

Frequently Asked Questions

July 2009

1. **Question:** “My booking has been cancelled prior to the allowable ticketing timeline. What can I do?”

Answer: Bookings don't cancel prior to ticket deadline unless there is a duplicate booking in the system. Please check for duplicate reservations for your passenger or ask them if they have also booked something through another booking source.

2. **Question:** “How do I request a group quote or booking?”

Answer: Please contact our dedicated professionals in the Group Sales Department at 1-866-387-9336.

3. **Question:** “What are the group booking rules, such as timelines for deposit / ticketing / NON-REF, etc? How many people are required to qualify as a group?”

Answer: General guidelines for group reservations are:

- 10 passengers minimum
- Deposits are due 45 days after contract / refundable up to 60 days prior to travel
- Passenger names required no later than 45 days from first date of travel
- Ticketing must be completed no later than 30 days prior to first date of travel

4. **Question:** “Can I do advance seat assignments through my CRS?”

Answer: On mid-haul and long-haul flights, seat assignments are available at the time of booking. Regarding short-haul flights within the UK or to Western Europe from LHR, advance seat assignments can only be made in Business Class at the time of booking. Seats cannot be assigned by bmi on flights operated by partner airlines. Seats cannot be assigned on bmi-operated flights if the request has been made less than 24 hours before time of departure.

5. **Question:** “Why can't I book or confirm bulkhead or exit row seating in my CRS?”

Answer: This is because bulkhead seats, exit row seats, and infant bassinets are assigned on a first come, first served basis upon check-in only. Please use the SSR remarks to make your request known ahead of time, and understand this is a request only without the ability for it to be guaranteed in advance.

6. **Question:** “What does bmi offer for dietary restrictions? Do you serve kosher food, etc? “

Answer: Yes, bmi offers a full range of special dietary menus including kosher and vegetarian. Please refer to:

<http://www.flybmi-agent.com/onboardmeals.html>. Please note that kosher meals (KSML) do take a minimum of 48 hours prior to departure to confirm on bmi-operated flights.

7. **Question:** “Is there a waitlist process to request seats when no inventory is available?”
Answer: We advise to try and sell the desired class of service from availability. The GDS will either deny the request or automatically waitlist the segment.
8. **Question:** “How do I connect at LHR?”
Answer: bmi operates out of Terminal 1 at LHR. A good resource for information about navigating the airport is <http://www.heathrowairport.com>.
9. **Question:** “Can I change names on the tickets once they’ve been issued?”
Answer: Yes, with the applicable change fee. It is imperative the booking travel agent be certain of the passenger’s name and spelling when making the reservation. Obtaining a copy of the passenger’s passport front page will help to ensure proper name spelling and that the ticket name matches exactly as specified on the passport.
10. **Question:** “How do I figure YQ amounts?”
Answer: When building a manual record, please consult the full YQ table found on www.flybmi-agent.com to ascertain the appropriate tax.
11. **Question:** “I received a debit memo that isn’t correct. How do I dispute it?”
Answer: If you believe the ADM has been issued in error, please follow the instructions for disputing the charges as shown on the ADM. Please make sure you include as much information as possible to assist in the review of your dispute. (Screen shot of the PNR, explanations, etc.)
12. **Question:** “What are my options for re-accommodation when bmi makes a schedule change that significantly impacts my ticketed customers?”
Answer: <http://www.flybmi-agent.com/schedulechanges.html>
13. **Question:** “What commission does bmi offer to travel agents?”
Answer: Commission varies; please consult www.flybmi-agent.com for more information.