



Royal Brunei Airlines – Customer Service Notice

Date: 28 February 2026

Reference: CSN007-26

Subject: Waiver Notice – Force Majeure and Middle East Unrest (Iran and Israel)

Royal Brunei Airlines (RB) is closely monitoring the current unrest in the Middle East.

This circular outlines temporary provisions for passengers holding confirmed reservations on RB-operated flights to/from Dubai and London Heathrow.

Eligibility:

- Travel dates: 28 February – 7 March 2026
- Ticket issuance date: On or before 28 February 2026
- Waiver applies once per passenger

OPTION 1 – Rebooking

- New travel must be completed within 1 month of the original travel date or within ticket validity, whichever is earlier.
 - Date change and service fees are waived.
 - If the original booking class (RBD) is unavailable, any available RBD may be offered. Fare difference, taxes, or surcharges apply.
 - Alternatively, passengers may be waitlisted in the original RBD subject to confirmation.
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OPTION 2 – Rerouting

- Travel may be rerouted to any destination within the Royal Brunei Airlines network.
- Date change fee and service fee are waived.
- Fare differences, taxes, and surcharges apply.
- Any residual value will be issued as a Travel Voucher (TV).

OPTION 3 – Convert to Travel Voucher

- Entire value of ticket plus purchased ancillaries may be converted to a Travel Voucher.
- Voucher validity: 12 months from date of issue.
- May be used toward RB tickets or ancillaries.
- Non-transferable and non-endorsable.

ADDITIONAL TERMS & CONDITIONS

Other Airline Tickets:

- Only Option 1 is applicable, and rebooking applies strictly to BI-operated sectors.

No-Show Passengers:

- Eligible for any of the available options; no-show fees apply.

Standard Coding:

- Affected PNRs must include SSR WAVN – MIDDLE EAST CONFLICT.

Exemptions:

- RB is not liable for third-party costs such as hotel accommodation or ground handling fees.

Note:

- Any previous waiver commitments based on earlier policies remain valid.
- This notice remains in effect until superseded by updated instructions issued through official channels.

END OF NOTICE