



CUSTOMER SERVICE NOTICE

Ref: CSN017-25 Waiver Notice – Force Majeure and Unrest (Iran and Israel) update (v2.0)

Royal Brunei Airlines has been following the current unrest situation between Iran and Israel. This notice is issued regarding the situation by extending consideration to our mutual passengers who have confirmed reservations travelling on Royal Brunei Airlines (BI) flights to or from Dubai with the below conditions.

The waiver is valid and applicable **once only**. The following available options can be offered to impacted passengers who are confirmed for **travel to/from Dubai from 24th Jun 2025 to 15th July 2025 for tickets issued before or on 23rd June 2025.**

TERMS & CONDITIONS	
Option Type	Conditions
Option 1	<p>Rebooking:</p> <ul style="list-style-type: none">- The revised travel date must be completed within one (1) month from the original travel date or within the ticket's validity period, whichever is earlier.- Date change and service fees will be waived.- Passengers must be booked in the original RBD (Reservation Booking Designator). Should the original RBD be unavailable on the preferred date, passengers can be rebooked in the lowest available RBD subject to any fare difference, taxes or surcharges being collected.- Alternatively, passengers can be waitlisted in the original RBD however, this is subject to seat confirmation.
Option 2	<p>Reroute to another RB destination:</p> <ul style="list-style-type: none">- Allow for travel to another Royal Brunei Airlines destination.- Date change fee and Service fee shall be waived.- Any applicable fare difference, taxes, or surcharges shall be collected.- Any residual value shall be converted to a Travel Voucher.

Option 3	<p>Refund:</p> <ul style="list-style-type: none"> - Wholly unused ticket – the refund amount shall be equal to the fare paid, i.e. full refund. - For ‘half’ utilised ticket, a full refund of the unused portion is permitted without refund fee. Calculation of refunds will be based on NUC.
Option 4	<p>Convert to Travel Voucher:</p> <ul style="list-style-type: none"> - The full amount of ticketed fares and purchased ancillaries may be converted to a Travel voucher (TV) with the service fee waived. - TV validity is twelve (12) months from the date of issuance for the purchase of air tickets travelling on any RB networks and/or purchase of RB ancillaries. - The TV is non-transferable to another passenger. - TV is non-endorsable to third parties.
Other Terms & Conditions	
Changes	<ul style="list-style-type: none"> - Changes or refund requests must be made and requested directly through the nearest Royal Brunei Office. - This applies to all affected PNRs & 672-BI tickets purchased through all channels, such as Online - IBE & Mobile apps, Direct/Offline & GDS.
Tickets issued on other airline documents	<ul style="list-style-type: none"> - Only option 1 (above) can be applied and the rebooking is only for the BI flight segment.
No-show passengers	No-show passengers are allowed to select either one of the above options, with a No-show fee to be collected.
Standard Code	Any affected PNRs must be updated with SSR WAVN – MIDDLE EAST CONFLICT by indicating the reason.
Exemption	Royal Brunei Airlines will not be liable for any third-party cost/penalties, such as hotel or other ground operator’s fees.

Note:

Any previously committed waiver based on an earlier version of the policy remains valid and may be honoured. This notice shall be valid for the period until the instruction is reviewed or superseded by new updates of rules and regulations issued by the respective authority or the department by means of an email, circular, memo or lett