

# Coronavirus Update

**Dear Trade Partners**

**In response to the Jordanian government announcement to resume passenger's commercial flights starting of 08 Sep 2020.**

**The Following flexible options will be provided to RJ passengers affected by any flight suspensions for:**

- Date change penalties will be waived as long as the flights are cancelled.
- Revalidation must take place before 31<sup>st</sup> December 2020 for future travel.
- Difference in fare to be collected if applicable, for (R) class kindly collect the difference with the lowest RBD that covers 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.
- 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 **01<sup>st</sup> April 2019 – 31<sup>st</sup> December 2020**
- Travel validity: Starting on/before **17<sup>th</sup> March 2020 – 31<sup>st</sup> December 2020**

**To Assist the passengers with more flexible solutions, RJ will offer the below in case of refund requests effective today till **31<sup>st</sup> December 2020** :**

RJ offers the option to reissue the unused value of the ticket to an EMD (Electronic Miscellaneous Document) which will reflect the terms and conditions of the original tickets. Passengers will be able to benefit from EMDs as follows:

- Travel voucher (non-refundable) valid for two years from day of issuance.
- Travel Voucher (refundable) 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 owner.
- Furthermore, ticket refund requests will be assessed according to COVID-19 local consumer laws and regulations.

Tour code **JOI60520208AFF**