

To: All Customer Service Sales offices

**Typhoon Lekima Taipei, Taiwan – Waiver Notice (BI451 & BI452 9th August 2019)
v1.2**

1.0 Purpose

- 1.1 This circular in reference to the current situation in Taipei, Taiwan by extending consideration for passengers who are traveling to/from the city on **BI451 and BI452** but wish to defer their travel.

2.0 Background

- 2.1 Royal Brunei Airlines has been following the situation in Taiwan which packing maximum winds of 234km/h that has approaches on Friday, 8th August 2019 happened in Taipei, Taiwan.

3.0 Implementation

- 3.1 **Reissuance fees** shall be waived subject to following conditions.

4.0 Condition

- 4.1 Changes permitted for tickets purchased before or on **9th August 2019** for departures **between 11th August 2019 to 18th August 2019.**
- 4.2 Revised departure date to be not later than **Wednesday, 11th September 2019** and subject to seat availability.
- 4.3 Upsell charges apply and local admin fee (if any) applies.
- 4.4 Tickets must be reissued and any fare differential must be collected.
- 4.5 Reroute to other RB network allow with applicable fare difference, taxes and local admin fee.

- 4.6 The PNR must be updated with **“OSI BI TPE TYPHOON LEKIMA”** and append in the ticket endorsement box for identification
- 4.7 Changes must be made **within 3 days of the original travelling date.**
- 4.8 For any flight cancellation on BI451 & BI452 dated 9th August due to Typhoon Lekima, normal procedure for flight cancellations applies.
- 4.9 Refund Allowed as per ticketed fare and conditions
- 4.10 Royal Brunei Airline will not be liable for any third party costs/penalties, such as hotel or other ground operator's fees.
- 4.11 The waiver is valid and applicable **once only.**

END OF NOTICE

Issued by Customer Service – Training & Standard Procedure