

Southwest® Groups booking guide

Below are some tips for booking directly with the Southwest Groups Desk.



Why book directly with Southwest Groups Desk?

- ✓ No agent booking fees.
- ✓ Lock in the same airfare for all tickets booked, instead of paying fare differences for tickets booked at different times.
- ✓ Eligible organizations can receive unlimited name change requests up to 24 hours prior to flight departure.

Booking tips:

When booking, make sure to include the following elements in your reservation. This will ensure that the booking counts toward your organization's goals with Southwest.

- ✓ Your organization name, Georgia Tech as well as any program name (ex: Georgia Tech Study Abroad).
- ✓ Your organization's CID: 99319894

To make a Southwest Groups booking, follow these steps:

- 1 The coordinator for the group calls the Groups Desk at 1-800-433-5368.
- 2 Provide the Desk Booking Agent with the following details. You can shop for the flight you want while on the phone with the agent, or you can identify it before calling and let them know which works best for the group itinerary.
 - Number of people for the reservation (minimum 10)
 - Dates of travel
 - Origin and destination cities
 - Your Company CID

If you forget this, no worries—you can call at any point before the travel dates to add the CID.

- 3 If you would like to move forward with the booking, the Groups Agent will hold the needed number of seats for you (if available) and email you a Travel Agreement and names form.

i This Travel Agreement does **not** need to be signed—it simply lists out the details of the reservation and group booking and serves as proof of the available seats being held.

The names form should be filled out with each traveler name and their information. When finished, use the link included in the spreadsheet to upload the form. For any name change requests, use the “Name Change” tab of the form and re-submit to the link in the form.

- 4 10 days post-booking, your deposit of \$50/Passenger is due. This will confirm your booking. If you do not make the deposit payment in 10 days, the booking will automatically be closed out and your group’s spots will not be held.

- 5 45 days prior to the trip date, the final payment is due as well as the list of traveler names. Your deposit does not go toward this payment amount, and you will be refunded that amount 24 hours after the final payment is made.

i Name change requests can be submitted up until 72 hours prior to the group flight. For sports teams only, this limit is 24 hours.

i Making a payment

Payments must be made by **calling the Groups Desk**, and can be in any of the following forms:

- Credit card
- PayPal
- UATP
- Wire transfer*

**To make a wire transfer, you need to get in contact with the Groups Desk seven business days prior to the payment due date to ensure that the transfer occurs before the due date.*



Did you know? For every 29 tickets purchased in a single Groups reservation, the 30th ticket is free of airline charges (does not include taxes and fees from \$5.60 one-way).