

Sales Talk No. 939

18 May 2020

Subject: GF ticketing procedures for refunds and rebooking for passengers impacted by the Covid-19 virus

This Sales Talk cancels and supersedes Sales Talks 935 (dated 14April 2020) and 937 (dated 05May 2020) in their entirety and is the single reference point for policies related to Covid-19

Effective immediately, customers (excluding those under a group booking) holding GF tickets issued on/before 30September 2020 * with a confirmed outbound travel date up to and including 30September 2020 and who are impacted by any of the following:

- **Flight cancellation:** flights cancelled by Gulf Air
- **Travel bans/immigration restrictions:** where there is a government notification that prevents travel to or entry into a country
- **Travel advisory:** where there is a general government advisory against non-essential travel
- **Quarantine requirements:** where there is mandatory quarantine at either the origin or destination
- **Mandatory lockdown:** where a government has issued a mandatory lockdown and customers are unable to reach the airport as a result
- **Reluctance to travel:** customer does not wish to travel given the current uncertainties surrounding Covid-19

* Tickets issued on/before 30September 2020 refers to all tickets issued at any point on/before 30September 2020. For the avoidance of doubt, a ticket issued on 20December 2019, as an example, would be eligible under this Sales Talk.

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Will be eligible for the following options:

1. Unlimited changes without fees or penalties. Passengers will be able to rebook to a later date and benefit from unlimited changes without fees or penalties. If the new trip commences on/before 31July 2020 difference in fare will not apply. If the new trip commences on/after 01August 2020 any difference in fare will apply. Note: as part of the 'No Fees, Unlimited Changes' policy, **ALL DEPARTURE DATES** are eligible for this option and the 30September 2020 travel date restriction does not apply
2. Passengers may keep the ticket without having to commit to a new flight date right away. Existing bookings will initially be cancelled but the ticket and ticket value will remain unchanged and can be extended to a new departure date up to a maximum of 1 year from the original ticket issuance date, irrespective of the ticket validity. Passengers may also rebook to another destination
3. Passengers may opt for a refund as follows:
 - **Involuntary refunds** (i.e. where at least one flight has been cancelled) – permitted to refund without penalty. All refund fees will be waived. This is applicable to both refundable and non- refundable tickets
 - **Voluntary refunds** (i.e. where flights are operating) – permitted to refund as per the ticketed fare rules and subject to normal refund fees. Normal refund fees to be charged

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Passengers who have booked their ticket through a travel agent should be advised to contact their travel agent to process any of the three options above.

Passengers who have booked directly with Gulf Air should contact WWCC, their local Gulf Air office or submit a request through the request form available on gulfair.com

Terms and Conditions for Unlimited Changes Without Penalty (Option 1 above)

- Applicable to individual bookings only and not applicable to group bookings
- Applicable to all tickets (all commercial ticket types including redemption tickets and including partially utilized tickets) issued up to including 30 September 2020. There is **no restriction** on when the ticket was issued e.g. tickets issued in August 2019 are eligible
- Applicable to all departure dates (30 September 2020 restriction does not apply for this option)
- All fees/penalties and service charges will be waived. This includes no-show fees which will also be waived
- If the new trip commences on/before 31 July 2020 book the lowest available class. Any additional fare will not apply but any differences in taxes will apply
- If the new trip commences on/after 01 August 2020 reprice new fare and collect any difference in fare and taxes
- Rebooking date is subject to a maximum of one year from the original ticket issuance date
- The following OSI remark should be added to the booking- **OSI GF AUTHORISED REBOOKING DUE CORONA.**

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Terms and Conditions for Postponement of Travel Plans (Option 2 above)

- Applicable to individual bookings only and not applicable to group bookings
- The new flight departure date must be for outbound travel up to a maximum of 1 year from the original ticket issuance date, irrespective of the ticket validity
- Flight postponement is for the same passenger and is non-transferable
- The ticket value will remain unchanged
- Change fees will not be charged regardless of which fare was originally purchased
- Where the status of the ticket is no-show (NS), no-show fees will be waived
- Difference in fare and taxes will apply. If the fare for the new trip is higher, the passenger must pay the difference. This will also apply in the scenario where a child becomes an adult after the date of original travel or where an infant becomes a child
- If the fare for the new trip is lower there will be no refund of the difference due
- The new booking may be made on any GF route and is not restricted to the original route booked. This applies to both wholly unutilized and partially utilized tickets
- All associated seat reservation and excess baggage purchases will be honored for the new booking

