

Sales Talk No. 922

16 March 2020

Subject: GF ticketing procedures for refunds and involuntary reroutings for passengers impacted by GF flight cancellations/frequency reductions due to Covid-19 virus or passengers unable to travel to their final destination due to entry restrictions imposed by immigration authorities.

This Sales Talk cancels and supersedes The Sales Talk 919 sent dated 12 March 2020 in its entirety.

Please refer to the following sections:

- Section A:** for policies related to KSA flight cancellations as a result of Covid-19
- Section B:** for policies related to KWI flight cancellations as a result of Covid-19
- Section C:** for policies related to Pakistan flight cancellations as a result of Covid-19
- Section D:** for policies related to AMM flight cancellations as a result of Covid-19
- Section E:** for policies related to CMN flight cancellations as a result of Covid-19
- Section F:** for policies related to all other flight cancellations and frequency reductions as a result of Covid-19
- Section G:** for policies related to passengers unable to travel to their final destination due to entry restrictions imposed by immigration authorities due Covid-19

A. Policy for passengers impacted by GF flight cancellations to/from KSA (DMM/JED/RUH/ELQ/MED) due to GACA order/Covid-19

In compliance with Saudi Arabia General Authority of Civil Aviation (GACA) directives and effective immediately, the following involuntary refund and rerouting procedures are to be applied to GF tickets (including FFP redemption tickets), issued up to and including 14 March 2020, that are affected by the cancellations of GF flights.

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Involuntary Rerouting (applicable for passengers impacted by GF flight cancellations on DMM/JED/RUH/ELO/MED due to GACA order/Covid-19):

1. All passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights to/from KSA (DMM/JED/RUH/EQL/MED) between 09 March 2020 and 28 March 2020 (both dates inclusive) are permitted to request rebooking/rerouting of their journey for travel on GF services at a later date provided that travel is up to/including 31 May 2020 without incurring fees or penalties. All fees/penalties and service charges are to be waived. If the original booking class is not available, the lowest available booking class (RBD) within the same cabin compartment may be used

The following OSI remark should be added to the booking **OSI GF AUTHORISED REBOOKING/REROUTING DUE KSA FLIGHT CANCELLATION**

For partially utilized tickets, rebooking on other airlines may be done for departures within 48 hours of the cancelled GF flight, subject to the conditions below.

735D Conditions

All involuntary re-routings are to be made in accordance with IATA PSC Resolution 735d and should apply the following guidelines:

- Re-booking under 735D is for disrupted passengers within **48 hours from the departure time of the cancelled GF flight. For the avoidance of doubt, example as follows: GF flight departure at 1400 hrs on 08Mar is cancelled – rebooking on partner airlines may only commence after 1400 on 06Mar.** Rebooking on the partner airline has to be done on the earliest available flight
- **Groups are excluded from this rerouting policy and will be handled at the airport on a case by case basis in coordination with CRC.**
- RBDs to be booked strictly from lowest to highest
- Re-booking on codeshare flights is not permitted
- Upgrading into higher cabin is not permitted unless requested and approved by the Operating Partner
- The characters 'INVOL' must be inserted in the endorsement/restriction area of the reissued document

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The following OSI remark should be added to the booking for rerouting on OALs: **OSI GF AUTHORISED REBOOKING/REROUTING ON OALs.**

Refunds (applicable for passengers impacted by GF flight cancellations on DMM/JED/RUH/ELO/MED due to GACA order/Covid-19):

Policy for individual passengers only (**groups excluded**):

1. Passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights are permitted to refund their tickets without penalty. All fees/penalties and service charges are to be waived.
2. If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid. If a portion of the ticket has been used, the refund will be the difference between the fare paid and the fare for transportation used. Such refunds are restricted to GF offices only.

Policy for **groups** only:

1. For groups where tickets have been issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance
2. For groups holding a confirmed GF reservation where a deposit payment has been collected but tickets are not yet issued having confirmed GF reservations on cancelled GF flights are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance

The following OSI remark should be added to the booking **OSI GF AUTHORISED REFUND DUE KSA FLIGHT CANCELLATION**

B. Policy for passengers impacted by GF flight cancellations to/from KWI due to Kuwait DGCA order/Covid-19

In compliance with Kuwait DGCA directives and effective immediately, the following involuntary refund and rerouting procedures are to be applied to GF tickets (including FFP redemption tickets), issued up to and including 11 March 2020, that are affected by the cancellations of GF flights.

