

Sales Talk No. 975

29 March 2021

Subject: GF ticketing procedures for change/refunds for passengers impacted by reduced operating capacity at Manila International Airport over the period 16 January 2021 through 29 April 2021 (both dates inclusive) due to Covid-19 virus.

In compliance with restrictions on operating capacity at Manila International Airport, Gulf Air will operate with reduced capacity for the period 20 March 2021 through 29 April 2021 (both dates inclusive) and temporary suspension of travel into the Philippines of foreign nationals and returning overseas Filipinos and who are non-overseas Filipinos workers. Effective immediately, the following involuntary refund procedures are to be applied to GF tickets (including FFP redemption tickets) issued up to and including 28 March 2021 that are affected by the cancellation of their itinerary.

Temporary suspension of travel into the Philippines of foreign nationals and returning overseas Filipinos (ROFs) and who are non-overseas Filipinos workers (NON-ROFs) except the following:

- Holder of 9(e) visas.
- Medical repatriation and their escorts duly endorsed by the department of foreign Affairs-office of the Undersecretary for Migrant workers Affairs (DFA-OUMWA) or the overseas workers welfare Administration (OWWA).
- Distressed ROFs duly endorsed by the department of foreign Affairs-office of the Undersecretary for Migrant workers Affairs (DFA-OUMWA).
- Emergency, Humanitarian, and other analogous cases approved by the NFT COVID-19.

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Ticketing Date	Tickets issued on/before 28 March 2021
Options available for passengers impacted by this capacity restriction (where GF have cancelled their itinerary but the GF flight still operates)	<ul style="list-style-type: none"> Amend travel date for travel up to/including 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 MNL ARRIVAL RESTRICTIONS**

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