



Suite 9A Gatwick House | Peeks Brook Lane | Horley | RH6 9ST | Customer Service +44 1293 874994

**MEMO**

**To: All Trade Partners**

**Date: 30 January 2023**

**From: Royal Brunei Airlines**

**RE: RB Summer Schedule Policy 25 March 2023 to 30 October 2023**

**Ref: RBWINSC/RM014**

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Royal Brunei Airlines has now released its Summer Flight Schedule 25 March to 30 October.

**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 on same RBD as original booking and email us on [lon.sales@rba.com.bn](mailto:lon.sales@rba.com.bn)
- 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 '
- Reissue the original ticket. Add ticket endorsement: 'Involuntary change SUM SC23'.
- 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 [LonRba@rba.com.bn](mailto:LonRba@rba.com.bn) or [lon.sales@rba.com.bn](mailto:lon.sales@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](mailto: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.
- 4) Please note currently all of our LHR flights are operating via DXB

Royal Brunei Airlines will not be responsible for any entry requirements costs such as visas etc.

**GSA Sales and Marketing Team**

 +44 1293874994

 [lon.sales@rba.com.bn](mailto:lon.sales@rba.com.bn)