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Involuntary Rerouting (applicable for passengers impacted by GF flight cancellations to/from KWI due to Kuwait DGCA order/Covid-19):

1. All passengers holding GF tickets issued up to and including 11 March 2020 and having confirmed GF reservations on cancelled GF flights to/from KWI between 14 March 2020 and 25 March 2020 (both dates inclusive) are permitted to request rebooking/rerouting of their journey for travel on GF services at a later date provided that travel is up to/including 31 May 2020 without incurring fees or penalties. All fees/penalties and service charges are to be waived. If the original booking class is not available, the lowest available booking class (RBD) within the same cabin compartment may be used

The following OSI remark should be added to the booking **OSI GF AUTHORISED REBOOKING/REROUTING DUE KWI FLIGHT CANCELLATION**

For partially utilized tickets, rebooking on other airlines may be done for departures within 48 hours of the cancelled GF flight, subject to the conditions below.

735D Conditions

All involuntary re-routings are to be made in accordance with IATA PSC Resolution 735d and should apply the following guidelines:

- Re-booking under 735D is for disrupted passengers within **48 hours from the departure time of the cancelled GF flight. For the avoidance of doubt, example as follows: GF flight departure at 1400 hrs on 08Mar is cancelled – rebooking on partner airlines may only commence after 1400 on 06Mar.** Rebooking on the partner airline has to be done on the earliest available flight
- **Groups are excluded from this rerouting policy and will be handled at the airport on a case by case basis in coordination with CRC.**
- RBDs to be booked strictly from lowest to highest
- Re-booking on codeshare flights is not permitted
- Upgrading into higher cabin is not permitted unless requested and approved by the Operating Partner
- The characters 'INVOL' must be inserted in the endorsement/restriction area of the reissued document

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The following OSI remark should be added to the booking for rerouting on OALs: **OSI GF AUTHORISED REBOOKING/REROUTING ON OALs.**

Refunds (applicable for passengers impacted by GF flight cancellations to/from KWI due to Kuwait DGCA order/Covid-19):

Policy for individual passengers only (**groups excluded**):

1. Passengers holding GF tickets issued up to and including 11 March 2020 and having confirmed GF reservations on cancelled GF flights are permitted to refund their tickets without penalty. All fees/penalties and service charges are to be waived.
2. If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid. If a portion of the ticket has been used, the refund will be the difference between the fare paid and the fare for transportation used. Such refunds are restricted to GF offices only.

Policy for **groups** only:

1. For groups where tickets have been issued up to and including 11 March 2020 and having confirmed GF reservations on cancelled GF flights are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance
2. For groups holding a confirmed GF reservation where a deposit payment has been collected but tickets are not yet issued having confirmed GF reservations on cancelled GF flights are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance

The following OSI remark should be added to the booking **OSI GF AUTHORISED REFUND DUE KWI FLIGHT CANCELLATION**

C. Policy for passengers impacted by GF flight cancellations to/from SKT/MUX/LYP/PEW due to Pakistan APS Directorate NOTAM due Covid-19

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Pakistan APS Directorate NOTAM issued 13 March 2020 restricts international operations to three airports only – Lahore, Islamabad and Karachi. In compliance with this NOTAM and effective immediately, the following involuntary refund and rerouting procedures are to be applied to GF tickets (including FFP redemption tickets), issued up to and including 13 March 2020, that are affected by the cancellations of GF flights to/from SKT/MUX/LYP/PEW.

Involuntary Rerouting (applicable for passengers impacted by GF flight cancellations to/from SKT/MUX/LYP/PEW due to Pakistan APS Directorate NOTAM due Covid-19):

1. All passengers holding GF tickets issued up to and including 13 March 2020 and having confirmed GF reservations on cancelled GF flights to/from SKT/MUX/LYP/PEW between 14 March 2020 and 28 March 2020 (both dates inclusive) are permitted to request rebooking/rerouting of their journey for travel on GF services at a later date provided that travel is up to/including 31 May 2020 without incurring fees or penalties. All fees/penalties and service charges are to be waived. If the original booking class is not available, the lowest available booking class (RBD) within the same cabin compartment may be used. Note that if a passenger selects to travel to ISB/LHE/KHI as an alternative, travel within Pakistan is at own passenger responsibility and expense

The following OSI remark should be added to the booking **OSI GF AUTHORISED REBOOKING/REROUTING DUE SKT/MUX/LYP/PEW FLIGHT CANCELLATION**

For partially utilized tickets, rebooking on other airlines may be done for departures within 48 hours of the cancelled GF flight, subject to the conditions below.

