

SPECIAL CLIENT BULLETIN v.6

Bookings affected by Iran conflict.

19 March 2026

Dear Partner,

Given the concern of travellers whose plans are affected by the disruption of flights to/from or transiting Gulf States, you may be receiving requests to amend or cancel bookings for travellers.

Please be assured that WebBeds' main concern is the safety and peace-of-mind of your guests. Our staff are monitoring impacted reservations and will work with you to assist wherever we can.

In the interests of our travellers and partners, cancellation and amendment charges will be waived for the following travel period (this will include non-refundable rates); where the booking is due to check-in: between 28 February 2026 to 13 April 2026 (dates inclusive):

- Bookings departing from Bahrain, Iraq, Israel, Kuwait, Lebanon, Oman, Qatar, UAE, Saudi Arabia to any destination
- Bookings arriving in Bahrain, Iraq, Israel, Kuwait, Lebanon, Oman, Qatar, UAE, Saudi Arabia from any destination
- Bookings from any origin destination whose flights connect through affected airport/airspace closure in Bahrain, Iraq, Israel, Kuwait, Lebanon, Oman, Qatar, UAE, Saudi Arabia to any onward final destination

It is important to note that WebBeds will not be proactively cancelling any bookings. It is the Client's responsibility to cancel any bookings, as soon as possible before arrival, otherwise the Client will be liable to pay any fees or charges relating to the booking.

Please rest assured we will do our best to support you for all bookings, including those where travellers are in-house and need to return home early.

- Unless advised otherwise, bookings should be cancelled via the booking platform and method in which they were made (e.g. our brand websites, or client API as appropriate).
- This applies to eligible bookings made with any WebBeds booking system

- If you or your clients have cancelled directly with the travel supplier, please inform your local Customer Service team, and provide them with the cancellation number received from the supplier.

We will continue to monitor the situation and may review our policy as the necessary in the future. Our top priority remains the health and safety of all WebBeds employees, partners, suppliers and customers.

If you have any questions relating to this, please do not hesitate to contact your WebBeds point of contact.

The WebBeds Team

WebBeds

This is a WebBeds Communication

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