

ROYAL JORDANIAN | FLIGHT CANCELLATION UPDATE

22-07-2020

Royal Jordanian (RJ) hereby informs you that all flights to/from Amman are suspended from March 17 to **August 4, 2020**. Passengers affected by cancellations, whose tickets were issued between January 1, 2019 and August 4, 2020, scheduled to travel between March 17 and August 4, 2020, have more flexible options broken down below:

Date change:

- No penalties will be charged for date changes, as long as flights are cancelled by RJ due to airport closure, only the fare difference should be charged (if any).
- For flights booked in Class R, they must charge the difference between this class and the lowest class published to the destination.
- 5% discount on fare difference applies when tickets are reissued in another class, in the case of the above (Class R).
- Passengers may request the change of their tickets for any date until December 31, however, the reissue must be made by August 4, 2020.

Voucher (EMDs) Passengers can choose one of the following options:

- Good for travel voucher valid for 2 years (from the date of issue).
- Good for travel and refund voucher, valid for 1 year (from the date of issue) and applicable to all classes except non-refundable classes.
- The EMD/voucher value can be used by members of the passenger's family (parents, siblings, wife and children), provided that the respective form is completed, signed and approved (they should contact us to request the submission of the form).

The refund of the electronic ticket may be processed in accordance with the rules of the fares.

This regulation is valid only during the period of suspension of RJ flights.

Tour code to put on endorsements: **JOI60520208AFF**