

July 15, 2010

Gulf Air Ticketing Procedures for Refunds and Involuntary Rerouting of Passengers on GF Flights to/from Thiruvananthapura (TRV)

The following "involuntary refunds and rerouting" procedures are to be applied to GF tickets which have been issued up to and including 13 July 2010 that are affected by the suspension of GF flights to TRV effective 01 August 2010.

The last flights from BAH to TRV will be GF60 on Saturday 31st July 2010 and GF61 from TRV to BAH on Sunday 1st August 2010.

Passengers who are booked but un-ticketed, the PNR will be returned to the booking source as UN.

Passengers who are booked and ticketed on flights to TRV on/after 01 August 2010, the following will apply:

For all ticketed passengers who have NOT begun their journey, Gulf Air will refund the tickets, or;

If the passenger chooses to travel with Gulf Air to another destination please rebook in the same cabin taking any additional fare cost if applicable. If the new fare is lower, please apply through ARC in the normal way for a refund of the difference. The following OSI remark should be added to the booking:

OSI GF INVOLUNTARY REROUTING TICKET REISSUE DUE TO GF FLIGHT SUSPENSION

For ticketed passengers who have travelled the first portion of their journey, Gulf Air will either offer a partial refund or re-protect the passengers according to the negotiated re-protection agreement with 9W. If the passenger chooses to claim a full refund, please action the refund via ARC in the normal way ensuring the following OSI remark is added to the booking:

OSI GF INVOLUNTARY CANCELLATION FULL REFUND DUE TO GF FLIGHT SUSPENSION

In the event that the passenger/s are to be involuntarily rerouted to/from Thiruvananthapura the following procedure shall apply:

They will be re-routed to/from TRV on the domestic services of 9W (to be booked in W (preferably), V (alternatively) in economy class and P in business class) via one of these Indian cities (Mumbai and Chennai) with long-haul (international) inbound/outbound connections on GF services. This agreement is with 9W only and applies for flights up to and including 31 March 2011.

Standard GF/Industry procedures (as published in the Passenger Air Tariff General Rules Book, Section 9.3.2. Involuntary Refunds and Section 15.9 Involuntary Rerouting) shall apply.

Cancellation/refund/service charges/fees/penalties will not be imposed.

Your Sales Support Team

Gulf Air Sales Support
14350 N. 87th St. Ste. 265
Scottsdale, AZ 85260

Toll Free: 1-866 513 4853
Email: salesupport.gulfair@us-sales.com