

# Commercial Policy – 26 March 2026

## Dear Travel Trade Partners

Due to the ongoing force majeure circumstances, please find below the updated commercial policy applicable to eligible bookings.

### INVOLUNTARY\* changes :

- issued on WY ticket stock (910)

\* Flights cancelled / delayed for more than two hours

Refund	<p>Full refund may be processed regardless of fare rules, with all refund penalties waived.</p> <ul style="list-style-type: none"> <li>• Refunds should be made to the original form of payment.</li> <li>• In case of a partial refund request (only one direction of the itinerary to be refunded), refund amount should be calculated on a half round-trip basis.</li> </ul>										
Date Change	<p>One free additional date change is permitted in the same ticketed RBD as originally booked, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin.</p> <ul style="list-style-type: none"> <li>• Travel dates should be within 30 days of originally booked dates</li> <li>• Passenger may rebook unutilized outbound and inbound on the same Ticket within one reissue transaction to match original length of stay, or in case of non-daily flight operation to extend the original length of stay up to the next day of operation.</li> </ul>										
Re-routing	<p>One free change to the point of origin and/or destination is permitted using <b>any</b> routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> <li>• Origin and/or destination may be changed to any point within the same country as originally booked.</li> <li>• Origin and/or destination may be changed to any point within 500 miles (TPM) as originally booked, regardless of country.</li> <li>• Bookings should be made in the same RBD as originally ticketed, and within the validity of the ticket. In cases where the original ticketed RBD is not available, the lowest available RBD can be booked within the same cabin.</li> <li>• Travel dates should be within 30 days of originally booked dates.</li> </ul> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Original: LHR-MCT-COK may be changed to LHR-MCT-BOM. This is permitted because BOM is in the same country as COK.</li> <li>• Original: LHR-MCT-HKT may be changed to LHR-MCT-KUL. This is permitted because KUL is less than 500 TPM from HKT.</li> </ul> <p>One free change of routing between the same origin and destination as ticketed is permitted using any routing for which a WY published fare exists.</p> <ul style="list-style-type: none"> <li>• Routings, applicable airlines, and RBDs should be exactly as per an existing WY published fare.</li> <li>• Travel dates should be rebooked with 30 days of originally booked dates.</li> </ul> <p>Examples: A ticket issued as BOM MCT ZRH on WY may be re-routed as BOM – MCT (WY), MCT – FRA (WY), FRA – ZRH (WY*) or (LH)</p>										
Re-protection to OAL	<p>All sectors of an impacted itinerary may be re-protected on to OAL.</p> <ul style="list-style-type: none"> <li>• Bookings should be made in the lowest available RBD within the same cabin.</li> <li>• The following carriers should be used for re-protection, with carriers in group 2 only being used where no acceptable option exists using carriers in group 1, or with carriers in group 3 only being used where no acceptable option exists using carriers in group 2 etc.</li> </ul> <table border="1" data-bbox="371 1705 1281 1882"> <tr> <td>Group 1</td> <td>Any WY* (WY marketed) flight</td> </tr> <tr> <td>Group 2 (oneworld carriers)</td> <td>AS AA BA CX FJ AY IB JL MH QF QR AT RJ UL</td> </tr> <tr> <td>Group 3</td> <td>OS LH LX EN KL AF DL UA AC TG OD LO GA CI</td> </tr> <tr> <td>Group 4</td> <td>All other carriers not listed in groups 2, 3 or 5</td> </tr> <tr> <td>Group 5</td> <td>EY TK EK</td> </tr> </table>	Group 1	Any WY* (WY marketed) flight	Group 2 (oneworld carriers)	AS AA BA CX FJ AY IB JL MH QF QR AT RJ UL	Group 3	OS LH LX EN KL AF DL UA AC TG OD LO GA CI	Group 4	All other carriers not listed in groups 2, 3 or 5	Group 5	EY TK EK
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Ancillary Refund/ Change	<p>Any ancillary products purchased as part of a booking may be refunded or changed in accordance with this procedure</p>										
No-show fee waiver	<p>No-show fees may be waived</p>										



**The following VOLUNTARY\*\* Rebook policy outlined applies for tickets:**

- issued on WY ticket stock (910) on / before 28 February 2026—For travel period between 1 April and 7 April 2026\*\*\*

\*\* Flights not cancelled yet

\*\*\* Departure flights originating on/after 1 April and on/before 7 April 2026, return flights can be later if issued on the same ticket.

**For travel originating UK, EU/EEA and Switzerland to (not via) Oman and GCC (excluding JED/MED/TIF )**

**Date Changes**

- One Free date change allowed should be made in the same RBD as originally ticketed, original duration of stay may be preserved. In cases where the original ticketed RBD is not available, difference in fare, carrier imposed surcharges and taxes should be collected.
- Travel should be completed by 31 December 2026 or within ticket validity, whichever is earlier.

**Change of Destination (Rerouting)**

- The full value of the existing ticket may be applied towards the purchase of any WY fare of the same or higher value. Change Fees waived. Refund of residual value is not allowed.
- Travel should be completed by 31 December 2026.

**No-show fees may be waived if the booking is cancelled more than 3 hours prior to departure.**

**Reissue must be completed by 31 May 2026.**

**Refund**

- As per ticketed fare rules/conditions for Seat Only bookings.
- Full Refund is allowed only for tickets issued as part of a 'Package Travel'.

**All changes and refunds should be made in accordance with ticketed fare rules/conditions for tickets issued on WY ticket stock (910) on / after 1 March 2026.**

**For travel from/to the Rest of the Network**

All changes and refunds should be made in accordance with ticketed fare rules/conditions.

**Groups**

- Same rules as above apply for date change and refund.

**Ancillaries**

Ancillary products purchased in conjunction with a ticket covered by this policy may be changed or refunded in line with the same applicable conditions.

**Endorsement**

All tickets are to be re-issued or refunded with an endorsement "**MAR26-5**".