


Please find below the rebooking policy updated due to Coronavirus (nCoV) for cancelled and operating flights to/ from :

- Iran & Italy & Iraq & Saudi Arabia
- All International Flights including Cyprus except from Italy , Iran ,Iraq, Saudi Arabia
- All passengers who travel to/from the below mentioned countries :

| | |
|--|--|
|  | Corona Virus Flight Restrictions Bulletin |
| Revision : 40 | Date: 08.03.2020 – 12:05 (UTC) |
| Revision Change: | <ul style="list-style-type: none"> • OMAN; Nationals of Oman are allowed to enter with a national ID card if they used the card when they departed from Oman. • Nationals of Bahrain, Kuwait, Qatar, Saudi Arabia and the United Arab Emirates are no longer allowed to enter the Oman with a national ID card, they must have a passport. • Passengers who have been in China (People's Rep.), Iran, Italy or Korea (Rep.) in the past 14 days are not allowed to enter Oman. • Passengers who have been in Egypt in the past 14 days are not allowed to enter Oman. This does not apply to nationals of Egypt with a Resident Visa issued by Oman. Passengers must also hold a medical examination (PCR) confirming that they are free of Coronavirus (COVID-19). The PCR must be issued within 48 hours before boarding the aircraft by a laboratory approved by the Oman embassy in Cairo. (Except Oman citizens) • Passengers arriving from Japan or Singapore will be subject to quarantine for a minimum of 14 days. This does not apply to nationals of China (People's Rep.), Iran and Italy. • SAUDI ARABIA; Passengers who have transited through or are arriving from Bahrain, Kuwait and United Arab Emirates are allowed to enter Saudi Arabia in one of the following airports: Dammam (DMM), Jeddah (JED) and Riyadh (RUH). • Passengers who have transited through or are arriving from Egypt, must have a complete medical examination (PCR) confirming that they are free of the Coronavirus (COVID-19). It must be issued within 24 hours before boarding of the passenger by one of the laboratories specified and approved by the embassy of Saudi Arabia in Cairo. (Except Saudi Arabian citizens) • Suspending the arrival of all passengers and for all visa types who are arriving from one of the following countries; Italy, South Korea, Japan and Azerbaijan whether direct or transit through other countries except for passengers who spent more than 14 days outside of those countries. |
| Destination Country | Restriction |
| Azerbaijan | <ul style="list-style-type: none"> • Nationals of China (People's Rep.) are not allowed to enter Azerbaijan if they do not have a visa obtained before departure. |
| Bahrain | <ul style="list-style-type: none"> • Passengers who have been in People's Republic of China, Thailand, Singapore, Islamic Republic of Iran, Iraq, Hong Kong, Japan, Lebanon, Italy, Malaysia and the Republic of South Korea in the past 14 days are not allowed to enter. (Except Bahrain residence holder) |
| Iraq | <p>Basra and Baghdad:</p> <ul style="list-style-type: none"> • Nationals of China, Iran, Thailand, South Korea, Japan, Italy, Singapore and passengers who have been in that countries are not allowed to enter Iraq. • Passengers who have been in Iran, Kingdom of Thailand or South Korea in the past 14 days are not allowed to enter. <p>Erbil:</p> |

*You can get support [7/24](#) from Pegasus Visa Team.

