

Dear Travel agent ,

There is lots of confusion with regard to full refund waiver when flights are cancelled due Covid 19 .

While raising RA on BSP please apply below refund waivers :

International Flights cancelled from 19MAR20 TILL 31AUG20 : **23A/REFUND/2020**

International Flights cancelled from 01SEP20 TILL 30SEP20 : **30 / INT /2020 ( EXTENSION II)**

International Flights cancelled from 01OCT20 TILL 31OCT20 : **30 / INT /2020 ( EXTENSION )**

For Domestic Flights cancelled from 25MAR20 TILL 31JUL20 : **25 / REFUND /2020**

- 1) Please cancel booking on GDS .
- 2) Mention above refund waivers in Reason box and endorsement box of RA.
- 3) Please advise date and time booking cancelled in reason box.
- 4) RA raised with zero value will be rejected .
- 5) Above waivers are only valid for tickets issued in UK in GB only .

Kindly brief your ticketing / refund staff , accounts & subagents accordingly .