

Sales Talk No. 968

25 February 2021

Subject: GF Ticketing Procedures for UK lockdown with immediate effect.

In recognition of the UK (England, Scotland, Wales and Northern Ireland) government (s) implementing travel restrictions for residents within their designated geographical locations, the following procedures are to be applied effective from 20th December 2020 up to and including the date when the situation for that geographical area is reverted to a categorization that permits travel. This procedure applies only to journeys departing from the UK and specifically Gulf Air services from London Heathrow.

Involuntary Rerouting: All passengers holding GF tickets issued prior to 24 February 2021 and having confirmed GF reservations on the London flights for departures 20 December 2020 through 15 March 2021 (inclusive) are permitted to request rebooking/rerouting of their journey for travel on GF services for a later departure on/after 15 March 2021, without incurring fees or penalties. All fees/penalties and service charges are to be waived. Re-bookings are to be made in the same booking class or the first available one if the same booking class is not available.

Involuntary refund: A full refund via BSP in the normal way ensuring that the following OSI remark is added to the booking:

OSI GF INVOLUNTARY CANCELLATION FULL REFUND DUE TO UK LOCKDOWN - LONDON.

Service charges/fees/penalties will not be imposed.

Furthermore, normal industry refund procedures shall apply.

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