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Procedure for Postponement of Travel Plans – for passengers booked directly with Gulf Air:

- Passenger should contact GF WWCC, their local GF office or submit their request via the online request form on gulfair.com (for requests for customers holding tickets more than 48hours from that date). Customers due to travel within 48hours should contact GF WWCC or their local GF office
- Original itinerary to be cancelled and an open HDQCRC segment inserted into the same PNR with a date one year from the original ticket issuance date
- Status of the ticket should remain as OK/OPEN
- Where the ticket is partially utilized, the residual value should be calculated at the time of cancellation and the value logged in the PNR as a remark. Calculation of the residual value should be as follows:
 - Unused portion of base fare
 - Plus unused YQ
 - Plus unused government taxes
- The following OSI remark should be added to the booking – **OSI TRAVEL POSTPONEMENT DUE CORONA GOOD FOR FUTURE TRAVEL**
- Passenger to be advised to keep their original PNR locator and ticket number for when they are ready to re-book
- Passenger should be advised of all terms and conditions and a remark added in the PNR to confirm passenger acceptance
- When the passenger is ready to re-book they may contact either GF WWCC or their local GF office

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Procedure for Postponement of Travel Plans – for passengers booked with a travel agent:

- Passenger should be advised to contact their travel agent
- Original itinerary to be cancelled and an open segment inserted into the same PNR for a date one year from the original ticket issuance date
- Status of the ticket should remain as OK/OPEN
- The following OSI remark should be added to the booking – **OSI TRAVEL POSTPONEMENT DUE CORONA GOOD FOR FUTURE TRAVEL**
- Passenger to be advised to keep their original PNR locator and ticket number for when they are ready to re-book
- Passenger should be advised of all terms and conditions
- When the passenger is ready to re-book they should contact their travel agent

Terms and Conditions for Refunds (Option 3 above)

Policy for **individual** passengers only (**groups excluded**):

1. Passengers holding GF tickets issued on/before 30September 2020 with a confirmed outbound travel date up to and including 30September 2020 and who are impacted by the cancellation of at least one flight in their itinerary (i.e. the refund request is involuntary) are permitted to refund their tickets without penalty. **All refund fees will be waived.** This is applicable to both refundable and non-refundable tickets.

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2. Passengers holding GF tickets issued on/before 30September 2020 with a confirmed outbound travel date up to and including 30September 2020 and who voluntarily choose to refund (i.e. flights are still operating) will be allowed to refund their ticket as per the fare rules of the ticket. **Normal refund fees will apply.** Where the ticket is non-refundable, only the taxes can be refunded. In such cases, the passenger can also be offered either Option 1 (unlimited changes without fees/penalties) or Option 2 (keeping the ticket for future use). Where a ticket has a combination of a refundable fare with a non-refundable fare, the most restrictive rules shall apply. Such tickets would, therefore, be non-refundable. The YQ charge would also be non-refundable.

Policy for **group** bookings only:

1. For groups where tickets have been issued up to and including 30September 2020 and having confirmed GF reservations for travel up to/including 30September 2020 and that are impacted by the cancellation of at least one flight in the itinerary (i.e. the refund request is involuntary) will be permitted to refund without penalty
2. For groups holding a confirmed GF reservation for travel up/to including 30September 2020 where a deposit payment has been collected but tickets are not yet issued and that are impacted by the cancellation of at least one flight in the itinerary (i.e. the refund request is involuntary) will be permitted to refund the deposit without penalty.

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3. For groups where tickets have been issued up to and including 30 September 2020 and having confirmed GF reservations for travel up to/including 30 September 2020 and that voluntarily choose to refund (i.e. flights are operating) will be allowed to refund as per the normal rules of the ticket. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance
4. For groups holding a confirmed GF reservation for travel up to/including 30 September 2020 where a deposit payment has been collected but tickets are not yet issued and that voluntarily choose to refund (i.e. flights are operating) will be permitted to refund the deposit. Refund will be in the form of an EMD/MCO good for future travel for one year from date of issuance

PNR must be commented with the following OSI entry:

OSI GF REFUNDED DUE CORONA

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