



3/11/20

COVID 19

Change of Reservation Update

Dear Valued Partners;

Due to the Coronavirus impact, below regulations and conditions are to be applied for travel irregularities due governments temporary restrictions and commercial impact;

Flight Cancellation (Due to Commercial reasons):

- First reservation change is free of charge and waive difference in fare if applied.
- Full refund approved with all taxes (O7, E3, XL and YL to be refunded).
- Partially used tickets will be secured according to RJ involuntary procedures.

Flight Cancellation (Due to Governments temporary restrictions):

- First reservation change is free of charge and waive difference in fare if applied for traveling within the same seasonality/route.
- Refund will be according to the ticket terms and conditions (No Full Refund).
- Partially used tickets will be secured according to RJ involuntary procedures.

All Network and the restricted nationalities due Governments temporary restrictions and new entry rules:

- First reservation change is free of charge, difference in fare to be collected.

All the above shall apply and to be restricted to:

- Tickets issued On/Before 31st. Mar. 2020
- Travel itinerary starting On/Before 31st. Mar. 2020

To Assist passengers with more flexible solutions, RJ will offer effective today till end of Mar 2020, to exchange the total 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 more than the purchased ticket validity, as it will start from the new reissuance date and not the original ticket issuance date (extended validity).
- The EMD will also grant passengers the option of rerouting, as they can utilize the value of the EMD for any other route.
- EMD is valid for one year from the date of issuance and is none refundable yet reusable for any other route.
- This facility shall be coordinated with RJ sales office in your area.

For further details on destinations affected by Governments temporary restrictions, please refer to RJ sales office in your area.

Wish you the best of luck,

Royal Jordanian USA Sales Team

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