

# Coronavirus Update

## Dear Trade Partners

**Due to the Government of Jordan Announcement All Flights to/from Amman will be suspended from the 17<sup>th</sup> of Mar till 25<sup>th</sup> May 2020, following Rules Apply:**

- First reservation change is free of charge and difference in fare to be collected.
- Refund to be applied according to RJ's ticket terms and conditions. However, for a more flexible experience RJ offers the option to reissue the value of the ticket to an EMD (Electronic Miscellaneous Document), to be used for future bookings.
- Refund requests will be assessed according to COVID-19 local consumer laws and regulations. Refund process may take 14 days longer than usual, due to the high volume of queries & minimal manpower.

### **The above shall be restricted as follows:**

- Sales Validity: Ticket issued on/before **16<sup>th</sup> of Mar,2020.**
- Travel validity: Starting on/before 31<sup>st</sup> of Dec ,2020.
- Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before **15<sup>th</sup> Of June,2020.**

**To Assist the passengers with more flexible solutions, RJ will offer the below in case of refund requests effective today till 15<sup>th</sup> of June 2020 :**

RJ offers the option to reissue the unused value of the ticket to an EMD (Electronic Miscellaneous Document).Whereas, passengers will be able to benefit from EMDs as follows:

- EMD validity will be more than the purchased ticket validity as it will start from the new reissuance date and not the original ticket issuance date and up to one year (extended validity), the EMD is none refundable yet reusable for any other route.
- The EMD will also grant passengers the option of rerouting, as they can utilize the value of the EMD for any other route.
- Refund requests will be assessed according to COVID-19 local consumer laws and regulations. Refund process may take 14 days longer than usual, due to the high volume of queries & minimal manpower.

Tour code **JOI60320205576**

Sales Team in your station will be more than happy to answer any inquiries regarding the above.

Kind Regards,



Royal Jordanian Airlines