Sales Procedures for Travel Agencies

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

This bulletin is for private internal distribution only and may not be published under any circumstances or traded outside the network of travel agencies.

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

Table:

**Effective date** | **Procedures**
---|---
Immediately | Waiving for all domestic flights

**Effective date**

<table>
<thead>
<tr>
<th>Date</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 MAR 2020</td>
<td>202003112</td>
</tr>
</tbody>
</table>

**Affected bulletin**

| 202003051/202003081 |

**Explanatory table**

<table>
<thead>
<tr>
<th>Sales</th>
<th>Travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>On/Before 04 MAR2020</td>
<td>From 04 Mar TO 15th APR2020</td>
</tr>
</tbody>
</table>

**After sales services**

- **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.
- **Reroute** to any other station (as requested by the guest) without fees and for one time only with the fare difference, if any in addition to add value (VAT) fees.
- **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.

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

This bulletin is for private internal distribution only and may not be published under any circumstances or traded outside the network of travel agencies.
| Note: | It’s allowed to change the date of travel during the above specified period without any restrictions to the new travel date.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.

**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.