### Sales Procedures for Travel Agencies

**Update** General waiver for all international flights departing From\To kingdom of Saudi Arabia

<table>
<thead>
<tr>
<th>Date</th>
<th>Effective date / Reference</th>
<th>Affected bulletin / Effective date</th>
</tr>
</thead>
<tbody>
<tr>
<td>29 MAR2020</td>
<td>202003291 IMMEDIATELY</td>
<td>202003311 \ 202002251 \ 20200221 \ 202002271 \ 202003011 \ 202003041 \ 202003082 \ 202003111</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Procedures</th>
<th>إجراءات</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Effective date</strong></td>
<td>بداية التطبيق</td>
</tr>
<tr>
<td>Immediately</td>
<td></td>
</tr>
<tr>
<td><strong>Waiving period</strong></td>
<td>فترة التطبيق</td>
</tr>
<tr>
<td>All international flight tickets with confirmed bookings for future travel.</td>
<td></td>
</tr>
<tr>
<td><strong>Applicable to</strong></td>
<td>مجال التطبيق</td>
</tr>
<tr>
<td>All international Flights From\To or Connecting via KSA</td>
<td></td>
</tr>
</tbody>
</table>

- **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 (The ticket is valid for one year considered only from the commencement of the specified date of travel ticket).**
- **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 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/ Re-associate all ancillary service EMD without fees example: (extra baggage, seat selection...etc.) for one time only.**

**After sales services**

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

---

**If you have any questions or comments on this Bulletin, please contact:**

SAUDIA manager in your area
### Umrah Groups:

- Not accepting any new Umrah request up to end of MAY 2020.
- Refund without fees (TKTS or EMDs) for all groups up to end of MAY 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 end of MAY 2020.
- (Revalidation/ Reissue) without fees for one time only up to end of MAY 2020.
- EMD Deposit for Umrah can be used for HAJJ PNRs and if not matching the value needs in HAJJ they can add more value on another EMD.
- terms and condition for acceptance or rejection Umrah requests will be subject to change according to the situations

### Other Group:

- Not accepting any new Group 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.
### Sales Procedures for Travel Agencies

<table>
<thead>
<tr>
<th>NOTE</th>
<th></th>
</tr>
</thead>
</table>
| ☑ The reissue will be by using FXI INVOLUNTARY to the same class of service named on the original ticket | ☑ سوف يتم إعادة الصدارا باستخدام FXI خالل الاجمالي للاستمرار F-X-I بحث يتم إعادة الصدارا بنفس النوع من الأساسي إلى النطاق الأساسي.
| Certificate of medical examination (PCR) :- | ملاحظات
| 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. | متطلبات الشهادة المخبرية (PCR) :-

- يسمح إعادة الحجز - إعادة الصدارا - التخلص عن السفر - GO - بدون رسوم لأعدهن من مرة لجعل إعالة التخلص أو GO - Show من أي دولة يلزم تعرير شهادة مخبر (PCR) للسافرين منها أو من خلالها.

---

**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.