

The document serves as guidelines on handling process of the above waiver policy:

Rebooking and reissuance

Option 1 – Guest agrees to rebook to a new travel date or a different destination

- This option applicable for totally un-used or partially used ticket
- Travel date can be defer up to **2years (760days) from date of original issue**
- Add a remark field in PNR with 'OSI BI COVID-19 WAIVER'
- Reissue original ticket. Ticket endorsement with 'Involuntary change COVID19 RB waiver policy'
- Collect additional fare or taxes (if applicable)

Option 2 – Guest has no new travel date yet

- Cancel active booking
- Advise your guest that the new travel date can be defer up to **2years (760days) from date of original issue**
- Remind guest to retain original e-Ticket number for easy rebooking in the future. *(Note: If original document was lost or misplaced, RB cannot guarantee immediate retrieval of information, as it is mandatory for guest to provide during the process of rebooking)*
- If this option is selected, guest will not be allowed to change to other waiver options *(Note: Any changes shall follow the original term and conditions of the fare purchase)*
- Once guest contacts and provide a new travel date:
 - Create a new PNR. Add a remark field in PNR with 'OSI BI COVID-19 WAIVER'
 - Reissue original ticket. Ticket endorsement with 'Involuntary change COVID19 RB waiver policy'
 - Collect additional fare and taxes (if applicable)
 - If the reissued ticket has a lower value than the original, no refund to be provided

Refund

Please refer following table for the refund waiver policy:

Refund RB Policy Waiver - FIT						
Un-utilized ticket						
Options (To/From)	1st Priority		2nd Priority		Full Refund to original FOP	
	Full refund to EMD		Back to FOP with penalty BND50			
	P-P	O&D	P-P	O&D	P-P	O&D
CHINA	Yes	Yes	-	-	Yes	Yes
TWU	-	Yes	-	-	Yes	Yes
KCH	-	Yes	-	-	Yes	Yes
SDK	-	Yes	-	-	Yes	Yes
SBW	-	Yes	-	-	Yes	Yes
BTU	-	Yes	-	-	Yes	Yes
Options (Point Of Sales)	1st Priority		2nd Priority		Full Refund to original FOP	
	Full refund to EMD		Back to FOP with penalty BND50			
	P-P	O&D	P-P	O&D	P-P	O&D
MEL	-	-	-	-	Yes	Yes
BNE	-	-	-	-	Yes	Yes
LON	-	-	-	-	Yes	Yes
Options (Point Of Origin)	1st Priority		2nd Priority		Full Refund to original FOP	
	Full refund to EMD		Back to FOP with penalty BND50			
	P-P	O&D	P-P	O&D	P-P	O&D
MEL	Yes	Yes	Yes	Yes	-	-
BNE	Yes	Yes	Yes	Yes	-	-
BWN	Yes	Yes	Yes	Yes	-	-
LON	Yes	Yes	Yes	Yes	-	-
DXB	Yes	Yes	Yes	Yes	-	-
JED	Yes	Yes	Yes	Yes	-	-
SIN	Yes	Yes	Yes	Yes	-	-
KUL	Yes	Yes	Yes	Yes	-	-
JKT	Yes	Yes	Yes	Yes	-	-
SUB	Yes	Yes	Yes	Yes	-	-
DPS	Yes	Yes	Yes	Yes	-	-

MNL	Yes	Yes	Yes	Yes	-	-
TYO	Yes	Yes	Yes	Yes	-	-
ICN	Yes	Yes	Yes	Yes	-	-
HKG	Yes	Yes	Yes	Yes	-	-
TPE	Yes	Yes	Yes	Yes	-	-
BKK	Yes	Yes	Yes	Yes	-	-
SGN	Yes	Yes	Yes	Yes	-	-
BKI	Yes	Yes	Yes	Yes	No	No

