

Tariff Bulletin No. 1239

26 March 2026

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

**This bulletin cancels and supersedes Tariff Bulletin No.1238 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.

In case of **flight cancellation**, passengers with travel from/to Bahrain or Dammam may be rebooked on GF flights via DMM for the same origin and destination. Changes to origin or destination are not permitted except for the below:

- Any city in the Far East can be rerouted to BKK or MNL
- Any city in Europe can be rerouted to CDG or FRA or LON
- Any city in IN can be rerouted to BOM or MAA

For example, a passenger with an original ticket **BAH-SIN** may be rebooked **BAH-DMM-BKK**

Rerouting Group PNRs requires Group Desk approval.

**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).

Note: Flights departing from **01APR onward** are eligible for a **full refund** in the event of flight **cancellation**

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**