

Dear colleagues;  
Good day

1. Please find below updated circular that supersedes all previous circulars and covers all flights suspension due to (COVID19, COVID new series & Commercial cancellation of RJ flights).
2. You can apply the circular rules on RJ cancelled flights till **28<sup>th</sup> FEB 2022** if the cancellation is due to COVID-19.
3. If passenger wish to change / refund his ticket booked on any existed flight, then normal procedure and ticket rules will be applied.
4. Involuntary rules to be applied on any cancelled flight by RJ till end of FEB 2022
5. Any case that is not within the dates range mentioned below will be handled case by case so please do not hesitate to contact us.

# Coronavirus Update

## Dear Trade Partners

**In response to the government announcement to resume passenger's commercial flights starting of 08 Sep 2020.**

**The Following flexible options will be provided to RJ passengers affected by any flight suspensions for:**

**Sales Validity between : 01<sup>st</sup> Jan 2019 – 28<sup>th</sup> Feb 2022**  
**&**

**Travel Validity between : 17<sup>th</sup> Mar 2020 – 28<sup>th</sup> Feb 2022**

- **Date Change penalties**

1. Date change penalties will be waived if flights are cancelled due to COVID19.
2. Difference in fare to be collected if applied, for (R) class kindly collect the difference with the lowest RBD that covers the travel period, even if it's not available.
3. Applying 5% discount on fare difference when tickets are reissued in case the original class isn't (R) as above case.
4. Passengers can request to revalidate their tickets on any date on/before **28<sup>th</sup>.Feb.2022**

- **Voucher options (EMDs)**

The passenger can choose one of the below options:

- Travel voucher (Good for travel) valid for two years from day of issuance.
- Refundable Travel Voucher (Good for travel and refund) valid for one year only from day of issuance and applicable on all classes except the nonrefundable classes.
- EMD/voucher value can be used by the passenger's family members (Father, Mother, Brother, Sister, Spouse and children), provided the attached form is signed/approved by EMD/voucher passenger.

Tour code **JOI60520208AFF**

Sales Team in your station will be more than happy to answer any inquiries regarding the above.