

Dear Valued members,

We hope that this message finds you and your family safe and healthy.

Following up on our previous circular **Oasis Club Important updates due to COVID19** posted on our website, please find the revised policy on the Redemption tickets for your kind attention.

This policy update supersedes all previous policy update circulars on this matter.

**Policy Update for Redemption tickets /Upgrade tickets issued for the flight dates from 22 Feb 2020 till 31 Jul 2020 or Nonoperational sectors**

All tickets issued with **travel date between 22 Feb 2020 and 31<sup>st</sup> July 2020 OR with sectors not operational until they are operational** can be applied with below policies:

- REFUND of ticket and miles is allowed without any deduction of miles ONLY for above mentioned flight period.
- Date change (Once) is allowed without any deduction of miles till the validity of the ticket.
- Tickets issued with miles expiry for Jun 2019, Dec 2019 and Jun 2020 are also refundable, but the **expired miles will be reinstated till 31 Dec 2020**.
- Partial used tickets are permitted to be refunded for the unused sector, member must contact Refund section and once the ticket is refunded miles will be re-credited. For expired miles the same rule applies as above.
- Re-routing is not permitted in all cases. Member can refund and issue a new ticket.
- For Upgrade tickets, same policy will apply only if original ticket is refunded and member must contact the Refund section.

For more information, please visit our office in Rakan tower- Kuwait City or the nearest Kuwait Airways office (Outside Kuwait) or contact the call center on 171 (Inside Kuwait) / +965 24345555 - 6666 Ext 171 (Outside Kuwait) or email us on [oasisclub@kuwaitairways.com](mailto:oasisclub@kuwaitairways.com)

For Refund queries you may email on [ibe\\_refund@kuwaitairways.com](mailto:ibe_refund@kuwaitairways.com) or visit Rakan tower - Kuwait City.

STAY SAFE

Oasis Club team