



Sales Talk

Sales Talk No. 1028

02 August 2021

Subject: GF ticketing procedures for change/refunds for passengers impacted by Manila travel restriction.

This is to inform you that Philippines Inter-Agency Task Force announced the suspension of entry for passengers coming from or have been into Malaysia, Thailand, India, Indonesia, Pakistan, Nepal, Sri Lanka, Bangladesh, Oman and UAE, within past 14 days (restricted countries) **valid until 15 Aug 2021**

Ticketing Date	Tickets issued on/before 15 August 2021
Options available for passengers impacted by Manila travel restriction	<ul style="list-style-type: none">• Amend travel date up to 30 September 2021 (no change fees; difference in fare may 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).

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

OSI GF AUTHORISED DUE TO MANILA TRAVEL RESTRICTION

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