

CUSTOMER SERVICE NOTICE – 19 MARCH 2026

Due to the ongoing unrest in the Middle East, Royal Brunei Airlines is extending the operation of non-stop flights between Heathrow and Brunei until 01 May 2026 (please see Part One below).

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 01 May 2026 the current schedule remains in place, and we will continue to review the situation and provide further updates should this change.

Part One

The non-stop flights between Heathrow and Brunei from 28 March and 01 May 2026 will operate to the following schedule:

Date	Day of Week	Flight	Sector	Depart	Arrive	Equip	Remarks
28 th March 20266.	BI 003	BWN-LHR	22:35	08:20 +1	B787	BWN-LHR v.v Live both ways
02 nd April to 30 th April 2026	...4...	BI 003	BWN-LHR	20:45	06:20 +1	B787	
31 st March to 28 th April 2026	.2...6.	BI 003	BWN-LHR	20:50	06:25 +1	B787	
29 th March to 01 st May 2026	..3.5.7	BI 004	LHR-BWN	17:15	15:45 +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

Heathrow to Dubai, Dubai to Brunei (and vice versa) between 28 February 2026 and 01 May 2026, please see below options:

Waiver: One-time use only

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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.

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.

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 BSP & (Not GDS refund).
- 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.