

# Coronavirus Update

**Dear Trade Partner,**

**As per the announcement of the Government of Jordan, all Flights to/from Amman will be suspended from the 17<sup>th</sup> of March until further notice.**

**Following Rules Apply:**

- First reservation change is free of charge and difference in fare to be collected.
- Refund to be applied according to RJ's ticket terms and conditions. However, for a more flexible experience RJ offers the option to reissue the value of the ticket to an EMD (Electronic Miscellaneous Document), to be used for future bookings.
- Any refund application will be assessed after the 15<sup>th</sup> of April, subject to local consumer laws and regulations.

**The above shall be restricted as follows:**

- Sales Validity: Ticket issued on/before 16<sup>th</sup> of March 2020.
- Travel validity: Starting on/before 31<sup>st</sup> of December 2020.
- Passengers have the option to freeze their tickets for up to one year (from day of issuance) if traveling on/before 31<sup>st</sup> of March 2020.

**To Assist the passengers with more flexible solutions, RJ will offer the below in case of refund requests, effective today until end of March 2020:**

RJ offers the option to reissue the unused value of the ticket to an EMD (Electronic Miscellaneous Document). Therefore, passengers will be able to benefit from EMDs as follows:

- EMD validity will be more than the purchased ticket validity as it will start from the new reissuance date and not the original ticket issuance

date and up to one year (extended validity), the EMD is none refundable yet reusable for any other route.

- The EMD will also grant passengers the option of rerouting, as they can utilize the value of the EMD for any other route.

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

**Tour code to be used JOI60320205576**