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## MEMO

**To: All Trade Partners**

**Date: 2<sup>ND</sup> April 2020**

**From: Royal Brunei Airlines**

**RE: COVID -19 / 03 /2020 – 19th March 2020 – Revised waiver and cancellation policy V5**

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With the rise in the outbreak of the coronavirus (COVID-19) globally and numerous travel restrictions from various Governments, demand for air travel across the world has declined significantly. Royal Brunei will therefore operate a revised and substantially reduced flying program across March and April.

A new temporary flying program is in operation until 30th April 2020, from Brunei to and from Singapore, Melbourne, Hong Kong and Manila. The London to Brunei flight will not operate during this period.

Full details of the schedule are available on RB's dedicated web pages [www.flyRB.com/Covid-19](http://www.flyRB.com/Covid-19) where regular future updates will also be made – your trade sales team will also keep you updated.

We wish to thank all of our trade partners for your support at this challenging time for the travel industry and all airlines.

### Options

#### Date Change

1) Changes permitted for ticket purchased for travel up to 31st May 2020. (to be reviewed) 2) New Travel date must commence no later than 30th September 2020, subject to seat availability; (any difference in fare will apply.) 3) One Free Date change permitted (Any difference in fare will apply). 4) The PNR must be updated with 'OSI BI WUHAN VIRUS WAIVER '. 5) Rerouting permitted, however any difference in fare and taxes will be applicable.

Transfer the value of the ticket onto an EMD (Electronic Miscellaneous Document)

Guests, who want to travel at a later date, can transfer the value of the ticket onto an EMD (Electronic Miscellaneous Document) the validity of the EMD will be for 12 months, from the date of issue. Instructions to issue EMD for Trade Partners 1) Code – RSVT 2) Passenger Name 3) Coupon Value – Value of the ticket (inclusive of taxes) 4) CR (Coupon Remarks) – Residual Value for Future Transportation 5) NVA – 12 months from date of issue. 6) Form of payment – MS Ticket no eg MS672-4222222222

NB: These options (for flights prior to 31st May 2020) include a credit voucher available for 12 months for the full original flight value to be used across any RB route.

- 1) No-Show passengers are not eligible for the waiver.
- 2) Royal Brunei Airlines will not be liable for any 3rd party costs / penalties such as hotel or other ground operator costs.
- 3) The waiver is valid and applicable once only.

**Cancellation/Refund**

Passengers that could not travel between 18th March 2020 to 22nd March 2020 due to the transit restrictions of non-Brunei passengers on RB flights will be offered a full refund less an administration fee of BND 50 (approximately GBP 25) fee per person. Please apply in the usual way through BSP.

The same will apply for flights that have been suspended between 23 March – 30 April 2020. Full refund less an administration fee of BND 50 (approximately GBP 25) fee per person. Please apply in the usual way through BSP.

Please note that we are encouraging our trade partners to avoid offering refunds and instead offer other alternative options available.