

## Issuing and re-issuing of Gulf Air e-tickets

Dear Travel Partner,

As our valued travel partner, we have some very important information to share regarding the issuing and re-issuing of Gulf Air e-tickets.

Gulf Air has interline e-ticket agreements (IET) with almost 100 airlines so that one interline e-ticket easily can be issued for the entire journey. With this in mind, GF (072) can be used as validating carrier when the majority of ticket value is for Gulf Air, but **only** when Gulf Air is part of the journey.

Unfortunately, many passengers show up at our airports with several *separate* e-tickets issued for the same journey. In cases of disruptions these passengers will only be re-accommodated as far as the ticket where the disrupted Gulf Air flight (or other airline) is involved. When passengers have separate (onward) e-tickets, no matter if in same itinerary or not, Gulf Air will only be liable to assist, rebook and transport the passenger as far as the contract (ticket) stipulates.

This is an IATA standard and can cause a lot of inconveniences for your customers. Therefore we urge you to issue **one** interline document for each journey.

In addition and as per IATA resolution 852, GF document (072) should not be used as the validating carrier when GF is not part of ticketed itinerary. GF will as of May 2009, start issuing Debit Memos for all such cases and charge the difference up to nearest interlineable fare category to cover for ticketing costs.

Whenever you are amending a Gulf Air booking where an e-ticket was already issued, you must also either reissue/exchange (default) or under certain conditions, revalidate the e-ticket. Applicable change penalties (OA tax code can be used), no-show penalties (OB tax code can be used) or applicable possible upgrade of fare shall also be collected. When no fees are applicable, only Gulf Air operated flights are involved and only for booking classes allowed (currently all but V, Q, L and D), you can also revalidate the e-ticket.

It is imperative that all passengers have an updated e-ticket, enabling them to check-in and travel. If this is not done correctly, the reservation may be cancelled, inconveniencing your clients and possibly resulting in denied boarding.

If you have any questions, please contact Gulf Air Sales Support at 866 513 4853 or by email: [salessupport.gulfair@us-sales.com](mailto:salessupport.gulfair@us-sales.com).

Thank You for your corporation,  
Gulf Air Distribution