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MEMO

To: All Trade Partners

From: Royal Brunei Airlines

RE: Major Incident declared at London Heathrow 21 March 2025

Ref: LHROUTAGE01

Dear Trade Partners,

Heathrow is currently experiencing a significant power outage caused by a large fire at a nearby electrical substation. Subsequently this has impacted all Royal Brunei Airlines flights into/out of London Heathrow today (21 March 2025)

Royal Brunei Airlines has now released its LHR Power Outage Policy for the below flights:

BI 097 DXB – LHR 21 March

Bi 098 LHR -DXB-BWN (and all booked destinations)

Options Available:

Option 1 – Guests who agree to rebook to new travel date

- Applicable for totally unused or partially used tickets.
- New travel dates can be rebooked within the same class and RBD. If the same class/RBD is not available, please waitlist on same RBD as original booking and email us on lon.sales@rba.com.bn
- Travel must be completed within the validity of the ticket.
- Change fee and service fee waived only exception is if it is booked in a different class/Reservation Booking Designator.
- The PNR must be updated with 'OSI BI INVOL LHR Outage (DATE OF DELAYED FLIGHT) LON '
- Reissue the original ticket. Add ticket endorsement: 'Involuntary change LHROUTAGE WIN SC25'.

Option 2 – Full Refund to original Form of Payment (FOP)

- Un-used air tickets – the amount refunded will be equal to the fare paid i.e., full refund.
- Partially used ticket – the amount refunded will be less one way.

Additional information:

- 1) Royal Brunei Airlines will not be liable for any 3rd party costs/penalties such as hotel or other ground operator costs outside what is agreed.
- 2) Please ensure you advise our mutual guests to check all country entry requirements into Brunei and their destination.

Royal Brunei Airlines will not be responsible for any entry requirements costs such as visas etc.

GSA Sales and Marketing Team



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