

**Subject: GF Ticketing Procedures for Disrupted Flights to/from London-LHR**

Effective immediately the following procedures are to be applied to GF passengers affected by the disruption of GF flights to/from London (LHR), (due to the closure of the airport by the authorities because of Icelandic volcanic ash).

**Involuntary Rerouting:** All passengers holding GF tickets issued prior to 15 April 2010 and having confirmed GF reservations on disrupted GF flights to/from London (LHR) are permitted to request rebooking/rerouting of their journey for travel on GF services to/from LHR at a later date or to/from Frankfurt (FRA) and/or Paris (CDG) (travel between London "LHR" and these points will be at the passengers own responsibility, expense and risk), without incurring fees or penalties. All fees/penalties and service charges are to be waived.

**Involuntary refund:** A full refund via ARC in the normal way ensuring that the following OSI remark is added to the booking:

OSI GF INVOLUNTARY CANCELLATION FULL REFUND DUE TO DISRUPTED FLIGHTS TO/FROM LONDON.

- If no portion of the ticket has been used, the amount of the refund will be equal to the fare paid;
- If a portion of the ticket has been used, the refund will be difference between the fare paid and the fare for the transportation used. Such refunds are restricted to GF (refund) offices.

Cancellation/refund/service charges/fees/penalties will not be imposed.

Furthermore, normal industry refund procedures shall apply.

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