



Date: April 6, 2020

Dear Travel Partner,

As always, the safety and well-being of our passengers is of utmost importance to EgyptAir. Therefore, due to the COVID-19 pandemic, EgyptAir made the decision to suspend all EgyptAir flights until **APRIL 15TH, 2020**.

We understand that this is a very difficult time with many challenges. We ask for your support and understanding as we navigate through this situation together.

Processing refunds through your GDS is now available, with one exception. For **Sabre** only, refunds must be processed directly through ARC www.myarc.arccorp.com using the **IAR (Interactive Agent Reporting)** application/tool.

The following is an updated policy for changes or refunds of individual tickets, as of March 20th, 2020. Additional updated information will be advised, as it becomes available.

The following **POLICY** will apply for **INDIVIDUAL** Tickets issued for travel on

FLIGHTS CANCELLED by EGYPTAIR (excluding code share flights) from MARCH 20th thru APRIL 15TH, 2020,

or until the end of flight suspension period.

(For Group Ticket Policy, please email: groups_usa@egyptairnyc.com)

WAIVER MS2020-CV can be used:

1. To REFUND TOTAL AMOUNT of ticket without penalty by **ISSUING EMD to the PASSENGER** (or in the name of any of the passenger's first degree relatives) good for transportation only, for travel on EgyptAir.
2. To REFUND UNUSED ticket without penalty to original form of payment.
3. To REFUND PARTIALLY used ticket without penalty, provided OW Fare for transportation used is deducted.
4. For ONE FREE REISSUE to waive change penalty, provided ticket is re-issued in SAME CLASS / SAME ROUTING, otherwise DIFFERENCE IN FARE/TAXES must be COLLECTED. Ticket will be valid for one year starting from the new travel date.

For **CHANGES / CANCELLATIONS made by the PASSENGER or AGENT** due to CONCERNS ABOUT COVID-19

AFTER April 15th, 2020 or ONCE FLIGHTS HAVE RESUMED:

- **CHANGES: WAIVER FMS2020-CV only valid to change TRAVEL thru MAY 19, 2020 - for ONE FREE REISSUE to waive CHANGE PENALTY** - provided ticket is re-issued in SAME CLASS / SAME ROUTING, otherwise DIFFERENCE IN FARE/TAXES must be COLLECTED.
- **For CANCELLATIONS: NO WAIVER. PENALTIES will APPLY for REFUND.**

EgyptAir is grateful for your cooperation.

We wish you all good health as we try to get through these unsettling times together.