



Sales Talk

Sales Talk No. 1033

23 August 2021

Subject: GF ticketing procedures for passengers impacted by Abu Dhabi travel restriction via EY services.

This is to inform you the suspension of entry for Passengers arriving to AUH via EY (**Etihad airways**) operated flights from high risk countries: India, Pakistan, Sri Lanka, Nepal, Nigeria, Uganda, South Africa, Vietnam, Zambia, Congo, Bangladesh, Liberia, Sierra Leone and Namibia.

All passengers booked to travel over the period **(18 August 2021 through 15 September 21)** to Abu Dhabi, The following procedures are to be applied to all Gulf Air passengers affected by the Travel restriction.

Ticketing Date	Tickets issued on/before 22 August 2021
Options available for passengers impacted By Abu Dhabi Travel Restriction.	<p>Amend travel date for travel up to/including 31 October 2021 (no change fees; difference in fare 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 to original form of payment (refund fees do not apply)</p>

Involuntary Refunds:

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

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

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