



## SUSPENSION of all EGYPTAIR Flights EXTENDED until **APRIL 23, 2020**

Date: April 9, 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 23<sup>rd</sup>, 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 available, with one exception. For **Sabre** only, refunds must be processed directly through ARC [www.myarc.arccorp.com](http://www.myarc.arccorp.com) using the **IAR (Interactive Agent Reporting)** application/tool.

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 20<sup>th</sup> thru APRIL 23<sup>rd</sup>, 2020**,

or until the end of flight suspension period.

( For Group Ticket Policy, please email: [groups\\_usa@egyptairnyc.com](mailto: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 23<sup>rd</sup>, 2020** or **ONCE FLIGHTS HAVE RESUMED:**

- **CHANGES: WAIVER FMS2020-CV only valid to change TRAVEL thru JUNE 1<sup>s</sup>, 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.