

CoronaVirus Update

Travel Trades and Partners

Due to the CoronaVirus effect, below regulations and conditions to be applied on below Countries and **all RJ canceled flights and restricted nationalities due to new entry rules** as following:

- **Israel**

Individuals passengers who are holding a confirmed ticket on Royal Jordanian Airlines flights **to/from** TLV to AMM or vice versa between **05th of March – 31st MAY 2020** may request involuntary rebooking/refund with the following conditions:

- Involuntary rebooking can be made to the flights until/including 31st March 2020, without additional penalty and fare difference on same route (**Rebooking can be done till DEC 31st, except during the blackout periods detailed below**)
- Involuntary **rerouting** on the flights after 31st March 2020 can be made without rebooking penalty – **difference in fare to be collected if applied.**
- Refund – refund will be made as involuntary and no penalty till 31st March 2020

- **Italy**

Individuals passengers who are holding a confirmed ticket on Royal Jordanian Airlines flights **to/from** FCO between **05th of March – 31st MAY 2020** may request involuntary rebooking/refund with the following conditions:

- Involuntary rebooking can be made to the flights until/including 31st March 2020, without additional penalty and fare difference on same route (**Rebooking can be done till DEC 31st, except during the blackout periods detailed below**)
- Involuntary **rerouting** on the flights after 31st March 2020 can be made without rebooking penalty – **difference in fare to be collected if applied.**
- Refund – refund will be made as involuntary and no penalty till 31st March 2020

- **KSA – Arabia Saudi**

Individuals passengers who are holding a confirmed ticket on Royal Jordanian Airlines flights **to KSA** between **05th of March – 31st March 2020** may request involuntary rebooking/refund with the following conditions:

- Involuntary rebooking can be made to the flights until/including 31st March 2020, without additional penalty and fare difference on same route (**Rebooking can be done till DEC 31st, except during the blackout periods detailed below**)
- Involuntary **rerouting** on the flights after 31st March 2020 can be made without rebooking penalty – **difference in fare to be collected if applied.**
- Refund – refund will be made as involuntary and no penalty till 31st March 2020.

- **HKG, China, and all RJ Canceled flights for BKK/KUL only.**

Individuals passengers who are holding a confirmed ticket on Royal Jordanian Airlines flights to/from Fareast and China between **05th of March – 31st March 2020** may request involuntary rebooking/refund with the following conditions:

- Involuntary rebooking can be made to the flights until/including 31st March 2020, without additional penalty and fare difference on same route (**Rebooking can be done till DEC 31st except during the blackout periods detailed below**).
- Involuntary **rerouting** on the flights after 31st March 2020 can be made without rebooking penalty – **difference in fare to be collected if applied**.
- Refund – refund will be made as involuntary and no penalty till 31st March 2020

- **CAIRO**

Individual passengers travelling to CAIRO though direct or indirect flights have to provide the Airline with the following personal data : Full Name, Address, Nationality, Flight Number, Date, Origin, and Phone Number.

Blackout periods:

- **Easter 03rd to 10th April**
- **Summer: 15th July till 30th of August**
- **December: 01st to 09th December**
- **Christmas : 19th to 31st December**

O7 tax is non refundable

Tour code to be used JOI4032020694D