refund of taxes

In the event of cancellation or the no show of any passengers in the booking, the refund of the airport taxes may be requested by sending an email to pagos@vueling.com. The group requestor must indicate the booking number and enter the bank details, including the swift code and IBAN, to process payment of the refund.

The refund of taxes may be requested once the entire group booking has been paid. No refund requests will be accepted more than one (1) year after the departure of the flight.

13. Infants

The fare for infants under the age of two (2) who do not occupy their own seat will be thirty (30) euros per infant and flight. This infant fare does not include a baggage allowance.

If a seat is required, it will cost the same as an adult seat and the minor will have to travel in an approved child car seat. Only one (1) infant per adult is allowed.

14. Baggage

All Groups booked through the Vueling Groups Department include:

- One (1) checked bag up to 25 kg.
- One (1) underseat bag (max. 40x20x30cm).

If the passenger is carrying a second piece of hand luggage or if the underseat bag exceeds the permitted size, but haven't booked the "2 pieces in cabin + Priority Boarding" service it will be checked in at a cost of up to EUR 59 (fifty-nine).



If the 25 kg bag exceeds the weight limit, the passenger will be charged 12 euros for every extra kg.

No checked bags will be able to exceed 32 kg.

2 pieces in cabin + Priority Boarding

This new service includes Priority Boarding and allows passengers to carry two (2) items of hand luggage into the cabin.

- One (1) cabin bag (max. 10kg and 55x40x20cm).
- One (1) underseat bag (max. 40x20x30cm).

The cost of this service is twelve (12) euros per passenger and flight.

This service can be booked through the Customer Services Department via [web form](#) stating the booking number and the quantity of passengers who wish to book it.

Only a limited number of bags fit in the overhead lockers, so we advise customers to add this service during the booking process.

Extra cases:

Additional checked baggage (15 kg)

One (1) extra 15 kg bag per passenger may be requested on acceptance of the quote and up to forty-eight (48) hours before the departure of the first flight in the booking.

This service costs sixteen (16) euros per passenger and flight, and can be booked using our contact form, stating the group number and number of passengers who wish to book it.

Additional checked baggage (30 kg)

One (1) extra bag per passenger of up to 30kg may be requested on acceptance of the quote and up to forty-eight (48) hours before the departure of the first flight in the booking.

This service costs sixty (60) euros per passenger and flight, and can be booked during the purchase process or through our contact form, stating the group number and number of passengers who wish to book it.

Once the entire booking has been paid, any amounts paid for extra baggage will be non-refundable.

Baggage insurance

Vueling offers baggage insurance from nine (9) euros per booking, covering theft, damage or loss.

This service may be requested at the time of booking or up to fifteen (15) days before the departure of the first flight

15. Special baggage

Passengers may submit a request to carry special baggage (musical instruments, sports equipment, etc.) provided that it is properly packed. The maximum dimensions permitted for special baggage are 2.45x1.16x1.55m. The maximum weight for special baggage is 32kg per item.

The prices for special baggage, per flight, are as follows:

- **Skis:** €45
- **Snowboard:** €50
- **Surfboard:** €50
- **Windsurf board:** €50

- **Kite board:** €50
- **Golf bag:** €45
- **Bike:** €50
- **Musical instrument:** €45
- **General sports equipment:** €45

Requests for the carriage of special baggage may be submitted with the request of a quote or via the Vueling groups department up to forty-eight (48) hours before the departure of the first flight of the booking.

Once the entire booking has been paid, any amounts paid for special baggage will be non-refundable.

Special baggage insurance

Vueling offers special baggage insurance from twelve (12) euros per passenger and booking, covering theft, damage or loss.

This service may be requested at the time of booking or up to fifteen (15) days before the departure of the first flight.

16. Allocation of seats

Group bookings include the random allocation of seats free of charge, subject to availability on the flight.

Once the booking has been paid in full, seats can be changed www.vueling.com in the section "TRAVEL > YOUR BOOKING > MANAGE YOUR BOOKING". Seat changes are also subject to availability on the flight.

SPACE and SPACE PLUS seats are not included in the random allocation but can be requested (once the payment for the booking has been completed) through the Customer Services Department, using the Groups contact form. The cost is twelve euros and ninety-nine cents (12.99) per seat and flight.

17. Special services

Requests for special services (wheelchair, companion for the blind, passengers with reduced mobility, etc) must be made at the time of the booking by filling in the relevant fields enabled in the groups portal.

Assistance for passengers can be requested via our [web form](#) up to forty-eight (48) hours before the departure of the flight.

Passengers needing special services may not exceed 10% (including the assisted persons and their companions) of the flight capacity.

18. Travel insurance

For complete peace of mind, Vueling recommends taking out travel insurance for the group. The insurance terms and conditions are available at groups.vueling.com.

This service may be requested for twelve (12) euros per person at the time of booking or up to fifteen (15) days before the departure of the first flight. Any type of insurance taken out will not be refunded if any seat is cancelled.

19. Taxes and other charges

Vueling prices always include VAT, fuel surcharges (where applicable) and the relevant airport taxes (set by the individual airport authorities). Charges for optional services will be specified separately and must be accepted by the group requestor before making the payment.

Taxes and charges are subject to decisions beyond the control of Vueling, and if they are increased after making the booking but before the flight, the group requestor must accept the changes and pay the difference by bank transfer or through the same card that was used to pay for the booking. Vueling may cancel the bookings of any passengers who, having been notified of an increase in charges, do not pay the difference before the flight.

20. Personal data protection

For the purposes of this section, the following terms shall be defined as stated below:

(a) "Data protection legislation" – all laws governing the protection of personal data and privacy, including (among others): Organic Law 3/2018, of 5 December, on the Protection of Personal Data and Guarantee of Digital Rights; the General Data Protection Regulation (Reg. (EU) 2016/679); Directive 2002/58/EC on Privacy and Electronic Communications in the form implemented in each jurisdiction; and any legislation that amends or supersedes them.

