

**NOTICE**  
**No: BAV-UK31AUG2023**

**To: Agencies**

**Date:** 31<sup>st</sup> Aug 2023

**Subject:** Notice for canceled flight operations on HAN-LGW routes

We are writing to inform you about an important development at Bamboo Airways. In our continuous efforts to improve operational efficiency and enhance customer experience, we have undertaken a restructuring process within our fleet. While this step is critical for the long-term growth and sustainability of our airline, we understand that it may result in some temporary operational disruptions and adhoc flight cancellations.

The restructuring process aims to streamline our fleet operations, optimize resources, and align our services with the ever-evolving demands of LGW market. Our primary goal is to provide a seamless travel experience to our passengers, and this restructuring is a crucial step in achieving that objective. However, we understand the impact this may have on your operations as well. As our esteemed agents, your support and partnership are highly valued, and we want to keep you informed and prepared for any changes that may occur during this transition period.

The cancelled flight details are as follows.

**I. APPLICABLE ROUTES**

Route	Flight number	Temporary Schedule
HAN-LGW	QH93	Canceled from 29OCT until further announcement
LGW-HAN	QH92	

**II. TICKET CHANGE AND REFUND POLICIES**

Eligibility	Rebook/ Reroute	Refund
Passengers holding BAV(926) tickets with confirmed booking on QH's flights.	<ul style="list-style-type: none"> <li>Permitted</li> <li>Set priority to protect passenger to new flight</li> <li>Involuntary rebook/reroute: Waive change fee and fare/tax/surcharge difference and protect to new QH operated flights.</li> <li>Rebook/reroute: processing before original SC flight</li> </ul> <p><b>Ancillary:</b></p> <p>Ancillary service in SC PNRs include: XBAG, SEAT, PRIO, VOUCH, .....</p> <p>- Handling EMD as same as principle to handle ticket. Exception for Insurance INSR, CSC will follow instruction by E-commercial Department.</p>	<ul style="list-style-type: none"> <li>Permitted</li> <li>Free of charge</li> <li>Refund in the original form of payment: within 30 days from original SC flight (excluding weekends and public holidays).</li> </ul>

**III. SYSTEM HANDLING**

Handling on IBS	Handling on GDS
<p>- Rebook: permit to protect to lowest available booking class of new flight. However, substitute to original booking class for IBS user with permission.</p> <p>- Handle GDS PNR with 926 ticket: substitute to original booring class to keep original ticket number.</p> <p>- Keep original flight for non-protect SC or change segment status from Holding confirm to Standby in order to involuntary change/refund, do not refund to CS.</p> <p>Note reason for handling to PNR: "Flight no_flight date".</p>	<p>- Agent/passenger agree with airlines's protection: use original ticket for check-in.</p> <p>- Agent/passenger does not agree with airlines's protection, or rerouting: involuntarily change ticket based on lowest available booking class and add reason to Endorsement box of new flights "Flight no_flight date".</p> <p>- Involuntarily refund case: Agent refunds on GDS with reason "Flight no_flight date". added to waive code</p>

#### IV. INVOLUNTARILY HANDLING PRINCIP

#### V. LE

Situation	Rebook	Reroute	Refund
<p>- Schedule change is earlier less than 15 minutes or later less than 1 hour.</p> <p>- Cancelled flight is protected to new flight departed less than 15 minutes, or later less than 1 hour in comparision with original flight.</p>	Not applicable	Not applicable	Not applicable
<p>- Schedule change is earlier more than 15 minutes or later more than 1 hour.</p> <p>- Cancelled flight is protected to new flight departed more than 15 minutes, or later more than 1 hour in comparision with original flight.</p> <p>- Schedule change is more than 1 hour.</p>	Applicable	Applicable	Not applicable
<p>- Schedule change is earlier more than 1 hour or later more than 3 hour, or change affect connecting flight and no alternative protection.</p> <p>- Cancelled flight without alternative protection.</p>	Applicable	Applicable	Applicable

*Thank you for your cooperation!*

Yours sincerely,

