## Sales Procedures for Travel Agencies

### Update: Waiving for all domestic flights

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
<th>Effective date</th>
<th>Affected bulletin</th>
</tr>
</thead>
<tbody>
<tr>
<td>08 MAR 2020</td>
<td>202003081</td>
<td>IMMEDIATELY</td>
<td>202003051</td>
</tr>
</tbody>
</table>

### Procedural Information:

**Introduction:**

SAUDIA decided to waive all tickets, and EMDs restrictions for domestic flights and apply the below procedure.

**Procedures:**

<table>
<thead>
<tr>
<th>Effective Date</th>
<th>Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>IMMEDIATELY</td>
<td>All domestic flight tickets issued (On\Before) 04 Mar 2020 with confirmed bookings commencing for travel from 04 Mar 2020 to 15 April 2020 only.</td>
</tr>
</tbody>
</table>

**After sales services**

- Check if the new travel date is different from the old one and if the fare difference is within the allowed limits.
- Change the ticket date only.
- Do not change the fare difference.
- No fee for the new travel date.

**Explanatory table**

<table>
<thead>
<tr>
<th>Sales</th>
<th>Travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>On/Before 04 MAR 2020</td>
<td>From 04 Mar TO 15th APR 2020</td>
</tr>
</tbody>
</table>

**Note:**

It’s allowed to change the date of travel during the above specified period without any restrictions to the new travel date.

**Refunds:**

- Refund ticket without fees (except for non-refundable taxes and airline fees).
- (Revalidation/ Reissue /No-show/Go-show) without fees or fare difference for one time only. And collecting charges manually for any further transaction.
- Refund/revalidation all ancillary service EMD without fees example: (extra baggage, seat selection...etc.) for one time only.

**Services: After Sales Services**

- Refund/revalidation all ancillary service EMD without fees example: (extra baggage, seat selection...etc.) for one time only.

**Maintenance:**

- All maintenance is done on a first-come, first-served basis.
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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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**Date:**

08 MAR 2020

**Reference:**

202003081

**Effective date:**

IMMEDIATELY

**Affected bulletin:**

202003051
### Groups:

- ☑️ Refund without fees (TKTS or EMDs) for all groups up to April 15, 2020.
- ☑️ Reroute to any other station (as requested by the guest) without fees and for one time only with collecting the fare difference if any up to the end of 15 APR 2020.
- ☑️ (Revalidation/ Reissue) without fees for one time only up to the end of 15 APR 2020.

**NOTE:** The reissue will be by using FXI INVOLUNTARY to the same class of service named on the original ticket.

### المجموعات:

- استرداد بدون رسوم للتنازلات أو القسيمة لجميع حجوزات المجموعات ودالعまで إلى نهاية تاريخ 15 أبريل 2020.
- تغيير خط السير إلى أي محطة أخرى (إذا طلب السائح) بدون رسوم ولمرة واحدة فقط مع استحصال فرق السعر إن وجد ودالع إلى نهاية تاريخ 15 أبريل 2020.

**ملاحظة:** يتم إعادة الإصدار باستخدام الإدخال للتحديث الإجباري FXI بحيث يتم إعادة الإصدار بنفس درجة الخدمة بالتنازلات الأساسية.