



COVID 19

Change of Reservation Policy

Update # 5

Monday, Jun 01, 2020

Dear Valued Partners;

Due to Coronavirus impact and travel regulations and restrictions imposed on air travel; We urge your continuous support and cooperation to promote the following options to our mutual customers;

Noting that;

- ✚ This circular supersedes all previous circulars
- ✚ Policy applies to tickets issued in USA with travel itinerary from/to USA.
- ✚ Policy applies to Tickets issued on/before Mar 16, 2020 and originally traveling on canceled flights between Feb 1, 2020 and Jun 20, 2020
- ✚ All communications must go through provided email addresses given hereunder

Options and related conditions:

For Totally Unused Tickets

- Ticket validity has been extended for 22 months from date of issuance; travel agent will bear the responsibility to reissue their passenger's ticket by the eleventh (11) month from the original date of issuance using authority code (USN406209DE0).

Note: Failure to exchange in due time will forfeit ticket.

- Revalidation fees waived as long as flight suspension stands.
- Difference in fare waived if rebooked on same RBD or up to two RBD levels, within the same seasonality and same route.
Note: for such cases, authority code must be requested from designated RJ office.
- New booking must comply with original fare validity and conditions/restrictions.
- Difference in fare will apply if RBDs are not available, difference seasonality or route.
- Authority codes will be granted through your designated RJ office within 5-7 business days of receiving the request with valid PNR, authority codes must be used within 48 Hours and must be placed at the designated field upon ticket exchange.
- You may claim an additional 15% as an extra commission on the fare difference (additional collection) upon ticket exchange if applicable.
- Passengers still can exchange their ticket value into a travel voucher (EMD), as per provided article hereunder.

For Partially Used Tickets

- Original **return** trip date must be between Mar 7, 2020 and Jun 20, 2020.
- Rebook return trip on same RBD or up to two RBD levels for travel up to Jul 30, 2020 with no additional collection.
Note: for such cases, authority code must be requested from designated RJ office.
- Difference in fare will apply if RBDs are not available, difference seasonality or route.
- Authority codes will be granted through your designated RJ office within 5-7 business days of receiving the request with valid PNR, authority codes must be used within 48 Hours and must be placed at the designated filed upon ticket exchange.
- You may claim an additional 15% as an extra commission on the fare difference (additional collection) upon ticket exchange if applicable.
- Passengers can still exchange their remaining portion of the ticket to a voucher (EMD) as per provided article hereunder.

Exchanging ticket value to voucher (EMD)

- To assist the passengers with more flexible solution, RJ offers the option to exchange the ticket value to a voucher referred to as "EMD" (Electronic Miscellaneous Document) with

the following highlights:

- ❖ EMD validity will be 22 months from date of issuance, whereas passengers must fully utilize the EMD value within extension period.
- ❖ Exchange EMD value to RJ services, **limited to** (ticket travel, ticket fare/cabin upgrade, advance excess baggage and/or advance seat purchase), noting that such options are not available at airport check-in counter.
- ❖ 10% additional commission will be granted on fare difference (additional collection) upon exchange to travel ticket if applicable.
- ❖ EMD grant passengers the right to endorse the value to any of their immediate family members by signing the attached "Ticket Reissue Authorization form" (copy of passports for both passengers must be presented).
- ❖ Ticket exchange to EMD must take place on/before Sep 30, 2020.
- ❖ **EMD exchange must take place through RJ sales office in your area.**

Moreover, New tickets:

- ✚ New tickets issued between Mar 17, 2020 and Jun 20, 2020 with travel up to Dec 31, 2020.
- Changing reservation is free of Charge (Penalty waived) using authority code (USN40620873E), difference in fare to be collected if applied.

We highly appreciate your support to advise and discuss the above given options with your clients

Refunds:

- For passengers who would not accept given options and request refunds, and due to the overwhelming amount of requests aligned, to kindly allow 4-6 weeks for their requests to be reviewed by the concerned department and will respond to each case in due time.

RJ Sales office for New York and the East Coast accounts: nycterj@rj.com, nyctorj@rj.com

RJ Sales office for Illinois, Michigan and the Midwest accounts: chitorj@rj.com

Wishing you the best of luck,

Royal Jordanian Airline

