



## Royal Jordanian Coronavirus Travel Update

3/3/20

**Due to the Coronavirus effect**, below please find the **RJ** regulations and conditions to be applied on the Countries mentioned below and **all RJ cancelled flights and restricted nationalities** due to new entry rules as follows:

- **Italy**

Individual passengers who are holding a confirmed ticket on Royal Jordanian Airlines flights **to/from** Rome between 27 February - 31 March 2020 may request involuntary re-booking/refund with the following conditions:

- Involuntary re-booking/rerouting can be made to the flights until/including 31<sup>st</sup> March 2020, without additional penalty and fare difference if on the same route.
- Involuntary re-booking/rerouting on the flights after 31<sup>st</sup> March 2020 can be made without re-booking penalty - difference in fare to be collected if applied.
- Refund - refund will be made as involuntary and no penalty till 31<sup>st</sup> March 2020

- **KSA**

Individual passengers who are holding a confirmed ticket on Royal Jordanian Airlines flights **to KSA** between 27 February - 31 March 2020 may request involuntary re-booking/refund with the following conditions:

- Involuntary re-booking/rerouting can be made to the flights until/including 31<sup>st</sup> March 2020, without additional penalty and fare difference if on the same route.
- Involuntary re-booking/rerouting on the flights after 31<sup>st</sup> March 2020 can be made without re-booking penalty - difference in fare to be collected if applied.
- Refund - refund will be made as involuntary and no penalty till 31<sup>st</sup> March 2020.

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- Hong Kong, China and all RJ cancelled flights to Bangkok/Kuala Lumpur (only)

Individual passengers who are holding a confirmed ticket on Royal Jordanian Airlines flights to/from Far East and China between 27 February – 31 March 2020 may request involuntary re-booking/refund with the following conditions:

- Involuntary re-booking/rerouting can be made to the flights until/including 31<sup>st</sup> March 2020, without additional penalty and fare difference if on the same route.
- Involuntary re-booking/rerouting on the flights after 31<sup>st</sup> March 2020 can be made without re-booking penalty – difference in fare to be collected if applied.
- Refund – refund will be made as involuntary and no penalty till 31<sup>st</sup> March 2020

## **Passenger Reservations in the USA: 212/949 0050**

RJ Sales office for New York and the East & West Coasts: 212/949 0060 x 4056

RJ Sales office for Illinois, Michigan and the Midwest Region: 224/539 8300

Group Sales USA: 212/940 0060 x 4090

Cargo Reservations in the USA: 718/553 2753

## **Sales Office & Reservations in CANADA: 514/631 2403**

Cargo Reservations in Canada: 514/8741851