



## Sun Country Terms and Conditions

### **Group Coordination and Qualification:**

- The Group must designate a Group Coordinator and a Financial Coordinator may also be designated. The Group Coordinator and the Financial Coordinator will work with the Sun Country Group Department for all transactions for the group.
- A Vacation Group consists of a group of people requiring 20 air and a minimum of 10 hotel rooms. It may also include other services such as transfers, tours, attractions and shows. If a group is reduced to fewer than 20 passengers, group pricing, benefits and terms no longer apply.

### **Acceptable forms of payment:**

- Visa, Mastercard, Cashier's Check, Business check, Wire/ACH and Sun Country Airlines voucher (Name specific vouchers are not accepted as a group payment)

### **Change Policy:**

- Once group terms are accepted and deposit is applied, change fees are applicable.
  - If changes are made greater than 13 days from group travel begin date, a \$39 change fee per person, per direction will apply. (supplier fees may apply)
  - If changes are made with 13 days or fewer from group travel begin date, a \$79 change fee per person, per direction will apply. (supplier fees may apply)
- A new agreement will be generated and any difference in airfare will be paid at time of change.
- For any individual changes above allowed deviations no longer qualify for group benefits and the new ticket will adhere to general Sun Country Airlines policies. Pre-reserved seat assignments and checked baggage fees will apply along with other Sun Country Airlines policies. See Sun Country fees [Payment/ Changes and Cancellation Policies](#) for more details.
- If a group is reduced to fewer than 20 passengers, group pricing, benefits and terms no longer apply.

### **Group Cancellation Policy:**

- Cancellations made for groups under deposit, with no attritions, will lose their non-refundable deposit payment.
- If cancellation is made greater than 13 days from group travel begin date, a \$39 cancellation fee per person, per direction will apply. (supplier fees may apply)
- If cancellation is made greater 13 to 0 days from group travel begin date, a \$79 cancellation fee per person, per direction will apply. (supplier fees may apply)
- Flight vouchers are valid for one year from the date of flight voucher issuance. Flight vouchers are not redeemable for Sun Country Airlines Charters or nonscheduled operations.
- All reservations must be cancelled prior to the flight departure time. In the case of no-show all monies are forfeited.
- Due to canceling, reducing below minimum group requirements, or deviating off the itinerary when no deviations are available, the new ticket will adhere to general Sun Country Airline policies. Any pre-reserved seat assignments will be released and must be reassigned at the rate available. Any discounted seats or bags purchased prior to Cancellation, unallowed deviation or breach of contract will generate a Sun Country Airlines voucher for future purchase on an individual Sun Country product.
- Any monies applied to the group prior to payment due dates listed on contract, will result in all funds being applied to a flight voucher minus any applicable fees.

### **Group Passenger Addition Policy:**

- Group passengers may be added based on availability. Pricing for additional passengers is subject to Sun Country availability and discretion and new terms will be generated.

### **Names & Rooming List:**

- All passenger names are due to the Group Department at the time of final payment, or on the specified due date. It is required that all names be submitted as they appear on the passenger's identification, including middle name or initial. Gender and date of birth are also required to comply with U.S. Department of Homeland Security policies.
- All name changes within 45 days will result in a \$50 fee per name change. Name changes will be accepted up to 1 business day prior to departure during group business hours.
- Hotel may request names at any time before due date. In the event the hotel requests names earlier, it is the responsibility of the group coordinator to provide names as required. Any special requests such as bedding, room location, smoking or non-smoking etc must be included on the Room List form and are never guaranteed. Subsequent room lists must include ONLY changes/additions/cancels to the initial room list. The hotel reserves the right to return any room list for clarification.



- **Add Sun Country Rewards number when filling out the names list.** Group passengers will qualify for Sun Country Rewards points. If not a Sun Country member, it's free to join. See [Sun Country Rewards Program](#) for more details.

#### **Airport Check-in, Taxes, Identification:**

- A manifest will be sent to the Group Coordinator after names list is submitted. Documentation will not be sent to the passengers individually.
- All government charged taxes and fees are subject to change. In the event of increases that are out of the control of Sun Country Vacations the additional amount will be the responsibility of the group.
- Passengers must provide a valid government-issued photo I.D. (domestic) / passport (international) upon check-in.

#### **Baggage Policy:**

- One checked bag per person is included in group pricing per this contract. If baggage is not needed, no value will be applied in the form of a reduction of ticket or in any form of future voucher.
- Checked bag may not exceed 62" linear inches (length + width + depth), including wheels, handles, or any other protruding items), and may not exceed 50 pounds in weight.
- Overweight checked bags are subject to additional charges upon airport check-in. Cash will not be accepted at the airport.
- Passengers may bring one (1) small personal item (e.g., purse, laptop, etc.) which may not exceed any of the following dimensions: 17" long x 13" wide x 9" tall. This item must be stowed under the seat in front of them.
- If purchased, an overhead bag may not exceed any of the following dimensions: 24" long x 16" wide x 11" tall (including wheels, handles, or any other protruding items), and may not exceed 35 pounds in weight.

#### **Pre-assigned Seat Policy:**

- Seating for Group passengers will be done as a block in the rear of the aircraft and are based on availability. We are not able to confirm specific seat assignment requests whether they are for the group or for an individual. Specific seat assignments will be available to view on printed boarding pass at time of airport check-in.
- In the event there is a Group passenger that requires special assistance, equipment, or considerations that would fall under the conditions set in the Department of Transportation's Non-Discrimination on the Basis of Disability in Air Transportation policy please advise the Sun Country Group Department for further information and accommodations.
- Seats available do not include "Best" seats. If the passenger count exceeds the amount of seats available, those passengers will have to option to purchase the "Best" seats at the rate provided, or they will receive seat assignments at airport check-in. There are no guarantees of seating together.
- Exit Row seating will be available for a fee per segment. This will only be available once final payment has been made and names have been submitted. Passenger must meet exit row criteria.
- Any paid seat fees are non-refundable.

#### **Forbidden Items:**

- Certain items are considered hazardous materials and, by federal law, are prohibited from being transported on all Sun Country Airlines flights. Hazardous materials include but are not limited to **Explosives, Gases, Flammable Liquids and Solids, Oxidizers, Toxic and Infectious Materials, Radioactive Materials, and Corrosives**. Some common items that may be hazardous are batteries, electronics, aerosols, fireworks, and matches or lighters. For more information visit [www.suncountry.com](http://www.suncountry.com) under our [baggage section, forbidden items](#). By signing this contract, you agree that you will provide the information in this section to the passengers in your group prior to final payment and that both you and the passengers in your group understand that Federal and International laws prohibit the carriage of certain hazardous materials aboard our aircraft in passenger's luggage or on their person and doing so could result in a fine.

#### **Important Information:**

- Sun Country Airlines reserves the right to change equipment or schedules and the Group Coordinator and the Financial Coordinator hereby releases and waives any claims against Sun Country Airlines regarding cancellations and schedule changes. Sun Country Airlines Contract of Carriage applies to group passengers. For more information, please visit our website at <https://www.suncountry.com/Policies/Terms-Conditions.html>