

Effective immediately, customers (excluding those under a group booking) holding GF tickets issued on/before 30September 2020 * with a confirmed outbound travel date up to and including 30September 2020 and who are impacted by any of the following:

- **Flight cancellation:** flights cancelled by Gulf Air
- **Travel bans/immigration restrictions:** where there is a government notification that prevents travel to or entry into a country
- **Travel advisory:** where there is a general government advisory against non-essential travel
- **Quarantine requirements:** where there is mandatory quarantine at either the origin or destination
- **Mandatory lockdown:** where a government has issued a mandatory lockdown and customers are unable to reach the airport as a result
- **Reluctance to travel:** customer does not wish to travel given the current uncertainties surrounding Covid-19

* Tickets issued on/before 30September 2020 refers to all tickets issued at any point on/before 30September 2020. For the avoidance of doubt, a ticket issued on 20December 2019, as an example, would be eligible under this Sales Talk.

Introducing our new
Dreamliner B787-9



Will be eligible for the following options:

1. Unlimited changes without fees or penalties. Passengers will be able to rebook to a later date and benefit from unlimited changes without fees or penalties. If the new trip commences on/before 30 September 2020 difference in fare will not apply. If the new trip commences on/after 01 October 2020 any difference in fare will apply. Note: as part of the 'No Fees, Unlimited Changes' policy, **ALL DEPARTURE DATES** are eligible for this option and the 30 September 2020 travel date restriction does not apply
2. Passengers may keep the ticket without having to commit to a new flight date right away. Existing bookings will initially be cancelled but the ticket and ticket value will remain unchanged and can be extended to a new departure date up to a maximum of 1 year from the original ticket issuance date, irrespective of the ticket validity. Passengers may also rebook to another destination

Passengers who have booked their ticket through a travel agent should be advised to contact their travel agent to process any of the two options above.

Introducing our new
Dreamliner B787-9



Terms and Conditions for Unlimited Changes Without Penalty (Option 1 above)

- Applicable to individual bookings only and not applicable to group bookings
- Applicable to all tickets (all commercial ticket types including redemption tickets and including partially utilized tickets) issued up/to including 30 September 2020. There is **no restriction** on when the ticket was issued e.g. tickets issued in August 2019 are eligible
- Applicable to all departure dates (30 September 2020 restriction does not apply for this option)
- All fees/penalties and service charges will be waived. This includes no-show fees which will also be waived
- If the new trip commences on/before 30 September 2020 book the lowest available class. Any additional fare will not apply but any differences in taxes will apply
- If the new trip commences on/after 01 October 2020 reprice new fare and collect any difference in fare and taxes
- Rebooking date is subject to a maximum of one year from the original ticket issuance date

Terms and Conditions for Postponement of Travel Plans (Option 2 above)

- Applicable to individual bookings only and not applicable to group bookings
- The new flight departure date must be for outbound travel up to a maximum of 1 year from the original ticket issuance date, irrespective of the ticket validity

Introducing our new
Dreamliner B787-9



- Flight postponement is for the same passenger and is non-transferable
- The ticket value will remain unchanged
- 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 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 route booked. This applies to both wholly unutilized and partially utilized tickets
- All associated seat reservation and excess baggage purchases will be honored for the new booking

Introducing our new
Dreamliner B787-9

