

06/03/2020

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.

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:

- Passengers concerned: tickets issued before June 30th, 2020, on all Royal Air Maroc network including suspended flights due to COVID 19 authorities' restrictions. (Award-tickets included).
- Travel date: before October 31th, 2020 included.
- Ticket Change: unlimited changes of ticket date and destination, free of charge.
- Conditions: change within the same fare class: (fare difference applies if the initial class of service is not available or destination changes).
- Flight deadline: Until October 31st, 2020, (return date can be extended beyond this deadline to maintain the same length of stay).
- Credit :
 - ✓ Individual tickets: permitted in exchange of nominal voucher valid 18 months from the date of its issue. The voucher is refundable in cash on the expiry date. The voucher can be issued through the travel agencies or via our call center at callcenter@royalairmaroc.com .
For tickets issued in US, an additional 5% non-refundable bonus voucher is offered. The 5% will be calculated from the unused base fare.
 - ✓ Group tickets issued: Travel agencies have to issue vouchers on their own name for a later use (nonrefundable and valid 18 months). A written agreement from RAM Regional Manager or VP to the travel agency is mandatory. This agreement is given based on the supporting documents provided by the travel agency (purchase order, proof of payment or any other evidence).

- Refunds :
 - ✓ If your flight has been cancelled: all applicable penalties shall be waived.
 - ✓ If your flight has not been cancelled: any relevant penalties will be applied according to the applicable fare rules.
 - ✓ Refunds processing may take more than the usual time as our team also handles re-bookings and customer requests.

Hereafter a summary table of the commercial measures:

Passengers concerned	<ul style="list-style-type: none"> • Tickets issued before June 30 Th, 2020, on all Royal Air Maroc network including suspended flights due to COVID 19 authorities' restrictions. (Prime-tickets included); • Tickets totally or partially unused
Initial Departure Date	<ul style="list-style-type: none"> • From March 6th to October 31th 2020 inclusive.
Date changes	<ul style="list-style-type: none"> • Allowed before departure, unlimited number of changes free of charge.
Destination changes	<ul style="list-style-type: none"> • Allowed before departure/ arrival ; • Allowed, unlimited number of changes free of charge
Conditions	<ul style="list-style-type: none"> • Change within the same fare class (Fare difference apply in case of unavailability of the initial fare class or destination changes); • The ticket changes can be made at your travel agency or at callcenter@royalairmaroc.com .
New travel dates	<ul style="list-style-type: none"> • Until October 31th, 2020 inclusive (return date can be extended beyond this deadline to keep the same duration of the trip)
Credit	<p>Individual tickets:</p> <ul style="list-style-type: none"> • Nominal Voucher • valid 18 months from the date of its issue • Applicable for refundable and nonrefundable tickets ; • No refund penalty is applied; • Non-refundable unused taxes are not refunded • The voucher is refundable in cash on the expiry date. • For tickets issued in USA, an additional 5% non-refundable bonus voucher is offered. The 5% will be calculated from the unused base fare.
	<p>Group tickets issued:</p> <ul style="list-style-type: none"> • Travel agencies have to issue vouchers on their own name for a later use (nonrefundable and valid 18 months). • Valid 18 months • A written agreement from RAM Regional Manager or

	<p>VP for the travel agency is mandatory.</p> <ul style="list-style-type: none"> • This agreement is given based on the supporting documents provided by the travel agency (purchase order, proof of payment or any other evidence). • Applicable for refundable and non-refundable tickets. • No refund penalty is applied; • Non-refundable unused taxes are not refunded • The voucher is non-refundable in cash on the expiry date.
Issue of vouchers	<ul style="list-style-type: none"> • At the travel Agencies • Royal Air Maroc call center Royal Air Maroc at callcenter@royalairmaroc.com.
Refunds	<ul style="list-style-type: none"> • For cancelled flights: all applicable penalties shall be waived. • For non-cancelled flights: any relevant penalties will be applied according to the applicable fare rules. • Refunds processing may take more than the usual time as our team also handles re-bookings and customer requests.
<p>The validity of the previous vouchers will be extended automatically to 18 months.</p>	