

RJ Sales Notice

Date: 03 February 2020

Ref: SN20200203-001

Royal Jordanian (RJ) – *UPDATE* Special Ticketing Guideline for Hong Kong due to Coronavirus

Due to Coronavirus, with immediate effect, below waiver will be granted on conditions that:

- Ticket(s) issued on RJ (512) stock in Hong Kong on/before 27 January 2020.
- Ticket(s) with confirmed booking on RJ flight(s) to/from Hong Kong (HKG) between 28 January 2020 and 29 February 2020.
- **No-Show passenger is not eligible for the waiver.**
- Rebooking Fees shall be waived if:
 - Revised (New) travel date is on/before 26 April 2020 and subject to flight/seat availability.
 - **The waiver is for first date change only.**
 - The newly rebooked sector(s) must observe and confirm to the conditions of the respective fare rules, e.g. booking class, blackout dates, flight application, stopover and seasonality by collecting additional fare / taxes difference (if any).
 - **Refund:**
 - **Refund Fees shall be waived if original fare rules allow refund.**
 - **If ticket(s) applied Non-Refundable fare rules, ticket(s) should follow the original fare rules.**
- Tour Codes for the above waivers:
 - HKG to BKK : JOI60120202348.
 - HKG to other RJ Destinations : JOI60120204AA1.

For group tickets, please refer to your local travel agent.

Please circulate to the concerned parties. Thank you for your kind attention.

Should you have any enquiries, please do not hesitate to contact Royal Jordanian Hong Kong Office at Tel. 2804 1203.

Best regards,

Royal Jordanian - Hong Kong

Tel: (852) 2804 1203

Fax: (852) 2804 2810

Email: hkggarj@rj.com