



CUSTOMER SERVICE NOTICE

Reference: CSN/010/2020

Date: 7th October 2020

To: All Customer Service Sales offices

COVID-19 – Waiver Notice 2020 (Update v1.16)

****This CSN supersedes previous CSN010-20(V1.15) COVID-19 Waiver Notice 2020****

1.0 Purpose

1.1 This notice is in reference to current COVID-19 situation where flexible policies have been considered for RB guests who are ticketed to fly on RB destinations but have to defer the travel or refund the ticket.

2.0 Background

2.1 Due to uncertainty surrounding the COVID-19 situation, RB has temporarily waived fees for reissuance or refund of ticket

3.0 Implementation

3.1 Reissuance or refund fee shall be waived for tickets issued on BI 672 document for both FIT or GIT booking

3.2 Reissuance or refund fee shall be waived for EMD issued on BI 672 document, applicable only for RB Upgrades, Chargeable Seat, Prepaid Baggage and group deposit payment.

4.0 Condition

4.1 Waiver applies to bookings originally booked for travel up to 28th March 2021.

4.2 Non-refundable ticket shall be treated as 'flexible'.

4.3 Remarks field of PNR must be updated with '**OSI BI COVID-19 WAIVER**'

4.4 Waiver is applicable for both 'Point to Point' and 'Origin & Destination' destinations.

4.5 Waiver applies for both FIT and GIT

5.0 For Re-route or date change

5.1 Applicable to all RB destinations

5.2 New travel date can be defer up to 2 years (760 days) from the original date of issuance

5.3 Fee waived for change(s) for original travel up to **28th March 2021**

5.4 Fare difference applies (if applicable)

6.0 Refund

6.1 There are 2 options for refund :

Option (a) - Refund to EMD – RSVT (priority)

Option (b) - Refund back to FOP

6.2 For refund option (a) **Refund to EMD – RSVT**

- Applicable for all RB destinations
- EMD validity is 2 years (760 days) from original date of issuance of ticket
- Refund of ticket + RB ancillaries to be combined into one (1) EMD
- EMD-RSVT can be used for purchased of future travelling tickets on any RB destinations and/or any RB ancillaries.

6.3 For refund option (b) **Refund back to original FOP**

- For 'fully' un-utilized ticket, a refund fee of BND50.00 applies **except** for tickets:

The refund fee is not applicable if the tickets are issued for:

- i. **Travel** to/from TWU, KCH, SDK, SBW, BTU, PVG and BJS
- ii. **Purchased** from MEL, BNE and **LON**.

- For 'half' utilized ticket, full refund is permitted without a refund fee. Note that this is valid for all RB destinations. Also note that the calculation of refund will be based on NUC.

6.4 'Flexible infant tickets' will incur a cancellation fee as per ticket condition. A non-refundable infant ticket will incur the BND 50 refund fee under this waiver program.



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7.0 Royal Skies

7.1 Existing loyalty levels will remain until 31st January 2022

7.2 Any Royal Skies miles expiring up to and including will now expire on the fixed date of 31st March 2021

7.3 For further enquiries on Royal Skies issues, kindly contact Royal Skies directly. This will be communicated directly by Royal Skies to their members directly in the coming weeks.

8.0 Other Conditions

8.1 No-show passengers are not eligible for the waiver

8.2 Royal Brunei Airlines will not be liable for any third (3rd) party costs/penalties, such as hotel or other ground operator's fees.

9.0 Attachment

9.1 Refer attached Appendix A for guideline on the waiver inclusive the refund policy waiver summary

This notice shall be valid for the period, until the instruction is reviewed or superseded by new updates of rules and regulations issued by respective authority or the department by means of an email, circular, memo or letter.

END OF NOTICE

Issued by Training & Standard Procedure – Commercial Systems & Support