



SUSPENSION of all EGYPTAIR Flights EXTENDED until **JUNE 7th, 2020**

Date: MAY 21, 2020

Dear Travel Partner,

We wish to thank you for your understanding, patience and support during this very stressful and difficult time for all. In the continued interest of the safety, health and well-being of our passengers, EgyptAir has decided to extend suspension of EgyptAir flights until **JUNE 7th, 2020** due to COVID-19. Updated information will be advised, as it becomes available.

Processing refunds through your GDS is 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 POLICY applies to INDIVIDUAL Tickets issued for travel on

FLIGHTS CANCELLED by EGYPTAIR (excluding code share flights)

from **MARCH 20th thru JUNE 7th, 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. EMD will be valid for TRAVEL for ONE YEAR from the date of issue.
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 JUNE 7th, 2020 or **ONCE FLIGHTS HAVE RESUMED:**

- **CHANGES: WAIVER FMS2020-CV only valid to change TRAVEL thru JUNE 30th, 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.**

WAIVERS can only be used for tickets issued by Agencies in the USA. Please insert waiver code in both the waiver code box on the IAR screen and the Tour Code Box to avoid a debit memo. Waiver should also be inserted in PNR as SSR message, if the record is still active.

EGYPTAIR IS GRATEFUL FOR YOUR COOPERATION.