735D Conditions

All involuntary re-routings are to be made in accordance with IATA PSC Resolution 735d and should apply the following guidelines:

- Re-booking under 735D is for disrupted passengers within **48 hours from the departure time of the cancelled GF flight. For the avoidance of doubt, example as follows: GF flight departure at 1400 hrs on 08Mar is cancelled – rebooking on partner airlines may only commence after 1400 on 06Mar.** Rebooking on the partner airline has to be done on the earliest available flight
- **Groups are excluded from this rerouting policy and will be handled at the airport on a case by case basis in coordination with CRC.**
- RBDs to be booked strictly from lowest to highest
- Re-booking on codeshare flights is not permitted
- Upgrading into higher cabin is not permitted unless requested and approved by the

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The following OSI remark should be added to the booking for rerouting on OALs: **OSI GF AUTHORISED REBOOKING/REROUTING ON OALs.**

Refunds (applicable for passengers impacted by GF flight cancellations to/from SKT/MUX/LYP/PEW due to Pakistan APS Directorate NOTAM due Covid-19):

Policy for individual passengers only (**groups excluded**):

1. Passengers holding GF tickets issued up to and including 13 March 2020 and having confirmed GF reservations on cancelled GF flights between 14March 2020 and 28March 2020 (both dates inclusive) are permitted to refund their tickets without penalty. All fees/penalties and service charges are to be waived.
2. If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid. If a portion of the ticket has been used, the refund will be the difference between the fare paid and the fare for transportation used. Such refunds are restricted to GF offices only.

Policy for **groups** only:

1. For groups where tickets have been issued up to and including 13 March 2020 and having confirmed GF reservations on cancelled GF flights between 14March 2020 and 31March 2020 (both dates inclusive) are permitted to refund without penalty.
Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance
2. For groups holding a confirmed GF reservation where a deposit payment has been collected but tickets are not yet issued having confirmed GF reservations on cancelled GF flights are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance

The following OSI remark should be added to the booking **OSI GF AUTHORISED REFUND DUE SKT/MUX/LYP/PEW FLIGHT CANCELLATION**

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D. Policy for passengers impacted by GF flight cancellations to/from AMM due to Jordan Civil Aviation NOTAM due Covid-19

Jordan Civil Aviation NOTAM issued 15 March 2020 suspends all flights until further notice. In compliance with this NOTAM and effective immediately, the following involuntary refund and rerouting procedures are to be applied to GF tickets (including FFP redemption tickets), issued up to and including 14 March 2020, that are affected by the cancellations of GF flights to/from AMM.

Involuntary Rerouting (applicable for passengers impacted by GF flight cancellations to/from AMM due to Jordan Civil Aviation NOTAM due Covid-19):

1. All passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights to/from AMM between 17 March 2020 and 31 March 2020 (both dates inclusive) are permitted to request rebooking/rerouting of their journey for travel on GF services at a later date provided that travel is up to/including 31 May 2020 without incurring fees or penalties. All fees/penalties and service charges are to be waived. If the original booking class is not available, the lowest available booking class (RBD) within the same cabin compartment may be used.

The following OSI remark should be added to the booking **OSI GF AUTHORISED REBOOKING/REROUTING DUE AMM FLIGHT CANCELLATION**

For partially utilized tickets, rebooking on other airlines may be done for departures within 48 hours of the cancelled GF flight, subject to the conditions below.

