



Customer Service Notice – 02 March 2026

Royal Brunei Airlines is continually monitoring the ongoing unrest in the Middle East, which has resulted in the closure of airspace in the region. The safety and well-being of our passengers and personnel remain our highest priority.

This notice provides guidelines for passengers holding confirmed reservations on Royal Brunei (BI) flights from/to London Heathrow.

Affected Travel Dates: 28 February 2026 – 9 March 2026

Ticket Issue Date: Tickets issued on or before 28 February 2026

Waiver: One-time use only

Please see below options for affected bookings:

OPTION 1: REBOOK

- Revised travel must be completed within 1 month of original departure or within ticket validity, whichever is earlier.
- Date change and service fees are waived.
- If the original booking class is unavailable, any available class may be offered. Any difference in fare, taxes or surcharges will apply.
- Passengers may choose to be waitlisted in the original class, subject to seat confirmation.

OPTION 2: REROUTE TO ANY DESTINATION ON THE ROYAL BRUNEI NETWORK

- Travel may be rerouted to another RB destination.
- Change and service fees are waived.
- Any applicable fare differences, taxes or surcharges need to be collected.
- Any residual value will be issued as a Travel Voucher.

OPTION 3: REFUND

- For wholly unused tickets: full refund of fare paid.
- For partially used tickets: full refund of unused portion without refund fee. Refund calculated based on NUC.

OPTION 4: CONVERT TO TRAVEL VOUCHER

- Entire ticket value and ancillaries may be converted to a Travel Voucher.
- Voucher valid for 12 months from issuance for RB flights and ancillaries.
- Voucher is non-transferable and non-endorsable.



TERMS & CONDITIONS

- Any PNRs affected must include **SSR WAVN – MIDDLE EAST CONFLICT** with reason indicated.
 - All changes can be made in line with the above policy.
 - All refund requests must be requested via our Trade Support Team on lon.sales@rba.com.bn.
 - Applies to all affected PNRs and 672-BI tickets purchased via any channel.
 - For other airline tickets, only Option 1 applies and only for the BI flight segment.
 - No-show passengers may choose any option but must pay the no-show fee.
 - Royal Brunei Airlines is not responsible for third-party charges such as hotels or ground operators.
- This policy remains effective until updated or replaced by new instructions.
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For assistance, please email lon.sales@rba.com.bn or call us on +44 1293 874994.