



Sales Talk

Sales Talk No. 969

02 March 2021

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

This Sales Talk cancels and supersedes Sales Talk 968 dated 25 February 2020 in its' entirety.

In recognition of the UK (England, Scotland, Wales and Northern Ireland) government (s), implementing travel restrictions for residents within their designated geographical locations, the following procedures are to be applied effective from 20th December 2020 upto and including the date when the situation for that geographical area is reverted to a categorization that permits travel. This procedure applies only to journeys departing from the UK and specifically Gulf Air services from London Heathrow.

Involuntary Rerouting: Please refer to Gulf Air's Sales Talk No. 959

Involuntary refund: Tickets issued up to and including 01st March 2021 and for travel up to and including 31st March 2021, 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 - LONDON.

Service charges/fees/penalties will not be imposed.

Furthermore, normal industry refund procedures shall apply.

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