

# 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 until 30<sup>th</sup> September 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 31<sup>st</sup>Dec2020, but the processes of the revalidation should be done on/before 30<sup>th</sup> September 2020
- 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 – 30<sup>th</sup> September 2020
- Travel validity: Starting on/before 17<sup>th</sup> Mar 2020 – 30<sup>th</sup> September 2020

**To Assist the passengers with more flexible solutions, RJ will offer the below in case of refund requests effective today till 30<sup>th</sup> September 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.
- All above rules to be applied till RJ resumes operations.
- **Below destinations will be excluded from the suspension; as operation will**

**be resumed: ROM , LCA, YUL**

Tour code **JOI60520208AFF**