

Dear Travel Trade Partner,

## Sales Talk Bulletin No. 941

**Subject:** GF Ticketing Procedures for Temporary Suspension of flights to/from Addis Ababa, Alexandria, Erbil, Larnaca and Sharm el Sheik (due to Covid-19).

Effective immediately the following procedures are to be applied to all Gulf Air passengers affected by the temporary suspension of GF services to/from Addis Ababa, Alexandria, Erbil, Larnaca and Sharm el Sheik, effective immediately until further notice.

1. PNRs created for your station but not yet ticketed have already been cancelled or are to be cancelled immediately.
2. PNRs created and ticketed where the journey has not yet commenced (totally unused) must be cancelled and refunded. Passengers should not be reprotected on to other airlines.

### **Involuntary Refunds**

Full refunds (on totally unused tickets) or partial refunds (on partially used tickets), must be actioned in the normal way ensuring the following OSI remark is added to the booking:

OSI INVOLUNTARY REFUND DUE TO GF FLIGHT SUSPENSION

Standard GF/Industry procedures shall apply.

Cancellation/refund/service charges/fees/penalties will not be imposed.

Introducing our new  
**Dreamliner B787-9**

