

Sales Talk 965

08 February 2021

Subject: GF ticketing procedures for change/refunds for passengers impacted by arrival restrictions into the Kingdom of Saudi Arabia effective 2100 03 February 2021.

In compliance with GACA instructions, effective 2100 03 February 2021, entry into the Kingdom is temporarily suspended for passengers coming from the following countries: Argentina, UAE, Germany, UK, USA, Indonesia, Ireland, Italy, Pakistan, Brazil, Portugal, Turkey, South Africa, Sweden, Switzerland, France, Lebanon, Egypt, India and Japan. Effective immediately, the following involuntary change/refund procedures are to be applied to GF tickets (including FFP redemption tickets) issued up to and including 03 February 2021 that are affected by the cancellation of their itinerary.

| Ticketing Date | Tickets issued on/before 03 February 2021 |
|--|---|
| <p>Options available for passengers impacted by this arrival restriction (where GF have cancelled their itinerary but the GF flight still operates)</p> | <ul style="list-style-type: none"> • Amend travel date for a future date for travel for the period 01 March 2021 until 31 May 2021 (no change fees; difference in fare does not apply) • Hold the ticket for up to 18 Months from the original ticket issuance date, irrespective of the ticket validity (this policy does not apply to expired tickets) • Refund to original form of payment (refund fees do not apply) |

The following OSI remark should be added to the booking **OSI GF AUTHORISED REFUND DUE KSA ARRIVAL RESTRICTIONS**

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