

Tariff Bulletin No. 1254

18 May 2026

Subject: GF refund procedures for passengers impacted by Kuwait terminal closure

The following procedures apply to GF passengers impacted by the Kuwait terminal closure and scheduled to depart between **23 May 2026 and 31 October 2026**:

For Unused Tickets

- Eligible for a full refund to the original form of payment
- No refund fees shall apply

For Partially Used Tickets

- The value of the utilised sectors (fare calculated in NUC and applicable taxes) shall be deducted
- The remaining balance shall be refunded to the original form of payment
- No refund fees shall apply

Group Bookings (Un-ticketed)

For group reservations where deposits have been collected and tickets have not been issued:

- Deposits may be fully refunded to the original form of payment, or
- Retained as a credit voucher, valid for one (1) 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 KUWAIT TERMINAL CLOSURE

Introducing our new
Dreamliner B787-9

