

Sales Talk No. 1161 04 October 24

Subject: GF ticketing procedures for passengers impacted by flight cancellation to/from PEW/SKT/MUX/LYP on/after 27-Oct-24 for tickets issued on/before 29-Sep-24

Effective immediately the following procedures apply to GF passengers holding tickets issued on/before 29 September 24 and who are travelling on GF flights to/from PEW/SKT/MUX/LYP on/after 27th of October 24 to be rebooked following the below procedures:

- Passengers can change their itinerary to an earlier date than 27 October 2024, to book flights from/to PEW, SKT, MUX or LYP
- Reroutes can be done within the same country. All fees, fare differences, and service charges will be waived, provided the travel occurs within 14 days of the affected flight cancellation
- A full refund can be issued for all unused tickets, including non-refundable ones, with all fees and service charges waived.

- For Partially used tickets:

- o Refund unutilized value (NUC fare calculation) to the original form of payment

- o Refund and no-show fees to be waived

- o Non-refundable unutilized taxes (except YQ/YR charges) remain non-refundable and non-exchangeable

- o Applicable to both refundable and non-refundable tickets

Tickets must be processed as per normal procedures and ensure the following OSI remark is added to the booking:

OSI GF AUTH REISSUE/REFUND DUE TO PAK FLIGHTS SCHD UPDATE