

Sales Talk No. 960

23 December 2020

**Subject:** GF Ticketing Procedures for UK lockdown Tier 4 with immediate effect.

In recognition of the UK government implementing travel restrictions for residents within the designated "tier 4" geographical locations within England, the following procedures are to be applied effective from 20<sup>th</sup> December 2020 upto and including the date, when the situation for that geographical area is reverted to a categorization that permits travel. (Similar applies for residents in Northern Ireland, Scotland and Wales placed in same tiered categorization or similarly travel restricted categories) The procedure applies only to journeys departing from the UK and specifically Gulf Air services from London Heathrow.

**Involuntary Rerouting:** All passengers holding GF tickets issued prior to 20 December 2020 and having confirmed GF reservations on the London flights for departures 20 December 2020 through 4 January 2021 (inclusive) are permitted to request rebooking/rerouting of their journey for travel on GF services for a later departure on/after 4 January 2021, without incurring fees or penalties. All fees/penalties and service charges are to be waived. Re-bookings are to be made in the same booking class or the first available one if the same booking class is not available.

**Involuntary refund:** A full refund via BSP in the normal way ensuring that the following OSI remark is added to the booking:

OSI GF INVOLUNTARY CANCELLATION FULL REFUND DUE TO UK LOCKDOWN TIER 4 LONDON.

Service charges/fees/penalties will not be imposed.

Furthermore, normal industry refund procedures shall apply.

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