

## COVID-19 UPDATE

To meet with each countries temporary restrictions Royal Air Maroc has implemented new measures to assist our passengers efficiently during this difficult time. As you know all international flights have been suspended and to support our customers we have made a few more changes to our current rebooking policy. The health and safety of our passengers is of the utmost importance to Royal Air Maroc and we continue to support our clients through this period of uncertainty.

The below is valid on all tickets issued before 31<sup>st</sup> March 2020 on RAM including cancelled flights due to country restrictions.

- Travel date: Any travel before June 30, 2020 inclusive.
- Ticket Change: one change free of charge;
- Conditions: change for the same destination and the same fare class (If the class is not available then the fare difference needs to be paid)
- Flight deadline: until October 31,2020 (return date can be extended beyond this deadline to keep the same duration of the trip);
- Refund conditions: For passengers who wish not to postpone their trip we offer a credit voucher valid **for 12 months** issued by our call center (non-refundable)
- Any vouchers that were issued for 6 months will automatically be renewed for 12 months by our call centre so please do not call them about existing vouchers
- Tickets' price conditions remain applicable