

Coronavirus Update

Dear Trade Partners

In response to the Jordanian government announcement to resume passenger's commercial flights starting of 11 Apr 2021.

The Following flexible options will be provided to RJ passengers affected by any flight suspensions for:

Sales Validity between : 01st Jan 2019 – 31st May 2021

Travel Validity between : 17th Mar 2020 – 31st May 2021

- **Date Change penalties**

1. Date change penalties will be waived if flights are cancelled due to COVID19.
2. Difference in fare to be collected if applied, for (R) class kindly collect the difference with the lowest RBD that covers the travel period, even if it's not available.
3. Applying 5% discount on fare difference when tickets are reissued in case the original class isn't (R) as above case.
4. **Passengers can request to revalidate their tickets on any date on/before 31st.DEC.2021.**

- **Voucher options (EMDs)**

The passenger can choose one of the below options:

- 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 nonrefundable 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, ticket refund requests will be assessed according to COVID-19 local consumer laws and regulations.

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