



SOUTHERN CROSS TRAVEL AGENCIES SDN. BHD.

Unit 4, 2nd Floor, Hua Ho Manggis Mall, Simpang 232,
Jalan Muara BC3615, Negara Brunei Darussalam
Tel: 673-2334427 / 28 / 29 Fax: 673-2334436



ROYAL BRUNEI AIRLINES SERVICE CHARGE FOR CUSTOMER SERVICE CENTRE BOOKINGS

Following industry practice and to reflect changes in how guests are buying airline tickets, Royal Brunei Airlines (RB) will be introducing a service charge for booking and ticketing services performed by its customer service and call centre effective **1st April 2021**.

All RB appointed travel agents within Brunei Darussalam will also apply the service charge.

The service charge is applied according to the destination and itinerary consultancy services provided upon successful ticket issuance per booking per guest made as below:-

Kota Kinabalu, Kuching, Ho Chi Minh, Manila		Bangkok, Hong Kong, Kuala Lumpur, Singapore, Beijing, Shanghai, Taipei, Jakarta, Surabaya		Dubai, Seoul, London, Melbourne, Tokyo	
Economy (BND)	Business (BND)	Economy (BND)	Business (BND)	Economy (BND)	Business (BND)
20	40	30	60	60	120

Effective: 1st April 2021

A standard Service Charge of BND30 applies also for ticket cancellation, reissue and refund. The Service Charge is in addition to any RB Penalty Fee per ticket. Other terms and conditions may apply.