735D Conditions

All involuntary re-routings are to be made in accordance with IATA PSC Resolution 735d and should apply the following guidelines:

- Re-booking under 735D is for disrupted passengers within **48 hours from the departure time of the cancelled GF flight. For the avoidance of doubt, example as follows: GF flight departure at 1400 hrs on 08Mar is cancelled – rebooking on partner airlines may only commence after 1400 on 06Mar.** Rebooking on the partner airline has to be done on the earliest available flight
- **Groups are excluded from this rerouting policy and will be handled at the airport on a case by case basis in coordination with CRC.**
- RBDs to be booked strictly from lowest to highest
- Re-booking on codeshare flights is not permitted
- Upgrading into higher cabin is not permitted unless requested and approved by the Operating Partner

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- The characters 'INVOL' must be inserted in the endorsement/restriction area of the reissued document

The following OSI remark should be added to the booking for rerouting on OALs: **OSI GF AUTHORISED REBOOKING/REROUTING ON OALS.**

Refunds (applicable for passengers impacted by GF flight cancellations to/from AMM due to Jordan Civil Aviation NOTAM due Covid-19):

Policy for individual passengers only (**groups excluded**):

1. Passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights between 17March 2020 and 31March 2020 (both dates inclusive) are permitted to refund their tickets without penalty. All fees/penalties and service charges are to be waived.
2. If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid. If a portion of the ticket has been used, the refund will be the difference between the fare paid and the fare for transportation used. Such refunds are restricted to GF offices only.

Policy for **groups** only:

1. For groups where tickets have been issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights between 17March 2020 and 31March 2020 (both dates inclusive) are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance
2. For groups holding a confirmed GF reservation where a deposit payment has been collected but tickets are not yet issued having confirmed GF reservations on cancelled GF flights are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance

The following OSI remark should be added to the booking **OSI GF AUTHORISED REFUND AMM FLIGHT CANCELLATION**

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E. Policy for passengers impacted by GF flight cancellations to/from CMN due to Moroccan Civil Aviation NOTAM due Covid-19

Moroccan Civil Aviation NOTAM issued 15 March 2020 suspends all flights until further notice. In compliance with this NOTAM and effective immediately, the following involuntary refund and rerouting procedures are to be applied to GF tickets (including FFP redemption tickets), issued up to and including 14 March 2020, that are affected by the cancellations of GF flights to/from CMN.

Involuntary Rerouting (applicable for passengers impacted by GF flight cancellations to/from CMN due to Moroccan Civil Aviation NOTAM due Covid-19):

1. All passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights to/from CMN between 15 March 2020 and 28 March 2020 (both dates inclusive) are permitted to request rebooking/rerouting of their journey for travel on GF services at a later date provided that travel is up to/including 31 May 2020 without incurring fees or penalties. All fees/penalties and service charges are to be waived. If the original booking class is not available, the lowest available booking class (RBD) within the same cabin compartment may be used.

The following OSI remark should be added to the booking **OSI GF AUTHORISED REBOOKING/REROUTING DUE CMN FLIGHT CANCELLATION**

For partially utilized tickets, rebooking on other airlines may be done for departures within 48 hours of the cancelled GF flight, subject to the conditions below.

735D Conditions

All involuntary re-routings are to be made in accordance with IATA PSC Resolution 735d and should apply the following guidelines:

- Re-booking under 735D is for disrupted passengers within **48 hours from the departure time of the cancelled GF flight. For the avoidance of doubt, example as follows: GF flight departure at 1400 hrs on 08Mar is cancelled – rebooking on partner airlines may only commence after 1400 on 06Mar.** Rebooking on the partner airline has to be done on the earliest available flight

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- **Groups are excluded from this rerouting policy and will be handled at the airport on a case by case basis in coordination with CRC.**
- RBDs to be booked strictly from lowest to highest
- Re-booking on codeshare flights is not permitted
- Upgrading into higher cabin is not permitted unless requested and approved by the Operating Partner
- The characters 'INVOL' must be inserted in the endorsement/restriction area of the reissued document

The following OSI remark should be added to the booking for rerouting on OALs: **OSI GF AUTHORISED REBOOKING/REROUTING ON OALs.**

Refunds (applicable for passengers impacted by GF flight cancellations to/from CMN due to Jordan Civil Aviation NOTAM due Covid-19):

Policy for individual passengers only (**groups excluded**):

1. Passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights between 15March 2020 and 28March 2020 (both dates inclusive) are permitted to refund their tickets without penalty. All fees/penalties and service charges are to be waived.
2. If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid. If a portion of the ticket has been used, the refund will be the difference between the fare paid and the fare for transportation used. Such refunds are restricted to GF offices only.

