



MEMO

To: All Trade Partners

Date: 26 September 2022

From: Royal Brunei Airlines

RE: RB Winter Schedule Policy applicable 26 September 2022

Ref: RBWINSC/RM014

Royal Brunei Airlines has now released its Winter Flight Schedule from 29 October 2022 – 25 March 2023.

Options Available:

Option 1 – Guests who agree to rebook to new travel date or a different destination

- Applicable for totally un-used or partially used tickets.
- New travel dates can be rebooked within the same class and RBD. If the same class/RBD is not available, please waitlist.
- Travel must be completed within the validity of the ticket.
- Change fee and service fee waived (only exception is if it is booked in a different class/Reservation Booking Designator).
- The PNR must be updated with 'OSI BI INVOL REROUTE (DATE OF DELAYED FLIGHT) LON '
- Fare difference and collect additional fare or taxes (if applicable).
- Reissue the original ticket. Add ticket endorsement: 'Involuntary change WIN SC22'.
- Flights that misconnect (ticketed bookings only prior to the schedule change) for a maximum of two (2) nights in Brunei

- or delayed beyond 6 hours will be provided with STPC. To book STPC please send your requests to @rba.com.bn.

Option 2 - Transfer the value of the ticket onto an EMD (Electronic Miscellaneous Document)

- Guests, who want to travel at a later date, can transfer the value of the ticket onto an EMD (Electronic Miscellaneous Document).
- EMD -RSDL or RSVT is non-transferable.
- EMD-RSDL or RSVT must be utilized within twelve (12) months from the date of issuance and be used to purchase any RB product i.e., ancillaries, or purchase air tickets for future travel.

Effectively immediately all **Electronic Miscellaneous Documents (EMD's)** will now be issued by the Royal Brunei Airlines Customer Service team. Please email all requests to Lonrba@rba.com.bn. Please support all requests with full PNR details including ticket numbers.

Option 3 – Full Refund to original Form of Payment (FOP)

- Un-used air tickets – the amount refunded will be equal to the fare paid i.e., full refund.
- Partially used ticket – the amount refunded will be less one way.

Additional information:

- 1) No-Show passengers are not eligible for the waiver.
- 2) Royal Brunei Airlines will not be liable for any 3rd party costs/penalties such as hotel or other ground operator costs outside what is agreed.
- 3) Please ensure you advise our mutual guests to check all country entry requirements into Brunei and their final destination.
Royal Brunei Airlines will not be responsible for any entry requirements costs such as visas etc.

