

Coronavirus Update

Dear Trade Partners

Due to the Government of Jordan Announcement All Flights to/from Amman will be suspended from the 17th of Mar till 07th. Of Jun. 2020. The Following flexible new options are provided to RJ passengers affected by the flight suspensions for :

Sales Validity between : 17th Mar 2019 - 7th Jun 2020

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Travel Validity between : 17th Mar 2020 -7th Jun 2020

• Date Change penalties

- Date change penalties will be waived as long as the flights are cancelled due to airport closure.
- Difference in fare to be collected if applied, for (R) class kindly collect the difference with the lowest RBD for that destination even if it's not available
- Applying 5% discount on fare difference when tickets are reissued in case the original class isn't (R) as above case.
- Passengers can request to revalidate their tickets on any date before 31st.Dec.2020, but the processes of the revalidation should be done on/before 7th. Jun.2020

• 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 (to be reflect on system by next week).
- Travel Voucher (Good for travel) with Extra 1 PC valid for one year from Day of issuance
- Refundable Voucher for the unused value of the ticket valid for 6 months from day of issuance
- EMD/voucher value can be used by the passenger's family members, provided the attached form is signed/approved by EMD/voucher passenger.
- Refund can be processed according to RJ's ticket terms and conditions, or country local law if passenger refuse all of the above flexible options.
- All above rules to be applied till RJ resumes operations.

Tour code **JOI60520208AFF**

Sales Team in your station will be more than happy to answer any inquiries regarding the above.