Refund RB Policy Waiver - GIT						
Un-utilized ticket						
Options (To/From)	1st Priority		2nd Priority		Full Refund to original FOP	
	Full refund to EMD		Back to FOP with penalty BND50			
	P-P	O&D	P-P	O&D	P-P	O&D
China	Yes	Yes	-	-	Yes	Yes
TWU	-	Yes	-	-	Yes	Yes
KCH	-	Yes	-	-	Yes	Yes
SDK	-	Yes	-	-	Yes	Yes
SBW	-	Yes	-	-	Yes	Yes
BTU	-	Yes	-	-	Yes	Yes
Group Deposit	<ul style="list-style-type: none"> • Deposit refund allowed (China CAA Regulation) • Deposits refund allowed to use for future groups. 					
Options (Point Of Sales)	1st Priority		2nd Priority		Full Refund to original FOP	
	Full refund to EMD		Back to FOP with penalty BND50			
	P-P	O&D	P-P	O&D	P-P	O&D
MEL	-	-	-	-	Yes	Yes
BNE	-	-	-	-	Yes	Yes
LON	-	-	-	-	Yes	Yes
Options (Point Of Origin)	1st Priority		2nd Priority		Full Refund to original FOP	
	Full refund to EMD		Back to FOP with penalty BND50			
	P-P	O&D	P-P	O&D	P-P	O&D
MEL	Yes	Yes	Yes	Yes	-	-
BNE	Yes	Yes	Yes	Yes	-	-
BWN	Yes	Yes	Yes	Yes	-	-

LON	Yes	Yes	Yes	Yes	-	-
DXB	Yes	Yes	Yes	Yes	-	-
JED	Yes	Yes	Yes	Yes	-	-
SIN	Yes	Yes	Yes	Yes	-	-
KUL	Yes	Yes	Yes	Yes	-	-
JKT	Yes	Yes	Yes	Yes	-	-
SUB	Yes	Yes	Yes	Yes	-	-
DPS	Yes	Yes	Yes	Yes	-	-
MNL	Yes	Yes	Yes	Yes	-	-
TYO	Yes	Yes	Yes	Yes	-	-
ICN	Yes	Yes	Yes	Yes	-	-
HKG	Yes	Yes	Yes	Yes	-	-
TPE	Yes	Yes	Yes	Yes	-	-
BKK	Yes	Yes	Yes	Yes	-	-
SGN	Yes	Yes	Yes	Yes	-	-
BKI	Yes	Yes	Yes	Yes	-	-

Refund RB Policy Waiver - FIT/GIT						
Half-utilized ticket						
Options (Point Of Origin)	1st Priority		2nd Priority		Full Refund to original FOP	
	Full refund to EMD		Back to FOP with penalty BND50			
	P-P	O&D	P-P	O&D	P-P	O&D
All Routes	Yes	Yes	-	-	Yes	Yes

Option 1 – Guest requesting Full refund convert to EMD

- Convert guest ticket to EMD – RSVT (Residual value for further transportation)
- Indicate in the EMD service remark – “RB COVID-19 WAIVER ORIGINAL TKT NO.672xxxxxxxxxx EMD VALID UP TO DDMMYY”
- **EMD(RSVT) validity is 2 years (760 days) from date of issuance.**
- Cancel active booking
- Ensure e-ticket status convert to “E – Exchange”
- Further guideline on issuing RSVT, please refer Annex 1 below.

Option 2 – Guest requests for refund to original FOP

- Collect a refund fee of BND50.00 to original form of payment
- Normal refund process applies for ticket issued by your own offices
- For ticket purchase from online or via www.flyroyalbrunei.com.bn , stations are required to email the following to ticketoffice.refund@rba.com.bn
 - a) The refund fee quoted to guest
 - b) PNR image
 - c) Ticket image (TWD)
 - d) EMD ancillaries image (EWD)
 - e) Fare rules
 - f) Payment screen shot from Worldpay MAI

With the availability of the above information in the email, it will help to speed up the refund verification by CSC HDQ



