

TERMS AND CONDITIONS
1. VALIDITY

Sales and Ticketing: on/after 01 February 2012 to on/before 30 June 2012

Travel Ex-SIN: on/after 01 February 2012

2. GENERAL CONDITIONS

- a. All fares listed are valid for travel on Royal Brunei Airlines flights (BI) only, and must be issued in Singapore on Royal Brunei Airlines ticket documents.
- b. All fares are valid for journeys originating from Singapore. Cross-border sales are not permitted except bookings directly from RBA offices worldwide. Full published fare will be charged for any violation.
- c. All fares listed are nett in Singapore dollars (SGD), and **exclude** all airport taxes, fuel surcharges, etc.
- d. The fare conditions listed here are subject to change without prior notice.

3. BOOKING CLASS DESIGNATOR

Z Class : Business Class

Others : Economy Class

4. TICKETING CONDITIONS

a. Minimum / Maximum stay : As stipulated in the fare sheets.

b. Stopovers :

- i) No stopover is permitted in BWN for outbound journey if it is direct connecting flight which is less than 4 hours and this must be clearly indicated with an ***X*** upon ticket issuance.
- For any flights with no direct connection or connecting hours in BWN =/ more than 4 hours, first available flight to be booked accordingly. SGD200.00 will be imposed for any booking made for more than one night in Brunei.
- ii) Stopover surcharge of SGD200 for BWN outbound journey and any intermediate point of multi-leg flights. Please refer to SINBI office for stopover Tour Code. Stopover is permitted in BWN for inbound journey without surcharge.
- iii) Royal Brunei Airlines will provide one night accommodation or day use room at respective hotels based on booking class on these fares due to flight schedules, same day connection does not exist or same day connection of 4 hours or more.

STPC Entitlement:

- **HongKong – Outbound ONLY**
- **Shanghai – Outbound or Inbound**
- **South West Pacific – Outbound ONLY**
- **Middle East & Europe – Outbound or/and inbound**

STPC ENTITLEMENT		
BOOKING CLASS	IF NO SAME DAY CONNECTIONS	SAME DAY CONNECTION OF 6 HOURS OR MORE
T	Palm Garden Hotel, Grand City Hotel, Terrace Hotel	Palm Garden Hotel, Grand City Hotel, Terrace Hotel
N	Terrace Hotel, Traders Inn	Terrace Hotel, Traders Inn
L	Brunei Hotel, Times Hotel	Brunei Hotel, Times Hotel
C / J	Centrepont Hotel, Rizqun International Hotel, Radisson Hotel	Centrepont Hotel, Rizqun International Hotel, Radisson Hotel

- STPC accommodation must be pre-booked via the SINBI Office with a minimum of 5 working days.

- Important Note:

The Airline provision of STPC accommodation is always subject to availability and may not always be available during peak demand periods. In the event that STPC accommodation is unable to be confirmed then there will be no compensation payable and accommodation will then be at passengers own expense.

c. Blackout Period : As stipulated in the fare sheets.

d. Permitted combinations :

i) Add-on and side trip combinations are not permitted.

ii) **Mixed booking class in the same cabin class of travel is permitted for round trip and turnaround open-jaw journeys. Please apply ½ of each round trip fares based on the applicable booking classes. Unless otherwise specified, first International outbound date shall determine the season of the fares of the entire journey.**

- iii) Mixed cabin booking class is permitted for round trip and turnaround open-jaw journeys. Please apply ½ of each round trip fares based on the applicable booking classes.
 - iv) **Turnaround open jaw journey is permitted with the same fare basis or booking class. The higher return fare and tour code between the two sectors apply.**
- e. Changes / Cancellation / Refund**
- i) **Itinerary Changes :**
Permitted within the same fare conditions or to the next applicable higher fare with fare difference provided all the ticketing conditions are met subject to an admin fee of SGD50 for U, W and M class and no-show fee, if applicable.
 - ii) **Refund :**
For totally unused tickets: a refund fee of SGD100 will apply.
 - iii) Partially unused tickets :
 - Partially unused tickets - Refund (if any) will be the difference between the fare paid and the applicable fare for the journey completed less the cancellation fee of SGD150.
 Totally unused or partially unused tickets will be considered expired after one year from date of ticket issued and not eligible for refund.
 - iv) No-show : In all cases of reissue, reroute and refund, proof of cancellation of the reservations on original ticket must be submitted. Otherwise, a No-Show fee of SGD150 for Economy Class and SGD200 for Business Class will apply. **Please note that No-Show fee is applicable on all sectors if passenger does not cancel 4 hours prior to departure.**
- f. Child / Infant discounts**
- i) Unaccompanied Child : 100% of applicable adult fare.
 - ii) Infant not occupying a seat : 10% of normal published fare.
 - iii) Infant occupying a seat : Child fare and all relevant taxes apply.
- g. Paper Ticket:**
An admin fee of SGD25.00 will be imposed on all paper tickets issued for all Electronic ticket eligible sectors. This applies to all ticket/fare types; with the exception of interline tickets or tickets that involve Non-Electronic ticket eligible sectors. The surcharge will be indicated as YR in the tax column of the issued ticket.
- h. Endorsement Box :**
- i) Tour code must be clearly printed in the tour box of the ticket.
 - ii) Ticket must be marked as follows (**FOR ALL SECTORS**) :-

NON-END/NON-RTE VALID ON BI OPTG FLTS ONLY

5. AUTOMATED TICKETING TIME LIMIT

For bookings created:

- i) Beyond 51 days before departure – must be ticketed within **30 days** after booking.
- ii) Between 51 to 29 days before departure – must be ticketed within 21 days prior departure.
- iii) Between 28 to 15 days before departure – must be ticketed within **7 days** after booking.
- iv) Between 14 to 7 days before departure – must be ticketed within **3 days** after booking.
- v) Within 6 days before departure – must be ticketed immediately (10 hours after booking).

For Bookings made in RBD: Q / X and S (Strictly NO Waitlist allowed)

- a) Beyond 14 days before departure – must be ticketed within **7 days** after booking.
- b) Between 7 to 14 days before departure – must be ticketed within **3 days** after booking.
- c) Within 6 days before departure – must be ticketed **Immediately (10 hours after booking)**

6. Royal Brunei Airlines reserves the right to change the fares or conditions without prior notice.