

Date: 28th May 2020

To All Travel Agents Dubai & NE

FLIGHT RESTRICTIONS DUE TO CORONAVIRUS COVID-19

In accordance with the directive from National Emergency Crisis and Disaster Management Authority **NCEMA** and the General Civil Aviation Authority – **GCAA UAE**, all passenger flights to and from the UAE including Inbound, Outbound and transit will be suspended for two weeks as precautionary measures to limit the spread of COVID-19.

Below is the guideline to be followed for passengers holding confirm tickets for travel from 01st April 2020 till 15th June 20 whose Itinerary/Route/Flight/Date are affected.

1) Revalidation/Reissue:

For the entire itinerary, one time change FOC free of cost within one transaction is allowed for travel ON/AFTER 16th Jun 2020 - ON/BEFORE 30th June 2020. Rebooking allowed in same RBD/CITY pair according to the ticket validity as follow:

- Reissue entire ticket using all coupons of the original ticket.
- Reissue tickets as NOADC involuntary.
- At the time of reissue mention in Endorsement as follow:
“INVOL REROUTE VALID MS ONLY DUE TO UAE AIRPORT CLOSER”
- Original Fare calculation, Fare basis and Baggage allowance remain same find below example:

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1. TEST/TEST MR
1  DXB MS  911 S 20JUN 0520 OK  TU6RI77          20JUN 1PC
2  X CAI MS  875 S 20JUN 0815 OK  TU6RI77          20JUN 1PC
3  O LOS MS  876 S 30JUN 1410 OK  TU6RI77          30JUN 1PC
4  X CAI MS  910 S 30JUN 2245 OK  TU6RI77          30JUN 1PC
    DXB
FARE  R AED          80
TX001 O AED          320-YQ    TX002 O AED          660-YR    TX003 O AED          75-AE
TX004 O AED           5-TP    TX005 O AED          10-ZR    TX006 O AED          35-F6
TX007 O AED          20-EQ    TX008 O AED          190-QT    TX009 O AED          80-TE
TX010 O AED          20-O2
TOTAL  AED           0
GRAND TOTAL AED          0
I-24APR20DXB MS X/CAI MS LOS10.89MS X/CAI MS DXB10.89NUC21.78END ROE3.67275
13. FE  INVOL REROUTE VALID MS ONLY DUE UAE AIRPORT CLOSER
14. FO  077-1234567891DXB03FEB20/86200000/077-1234567891E1*I
15. FP  O/MS
16. FV  MS
    
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In case passenger wants to change their booking to any date after 01st July 20 Change reservation fees waived any difference in fares or taxes to be collected. At the time of reissue kindly mention in endorsement “First date change free due to COVID-19”.

2) Cancellation:

- Totally unused tickets cancellation charges waived. Agents can process refund through **BSP Link “RA (REFUND APPLICATION)”**. At the time of processing refund mention in remark **“RFND NOADC FLT MS911/01APR CXLD “**.
- Partially used tickets Cancellation charges waive kindly deduct one way used fares and taxes.

This Policy is valid until further notice.

Please be guide and act accordingly...

Kind Regards,

Mr. Amr Abbas
District Manager Dubai