

# New Voucher Policy

## Dear Trade Partners

**In response to the new travel directions, and since RJ is operating normally to most of the destinations, the following flexible options will be provided to RJ passengers, in case of already issued vouchers and for future involuntary cases only;**

- **Voucher options (EMDs)**
  - **Extending already issued vouchers validity (Air transportation/refundable vouchers) for two years and two months from original day of issuance.**
  - **Extending Already issued Residual value vouchers for two years and two months from the date of original voucher/EMD issuance.**
  - **EMD/Voucher value can be used by close family members (Father, Mother, Brother, Sister, Spouse and Children), provided that the attached form is signed & approved by voucher holder.**
  - **Expired tickets which were not yet exchanged to vouchers, are non-changeable to vouchers, and none-refundable unless contradicts with local laws.**
  - **For current none operational routes, offer nonrefundable voucher valid for one year, applicable in case of issued voucher or expired unused ticket.**
    - **Nonoperational routes, (BKK, KUL, HKG, DME,VIE, MUC, &ALG) .**
  - **For future cases of involuntary, a non-refundable voucher valid for two years can be offered for passengers.**

**Tour Code : JOI40320221896**

**This circular will supersede all previous circulars.**

**For any further Information please contact our RJ Sales Team**