

Sales Talk No. 972

17 March 2021

**Subject:** GF ticketing procedures for refunds and rebooking for Passengers impacted by the Covid-19 virus.

This Sales Talk cancels and supersedes Sales Talk No 959 (dated 16 December 2020) in its entirety. This policy goes into effect on 17 March 2021 and will continuously be updated.

**Summary of Policy for Individual Passengers (i.e. those not travelling under a group PNR):**

<b>Ticketing Date</b>	Tickets issued on/before 31 May 2021
<b>Options available for voluntary changes</b>	<ul style="list-style-type: none"> <li>• Amend travel date (no change fees; difference in fare may apply)</li> <li>• Hold the ticket for up to 18 Months from the original ticket issuance date, irrespective of the ticket validity (this policy does not apply to expired tickets)</li> <li>• Refund to original form of payment (refund fees apply)</li> </ul>
<b>Options available for involuntary changes</b>	<ul style="list-style-type: none"> <li>• Amend travel date (no change fees; difference in fare does not apply)</li> <li>• Hold the ticket for up to 18 Months from the original ticket issuance date, irrespective of the ticket validity (this policy does not apply to expired tickets)</li> <li>• Refund to original form of payment (refund fees do not apply)</li> </ul>
<b>Voluntary changes</b>	Where all GF flights in the itinerary are operating
<b>Involuntary changes</b>	Where at least one GF flight has been cancelled or where there is a schedule change resulting in no comparable schedule being available within 24 hours of the originally scheduled departure or arrival

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Passengers who have booked their ticket through a travel agent should be advised to contact their travel agent.

Passengers who have booked directly with Gulf Air should contact WWCC (for departures within 72 hours) or their local Gulf Air office (for departures outside of 72 hours).

## Amend Travel Date

Applicable to **VOLUNTARY** and **INVOLUNTARY** changes

- Applicable to individual bookings only and not applicable to group bookings
- Applicable to all tickets (all commercial ticket types including redemption tickets)
- Rebooking date is subject to a maximum of 18 Months from the original ticket issuance date, irrespective of the ticket validity
- For voluntary changes, rebook into the same RBD as original ticket on the same routing. All fees/penalties and service charges will be waived but any difference in fare, taxes and surcharges should be collected. Where the status of the ticket is no-show (NS), no-show fees should be collected
- For involuntary changes, rebook into the same RBD as original ticket and collect any difference in taxes and surcharges. Differences in fare do not apply. If not available, rebook into the lowest RBD available within the same cabin and routing waive any difference in fares, collect any difference in taxes, surcharges.
- The following OSI should be added to the booking: **OSI GF AUTHORISED REBOOKING DUE CORONA**

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### Hold Ticket For Up To 18 Months, irrespective of the ticket validity

Applicable to **VOLUNTARY** and **INVOLUNTARY** changes

- Applicable to individual bookings only and not applicable to group bookings
- Cancel segments from PNR and keep unutilized coupons open
- Status of the ticket should remain as OK/OPEN
- The new flight departure date must be for outbound travel up to a maximum of 18 Months from the original ticket issuance date, irrespective of the ticket validity
- Flight postponement is for the same passenger and is non-transferable
- The ticket value will remain unchanged
- Where the ticket is partially utilized, the residual value should be calculated at the time of cancellation and the value logged in the PNR as a remark. Calculation of the residual value should be as follows:
  - Unused portion of base fare
  - Plus unused YQ
  - Plus unused government taxes
- Change fees will not be charged regardless of which fare was originally purchased
- Where the status of the ticket is no-show (NS), no-show fees will be applicable. Only in case of GF flight cancellation then no show fee will be waived.
- Difference in fare and taxes will apply. If the fare for the new trip is higher, the passenger must pay the difference. This will also apply in the scenario where a child becomes an adult after the date of original travel or where an infant becomes a child
- If the fare for the new trip is lower there will be no refund of the difference due
- The new booking may be made on any GF route and is not restricted to the original route booked. This applies to both wholly unutilized and partially utilized tickets
- All associated seat reservation and excess baggage purchases will be honored for the new booking
- The following OSI remark should be added to the booking – **OSI TRAVEL POSTPONEMENT DUE CORONA GOOD FOR FUTURE TRAVEL**

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Refund to Original Form of Payment
Applicable to <b>INVOLUNTARY</b> changes
<ul style="list-style-type: none"> <li>• Applicable to individual bookings only and not applicable to group bookings</li> <li>• Refund unutilized value to original form of payment</li> <li>• Refund and no-show fees to be waived</li> <li>• Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable</li> <li>• Applicable to both refundable and non-refundable tickets</li> </ul>

### Summary of Policy for Group Passengers Only

Travel Date	For travel on/before 31 May 2021
<b>Options available for voluntary changes</b>	<ul style="list-style-type: none"> <li>• Where tickets have been issued, refund as per the normal rules of the ticket (penalties apply). Refund in the form of an EMD/MCO good for future travel for one year from date of issuance</li> <li>• Where deposit has been collected but tickets are not issued, refund deposit. Refund in the form of an EMD/MCO good for future travel for one year from date of issuance</li> <li>• In both cases, PNR must be commented with <b>OSI GF REFUNDED DUE CORONA</b></li> </ul>
<b>Options available for involuntary changes</b>	<ul style="list-style-type: none"> <li>• Where tickets have been issued, refund without penalty</li> <li>• Where deposit has been collected but tickets not issued, refund deposit without penalty</li> <li>• In both cases, PNR must be commented with <b>OSI GF REFUNDED DUE CORONA</b></li> </ul>
<b>Voluntary changes</b>	Where all GF flights in the itinerary are operating
<b>Involuntary changes</b>	Where at least one GF flight has been cancelled or where there is a schedule change resulting in no comparable schedule being available within 24 hours of the originally scheduled departure or arrival

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