

To: All Customer Service Sales offices

COVID-19 – Waiver Notice 2020 (Update v1.7)

****This CSN supersede previous CSN010-20 the Coronavirus Waiver Notice 2020****

1.0 Purpose

1.1 This notice is in reference to the current situation of COVID-19 outbreak by extending consideration for guests who are traveling to/from on all RB routes but wish to defer their travel or refund their ticket.

2.0 Background

2.1 Royal Brunei Airlines has been following the situation of COVID-19 outbreak and have taken several measures to minimize spreading.

3.0 Implementation

3.1 Reissuance or refund fee shall be waived subject to following conditions stipulated in the appendices.

3.2 Waiver applies to tickets issued on BI traveling on FIT or GIT

4.0 Condition

4.1 Refer to appendices attached

- 4.1.1 Appendix A – Travel Waiver Checklist on FIT (Excludes countries impacted by RB Tactical cancellations)**
- 4.1.2 Appendix B – Travel Waiver Checklist on GIT (Excludes countries impacted by RB Tactical cancellations)**
- 4.1.3 Appendix C – Travel Waiver Checklist on FIT & GIT (Countries impacted by RB Tactical cancellations)**
- 4.1.4 Appendix D – Travel Waiver Checklist on FIT & GIT (Jeddah)**



CUSTOMER SERVICE NOTICE

Reference: CSN/010/2020

Date: 18th March 2020

5.0 Other Conditions

5.1 No-show passengers are not eligible for the waiver

5.2 Royal Brunei Airlines will not be liable for any third (3rd) party costs/penalties, such as hotel or other ground operator's fees.

This notice shall be valid for the period, until the instruction is reviewed or superseded by new updates of rules and regulations issued by respective authority or the department by means of an email, circular, memo or letter.

END OF NOTICE

Issued by Customer Service – Training & Standard Procedure