

Sales Talk No. 993

04 May 2021

Subject: GF Ticketing Procedures for passengers impacted by changes to PCR requirements ex-Sri Lanka

Effective 03 May 2021, all passengers originating Sri Lanka (including those transiting Bahrain) will require a PCR test conducted within 48 hours of flight departure. All PCR tests should include a QR code. Due to limited facilities in Sri Lanka with the QR code capability, the following procedures are applicable to passengers departing Sri Lanka who are unable to obtain the required PCR with QR code and is applicable to departures between 04May and 11May 2021 (both dates inclusive).

Ticketing Date	Tickets issued on/before 03 May 2021
Options available	<p>Amend travel date for travel up to/including 31 May 2021 (no change fees; difference in fare does not apply)</p> <p>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)</p> <p>Refund: not permitted</p>

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