Policy for **groups** only:

1. For groups where tickets have been issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights between 15March 2020

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and 28 March 2020 (both dates inclusive) are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance

2. For groups holding a confirmed GF reservation where a deposit payment has been collected but tickets are not yet issued having confirmed GF reservations on cancelled GF flights are permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance

The following OSI remark should be added to the booking **OSI GF AUTHORISED REFUND CMN FLIGHT CANCELLATION**

F. Policy for passengers impacted by all other GF flight cancellations/frequency reductions due to Covid-19 virus (excluding cancellations to/from DMM/JED/RUH/ELQ/MED and to/from KWI and to/from SKT/MUX/LYP/PEW and to/from AMM and to/from CMN in Sections A, B, C, D and E above)

In compliance with Bahrain Civil Aviation Affairs (BCAA) directives and effective immediately, the following involuntary refund and rerouting procedures are to be applied to GF tickets (including FFP redemption tickets), issued up to and including 14 March 2020, that are affected by the cancellations/frequency reductions due to Covid-19 virus.

Involuntary Rerouting (applicable for passengers impacted by GF flight cancellations/frequency reductions due to Covid-19):

1. All passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights are permitted to request rebooking/rerouting of their journey for travel on GF services at a later date provided that travel is between 25 February 2020 through 31 May 2020 without incurring fees or penalties. All fees/penalties and service charges are to be waived. If the original booking class is not available, the lowest available booking class (RBD) within the same cabin compartment may be used. Note that travel within a country i.e. U.A.E, India and Pakistan is at own passenger responsibility and expense

The following OSI remark should be added to the booking **OSI GF AUTHORISED REBOOKING/REROUTING DUE TO COVID FLIGHT CANCELLATIONS**

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- Only passengers with partially utilized tickets traveling to/from **Dubai, Beirut** and **Iraq travelling beyond Bahrain (NOT POINT TO POINT)** can be re-protected on to other airlines online network on an involuntary rerouting basis subject to
- Availability of seats and RBDs as per the existing IATA 735D agreement in place with the following Airline Partners:

To/from Dubai:

Airlines	IATA	CLASS	
	CODE	Business	Economy
Air France	AF-057	From the lowest available	From the lowest available
Lufthansa	LH-220	From the lowest available	From the lowest available
Air India	AI-098	From the lowest available	From the lowest available
Ethiopian Airlines	ET-071	From the lowest available	From the lowest available
Kuwait Airways	KU-229	From the lowest available	From the lowest available
Egypt Air	MS-077	From the lowest available	From the lowest available
S7 Airlines	S7-421	From the lowest available	From the lowest available
Thai Airways	TG-217	From the lowest available	From the lowest available
Biman Bangladesh	BG-997	From the lowest available	From the lowest available
Middle East Airlines	ME-076	From the lowest available	From the lowest available
Pakistan Int. Airlines	PK-214	From the lowest available	From the lowest available
Royal Jordanian	RJ-512	From the lowest available	From the lowest available, BUT NOT the following RBDs: U, X, E, T, G.
Saudi Arabian Airlines	SV-065	From the lowest available	From the lowest available
Turkish Airlines	TK-235	From the lowest available	From the lowest available

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To/from Beirut:

Airlines	IATA CODE	CLASS	
		Business	Economy
Air France	AF-057	From the lowest available	From the lowest available
Lufthansa	LH-220	From the lowest available	From the lowest available
Ethiopian Airlines	ET-071	From the lowest available	From the lowest available
Kuwait Airways	KU-229	From the lowest available	From the lowest available
Egypt Air	MS-077	From the lowest available	From the lowest available
Middle East Airlines	ME-076	From the lowest available	From the lowest available
Royal Air Maroc	AT-147	From the lowest available	From the lowest available
Royal Jordanian	RJ-512	From the lowest available	From the lowest available, BUT NOT the following RBDs: U, X, E, T, G.
Saudi Arabian Airlines	SV-065	From the lowest available	From the lowest available
Turkish Airlines	TK-235	From the lowest available	From the lowest available

To/from Iraq:

Airlines	IATA CODE	CLASS	
		Business	Economy
Lufthansa	LH-220	From the lowest available	From the lowest available
Kuwait Airways	KU-229	From the lowest available	From the lowest available
Egypt Air	MS-077	From the lowest available	From the lowest available
Middle East Airlines	ME-076	From the lowest available	From the lowest available
Royal Jordanian	RJ-512	From the lowest available	From the lowest available, BUT NOT the following RBDs: U, X, E, T, G.
Turkish Airlines	TK-235	From the lowest available	From the lowest available