Annex 1 – EMD RSVT issuance

1. Retrieve the PNR or display the original ticket

Example below: Original ticket – BND411 amount to be full refund to EMD RSVT

TKT-6722423126977	RCI-	1A	LOC-W4QJER
OD-BWNBWN SI-	FCPI-F	POI-BWN	DOI-04MAR20 IOI-04392150
1.ADTONEL/ADTONEF	ADT	S I	
1 OBWN BI 421	R 23APR0915	OK RE1MBN	O 23MAY 30K
2 OSIN BI 422	R 03MAY1210	OK RE1MBN	O 23MAY 30K
BWN			
FARE F BND	325		
TOTALTAX BND	86		
TOTAL BND	411		
/FC BWN BI SIN114.00BI BWN Q7.23 114.00NUC235.23END ROE1.381518			
FE AMF1819/NONRRTE.TRSF/VALID BI ONLY/PENALTY APPLS			
FP CCAXXXXXXXXXXXXX4343/0527/A589215			
FOR TAX/FEE DETAILS USE TWD/TAX			

2. Insert residual value service element

Entry: IUBINN1RSVTBWNSIN/23APR-FULL RFND RB COVID-19 POLICY FOR FURTHER TRANSPORTATION ONLY/P1

--- TST TSM RLR ---			
RP/BWNBBI08AA/BWNBBI08AA	PI/RC	4MAR20/0733Z	W4QJER
BWNBBI08AA/0001AA/4MAR20			
1.ADTONEL/ADTONEF (ADT) (ID14MAR95)			
2 SVC BI HK1 RSVT BWNSIN 23APR-FULL RFND RB COVID-19 POLICY FOR FURTHER TRANSPORTATION ONLY			

3. Create TSM Mask & update TSM field

Create TSM Mask	Entry:
	TMC/ <u>L2</u>
Update TSM Field	
Fare	TMI/ <u>F411</u>
Coupon Remarks	TMI/ <u>M2</u> /CR- <u>RB COVID-19 WAIVER ORIGINAL TKT NO.6722423126977 EMD VALID UP TO 23APR21</u>
Form of Payment	TMI/ <u>M1</u> /FP- <u>MS6722423126977</u>
Coupon Value	TMI/ <u>M1</u> /CV- <u>411</u>



CUSTOMER SERVICE NOTICE
CSN010/20 -Appendix A
Date: 7th October 2020

EMD validity | TMI/M1/NA-23APR21

TSM 1 TYPE P BWNBI0980 WI/03APR 11 EMD-S CARR BI
 1.ADTONEL/ADTONEF (ADT)
 RFIC-D/A FINANCIAL IMPACT
 1. RFISC-B07 RESIDUAL VALUE FOR FUTURE AIR TRANSPORTATION L 2
 OPERATING CC-BI CPN VALUE-411 ORIGIN-BWN DEST-SIN
 SERVICE REMARKS-RB COVID-19 WAIVER ORIGINAL TKT NO.6722423126977 EMD VAL
ID UP TO 23APR21
NVA-23APR21
 NON REFUNDABLE
 NON INTERLINEABLE
 ADD INF/RKS:
 FARE F BND 411
 EXCH VAL BND 411
 TOTAL BND 411
FP MS6722423126977

4. Issue EMD
Entry: TTM/M2/RT

EMD-6724550023115 TYPE-S SYS-1A LOC-W4QJER
 INT- FCI-1 1 POI-BWN DOI-03APR20 IOI-04390271
 PAX- ADTONEL/ADTONEF ADT
 RFIC-D FINANCIAL IMPACT
 REMARKS-
 CPN-1 RFISC-B07 BI BWNSIN S-O VALUE-411
 DESCRIPTION-RESIDUAL VALUE FOR FUTURE AIR TRANSPORTATION
 NON-REFUNDABLE
 NON-INTERLINEABLE
 PRESENT TO-
 PRESENT AT-
 SERVICE REMARKS-RB COVID-19 WAIVER ORIGINAL TKT NO.6722423126977 EMD VALID UP
 TO 23APR21
 FARE F BND 411
 EXCH VAL BND 411 RFND VAL
 TAX-
 TOTAL BND 411
 /FC
 FP MSXXXXXXXXXX6977
 FOID-
 NON-ENDORSABLE