**Introduction:**
SAUDIA decided to waive all tickets, and EMDs restrictions for flights departing from/to (Kingdom of Saudi Arabia) and apply the below procedure.

**Update**
General waiving for all international flights departing From/to kingdom of Saudi Arabia

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
<th>Effective date</th>
<th>Affected bulletin</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 MAR 2020</td>
<td>202003111</td>
<td>IMMEDIATELY</td>
<td>202003031 \ 202002251 \ 20200221 \ 202002271 \ 202003011 \ 202003041 \ 202003082</td>
</tr>
</tbody>
</table>

**Procedures**

<table>
<thead>
<tr>
<th>Effective date</th>
<th>Waiving period</th>
<th>Procedures</th>
<th>Applicable to</th>
</tr>
</thead>
</table>
| Immediately    | 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. | - Cancel booking with the option to keep the passenger Ticket/EMD as credit valid to be used in the same route and class of service without any restrictions to the new date of travel and without collecting fees or fare difference for one time only.  
- 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 with the fare difference, if any and collecting charges manually for any further transaction  
- Refund ticket without fees (except for E3 If you have any questions or comments on this Bulletin, please contact SAUDIA manager in your area) | All international Flights From/to or Connecting via KSA |

**Explanatory table**

<table>
<thead>
<tr>
<th>Category</th>
<th>Sales</th>
<th>Travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales</td>
<td>On/before 31st MAR 2020</td>
<td>From 15 APR 2020</td>
</tr>
</tbody>
</table>

**Applicable procedures**

- For all international flights departing from/to Kingdom of Saudi Arabia, Saudi Arabia restriction (On/before 31 Mar 2020) may not be published under any circumstances or traded outside the network of travel agencies.

**Conclusion:**

For more information, please contact SAUDIA Manager in your area.
Sales Procedures for Travel Agencies

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.

☐ 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.

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

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

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**NOTE**

**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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