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All involuntary re-routings are to be made in accordance with IATA PSC Resolution 735d and should apply the following guidelines:

- Re-booking under 735D is for disrupted passengers within **48 hours from the departure time of the cancelled GF flight. For the avoidance of doubt, example as follows: GF flight departure at 1400 hrs on 08Mar is cancelled – rebooking on partner airlines may only commence after 1400 on 06Mar.** Rebooking on the partner airline has to be done on the earliest available flight
- **Groups are excluded from this rerouting policy and will be handled at the airport on a case by case basis in coordination with CRC.**
- RBDs to be booked strictly from lowest to highest (as shown)
- Re-booking on codeshare flights is not permitted
- Upgrading into higher cabin is not permitted unless requested and approved by the Operating Partner
- The characters 'INVOL' must be inserted in the endorsement/restriction area of the reissued document

The following OSI remark should be added to the booking for rerouting on OALs: **OSI GF AUTHORISED REBOOKING/REROUTING ON OALs.**

Refunds (applicable for passengers impacted by GF flight cancellations/frequency reductions due to Covid-19):

1. Passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations on cancelled GF flights are permitted to refund their tickets without penalty. All fees/penalties and service charges are to be waived.
2. If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid. If a portion of the ticket has been used, the refund will be the difference between the fare paid and the fare for transportation used. Such refunds are restricted to GF offices only

PNR must be commented with the following OSI entry:

OSI GF REFUNDED DUE UNACCEPTABLE SKED CHG/ DATE / FREQUENCY REDUCTION.
(Insert impacted flight date)

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G. Policy for passengers unable to travel to their final destination due to entry restrictions imposed by immigration authorities

Effective immediately, the following involuntary refund and rerouting procedures are to be applied to GF tickets (including FFP redemption tickets), issued up to and including 14 March 2020, that are unable to travel to their final destination due to entry restrictions imposed by immigration authorities.

The list of immigration entry restrictions should be taken from the latest Ground Operations Attention Notice available at that time.

Involuntary Rerouting (applicable for passengers unable to travel to their final destination due to entry restrictions imposed by immigration authorities)

Policy for individual passengers only (**groups excluded**):

1. All passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations for **travel up to/including 31 Mar 2020** but are unable to travel to their final destination due to restrictions imposed by immigration authorities are permitted to request rebooking/rerouting of their journey for travel on GF services at a later date provided that travel is up to/including 31 May 2020 without incurring fees or penalties. All fees/penalties and service charges are to be waived. If the original booking class is not available, the lowest available booking class (RBD) within the same cabin compartment may be used

Refunds (applicable for passengers unable to travel to their final destination due to entry restrictions imposed by immigration authorities)

Policy for individual passengers only (**groups excluded**):

1. Passengers holding GF tickets issued up to and including 14 March 2020 and having confirmed GF reservations for **travel up to/including 31 Mar 2020** but are unable to travel to their final destination due to restrictions imposed by immigration authorities are permitted to refund their tickets without penalty. All fees/penalties and service charges are to be waived
2. If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid. If a portion of the ticket has been used, the refund will be the difference between the fare paid and the fare for transportation used. Such refunds are restricted to GF offices only

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PNR must be commented with the following OSI entry:

OSI GF REFUNDED DUE IMMIGRATION AUTHORITY RESTRICTIONS (Insert impacted flight date)

Policy for group bookings only:

1. For groups where tickets have been issued up to and including 14 March 2020 and having confirmed GF reservations for **travel up to/including 31 Mar 2020** but are unable to travel to their final destination due to restrictions imposed by immigration authorities will be permitted to refund without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance
2. For groups holding a confirmed GF reservation for **travel up/to including 31 Mar 2020** where a deposit payment has been collected but tickets are not yet issued and who are unable to travel to their final destination due to restrictions imposed by immigration authorities will be permitted to refund the deposit without penalty. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance

PNR must be commented with the following OSI entry:

OSI GF REFUNDED DUE IMMIGRATION AUTHORITY RESTRICTIONS (Insert impacted flight date)

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