

ROYAL BRUNEI

Doc :ML / RA / 2018 / 001

To: ALL TRAVEL AGENTS

REEND POLICY ON EXPIRED 672 RB DOCUMENTS

This memo will super cede the memo dated 27Dec2013 (REF : ML / RA / 2013 / 17) on refund of expired full published fare tickets . In view of RB accounting procedures , RB would like to impose the following policies for all 672 (RB) documents

FULL IATA PUBLISHED FARE TICKETS

****RB will on process refund on fully unutilized full publishedfare ticket up to 12months from the date of issued (DOI)**

****RB will only process refund on partial unutilized full published fare ticket up to12 months from the date of commencement (DOC) of the 1st outbound sector of the ticket**

****Refund will NOT be entertained after twelve (12) months from the date of issued (DOI) for fully unutilized ticket and (12) months from the date of commencementof the I outbound sector for partial unutilizedticket**
In the event of re-issuance of tickets , the new reissued date applies to determine the refund validity period.

MARKET/ PROMO / GDS FARE TICKETS

****RB will onM process refund on fully unutilized ticketupto12 months from the date of issued (DOI)**

****RB will only process refund on partial unutilized ticket up to 12 months from the date of commencement (DOC) of the 1st outbound sector of the ticket**

****Refund will NOT be entertained after twelve (12) months from the date of issued (DOI) for fully unutilized ticket and (12) months from the date of commencement of the 1st outbound sector for partial unutilized ticket**

**** In the event of re-issuance of tickets , the new reissued date applies to determine**

the refund validity period

**Condition of refunds applied based on the respective fares conditions and refund admin feemayapply.