



**03/10/2020**  
**Département Relation Client**

**CORONAVIRUS UPDATE FOR  
PASSENGERS TRAVELING TO  
ITALY**

Following the decision to suspend all flights to Italy, Royal Air Maroc is implementing the following commercial provisions in favor of passengers affected by flight cancellations:

Royal Air Maroc authorizes re-booking for new dates as follow:

- Passengers traveling from the 10<sup>th</sup> of March through the 3<sup>rd</sup> of April are allowed for one free change for any destination within Europe
- Must be booked in the same class of service, if the class of service is not available the fare difference must be collected.
- New travel dates to Italy may be extended until the 31<sup>st</sup> of May, one free change is allowed as per the original itinerary.
- Must be booked in the same class of service, if the class of service is not available the fare difference must be collected.
- EMD is allowed to be used toward future travel and will be valid for 6 months from the issue date. The EMD is non-refundable and can only be issued through Royal Air Maroc's customer service.
- EMD is allowed only on Royal Air Maroc's Network
- Any refunds, the fare rules will apply.

For more information, you may contact our Call Center at:

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