

Subject: Revised GF ticketing procedures for passengers impacted by the closure of Bahrain airspace.

This bulletin cancels and supersedes Tariff Bulletin No.1235 in its entirety

The following procedures shall apply to GF passengers holding tickets issued on or before **11 March 2026** and scheduled to depart between **28 February and 15 April 2026**:

Rebooking Policy: (applicable to tickets held for departures between 28 February 2026 and **15 April 2026**):

- Passengers may rebook their journey to an alternative travel date with all penalties and service charges waived. Any difference in fare will not apply.
- Rebooking and the new departure must take place no later than **30 June 2026**. Rebooking is permitted in the lowest available booking class within the same cabin.

Passengers may also retain their ticket without confirming a new travel date immediately. Existing bookings will be cancelled; however, the ticket value will remain unchanged and may be used for travel up to and including **31 December 2026**, subject to an extended ticket validity of up to **18 months from the original ticket issuance date**, irrespective of original ticket validity. **Applicable fare and tax differences apply; rebooking fees will be waived.**

Flights departing after **15 April** are eligible for **rebooking free of charge** in the event of cancellation, regardless of ticketing issuance date and the new travel date must be on or **before 30JUN**

In case of **flight cancellation**, passengers with travel **from/to Bahrain or Dammam** may be rebooked on GF flights via DMM for the same origin and destination

Refund Policy: (applicable to tickets held for departures between 28February 2026 and **15 April 2026**):

Passengers with tickets departing after 15 APR will be subject to the standard refund rules.

- Unused Tickets: Passengers are entitled for Full refund to the original form of payment (refund fees do not apply).
- Partly Used Tickets: The actual paid fare (NUC) and taxes for the sectors used will be deducted, and the remaining balance will be refunded to the original form of payment. (Refund fees do not apply).

Flights departing after **15 April** are eligible for a **full refund if cancelled**, **regardless of ticketing issuance date.**

Tickets must be processed as per normal procedures and ensuring the following OSI remark is added to the booking:

OSI GF AUTHORISED REISSUE/REFUND DUE TO CLOSURE OF BAHRAIN AIRSPACE

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