



3/9/2020

# Corona Virus Update

## Travel Agents and Partners

Due to the CoVit-19 impact, below regulations and conditions to be applied;

- **In case of flight Cancellation:**
  - Full refund approved with all taxes (O7, E3, XL and YL to be refunded)
  - First reservation change is free of charge; any fare difference (if applied), is waived.
- **For destination with restricted entry rules:**
  - First reservation change is free of charge; the difference in fare (if any) must be collected.
- **All above regulations and conditions shall be restricted as follows:**
  - **Sales Validity:** Ticket issued On/Before 31MAR2020
  - **Travel validity:** Starting On/Before 31MAR2020
  - Passengers has the option to "freeze" their tickets up for one year (from day of issuance), if traveling on/before 31MAR2020.

- **Effective today till end of MAR 2020, to provide to our passengers more flexible solutions, RJ will offer the below in case of refund requests:**

RJ offers the option to reissue the unused value of the ticket to an **EMD** (Electronic Miscellaneous Document), whereas, passengers will be able to benefit from EMDs as follows:

- ✓ EMD validity will be for one year from the date of the EMD issuance (not from the original ticket issuance date).
- ✓ The EMD will also grant passengers the option of rerouting, as they can utilize the value of the EMD to/from any other destination.
- ✓ While the EMD is non-refundable, it is reusable for any other destination on the RJ network.

The RJ Sales Team in you station will be more than happy to answer any inquiries regarding the above.

**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**

