



Sales Talk

Sales Talk No. 1151

24 July 2024

Subject: GF ticketing procedures for passengers impacted by the Retiming of Manchester flights.

The following procedures shall apply to all Gulf Air passengers who are impacted by the Manchester flights retiming to/from **MAN** during the period **22 August 2024** until **14 September 2024** (both dates inclusive). For tickets issued on/before **24 July 2024**:

- Passengers are allowed one free change (all penalties and service charges are to be waived, difference in fare does not apply) to rebook their journey for travel on to an alternative connection. Rebooking should take place within 14 days of the original date of departure of the impacted connection. Rebooking may take place in the lowest available booking class within the same cabin and should be booked using the O&D availability display.
- Passengers are entitled for an involuntary refund to the original form of payment (refund fees do not apply).
- Passengers will be entitled for hotel accommodation in case if the transit time is more than 7 hours in Bahrain.

Tickets must be processed as per normal procedures and ensure the following OSI remark is added to the booking:

For Rebooking: **OSI GF AUTHORISED REBOOK DUE TO MAN FLIGHTS RETIMING.**

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