

31 March 2020

Dear Trade Partners,

**Subject:** GF ticketing procedures for refunds and rebooking for passengers impacted by the Covid-19 virus

**Effective immediately, customers (excluding those under a group booking) holding GF tickets issued on/before 30June 2020 with a confirmed outbound travel date up to and including 30Jun 2020 and who are impacted by any of the following:**

- **Flight cancellation:** flights cancelled by Gulf Air
- **Travel bans/immigration restrictions:** where there is a government notification that prevents travel to or entry into a country
- **Travel advisory:** where there is a general government advisory against non-essential travel
- **Quarantine requirements:** where there is mandatory quarantine at either the origin or destination
- **Mandatory lockdown:** where a government has issued a mandatory lockdown and customers are unable to reach the airport as a result
- **Reluctance to travel:** customer does not wish to travel given the current uncertainties surrounding Covid-19

**Will be eligible for the following options:**

1. **Unlimited changes without fees or penalties.** Passengers will be able to rebook to a later date and benefit from unlimited changes without fees or penalties.

**Note:** As part of the 'No Fees, Unlimited Changes' policy, **ALL DEPARTURE DATES** are eligible for this option and the 30Jun 2020 travel date restriction does not apply

2. **Passengers may keep the ticket without having to commit to a new flight date right away.** Existing bookings may be cancelled but the ticket and ticket value will remain unchanged and can be extended to a new departure date for outbound travel up to and including 31December 2020 (subject to a maximum of 1 year from the original ticket issuance date, irrespective of the ticket validity). Passengers may also rebook to another destination, if desired.

**3. Passengers may opt for a refund which will be subject to the normal fare rules of the ticket, regardless of the reason for cancellation.**

***Terms and Conditions for Unlimited Changes Without Penalty (Option 1 above)***

- Applicable to individual bookings only and not applicable to group bookings
- Applicable to all tickets (all commercial ticket types including redemption tickets and including partially utilized tickets) issued up/to including 30June 2020. There is **no restriction** on when the ticket was issued e.g. tickets issued in August 2019 are eligible.
- Applicable to all departure dates (30Jun 2020 restriction does not apply for this option)
- All fees/penalties and service charges will be waived
- **Any difference in fare and taxes will apply**
- **No-show fees (where applicable) will apply**
- The following OSI remark should be added to the booking- **OSI GF AUTHORIZED REBOOKING FLY WITH CONFIDENCE**

***Terms and Conditions for Postponement of Travel Plans (Option 2 above)***

- Applicable to individual bookings only and not applicable to group bookings
- The new flight booking must be made on/before 30September 2020
- The new flight departure date must be for outbound travel up to/including 31December 2020 (subject to a maximum of 1 year from the original ticket issuance date, irrespective of the ticket validity)
- Flight postponement is for the same passenger and is non-transferable
- The ticket value will remain unchanged
- Change fees will not be charged regardless of which fare was originally purchased
- Where the status of the ticket is no-show (**NS**), **no-show fees will apply** but change fees will not apply
- **Difference in fare and taxes will apply. If the fare for the new trip is higher, the passenger must pay the difference.** This will also apply in the scenario

where a child becomes an adult after the date of original travel or where an infant becomes a child

- If the fare for the new trip is lower there will be no refund of the difference due
- Provided the ticket is wholly unutilized the new booking may be made on any GF route and is not restricted to the original route booked. Partially utilized tickets are restricted to rebooking on the same routing
- All associated seat reservation and excess baggage purchases will be honored for the new booking

## ***Procedure for Postponement of Travel Plans:***

- **Original itinerary to be cancelled and an open segment inserted into the same PNR for a date one year from the original ticket issuance date**
- Status of the ticket should remain as OK/OPEN
- The following OSI remark should be added to the booking – **OSI TRAVEL POSTPONEMENT DUE COVID19 GOOD FOR FUTURE TRAVEL**
- Passenger to be advised to keep their original PNR locator and ticket number for when they are ready to re-book
- Passenger should be advised of all terms and conditions
- When the passenger is ready to re-book they should contact their travel agent

## ***Terms and Conditions for Refunds (Option 3 above)***

Policy for **individual** passengers only (**groups excluded**):

1. Passengers holding GF tickets issued on/before 30 June 2020 with a confirmed outbound travel date up to and including 30 June 2020 are permitted to refund their tickets as per the fare rules of the ticket. **Normal fees/penalties will apply**

2. If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid **less the normal fees/penalties**. If a portion of the ticket has been used, the refund will be the difference between the fare paid and the fare for transportation used **less the normal fees/penalties**. Such refunds are restricted to GF offices only

**For group bookings – please contact your Gulf Air Sales Representative.**

**Note:** It's mandatory to remove **HX, UN** and **UC** segments to avoid debits.

For more information please contact our call center on 22243777 or our sales support on 22243867/868/870 or email us at [Reservations.Kuwait@gulfair.com](mailto:Reservations.Kuwait@gulfair.com)

Sales-Kuwait