

Sales Talk No. 1015

03 June 2021

Subject: GF ticketing procedures for change/refunds for passengers impacted by UK entry rules from the Red list countries and territories with a view to control the Covid-19 virus situation in the country.

With effect from 04:00 UK time, Tuesday 8th June 2021. Bahrain is now considered as one of the Red list countries. For more details, kindly visit the following link <https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england> .

Therefore, the following procedures shall apply to all Gulf Air passengers affected by the newly introduced travel restrictions on all GF passenger traveling to the UK for the period starting from 03 June 2021 until further notice.

Ticketing Date	Tickets issued on/before 03 June 2021
<p>Options available for passengers impacted by UK restriction</p>	<ul style="list-style-type: none"> • Amend travel date to a later date (no change fees; difference in fare does not apply). Note: re-booking to a date earlier than 08Jun requires difference in fare to be paid • 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)

Tickets must be processed as per normal procedures and ensuring the following OSI remark is added to the booking:

For Refund: OSI GF AUTHORISED REFUND DUE TO TRAVEL RESTRICTION TO UK.
For Rebooking: OSI GF AUTHORISED REBOOK DUE TO TRAVEL RESTRICTION TO UK.

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