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 / Immediately</th>
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<tbody>
<tr>
<td>14 APR 2020</td>
<td>202004141</td>
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</tr>
</tbody>
</table>

Affected bulletin / التشريط المتأثرة / التغطية:
202003242 | 202003031 | 202003251 |
20200221 | 202002271 |
202003293 | 202003011 | 202003041 | 202003082 | 202003111 |

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

1. **Waiving period**: All international flight tickets with confirmed bookings for future travel.

2. **Effective date**: Immediately

3. **Applicable to**: All international Flights From/To or Connecting via KSA

**Procedures**

- **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 (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.

For future travel

- **Effective date**: Immediately

- **Applicable to**:

  - All international flights departing from/to the Kingdom of Saudi Arabia

**Procedures**

- **Cancellation or change of flight**:

  - 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).
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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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ملاحظة: يسمح بتغيير مواعيد السفر خلال الفترة المحددة.

المجموعات:

مجموعات العمرة:
- عدم قبول أي طلب حجوزات مجموعات العمرة والدندان إلى نهاية شهر مايو 2020.
- استرداد دون رسوم للدندان أو الفصل جميع حجوزات مجموعات العمرة والدندان إلى نهاية شهر مايو 2020.
- تغيير خط السير إلى أي محلة أخرى (حسب طلب الضيف) بدون رسوم وثيقة واحدة فقط مع استئصال فرق السفر إن وجد لجميع الحجوزات لجموعات العمرة إلى نهاية شهر مايو 2020م.
- (... إعداد الحجز - إعداد الصرف) بدون رسوم وثيقة واحدة فقط والدندان إلى نهايةشهر مايو 2020م.
- بالإضافة إلى ذلك يتم استخدام قيمة القيمة المالي EMD للحجزات للحجزات HAJJ إذا كان إعادة قياسية أخرى بالفترة الإضافية.
- تتخذ شروط طيبر أو رفض طلبات العمرة للغير وفقًا للمستخدمات والأوضاع التشريعية.

المجموعات الأخرى:
- عدم قبول أي طلب حجوزات المجموعات والدندان إلى نهاية شهر مايو 2020م.
- استرداد بدون رسوم للدندان أو الفصل جميع حجوزات المجموعات والدندان إلى نهاية شهر مايو 2020م.
- تغيير خط السير إلى أي محلة أخرى (حسب طلب الضيف) بدون رسوم وثيقة واحدة فقط مع استئصال فرق السفر إن وجد والدندان إلى نهاية شهر مايو 2020م.
- (... إعداد الحجز - إعداد الصرف) بدون رسوم وثيقة واحدة فقط والدندان إلى نهاية شهر مايو 2020م.

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

Groups

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 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.
<table>
<thead>
<tr>
<th>NOTE</th>
<th>Mohammed</th>
<th>ملاحظات</th>
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<tbody>
<tr>
<td>☑️ The reissue will be by using FXI INVOLUNTARY to the same class of service named on the original ticket.</td>
<td>☑️ سوف يتم إعادة الإصدار بخيار خاص في خدمة متجددة على نفس المستوى من الخدمة الذي ورد على التذكرة الأصلية.</td>
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<tr>
<td>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.</td>
<td>متطلبات الشهادة المخبرية (PCR) - يسمح بإعادة الحجوز - إعادة الإصدار - التخلي عن السفر - GO - Show بدون رسوم لعفرين من دول مطلوبة لإصدار شهادة مخبرية (PCR) للمسافرين من أو عبرها.</td>
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