

Update of Royal Air Maroc commercial measures considering the development of the COVID-19 crisis

- New advantages for Royal Air Maroc customers -

In the view of the uncertain situation of health emergency, Royal Air Maroc is continuously adapting its commercial measures to best fit our passengers' requests. Our customers affected by the cancellations can benefit from special measures set up by Royal Air Maroc. The possibility to change freely the date of departure and the destination as many times as desired is now a reality. The validity of the travel vouchers is extended to 18 months and it is possible to get cash refund at the end of the validity period if the voucher is not used.

Below the updated provisions with the extension of eligibility for tickets issued during the month of June and the initial date of travel until October:

- Targeted passengers : tickets issued before June 30th, 2020, in all Royal Air Maroc network including cancelled flights because of de COVID 19 authorities' restrictions. (Prime-tickets included);
- Travel date: before October 31th, 2020 inclusive;
- Ticket Change: unlimited changes of ticket date and destination, free of charge;
- Conditions: change within the same fare class; (Tariff difference applicable in case of unavailability of the initial fare class or change of the destination)
- flight deadline: until October 31,2020 (return date can be extended beyond this deadline to keep the same duration of the trip);
- Refund:

Individual tickets: refund by nominal voucher valid 18 months from the date of its issue. The voucher is refundable in cash on the expiry date