| | |
|---------------------------|--|
| | <p>Nationalities and Passengers who have been in the last 30 days in Bahrain, China, Hong Kong, Macau, Kuwait, Italy, South Korea, Japan, Thailand and Singapore are not allowed to enter Erbil. (Except Iraq passports and Diplomatic passports)</p> <p>Iranian passport holders are not permitted to enter in EBL at any time, until further notice, even if they have not visited any of the nine countries above.</p> <p>Any foreign nationals who have visited Iran since the 1st of January 2020 cannot be accepted to Erbil.</p> |
| Israel | <ul style="list-style-type: none"> Passengers and crew members who have been in China, Hong Kong, Macao, Thailand, Singapore, South Korea, Japan, Italy, Iran, Lebanon, Syria, Iraq, Austria, Spain, France, Germany, San Marino, Andorra and Switzerland in the past 14 days are not allowed to enter to Israel. Exception Israeli citizens, Residents, Resident of Palestinian Authority and their spouse, Diplomats (Holding Ministry of Foreign Affairs ID) and their families. This rule applies for a passenger who have been Iran, Iraq, Syria and Lebanon, effective immediately from receiving this bulletin. For those countries there will be an exception, passengers who can prove that they will be under Home quarantine prior Check-in, will be allow to board the flight with permit from the Israeli Embassy or the Israel Immigration Authority. Transit Passengers from Italy China and South Korea will be refused entry. Transit Passengers will not be considered as the above mentioned for example a Passenger that departed from the USA and connected in Frankfurt, will not be considered as a Passenger who stayed in Germany. |
| Jordan | Passengers who have been in China, South Korea, Iran and Italy in the past 14 days are not allowed to enter. (Except Jordanian citizen). |
| Kazakhstan | Nationals of China wishing to travel with a normal passport to Kazakhstan can stay visa free for a maximum stay of 72 hours until 31 December 2020 , if they have connection tickets with Airlines of Kazakhstan departing at Almaty (ALA), Aktau (SCO), Astana (TSE), Karaganda (KGF), Shymkent (CIT) or Taraz (DMB). That rule has been suspended until 01.07.2020 . |
| Kosovo | Passengers who have been in China in the past 14 days are not allowed to enter. |
| Kuwait | <p>Nationals and passengers who have been in China, Hong Kong, Iran, Iraq, South Korea, Thailand, Italy, Japan or Singapore in past 14 days are not allowed to enter.</p> <p>Passengers who have been in Bangladesh, Philippines, India, Sri Lanka, Syria, Lebanon, Egypt in past 14 days are not allowed to enter even if holding a residency or previous entry visa.(Except Kuwait citizen, provided that the necessary quarantine procedures are applied to them)</p> <p>The new visa issuance for the counties will be suspended with immediate effect.</p> <p>Even if they are in possession of a valid Kuwait residency permit or a visa of any other type.</p> |
| Kyrgyzstan | Passengers who have been in China, Iran, South Korea, Italy in the past 14 days are not allowed to enter. Embassy staff with Diplomatic passports of mentioned countries, passengers within official delegations from mentioned countries approved by government authorities and staff of international organizations staff accredited in Kyrgyz republic (Except Kyrgyz citizens) |
| Lebanon | Nationals and passengers who have been in and any transit & transfers from China, Hong Kong, Macao, Chinese Taiwan, Japan, South Korea, Iran and Italy are not allowed to enter to Lebanon. (Except Lebanon citizens and residence holders, Diplomatic Delegations working in Lebanon, Soldiers and Officers working in Lebanon) |
| Russian Federation | <p>Temporarily halted issuing work visas to Chinese citizens and suspended visa-free travel for Chinese tourist groups in response to the coronavirus epidemic in the country.</p> <p>Passengers with a Hong Kong (SAR China), Macao (SAR China) and China (People's Rep.) passport are not allowed to enter Russian Fed. This does not apply to passengers who reside in Russian Fed.</p> <p>Nationals of Iran are not allowed to enter Russian Fed.</p> |
| Qatar | It is forbidden to accept any nationality who are arriving from Egypt even if holding a residence permit of Qatar. (Except Qatar nationality). |

| | |
|---|--|
| <p>Saudi Arabia</p> | <ul style="list-style-type: none"> · Suspending entry to Umrah visa and issue of arrival visa temporarily. · Passengers with tourist visa from Taipei, Hong Kong, Iran, Italy, Korea, Macao, Japan, Thailand, Malaysia, Indonesia, Pakistan, Afghanistan, Iraq, Philippines, Singapore, India, Lebanon, Syria, Yemen, Azerbaijan, Kazakhstan, Uzbekistan, Somalia and Vietnam will not be allowed enter Saudi Arabia. · Nationals of the GCC countries are no longer allowed to enter Saudi Arabia with a national ID card. They must travel with their passports except for passengers entered the country with their national ID and they are wishing to return to their home country. · Passengers who have been in China (People's Rep.), Chinese Taipei, Hong Kong (SAR China), Iran, Italy, Korea (Rep.) and Macao (SAR China), in the past 14 days are not allowed to enter Saudi Arabia. · Any transit passenger or transfer passenger who had been in one of above countries mentioned, in the last 14 days is not to be allowed to enter the Saudi Arabia even if holding residence from Saudi Arabia · Exception to the national aircraft carrier crew. · MED station is only accepting Saudi Arabia nationals or Saudi Arabian residence holders. Passengers with any kind of visa will not be accepted. · Passengers who have transited through or are arriving from Bahrain, Kuwait and United Arab Emirates are allowed to enter Saudi Arabia in one of the following airports: Dammam (DMM), Jeddah (JED) and Riyadh (RUH). · Passengers who have transited through or are arriving from Egypt, must have a complete medical examination (PCR) confirming that they are free of the Coronavirus (COVID-19). It must be issued within 24 hours before boarding of the passenger by one of the laboratories specified and approved by the embassy of Saudi Arabia in Cairo. (Except Saudi Arabian citizens) · Suspending the arrival of all passengers and for all visa types who are arriving from one of the following countries; Italy, South Korea, Japan and Azerbaijan whether direct or transit through other countries except for passengers who spent more than 14 days outside of those countries. |
| <p>Turkey</p> | <ul style="list-style-type: none"> · All Italy, Iran and Iraq flights cancelled until 01/04/2020. · Passengers who have been in China, Singapore, Thailand, Japan, Hong Kong, Iran, Iraq, Italy and South Korea in the past 14 days are not allowed to enter. (Except Turkish citizens) All flights arriving from the countries in 14 days. · Turkish citizens have stamps from China, Iran, Iraq, Italy and South Korea in the last 14 days will be accepted after the inspection by the Ministry of Health. · All flights arriving from Saudi Arabia, passengers must fill the passenger's information form and will be accepted after the inspection by the Ministry of Health. · All flights arriving from Italy, passengers will be accepted after the inspection by the Ministry of Health. · Public Health Passenger Locator Card must be filled up by passengers. |
| <p>Turkish Republic of Northern Cyprus</p> | <ul style="list-style-type: none"> · Passengers who have been China, Iran, Italy, South Korea and Iraq in the past 15 days are not allowed to TRNC. (Except TRNC citizens) |
| <p>United Arab Emirates</p> | <ul style="list-style-type: none"> · Nationals of Iran are not allowed to enter UAE. This include transit or transfer from / to UAE. Except UAE Resident visa and Iranian Diplomatic passport holders. |
| <p>Egypt</p> | <ul style="list-style-type: none"> · Qatar passport holders are not allowed to enter Egypt through direct flight or through any transit point till further notice. |
| <p>Oman</p> | <ul style="list-style-type: none"> · Nationals of China, Iran and Italy are not allowed to enter Oman. This does not apply to nationals of China, Iran and Italy with a Resident Visa issued by Oman. · Nationals of Oman are allowed to enter with a national ID card if they used the card when they departed from Oman. |

