This is an update for bulletin # 201407201 issued on 20 JUL 2014 regarding involuntary refund procedures.

Involuntary refund:-

A refund for Tickets or EMDs partially used or unused due to certain reasons caused by SAUDIA or its operational circumstances or due to passenger exceptional cases without collecting any fees or charges under these conditions:

- Flight cancellation.
- Failure to operate a flight according to schedule.
- Failure to stop at the passenger’s destination or the stopover.
- Failure to provide previously confirmed seat.
- Failure to board a passenger on a connecting flight. On which his booking is confirmed.
- Bad weather.
- Change in the departure time (Delay or advance departure).
- Passenger exceptional cases as will be listed in this Bulletin below.

Travel Service Providers is then authorized to refund full fare in addition to all taxes as well as non-refundable taxes such as security taxes E3, or reissue / rebook ticket with no extra charge on involuntary or exceptional cases, which in conformity with (IATA) regulations, this procedure is applied in all type of tickets including Non-Refundable or Non-Changeable tickets.

Please take into consideration:

Conditions of aviation regulations as per the Consumer Protection Regulations.

If you have any questions or comments on this Bulletin, please contact:
gdssupport@saudiaw.com

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### Exceptional cases:

#### Death:

Death of the passenger or an immediate family member. As per IATA definition (immediate family) are husband, wife, children (including adopted children), parent, brother, sister, grandparent, grandchild, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law.

#### Documents required in cases of death:

- Certified copy of Death Certificate of the passenger or one of his immediate families.
- Certificate of Power of Attorney (Under Legal certificate in KSA) or other Legal certification to confirm eligibility to obtain refund.

#### Procedures in cases of death:

- Refund full fare or reissue a ticket for one of the direct beneficiaries (without fees).
- Attach all documents related to the sales report.
- All relevant documents will be retained in the Travel Service Provider’s office, in order to be reviewed later in event of any queries.

#### Pathological cases:

Serious diseases with emergency medical conditions. Illness of the passenger or an immediate family member. As per IATA definition (immediate family) are husband, wife, children (including adopted children), parent, brother, sister, grandparent, grandchild, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law.

#### Documents required in cases of illness:

- Certified copy of Health Certificate of the passenger or one of his immediate families.
- Certificate of Power of Attorney (Under Legal certificate in KSA) or other Legal certification to confirm eligibility to obtain refund.

#### Procedures in cases of illness:

- Reissue a ticket or refund full fare for one of the direct beneficiaries (without fees).
- Attach all documents related to the sales report.
- All relevant documents will be retained in the Travel Service Provider’s office, in order to be reviewed later in event of any queries.

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Page 2 of 4
### Documents required in cases of illness:

- Medical Report from medical practitioner certifying inability to travel due to serious medical condition.
- Medical Report should be issued from a governmental hospital or private hospital and certified by Health Affairs.

### Procedures in cases of illness:

- Refund, reissue or re-booking of the ticket is made according to the original payment method (without fees).
- Attach all documents related to the sales report.
- All relevant documents will be retained in the Travel Service Provider’s office, in order to be reviewed later in event of any queries.

#### Judicial, criminal judgments and Stealing travel documents:

As a result of the passenger being subjected to a judicial or criminal judgment or in case of the passenger was exposed to theft.

### Documents required in case of Judicial, criminal judgments and Stealing travel documents:

- A certified copy of the judgment.
- A certified copy of the security authority report.

### Procedure in cases of Judicial, criminal judgments and Stealing travel documents:

- Refund, reissue or re-booking of the ticket is made according to the original payment method (without fees).
- Attach all documents related to the sales report.
- All relevant documents will be retained in the Travel Service Provider’s office, in order to be reviewed later in event of any queries.

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Important points

- In case that other cases were found which were not mentioned in this bulletin, an authorization request must be sent to the following email: gdssupport@saudia.com
- In the case of an exception was issued to an exceptional case and the passenger requested reissuing the ticket with additional charges, Passenger must pay the fare difference.
- In the case of exceptions to some stations due to majeure force (bad weather, strikes,...) Passenger must pay any non-refundable taxes
- In case of involuntary refund for partial used ticket, The NUC and applicable taxes will be deducted only from the line used and the remaining amount will be refunded.

Example:—
Passenger bought a round trip ticket (AMM – JED – AMM) on V/C class, first sector was used and then SAUDIA canceled the return flight. If passenger requests a refund, the NUC value for sector (AMM – JED) will be deducted and remaining amount in addition to non-refundable taxes will be refunded with no fee.

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