



Sales Talk

Sales Talk No. 1150

24 July 2024

Subject: GF Ticketing Procedures for Change/Refund for passengers impacted By the Typhoon in the Philippines.

The following procedures are to be applied to GF passengers holding tickets issued up to **24 July 2024** who are travelling from Manila during the period **23 July 2024** until **25 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 an alternative flight. provided the travel takes place prior to **15 August 2024**.
- Passengers are entitled for Full refund to the original form of payment (refund fees do not apply).

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

OSI GF AUTHORISED DUE TO MANILA TYPHOON

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