



# Sales Talk

Sales Talk No. 1069

05 May 2022

**Subject:** GF ticketing procedures for change/refunds for passengers impacted by Dubai runway closure and change to departure/arrival airport

Dubai Airport (DXB) plans to close Dubai International's (DXB) northern runway for a 45-day period between 09May and 22Jun 2022 to carry out complete refurbishment that will ensure continued safety and efficient operations.

During this period Gulf Air will operate to/from both Dubai International Airport (DXB) and Dubai Al Maktoum International Airport (DWC), however majority of Gulf Air's operation will be to/from Dubai International Airport (DXB).

All operating schedules have been updated in the Reservations systems and passenger notifications sent. There, may, however be a small number of cases where the passenger is still not aware and shows at the wrong airport for their flight or cases where the passenger is advised in advance and as a result wishes to either change their flights or cancel their plans entirely. This Sales Talk provides resolutions for such scenarios.

The following procedures shall apply to all Gulf Air passengers affected by the runway closure during the period **09 May 2022** until **22 June 2022** (both dates inclusive).

Ticketing Date	Tickets issued on/before 05 May 2022
<b>Options available for following scenarios:</b> 1) <b>Passengers who are making changes in advance of travel due to change of departure/arrival airport</b> 2) <b>Passengers who show at the wrong airport for their flight</b>	Amend flight number/travel date to an alternative within 24hrs of original travel date. <b><u>Change fees do not apply; difference in fare does not apply; no-show fees do not apply.</u></b>  Refund to original form of payment. <b><u>Refund fees do not apply.</u></b>

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 DXB RUNWAY CLOSURE**

For Rebooking: **OSI GF AUTHORISED REBOOK DUE DXB RUNWAY CLOSURE**

