

HANDLING GUIDELINES ON AFFECTED PASSENGERS DUE TO TEMPORARY SUSPENSION OF KSA FLIGHTS

The Kingdom of Saudi Arabia announced temporary suspension of all international commercial flights and suspend entry to the Kingdom for **a week period**. The extension is subject for review in light of the development of Covid-19. This is with reference to GACA Circular (4/6346).

Providing the following guidelines in handling passengers with confirmed bookings affected from 21 December 2020 (for a period of one week):

1. Rebook the passenger on the same cabin using the same RBD/BCC as reflected on the ticket without fare collection and penalties waived within thirty (30) days from the original flight date provided selected date is within the period of validity of the ticket (or within 30 days from the date of expiry). If unable to confirm on the same BCC, please email dalpo request to PAL Area Head or representative.
2. Passengers who opted to refund their tickets whether on restricted or unrestricted fare shall be allowed full refund of the unused value. Waive penalties except for ticketing service fee.
3. Electronic Miscellaneous Documents (EMD) that are issued for ancillaries such as CESS, FESS and prepaid baggage may also be refunded.
4. Rerouting shall be allowed within thirty (30) days of the same class of service with waiver of penalties, collect additional fare difference and taxes if applicable.
5. Convert the full unused value of the refundable or nonrefundable ticket into EMD. For EMD issuance, refer to PR Contact Center or available PR ticket offices. Refer to existing guidelines released for conversion.

Annotate the Endorsement/Restriction field of the new ticket with- "INVOL KSA CXL PR (flight no.)/(flight date) XLD".

Thank you.