



## DELAYS AND DISRUPTIONS

### Update of Royal Air Maroc commercial measures considering the development of the COVID-19 crisis - Extension of the validity of travel vouchers -

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From the start of Coronavirus crisis, Royal Air Maroc implemented new measures to meet the temporary countries' restrictions and assist our passengers efficiently. Following the development of the COVID-19 situation, and the suspension of all our international flights, Royal Air Maroc is reconsidering these provisions. The company is mobilizing with all of its customers and partners to get through this difficult period by taking new measures to support all its passengers:

Below the updated provisions with the extension of eligibility for tickets issued during the month of May and the initial date of travel until August:

- Targeted passengers: tickets issued before 31th of May 2020, in all Royal Air Maroc network including canceled flights because of de COVID 19 authorities' restrictions. Domestic flights are not concerned (Prime-tickets included);
- Travel date: before August 31th, 2020 inclusive;
- Ticket Change: one change free of charge;
- Conditions: change for the same destination and the same fare class; (Tariff difference applicable in case of unavailability of the initial fare class)
- flight deadline: until October 31,2020 (return date can be extended beyond this deadline to keep the same duration of the trip);
- Refund conditions: travel voucher valid for 12 months issued by our call center only (nonrefundable)
- Fare conditions remain applicable