

**Below a summary of the provisions with the extension of eligibility for tickets issued until August 10th:**

**☐ Targeted passengers: tickets issued before August 10th, 2020, in all Royal Air Maroc network including canceled flights because of de COVID 19 authorities' restrictions. (Prime-tickets included);**

**☐ Travel date: before October 31th, 2020 inclusive;**

**☐ Ticket Change: unlimited changes of ticket date and destination, free of charge;**

**☐ Conditions: change within the same fare class; (Tariff difference applicable in case of unavailability of the initial fare class or change of the destination)**

**☐ flight deadline: until October 31,2020 (return date can be extended beyond this deadline to keep the same duration of the trip);**

**☐ Refund:**

**✓ Individual tickets : refund by nominal voucher valid 18 months from the date of its issue. The voucher is refundable in cash on the expiry date. The voucher is issued by travel agencies or our call center at [callcenter@royalairmaroc.com](mailto:callcenter@royalairmaroc.com) .**

**✓ Group tickets issued / account tickets : Travel agencies have to issue vouchers on their own name to the final clients for a later use (nonrefundable and valid 18 months). Only under this condition, a refund will be allowed by Royal Air Maroc. A written agreement from RAM delegation responsible of the travel agency is needed. This agreement is given on the basis of supporting documents to provide by the travel agency (purchase order, proof of payment or any other evidence).**

**☐ Fare conditions remain applicable**