

1. *What is the minimum Group size?*

Minimum group size of 10 passengers who are travelling on the same date.
Infant who does not occupy a seat is not counted towards the number of passengers.

2. *I would like to make a group booking but only have less than 10 passengers, can I still request for a quote?*

For group size of less than 10 passengers, please book directly via website www.flyscoot.com

3. *Can I get a quote without baggage allowance?*

All Groups booking come with standard 20kg baggage allowance.

4. *Can I request for Scootplus seats for my group?*

Yes, minimum group size for Scootplus would be 4 passengers and maximum 6, only available on operated 787 flights.

5. *What are the benefits for booking through Group?*

Group fares are packaged with 20kg check-in baggage allowance and standard seat assignment.

- No booking fees
- No need for instant full payment (Groups with >40days to departure)
- Flexibility for confirmed names only 7 days from departure
- No additional charges for Name change (change of pax) made at least 48 hours before first flight departure^

^This applies before you click “Save & Submit” button on the name list submission page.
Once you select “Save & Submit”, changes will be chargeable.

6. *How much do I have to pay for children and/or infant?*

Children above 24 months old = Full Adult Fare

Infant who wishes to occupy a seat = Full Adult Fare

Infant who do not occupy a seat = Flat Fee (Please refer to [Scoot Fees Chart](#) for the Infant fee)

7. *Can we return on different date?*

No deviation from Group is allowed, all passengers must travel on the same date(s).

8. *Can my whole group change the travelling date?*

Yes, however it will be subject to a re-quotation and date change fees applied.

Please contact our Sales Operation @ sales@flyscoot.com for the assistance.

9. *I've already made my booking; can I change my origin/destination?*

Changes in origin/destination are not allowed for Groups booking.

10. *Can my group share the baggage allowance?*

Yes, as long as passengers check-in together and the group is booked under the same reference number, passengers can share the baggage allowance.

11. *Can I pre-select specific seats for my group?*

Standard seat assignments are auto-generated by the system. Changes in seats are not allowed.

For **Travel Agents**, you may choose to pre-purchase of seats at additional fees, and immediate payment is required via Agency Account.

For **non-Travel Agents**, please contact sales@flyscoot.com for pre-purchase of seats.

12. *When and how much do I need to make deposit/balance payment?*
Upon accepting the quotation, an email indicating the deadline and payment amount for your booking will be sent to you. Alternatively, you can login to your account to check on the details.
13. *I made a booking, however, I did not pay for the deposit within the stipulated deadline. Can I get the same fare as previously?*
Air fares fluctuate daily, and once deposit payment is not received by the stipulated deadline, the system will automatically release all seats back and you will have to request for a new quotation.
14. *Failed to settle balance payment within the stipulated deadline?*
Once booking reference code generated, you must inform Scoot before deadline if you have decided to cancel booking. Otherwise, Scoot reserves the right to ask for full payment of the booking.
15. *Can I choose the currency I want to pay in?*
Yes, please write to sales@flyscoot.com if you preferred payment in another currency. Currency exchange rate as upon actual payment in Scoot reservation system and any refund terms and conditions applied.
16. *Can I cancel the entire Group booking?*
It will depend on which booking stage your group is at:
- Before deposit is paid
Yes, you can cancel your booking with no penalty.
 - After deposit is paid
Yes, you can get a 20% deposit refund in the form of agency credits or Scoot Travel Voucher which you can use for future Group bookings. Cancellation request must be done at least 30 days prior to your first flight departure via the portal.
 - After full payment/balance payment is paid
No cancellation or no refund is allowed.
17. *Can I cancel partial of my Group booking?*
Our cancellation policy gives you the flexibility to cancel up to 20% of your group seats[#], deposit paid for those seats will be used to offset against the balance payment for the rest of the seats.
- [#]Seats must be cancelled at least 30 days prior to first flight departure and the minimum group size must be met.
18. *What time can I check in?*
Scoot's check-in counters open 3 hours before scheduled departure. They close 60 minutes before scheduled departure with no exceptions.
19. *Is Web check in available for group booking?*
[Web check in](#) is available between 48 hours and 1 hour before departure. Should your booking consist of Special Service Requests or bookings with (an) infant(s), you will not be able to check in online and retrieve your Mobile Boarding Pass. Please proceed to the service counter at the airport to check in for your flight.
20. *Do I enjoy the online promotional fares via Groups Online Booking System?*
No, Groups Online Booking System offers regular group fares only. Promotional fares can be purchased via www.flyscoot.com



21. *Do I get KrisFlyer tier benefits for Group bookings?*
No, KrisFlyer & PPS Club tier benefits are not applicable to group bookings.
22. *Does Scoot provide bassinet for infant?*
Scoot does not provide any bassinet for infant; the accompanying adult will have to carry the infant.
23. *How to check in oversize baggage?*
Do refer to our [website](#) for more information
24. *Who can I contact if I have other enquiries which are not addressed in this FAQ?*
Drop us an email at sales@flyscoot.com and we'll get back to you within 2 working days.