

Tariff Bulletin No. 1235

18 March 2026

Subject: Revised GF ticketing procedures for passengers impacted by the closure of Bahrain airspace.

This bulletin cancels and supersedes Tariff Bulletin No.1234 in its entirety

The following procedures shall apply to GF passengers holding tickets issued on or before 11 March 2026 and scheduled to depart between 28 February and 15 April 2026:

Rebooking Policy (applicable to tickets held for departures between 28 February 2026 and 15 April 2026):

Passengers may rebook their journey to an alternative travel date with all penalties and service charges waived. Any difference in fare will not apply.

Rebooking and the new departure must take place no later than 30 June 2026. Rebooking is permitted in the lowest available booking class within the same cabin.

Rerouting to DMM is permitted in case of flight cancellation (On GF flights only)

Refund Policy (applicable to tickets held for departures between 28 February 2026 and 31 March 2026):

The following applies only to passengers holding tickets with departures **up to and including 31 March**. Passengers with tickets departing **after 31MAR** will be **subject to the standard refund rules**.

Unused Tickets: Passengers are entitled for Full refund to the original form of payment (refund fees do not apply).

Partly Used Tickets: The actual paid fare (NUC) and taxes for the used sectors will be deducted, and the remaining balance will be refunded to the original form of payment. (Refund fees do not apply).

For **group bookings** where deposits have been collected but tickets have not yet been issued, the deposits will either:

- Be fully refunded to the original form of payment
- Be retained as credit for future travel, valid for one year from the date of issuance.

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

OSI GF AUTHORISED REISSUE/REFUND DUE TO CLOSURE OF BAHRAIN AIRSPACE