

Sales Talk No. 1165

09 October 24

Subject: GF ticketing procedures for passengers impacted by flight cancellation to/from Iraq and Jordan 6th – 12th October 24

Effective immediately the following procedures apply to GF passengers holding tickets issued on/before **09 October 24** and who are travelling on the below GF flights to be rebooked following the below procedures:

- Passengers can change their itinerary to a different date within 21 days of their departure
- 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:
 - Refund unutilized value (NUC fare calculation) 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
- Reroutes can be done provided the passengers are uncomfortable with the above options and below are the airlines that they can be transferred on based on our agreements:
 - **Saudi Airlines (SV) and Qatar Airways (QR)** are the first choice for the passengers who are travelling on **the 10th and 11th of October 24**
 - For passengers travelling on the **12th of October to Europe** our first choice is **Lufthansa (LH) and then Etihad Airways (EY)**
 - Rest of the world first choice is **Etihad Airways (EY) and Fly Dubai (FZ)** then any of the airlines listed below and the **last option should be Emirates (EK)**

AMM	BGW	NJF
LH		
FZ	FZ	FZ
TK	TK	
KU		KU
RJ	RJ	
EK	EK	
EY		
WY		

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

OSI GF AUTHORISED REISSUE/REFUND DUE TO IQ FLT CXN TB 1165

Introducing our new
Dreamliner B787-9

