

Dear Trade Partners,

Please find below for our latest policy, And please find attached the Voucher Name transfer form :

# 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 15<sup>th</sup> June2020, following rules apply:**

- Date change penalties will be waived as long as the flights are cancelled due to airport closure.
- Difference in fare to be collected if applicable, for (R) class kindly collect the difference with the lowest RBD the travel period, even if it's not available.
- Applying 5% discount on fare differences when tickets are reissued in case the original class isn't (R), as above case.
- Passengers can request to revalidate their tickets on any date before 31<sup>st</sup>Dec2020, but the processes of the revalidation should be done on/before 15<sup>th</sup> Jun2020
- 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.

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

- Sales Validity: Ticket issued on/before **01<sup>st</sup> Jan 2019 - 7<sup>th</sup> Jun 2020**
- Travel validity: Starting on/before **17<sup>th</sup> Mar 2020 -15<sup>th</sup> Jun 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> 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:

- Travel voucher (Good for travel) valid for two years from day of issuance (to be reflect on system by next week).
- Refundable Travel Voucher (Good for travel and refund) valid for one year only from day of issuance and applicable on all classes except the non-refundable classes.
- EMD/voucher value can be used by the passenger's family members (Father, Mother, Brother, Sister, Spouse and children) , provided the attached form is signed/approved by EMD/voucher passenger.
- Furthermore, tickets 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 & lack of manpower.
- All above rules to be applied till RJ resumes operations.

Tour code **JOI60520208AFF**

Kind Regards,



Royal Jordanian Airlines



**EMD reissue Authorization  
&  
General release**

I, Mr./Mrs. \_\_\_\_\_, hereby request that my Royal Jordanian Airline EMD # \_\_\_\_\_ which I declare belongs to me, is reissued for use by my family member Mr./Mrs. \_\_\_\_\_ for further travel on ALIA-THE ROYAL JORDANIAN AIRLINES PLC (Royal Jordanian), and hereby I attach for your reference a copy of my passport and Mr./Mrs. \_\_\_\_\_ passport.

I hereby declare that all my financial obligations in relation to this ticket/EMD remain my personal responsibility and waive any and all rights to dispute the charges made by ALIA-THE ROYAL JORDANIAN AIRLINES PLC (Royal Jordanian) ("Royal Jordanian ") on my Credit Card originally used to issue the ticket/EMD \_\_\_\_\_.

Furthermore I hereby release, discharge and hold harmless Royal Jordanian, its subsidiaries, directors, servants, agents and insurers against any and all liabilities, claims, demands, losses, costs including legal costs and expenses, actions and all causes of action in any jurisdiction, country or state, in relation to my original ticket being reissued and used by my above mentioned relative.

Date: \_\_\_\_\_ 2020

Signature: \_\_\_\_\_

Full name: \_\_\_\_\_