



Tariff Bulletin No. 1048

05 December 2021

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

This bulletin cancels and supersedes tariff bulletin 1038 (dated 01 September 2021) in its' entirety. This policy goes into effect on 05 December 2021 and will continuously be updated.

Summary of Policy for Individual Passengers (i.e. those not travelling under a group PNR):

Ticketing Date	Tickets issued on/before 28 February 2022
Options available for voluntary changes	<ul style="list-style-type: none"> • Amend travel date (no change fees; difference in fare may apply) • Hold the ticket for up to 18 Months from the original ticket issuance date, irrespective of the ticket validity (this policy does not apply to expired tickets) • Refund to original form of payment (refund fees apply)
Options available for involuntary changes	<ul style="list-style-type: none"> • Amend travel date (no change fees; difference in fare does not apply) • Hold the ticket for up to 18 Months from the original ticket issuance date, irrespective of the ticket validity (this policy does not apply to expired tickets) • Refund to original form of payment (refund fees do not apply)
Voluntary changes	Where all GF flights in the itinerary are operating
Involuntary changes	Where at least one GF flight has been cancelled or where there is a schedule change resulting in no comparable schedule being available within 24 hours of the originally scheduled departure or arrival

Amend Travel Date
Applicable to VOLUNTARY and INVOLUNTARY changes
<ul style="list-style-type: none"> • Applicable to individual bookings only and not applicable to group bookings • Applicable to all tickets (all commercial ticket types including redemption tickets) • Rebooking date is subject to a maximum of 18 Months from the original ticket issuance date, irrespective of the ticket validity • For voluntary changes, rebook into the same RBD as original ticket. All fees/penalties and service charges will be waived but any difference in fare, taxes and surcharges should be collected. Where the status of the ticket is no-show (NS), no-show fees should be collected. • For Non-changeable tickets, Charge any fare difference if applicable and no-show charges to be collected from the next level (e.g. Smart Brand). • For Blue card Holders redemption tickets, where the status of the ticket is no-show, the silver card rules will be applied. • For involuntary changes, rebook into the same RBD as original ticket and collect any difference in taxes and surcharges. Differences in fare do not apply. If not available, rebook into the lowest RBD available within the same cabin. waive any difference in fares, collect any difference in taxes, surcharges. • The following OSI should be added to the booking: OSI GF AUTHORISED REBOOKING DUE CORONA
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Hold Ticket For Up To 18 Months, irrespective of the ticket validity
Applicable to VOLUNTARY and INVOLUNTARY changes
<ul style="list-style-type: none"> • Applicable to individual bookings only and not applicable to group bookings • Cancel segments from PNR and keep unutilized coupons open • Status of the ticket should remain as OK/OPEN • The new flight departure date must be for outbound travel up to a maximum of 18 Months 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 • Where the ticket is partially utilized, the residual value should be calculated at the time of cancellation and the value logged in the PNR as a remark. Calculation of the residual value should be as follows: <ul style="list-style-type: none"> ○ Unused portion of base fare ○ Plus unused YQ ○ Plus unused government taxes • 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 be applicable. Only in case of GF flight cancellation then no show fee will be waived. • 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 • The new booking may be made on any GF route and is not restricted to the original

<p>route booked. This applies to both wholly unutilized and partially utilized tickets</p> <ul style="list-style-type: none"> • All associated seat reservation and excess baggage purchases will be honored for the new booking • The following OSI remark should be added to the booking – OSI TRAVEL POSTPONEMENT DUE CORONA GOOD FOR FUTURE TRAVEL
Refund to Original Form of Payment
Applicable to INVOLUNTARY changes
<ul style="list-style-type: none"> • Applicable to individual bookings only and not applicable to group bookings • Refund unutilized value to original form of payment • Refund and no-show fees to be waived • Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable • Applicable to both refundable and non-refundable tickets