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| **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 15th June2020, following rules apply:**     * Date change penalties will be waived as long as the flights are cancelled due to airport closure. * Difference in fare to be collected if applicable, for (R) class kindly collect the difference with the lowest RBD the travel period, even if it’s not available. * Applying 5% discount on fare differences 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 31stDec2020, but the processes of the revalidation should be done on/before 15th Jun2020 * 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.   **The above shall be restricted as follows:**     * Sales Validity: Ticket issued on/before **01st Jan 2019 - 7th Jun 2020** * Travel validity: Starting on/before **17th Mar 2020 -15th Jun 2020** * Passengers have the option to freeze their tickets up to one year (from day of issuance) if traveling on/before **15th June,2020.** |
| **To Assist the passengers with more flexible solutions, RJ will offer the below in case of refund requests effective today till 15**th **of June 2020 :** |
| RJ offers the option to reissue the unused value of the ticket to an EMD (Electronic Miscellaneous Document).Whereas, passengers will be able to benefit from EMDs as follows:     * Travel voucher (Good for travel) valid for two years from day of issuance (to be reflect on system by next week). * Refundable Travel Voucher (Good for travel and refund) valid for one year only from day of issuance and applicable on all classes except the non-refundable classes. * EMD/voucher value can be used by the passenger’s family members (Father, Mother, Brother, Sister, Spouse and children) , provided the attached form is signed/approved by EMD/voucher passenger. * Furthermore, tickets refund requests will be assessed according to COVID-19 local consumer laws and regulations. Refund process may take 14 days longer than usual, due to the high volume of queries & lack of manpower. * All above rules to be applied till RJ resumes operations.     Tour code **JOI60520208AFF** |