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MEMO

To: All Trade Partners

Date: 7th May 2020

From: Royal Brunei Airlines

RE: COVID -19 / 03 /2020 – 19th March 2020 – Revised waiver and cancellation policy – Revised Flying Programme until **1st July 2020 V11. Policy applicable from the 5th May 2020**

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, April, May, and June 2020.

A new temporary flying program is in operation until **01st July 2020**, from Brunei to and from Singapore, Melbourne, Hong Kong, Kuala Lumpur and Manila. The London to Brunei and Brunei to London 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 where regular future updates will also be made – your trade sales team will also keep you updated.

This revised policy applies from the 24th April 2020 and applies for all new requests on changes and refunds only. Previous terms and conditions apply for EMD's and tickets that been issued previously.

Please also note that this waiver policy applies on flights booked before/on **30 June 2020**, for travel before/on 31 August 2020.

Options Available:

Option 1 – Guests who agree to rebook to a new travel date or a different destination

- Travel date can now be deferred up to 2 years from date of original issue
- The PNR must be updated with 'OSI BI COVID-19 WAIVER
- Rerouting permitted, however any difference in fare and taxes will be applicable.
- One Free Date change permitted (Any difference in fare will apply)
- Remind guests to retain original e-ticket numbers for easy reference

Option 2 - 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 up to 2 years (760 Days) from date of issuance

Effectively immediately all **Electronic Miscellaneous Document (EMD's)** will now be issued by the Royal Brunei Airlines Customer Service team. Please email all requests to Lonrba@rba.com.bn and copy in rbsales@rba.com.bn. Please support all requests with full PNR details including ticket numbers.

NB: For all EMD's that have been issued prior, could we please request that you make a full refund application in BSP Link and send the following information to Lonrba@rba.com.bn and copy in rbsales@rba.com.bn:

- Refund Notice Number of the EMD
- PNR details (including EMD issued)

Additional information:

- These options (for flights prior to 1st July 2020) include a credit voucher available for 2 years from date of original issue 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.

Option 3 – Guest who have no new travel date yet

- Cancel active booking
- Advise your guest that the new travel date can be deferred up to **2years from date of original issue**
- Remind guests to retain original e-Ticket number for easy rebooking in the future and when you carry out the rebooking process.
- If this option is selected, guest will not be allowed to change to other waiver options
(Note: Any changes shall follow the original term and conditions of the fare purchase)
- Once guest contacts and provide a new travel date:
 - Create a new PNR. Add a remark field in PNR with 'OSI BI COVID-19 WAIVER'
 - Reissue original ticket. Ticket endorsement with 'Involuntary change COVID19 RB waiver policy'
 - One time waiver on all penalty fees
 - Collect additional fare and taxes (if applicable)
 - If the reissued ticket has a lower value than the original, no refund to be provided
- For expired ticket, please change the document type from "E" to "C" of the issued in exchanged line (FO), refer example below

FO672-2422241604C1BWN12JUN18/04390072/P1

Cancellation/Refund

Guests that could not travel between 18th March 2020 to 22nd March 2020 due to the transit restrictions of non-Brunei passengers on RB flights can opt for a full refund less an administration fee of BND 50 (approximately GBP 29) per person for unutilized tickets.

The administration fee of BND 50 (approximately GBP 29) will also be applicable for all refunds on unutilized tickets on flights booked before on/ **30 June 2020** for travel period between 23 March – 31 August 2020. For partially used tickets it is full refund on the unused flight sector without any administration fee.

The administration fee of BND 50 (approximately GBP 29) per person will also be applicable for all refunds on suspended flights.

Could we also please request that all trade partners ensure that the correct refund values are inserted when applying for refunds via BSP Link. We will reject any refunds with no monetary value.

Partial Refunds: We have noticed that some trade partners are submitting full refunds on partial travelled tickets. RB Customer Service Team is at hand to assist if you are unsure how to calculate partial refunds. Please email any queries to Lonrba@rba.com.bn.

GDS Refunds – We will not be accepting any GDS refunds. All refunds to be applied through BSP link.

Additional Information on Refunds and tactical cancellations on the RB Link Borneo product

RB Link Routes (Point to Point e.g. BWN – TWU)

The following RB point to point link routes (except BKI & BTU) **to/from Brunei** will have additional tactical cancellations up to 30 Nov 2020.

- BWN – Kota Kinabalu (BKI) vv
- BWN – Tawau (TWU) vv
- BWN – Kuching (KCH) vv
- BWN – Sandakan (SDK) vv
- BWN - Sibul (SBW) vv

Refund option on the RBLINK point to point routes (TWU, KCH, and SDK & SIBU except Bintulu) to/from Brunei

- Full refund (both un-utilized & partially utilized sector) to EMD –RSVT (or).
- Full refund (both un-utilized & partially utilized sector) to original Form of Payment.

Refund option on the RBLINK point to point to/from Brunei to Bintulu (BTU)

- Full refund (both un-utilized & partially utilized sector) to original Form of Payment

Refund option on the RBLINK point to point to/from Brunei to Kota Kinabalu (BKI)

- Full refund (both un-utilized & partially utilized sector) to EMD –RSVT (or)
- Full refund (both un-utilized) to original Form of Payment less the administration fee of BND 50 (approximately GBP 29) per person

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

Please note that we also currently operating on a skeleton staff structure between now and July 2020 and there may be a delay in our responses.

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