

Coronavirus Update

Dear Trade Partners

Due to the Government of Jordan Announcement All Flights to/from Amman will be suspended from the 17th of Mar until 07th August 2020, 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 that covers 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 31stDec2020, but the processes of the revalidation should be done on/before 07th August 2020
- 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 01st Jan 2019 – 07th August 2020
- Travel validity: Starting on/before 17th Mar 2020 – 07th August July 2020

To Assist the passengers with more flexible solutions, RJ will offer the below in case of refund requests effective today till 07th August 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.
- 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**

