

Last updated: 02JUL19

Due to major schedule changes to have impacted our flights AT983/982 to/and from LIS, we will waive changes/cancel fees and fare differences for customers traveling in the months of JULY, AUGUST and SEPTEMBER 2019.

#### Rebooking terms & conditions

Agents may rebook the flights for travel from JULY through SEPTEMBER 2019 prior to the departure time of their originally scheduled flight.

- Agents may rebook the new flights within 15 days of the outbound date, and within 15 days of the inbound date, at no extra cost (provided the space is issued within the same issuing cabin)
- For affected customers they may also opt for a full refund (completely unused ticket) or partial refund (partially used ticket) to the original form of payment
- Waiver not permitted for no-show passengers
- Travel Agent waiver code: NYC19LISAT
- Must be used for ARC issued tickets only
- Waiver code must be entered in the waiver box
- Rerouting may be offered on TAP (TP) for same day travel, **Royal Air Maroc must reissue the tickets** email must be forwarded to Paula Martins [pmartins@royalairmaroc.com](mailto:pmartins@royalairmaroc.com) and Fatima Figueiredo [ffigueiredo@royalairmaroc.com](mailto:ffigueiredo@royalairmaroc.com) At least 7 days in advance.