(b) "Customer" - the group requestor who books flights through the groups portal.

(c) "Airline" - Vueling Airlines, S.A.

In this clause the terms "personal data", "processing", "data controller", "data processor", "data subject" and "control authority" shall be defined as stated in the Data Protection Legislation.

The Customer is responsible for the initial collection of personal data. Accordingly, they undertake to provide the Airline with a list that includes the full name of all passengers in the group, as well any other personal details required for the issue of air tickets. The Customer accepts full responsibility for ensuring that the data provided to the Airline are complete, accurate and up-to-date.

For its part, the Airline will notify the Customer of any incidents related to the flights which are necessary for the correct management of the contracts between the passengers and the Customer.

The parties will provide the passengers with all the necessary information about the processing of their personal data. Accordingly, the Customer must ensure that the passengers are duly informed about the Airline's privacy policy and for these purposes will give them a copy of the policy.

Each party must fulfil their obligations, as stipulated in the Data Protection Legislation, regarding any personal data that are processed by virtue of this Contract or in relation to it. Each party will process the personal data of passengers in the capacity of data controller. If at any time during the execution of this Contract one party needs to access the data controlled by the other party, the two parties shall sign the relevant data processing contract pursuant to the stipulations of the Data Protection Legislation.

The parties undertake to abide by the Data Protection Legislation and any applicable complementary legislation, and therefore hereby expressly pledge to:

(a) Process personal data for the sole purpose of fulfilling the terms and conditions of this Contract, unless obliged to act otherwise in accordance with the laws of the EU or the national laws of a member state of the EU to which they are subject.

(b) To not send any commercial information to passengers, unless they have received consent to do so, or unless such processing is countenanced by other legal grounds.

(c) To implement appropriate technical and organisational measures, after conducting the relevant risk analysis, in order to avoid the non-authorised or unlawful processing of any personal data, and to avoid their accidental loss, destruction, disclosure, damage or alteration.

(d) To maintain the strictest confidentiality regarding all personal data supplied by the other party for the purposes of this Contract, undertaking not to disclose such data to any third party other than the data processors with whom an agreement has been signed in accordance with the Data

Protection Legislation, or the institutions and organisations that need to access personal data in accordance with the applicable legislation.

(e) To inform the other party of any incident that arises while processing passengers' personal data related to the security of the data or compliance with the Data Protection Legislation. To cooperate with the other party in the event of any complaints, grievances or claims filed by passengers in relation to the processing of their personal data derived from this Contract.

Both parties guarantee that passengers' personal data will only be accessed by those of their employees, agents and partners for whom such access and knowledge are strictly essential for complying with their obligations as set forth in this Contract, and that such employees, agents and partners will be subject to the appropriate confidentiality obligations. The parties undertake to respond reciprocally in the event of any breach of the confidentiality obligations by their respective employees, agents and partners, and to provide them with adequate training, placing a special emphasis on their obligations to maintain the confidentiality of the personal data to which they have access.

Both parties will mutually provide every cooperation and assistance to comply with the obligations derived from the Personal Data Legislation, including impact assessments on data protection, preliminary consultations with control authorities and any surveys, notifications or investigations conducted by a control authority.

Each party will be responsible for complying with the Data Protection Legislation and will reimburse the other party for all costs and damages arising from their breach of any of the obligations specified in this clause. Accordingly, these damages shall expressly include any fine and/or sanction that the Data Protection Agency may impose on one of the parties as a result of the other party's breach of this clause.

Data subjects may exercise their rights of access, rectification, cancellation and objection at any time by writing to Vueling Airlines, S.A., Departamento Legal, Parque de Negocios Mas Blau II, Plaza Pla de l'Estany 5, 08820 El Prat de Llobregat (Barcelona) España, attaching a photocopy of their official identity document, or by sending an email to data.protection@vueling.com.

21. Transporting pets in the cabin

This service has the following features:

- Your pet will travel with the passenger on board the plane. Only **one (1) pet is allowed per person and a maximum of two (2) pets are allowed per flight in the cabin of the plane**; animals cannot be carried in the plane's cargo hold.
- Pets allowed: dogs, cats, birds (except birds of prey), fish and terrapins.
- Animals not allowed: rodents, lagomorphs, ferrets, farm animals, birds of prey and reptiles.
- Passengers who have booked the service must inform the check-in desk on the day of the flight.
- The pet must fly **in an approved non-rigid pet carrier** (no larger than **45x39x21 cm and no heavier than 8 kg** with the pet inside), and during the flight it will go on the floor **between the passenger's feet or under the seat in front**.
- The pet must stay in the pet carrier until the passenger has disembarked.
- The passenger must bring the pet's vaccination record and, on international flights, its passport.

This service is **not** available on flights to/from UK, Ireland and Malta.

The service costs 40 euros per pet and flight.



This service can be requested by getting in contact with the Groups Department via our [web form](#).

Assistance dogs

Travelling with a pet is not the same as travelling with an assistance dog. If you are travelling with the latter, all the information you need can be found here: "[Animal Transport](#)".

22. Operations/Flight Conditions

Group conditions apply to flights sold and operated by Vueling Airlines. Aer Lingus may temporarily operate the following routes:

ARN-ORY

BGY-ORY

DUB-ORY

NUE-ORY

ORY-XRY

23. Cancellation policy for positive COVID-19 cases

If one or more passengers in the group has to self-isolate before the date of the flight, their seat can be cancelled free of charge by showing the medical certificate that proves that they have to self-isolate. The medical certificate must be sent via the [web form](#).