- Nationals of Bahrain, Kuwait, Qatar, Saudi Arabia and the United Arab Emirates are no longer allowed to enter the Oman with a national ID card, they must have a passport.
- Passengers who have been in China (People's Rep.), Iran, Italy or Korea (Rep.) in the past 14 days are not allowed to enter Oman.
- Passengers who have been in Egypt in the past 14 days are not allowed to enter Oman. This does not apply to nationals of Egypt with a Resident Visa issued by Oman. Passengers must also hold a medical examination (PCR) confirming that they are free of Coronavirus (COVID-19). The PCR must be issued within 48 hours before boarding the aircraft by a laboratory approved by the Oman embassy in Cairo. (Except Oman citizens)
- Passengers arriving from Japan or Singapore will be subject to quarantine for a minimum of 14 days. This does not apply to nationals of China (People's Rep.), Iran and Italy.

This rebooking policy which is shown below is valid only for guests who bought his/her ticket through GDS&API/XML ;for all guests who travel to/from

Iran & Italy & Iraq & Saudi Arabia, All International Flights including Cyprus and who travel to/from the above mentioned countries :

The guests who have tickets issued through all GDS: provided that they submit their change request until 31 March 2020:

***Change & Refund Requests :**

Guest may re-schedule their travel ,using the following policy :

| COUNTRY | PC REBOOKING POLICY FOR OPERATING FLIGHTS | | | | |
|---|---|------------------------|--|---------------|------------------|
| | Ticket issuance date | Departure date | Reissuance | Refund | Request Deadline |
| Il countries, All International Flights including Cyprus except from Italy , Iran ,Iraq, Saudi Arabia | Before 7 Mar 2020 | 7 Mar 2020-31 May 2020 | Reeboking/Reissuance to an alternative destination in the same region shall be done for a departure 29 OCT 2020 , change fee may be waived , fare difference will be charged , Waiver codes to be used NCOVRES | Not permitted | 31.Mar.20 |

| | | | | | |
|---------------------|--------------------|-------------------------|---|---|-----------|
| IRAN | Before 23 Feb 2020 | 23 FEB 2020-31 MAY 2020 | <p>Reeboking/Reissuance to an alternative destination in the same region shall be done for a departure 29 OCT 2020, change fee may be waived , fare difference will be charged , Waiver codes to be used NCOVRES or</p> <p>Reeboking/Reissuance to an alternative destination in the same region shall be done for a departure 29 OCT 2020, change fee may be waived , fare difference will be charged , Waiver codes to be used NCOVRES</p> | Full refund permitted with waiver code NCOVREF | 31.Mar.20 |
| ITALY | Before 26 Feb 2020 | 26 FEB 2020-31 MAY 2020 | | | 31.Mar.20 |
| IRAQ | Before 26 Feb 2020 | 26 FEB 2020-31 MAY 2020 | | | 31.Mar.20 |
| SAUDI ARABIA | Before 27 Feb 2020 | 27 FEB 2020-30 APR 2020 | | | 31.Mar.20 |

***Refund requests:**

For cancelled Flights :

- a) Unused tickets: refund will be made without any charge
- b) For partially used tickets, when planned trip is not complete; the remaining flights will be refunded without any charge.

Waiver code to be used ***NCOVREF*** for refunds