



Sales Talk

Sales Talk No. 1023

29 June 2021

Subject: GF Ticketing procedures for travel restrictions on passengers with travel history to Middle Eastern Countries by Srilanka.

The following procedures are to be applied to all Gulf Air passengers affected by travel restrictions on passengers with travel history to Middle Eastern Countries on GF flights to Srilanka over the period **01 July 2021 through 12 July 2021** (both dates inclusive).

Ticketing Date	Tickets issued on/before 29 June 2021
Options available for Passengers impacted by this reduced operating Capacity	Amend travel date for travel from 30 June 2021 up to /including 12 July 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)

Involuntary Refunds:

Full refunds (on totally unused tickets) or partial refunds (on partially used tickets must beactioned in the normal way ensuring the following OSI remark is added to the booking: -

OSI GF AUTHORISED REFUND **DUE LK ARRIVAL RESTRICTIONS.**

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