



# Sales Talk

## **Subject – UPDATE STPC Passengers with connections longer than 12 hours**

Dear Travel Trade Partner,

Please see below update regarding STPC passengers with connections longer than 12 hours.

### **Connecting at Bahrain International Airport**

If you are connecting in the Kingdom of Bahrain from one Gulf Air flight to another, you may be entitled to a hotel stay for your short stay in Bahrain. In case your transit time is more than 7 hours and less than 24 hours, based on certain fare qualifications and your connecting flights, you may be entitled to get hotel accommodation including a free visa for your transit period. However, your entry to the Kingdom of Bahrain is on the sole discretion of the Ministry of Interior at the time of arrival.

Passengers are advised to review their ticket conditions for Stopover Paid by Carrier.

### **Terms of hotel accommodation**

- Outbound and inbound flights to Bahrain must be booked on a Gulf Air flight number (including Gulf Air Codeshare flights) and operated by Gulf Air
- Only applicable to a through fare (i.e. not two separate tickets)
- Customers under the age of 16 years who are entitled to a Stopover Paid by Carrier (STPC) must be accompanied by either a parent or guardian
- Hotel accommodation will be provided per direction to customers with connecting flights departing in more than 7 hours from their arrival in Bahrain, subject to meeting eligibility criteria.
- If there is an available connecting flight within 7 hours out of Bahrain, the STPC entitlement will not be applicable. Passengers choosing a longer connection will have to purchase a stopover product at their own expense.
- Passengers with a purchased ticket value of US450 (ticket fare + carrier imposed charges) or more (one-way and/or return ticket), will be entitled to a complimentary STPC.
- Gulf Air Contact Centre shall handle customer requests for STPC made more than 24 hours prior to departure. Requests made within 24 hours of departure will be managed by Gulf Air Bahrain Airport office.



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With effect from 0001 hrs on 20<sup>th</sup> April 2022, the following eligibility conditions will apply

## Upto 24 hours before departure

- Passengers with a purchased ticket value of less than US450 (ticket fare + carrier imposed charges) (one-way and/or return) can book their STPC for USD80 per Adult and US55 per child (between the ages of 2-12 years old) before departing their originating destination. Infants below 2 years will not be charged.
- Passengers with a purchased ticket value of less than US450 (ticket fare + carrier imposed charges) (one-way and/or return) & **transfer time over 12 hours are MANDATORILY required to book** their STPC for USD80 per Adult and US55 per child (between the ages of 2-12 years old) before departing their originating destination. Infants below 2 years will not be charged.
- Passengers travelling between Indian Sub-continent and the Middle East or v.v.
  - In case of fare value being less than USD 450 ( ticket fare+ carrier imposed charges) , they will receive upto two meal vouchers ( for connections upto 12 hours). However, they can pre purchase STPC ( 24 hrs before departure rates)
  - In case of fare value being less than USD 450 ( ticket fare+ carrier imposed charges) & **transfer time is more than 12 hours , they are required MANDATORILY** to book their STPC for USD80 per Adult and US55 per child (between the ages of 2-12 years old) before departing their originating destination. Infants below 2 years will not be charged.

## Within 24 hours of departure or at departure airport or Upon Arrival in Bahrain

- Passengers with a purchased ticket value of less than US450 (ticket fare + carrier imposed charges) (one-way and/or return) can book their STPC for USD100 per Adult and USD 100 per child (between the ages of 2-12 years old). Infants below 2 years will not be charged. Blue and Silver Falconflyer members' Redemption ticket holders will be able to purchase STPC at the abovementioned rate.
- Passengers with a purchased ticket value of less than US450 (ticket fare + carrier imposed charges) (one-way and/or return) & **transfer time over 12 hours are MANDATORILY required to book** can book their STPC for USD100 per Adult and USD 100 per child (between the ages of 2-12 years old). Infants below 2 years will not be charged.
- Blue and Silver Falconflyer members' Redemption ticket holders will be able to purchase STPC at the abovementioned rate.
  - Passenger travelling between the Indian sub-continent and the Middle East or v.v. with a transfer time of more than 12 **hours are MANDATORILY required to book their STPC** at USD100 per Adult and USD 100 per child (between the ages of 2-12 years old). Infants below 2 years will not be charged – Within 24 hours of departure



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**IN CASE PASSENGER CONNECTION IS MORE THAN 12 HOURS AND STPC IS NOT PRE PURCHASED OR PURCHASED AT DEPARTING AIRPORT, THESE PASSENGERS WILL NOT BE ALLOWED TO BOARD FROM ORIGINATING STATION**

## What if?

Q: If a customer's connection is cancelled and/or delayed beyond 7 hours?

A: All customers, irrespective of booking class will be entitled to complimentary STPC.

Q: If Bahrain immigration refuses entry to a customer who is entitled to STPC?

A: Falcon Gold Customers will be entitled to use the Falcon Lounge and a meal voucher will be provided. All other customers will be provided with a meal voucher or accommodated at the airport transit hotel (subject to availability and eligibility). For customers who have purchased an STPC package, will be either accommodated at the airport transit hotel or issued a refund.

Introducing our new  
**Dreamliner B787-9**

