



## Tariff Bulletin No. 880

28 July 2019

### **Subject:** GF Procedure for handling schedule changes, effective immediately

For a passenger impacted by schedule change, GF will offer an alternative flight solution. The passenger may choose an alternative flight/flight connection with the first change free of charge. Any further changes will be subject to the fare rules and conditions.

Please note: the free of charge rebooking applies to flight departures within 14 days before or after the flight subject to schedule change. Any rebooking done or requested for departures greater than 14 days before or after the flight subject to schedule change shall be considered as a voluntary rebooking and the applicable fare rules/conditions will apply.

Change of origin/destination is not allowed for standard schedule changes unless a separate tariff bulletin advises that this is allowed.

### **Alternatives to be offered:**

#### **Alternative 1:**

Rebooking to an alternative GF flight/GF flight connection (GF flight number and GF operated only)

- Re-book in the original ticketed booking class within ticket validity
- If the original booking class is not available, any available booking class (RBD) within the same compartment may be used only if the new flight departure date is within 3-days before or after the original flight date

#### **Alternative 2:**

If no alternative GF operating flight is available:

- Rebooking to an alternative **GF marketing flight number** (non-GF operated):
- Re-book in the original ticketed booking class within ticket validity – rebooking to other booking classes will result in ADMs for difference in fare

#### **Alternative 3:**

Refunds due to schedule change permitted in cases where alternatives 1 & 2 (detailed above) are not accepted by the passenger.

Tickets (including non-refundable tickets) may be refunded without penalty when there has been a Gulf Air schedule change where one or more of the following apply:

- There is a change to an itinerary resulting in no comparable schedule being available within 24 hours of the originally scheduled departure or arrival
- A change in the routing of a scheduled GF flight which adds one or more stops to the

original itinerary

**PNR must be commented with the following OSI entry:**

OSI GF REFUNDED DUE UNACCEPTABLE SKED CHG/ DATE (*insert impacted flight date*)

For more information related to ticketing for schedule changes, please refer to the Reservation Manual <http://www.myguifair.com/SitePages/ugm.aspx>

Cancellation/refund/service charges/fees/penalties will not be imposed.

**Please action accordingly and advise all under your control.**