



Royal Jordanian Airlines Update

10. March 2020

Corona Virus – RJ Commercial Policy Update

Dear Travel Agents and Partners,

Due to the Corona Virus 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 and waive difference in fare if applied.
- **All Network and the restricted nationalities due to new entry rules:**
 - First reservation change is free of charge, difference in fare to be collected.
- **All the above shall be restricted as follows:**
 - **Sales Validity:** Ticket issued On/Before 31st March 2020
 - **Travel validity :** Starting On/Before 31st. March 2020
 - Passengers has the option to freeze their tickets up for one year (from day of issuance) if traveling On/Before 31st. March 2020
- **To Assist the passengers with more flexible solutions, RJ will offer the below in case of refund requests effective today till end of MAR 2020:**

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 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.

Tour code to be used JOI4032020694D

Please note the following travel restriction to Jordan:

Effective 14th March 2020, all passengers arriving from France, Spain and Germany are required to submit health certificate that is certified by official authorities guaranteeing that they are free of Corona Virus. If the health certificate not available, passengers are not allowed to enter or transit Jordan. Health procedure will be applied for Jordanian nationalities arriving from France, Spain and Germany and do not have health certificate. This counts until further notice and we hope to provide you an update regarding the new Health restriction for travel to Jordan as soon as possible.

Mit freundlichen Grüßen

Ihr Pul Express Team

Hauptsitz:
Pul Express GmbH

CEO: Antonina Syromyatnikova
Registergericht: Amtsgericht

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