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, and collecting charges manually for any further transaction
- Reroute to any other station (as requested by the guest) without fees and for one time only, and collecting charges manually for any further transaction
- Refund ticket without fees (except for E3 security fees, 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

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

<table>
<thead>
<tr>
<th>Effective date</th>
<th>Immediately</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waiving period</td>
<td>All international flight tickets issued (On/Before) 31 Mar 2020 for individual passengers with confirmed bookings commencing for travel (On/Before) 15 April 2020 only.</td>
</tr>
</tbody>
</table>

Explanatory table

<table>
<thead>
<tr>
<th>Category</th>
<th>الافراد المسافرون على الرحلات الدولية فقط</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales</td>
<td>From 31st MAR 2020</td>
</tr>
<tr>
<td>Travel</td>
<td>From 15th APR 2020</td>
</tr>
</tbody>
</table>

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

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Sales Procedures for Travel Agencies

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

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

**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.
- 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

**Certificate of medical examination (PCR):**
- It is allowed to Revalidate – Reissue – no show –GO show ) without fees repeatedly for all cases emanating from countries required to issue (PCR) certificate for passengers departing from or through.

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

Mلاحظة: يسمح بتغيير مواعيد السفر خلال الفترة المحددة اعلاه دون قيود للمواعيد الجديدة للسفر.

المجموعات:
- عدم قبول أي طلب لحجوزات مجموعات العمران وذللك إلى نهاية تاريخ 15 أبريل 2020.
- استرداد بدون رسوم للحجزات أو الفسائل لجميع حجوزات المجموعات وذللك إلى نهاية تاريخ 15 أبريل 2020 م.
- تغيير خط السفر إلى أي محطة أخرى (حسب طلب الصيف) بدون رسوم واحدة فقط مع استعمال فرق السعر إن وجد وذللك إلى نهاية تاريخ 15 أبريل 2020 م.
- (إعادة الحجز - إعادة الإصدار ) بدون رسوم مرة واحدة فقط وذللك إلى نهاية تاريخ 15 أبريل 2020 م.

الإجراءات Jaghajoora:
- سوف يتم إصدار الإدخال باستخدام الإدراكي للسائحين الجنسيات المحملة لشهادة مخبرية (PCR) بحيث يتم إصدار الإدخال بنفس درجة الخدمة الأساسية بالندوبية الأساسية.

**Certificate of medical examination (PCR):**
- It is allowed to Revalidate – Reissue – no show –GO show ) without fees repeatedly for all cases emanating from countries required to issue (PCR) certificate for passengers departing from or through.

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