



Pôle Client
03/05/2020
Département Relation Client

Commercial provisions in favor of passengers following the consequences of the Coronavirus COVID19

Since the appearance of the Coronavirus COVID-19, special measures have been implemented to assist our customers traveling to and from areas at risk of exposure. These provisions are now extended to all our flights:

- Passengers concerned: travel until March 31st 2020 included, on all of Royal Air Maroc's network excluding domestic flights (prime tickets included)
- Change: 1 free change
- Conditions: up to 72h before departure towards same destination and same class of service
- New travel dates: Until May 31st (possibility of extending the return date beyond this date to keep the same length of stay)
- Refund: permitted in exchange of a non-refundable EMD valid for 6 months. This voucher will be issued through the call center in Morocco and used through Royal Air Maroc's agencies.

Otherwise, refund will be applied following the ticket rules & conditions.

For more information, please contact the call center at:

Morocco : 089000 0800
International number: +212522489797
USA number : 18003446726

Royal Air Maroc
Client Relations