

Customer Service Notice – 05 March 2026

Due to the ongoing unrest in the Middle East, Royal Brunei Airlines will be operating non-stop flights between Brunei and Heathrow from 10 March 2026 until 27 March 2026 (please see Part One below).

Please note: We are currently working on getting the GDS's updated to reflect the new schedule for this period.

This also means that Royal Brunei Airlines will not be operating flights to Dubai (BI98 & BI97) during this period (please see Part Two below).

For departures beyond 27 March 2026 the current schedule remains in place, and we will provide further updates should this change.

Part One

The non-stop flights between Brunei and Heathrow from 10 March and 27 March 2026 will operate to the following schedule:

Date	Day of Week	Flight	Sector	Depart	Arrive	Equip	Remarks
10 th to 26 th March 2026	.2.4.6.	BI 003	BWN-LHR	22:35	07:20 +1	B787	BWN-LHR v.v Live both ways
11 th to 25 th March 2026	..3....	BI 004	LHR-BWN	17:00	17:00 +1	B787	
13 th to 27 th March 20265..	BI 004	LHR-BWN	16:55	16:55 +1	B787	
15 th to 22 nd March 20267	BI 004	LHR-BWN	17:15	17:15 +1	B787	

Note: All are in local times. +1 denotes the next day arrival.

For existing bookings for travel from Heathrow to Brunei and onward destinations, please check the PNR for updated details and if any assistance is required, please email Trade Support on lon.sales@rba.com.bn

Part Two

For existing bookings ticketed on or before 28 February 2026 for travel from Heathrow to Dubai, Dubai to Brunei (and vice versa) between 28 February 2026 and 27 March 2026, please see below options:

Waiver: One-time use only

Option 1: Rebook

- Rebook on the next available flight subject to availability in the same booking class.
- Date change and service fees are waived.
- If the original booking class is unavailable, any available class may be offered. Any difference in fare, taxes or surcharges will apply.
- Passengers may choose to be waitlisted in the original class, subject to seat confirmation. However, please notify Royal Brunei trade support (via email) once the flight has been waitlisted.

Option 2: Reroute to any destination on the Royal Brunei Network

- Travel may be rerouted to another RB destination.
- Change and service fees are waived.
- Any applicable fare differences, taxes or surcharges need to be collected.
- Any residual value will be issued as a Travel Voucher.

Option 3: Refund

- For wholly unused tickets: full refund of fare paid.
- For partially used tickets: full refund of unused portion without refund fee. Refund calculated based on NUC.

Option 4: Convert to Travel Voucher

- Entire ticket value and ancillaries may be converted to a Travel Voucher.
- Travel Voucher (TV) valid for 12 months from the issued date of the voucher.
- Voucher is non-transferable and non-endorsable.

Terms & Conditions

- Any PNRs affected must include **SSR WAVN – MIDDLE EAST CONFLICT** with reason indicated.
- All changes can be made in line with the above policy.
- All refund requests must be requested via our Trade Support Team on lon.sales@rba.com.bn
- Applies to all affected PNRs and 672-BI tickets purchased via any channel.
- For other airline tickets, only Option 1 applies and only for the BI flight segment.
- No-show passengers may choose any option but must pay the no-show fee.



- Royal Brunei Airlines is not responsible for third-party charges such as hotels or ground operators.
This policy remains effective until updated or replaced by new instructions

