Sales Procedures for Travel Agencies

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
<th>Effective date</th>
</tr>
</thead>
<tbody>
<tr>
<td>03 MAR 2020</td>
<td>202003031</td>
<td>IMMEDIATELY</td>
</tr>
</tbody>
</table>

**Affected bulletin**

202002251 \ 20200221 202002271 \ 202003011

**VP Sales**

Approved By

**Introduction:**

SAUDIA decided to waive all tickets, and EMDs restrictions for flights departing From|To (Kingdom of Saudi Arabia) and apply the below procedure.

**Procedures**

1. **Effective date**: Confirmed tickets, Starting from 26 FEB 2020

2. **End of application**: 31 Mar 2020

3. **Waiving period**: Action from effective waiving application date till the end of the last stop waiving date.

4. **Applicable to**: Flight From|To or Connecting via KSA

<table>
<thead>
<tr>
<th>Entitled categories</th>
<th>Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td>1- All passengers with Umrah visa.</td>
<td>1- جميع المسافرين بتأشيرة علاقة.</td>
</tr>
<tr>
<td>2- All passengers with tourist visa.</td>
<td>2- جميع المسافرين بتأشيرة سياحية.</td>
</tr>
<tr>
<td>3- Passengers holding confirmed tickets to or from the following countries, or who have visited those countries within the last 14 days. (People’s Republic of China, Taiwan, Hong Kong, Iran, Italy, Korea Republic, Macao, Japan, Thailand, Malaysia, Indonesia, Pakistan, Afghanistan, Iraq, Philippines, Singapore, India, Lebanon, Syria, Yemen, Azerbaijan, Kazakhstan, Uzbekistan, Somalia, Vietnam).</td>
<td>3- المسافرين الذين لديهم حجوزات مؤكدة أو الذين زاروا احدى الدول التالية خلال 14 يومًا.</td>
</tr>
<tr>
<td>4- Saudi and GCC nationals traveling with national ID cards from/to GCC countries (unless currently returning to their country of residence).</td>
<td>4- المسافرين بالهوية الوطنية للمواطنين السعوديين</td>
</tr>
</tbody>
</table>

**Affected bulletin**: Transactions for travel agencies.

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# Sales Procedures for Travel Agencies

## After sales services

- ☑ Changing the starting point or final destination to the nearest destination in the same area without fees or fare difference for one time only.
- ☑ Reroute to any other station (as requested by the guest) without fees and for one time only with the fare difference, if any.
- ☑ Refund without fees
- ☑ Refund/revalidation for ancillary service EMD without fees example: (extra baggage, seat selection...etc.) for one time only.

### Groups:

- ☑ Not accepting any new Umrah request up to April 15, 2020.
- ☑ Refund without fees (TKTS or EMDs) for all groups up to April 15, 2020.

### NOTE

- ☑ The reissue will be by using FXI INVOLUNTARY to the same class of service named on the original ticket.

## Groups:

### ملاحظات:

 سوف يتم إعادة الإصدار باستخدام الإدخال للتأخير FXI الإلزامي بحيث يتم إعادة الإصدار لنفس درجة الخدمة الأساسية بالتنكشيرة الأساسية.

### توجهات:

 تعتبر هذه النشرة ملزمة التطبيق، ويمكن منعاً باتاً نشرها أو تداولها خارج إطار وكالات السفر والسياحة.

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If you have any questions or comments on this Bulletin, please contact SAUDIA manager in your area.

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