



ROYAL JORDANIAN الملكية الأردنية



## CIRCULAR 1: Tel Aviv & Jerusalem Travel Restrictions Policy

Dear Trade Partners

In response to the new travel Restrictions applied from to TLV, the Following flexible options will be provided to RJ passengers, in case of already issued Tickets:

### ❖ Individual Tickets

#### • Tickets including TLV sector.

- ✓ In case of date change, Pax is entitled for free change without collecting any difference in fare, change reservation fees and no-show fees only on same ticket route.
- ✓ In case of reroute request with canceling TLV sector, Pax is entitled for free change without collecting any difference in fare, Yet difference in governmental taxes to be collected.
- ✓ In case of refund request, Pax is entitled for refundable voucher valid for two years , OR
- ✓ In case of refund request, Pax is entitled for nonrefundable voucher valid for one year with Extra 10% of total amount to be handled by RJ office only , OR
- ✓ In case of refund request, Pax is entitled for full refund including all taxes.

#### • Tickets do not include TLV Sector and Arriving to Amman crossing Bridge to Jerusalem.

- ✓ Free of Charge Revalidation
- ✓ Difference to be collected

### ❖ Group Bookings

#### • Groups including TLV sector (Ticketed)

- ✓ In case of date change, group is entitled for free change without collecting any difference in fare, change reservation fees and no-show fees applied only on same ticket route. Subject to flight availability.
- ✓ In case of reroute request with canceling TLV sector, Group is entitled for free change without collecting any difference in fare, Yet difference in governmental taxes to be collected.
- ✓ In case of Refund request, refundable Group Voucher Valid for one year, OR
- ✓ In case of refund request, Group is entitled for full refund including all taxes.

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- **Group including TLV sector (Not Ticketed)**
  - ✓ In case of date change, group is entitled for free change without collecting any penalties. Difference in fare to be collected if any.
  - ✓ In case of deposit refund request, refundable Group Voucher Valid for one year.
- **Group bookings and tickets do not include TLV Sector Arriving to Amman crossing Bridge to Jerusalem.**
  - ✓ In case of date change, group is entitled for free change without collecting any penalties. Difference in fare to be collected if any.
- **Tour Code is Valid on/before 15th OCT 2023**
- **Travel period is on/before 22nd OCT 2023**
- **Free Bus service is available for all Passengers holding TLV Sector from AMM, through the borders.**
- **Tour code must be inserted: JOG1102023635B**

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## CIRCULAR 2: ENSURING SAFE TOURISM IN JORDAN & COMFORT TRAVEL WITH ROYAL JORDANIAN

**Date: 10/10/2023**

**Dear Trade Partners,**

We understand that the recent conflicts and unrest in the region can raise concerns about the safety of travel to and from Jordan. We want to take this opportunity to assure you that the crisis is not affecting Jordan and that the safety and well-being of our guests remain our utmost priority.

Jordan, with its rich history and diverse culture, continues to be a safe and remarkable destination for business and leisure travelers alike. It is our belief that, despite the challenges in the region, Jordan remains a safe and hospitable country for tourists and business travelers.

**This applies to all travels with Royal Jordanian where the final destination is Amman (AMM) or Aqaba (AQJ), or to connecting points in our network that are beyond Amman (AMM).**

*Considering the stable situation in Jordan, no exceptions or waivers will be offered for any booking cancellations. Normal penalties will be applied (except for Tel Aviv and Jerusalem travels which will be under exclusive rules and conditions).*

As the national carrier of Jordan, we embrace our role as ambassadors of our nation and are committed to promote Jordan as a premier travel destination. Your trust in us is greatly appreciated, and we are confident that your travel experience with RJ to Jordan and the region will be both safe and memorable.

Thank you for choosing Royal Jordanian Airlines as your preferred carrier. We look forward to welcoming you on board.

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