

Royal Air Maroc brings more flexibility to its commercial policy

Following the state of health emergency's extension until November 10, 2020, Royal Air Morocco is adapting its commercial measures by offering more flexibility. Now, all the tickets are totally flexible regardless of their issue date, price paid or chosen destination.

The applicable commercial provisions are detailed below:

- Issue: initial purchase, exchange for an open ticket and / or voucher (tariff difference may be applicable)
- Sales channel: agencies, Call center and Royal Air Maroc website only
- Pricing conditions: non-refundable - No show not allowed;
- Ticket Change: allowed but fare difference may be applicable if the initial fare class is not available.
- Eligibility:
 - ⇒ Leaving Moroccan territory
 - Moroccan citizens living abroad and their families
 - Foreigners residents or non-residents in Morocco and their families
 - Moroccan students admitted in foreign schools
 - Businessmen, and citizens forced to go abroad for health reasons need to obtain special authorizations from the prefecture of their place of residence in order to be able to leave the territory.

Passengers departing from Morocco are exempt from testing. However, they must be informed and comply with the health provisions required by the countries of their final destination. The passenger who will not meet the conditions of his arrival country will be refused access to the flight.

- ⇒ Entry to Moroccan territory:
 - All Moroccan citizens (stranded tourists, students, Moroccans living abroad) and their families
 - Foreigners residing in Morocco and their families.
 - Professionals with an invitation from a Moroccan Company
 - Foreigners who have a confirmed hotel reservation

Professionals of visa-exempt countries will be able to visit Moroccan companies upon a simple invitation from the latter. Invitations must be printed on the letterhead of the inviting company (including their identifiers, including their ICE, RC number and address). They must also be signed and sealed by an authorized person from the company, and include the purpose of the visit, the full names and passport numbers of the visitors, their date of entry into Moroccan territory as well as their place of residence during their stay in Morocco.

Also, foreign nationals of visa-exempt countries and who have a confirmed hotel reservation will be able to access Moroccan territory upon presentation of this reservation.

All Passengers entering Morocco must present a negative PCR test lasting less than 72 hours before departure time. The serological test is no longer required. Passengers under the age of 11 are exempt from this requirement.

Royal Air Maroc reminds you that wearing a mask is compulsory within our flights and that only handbags, bags for children and computers are allowed on board as luggage.

Important: We remind you that it is the exclusive responsibility of the customer to be informed before his trip and to comply with the authorities' conditions and requirements of the departure and arrival countries.

Considering that regular international flights are still suspended, the commercial measures set up by Royal Air Maroc to support our passengers are still applicable, and now concern all tickets regardless of their date of issue (tickets issued on regular flights only).

Our clients still have the possibility to change freely the date of departure and the destination as many times as desired without penalties (tariff difference may apply). For passengers who don't have visibility on their travel date, a voucher can be issued. The validity of the travel vouchers is 12 months and it is possible to get cash refund at the end of the validity period if the voucher is not used.

Below a summary of the provisions with the extension of eligibility for tickets issued until October 1st:

- Targeted passengers: All the issued tickets issued, in all Royal Air Maroc network including canceled flights because of de COVID 19 authorities' restrictions. (Prime-tickets included);
 - Travel date: No restriction;
 - Ticket Change: unlimited changes of ticket date and destination, free of charge;
 - Conditions: change within the same fare class; (Tariff difference applicable in case of unavailability of the initial fare class or change of the destination)
 - flight deadline: until October 31,2021 (return date can be extended beyond this deadline to keep the same duration of the trip);
 - Refund:
- ✓ Individual tickets : refund by nominal voucher valid 12 months from the date of its issue. The voucher is refundable in cash on the expiry date. The voucher is issued by travel agencies or our call center at callcenter@royalairmaroc.com .
- ✓ Group tickets issued / account tickets : Travel agencies have to issue vouchers on their own name to the final clients for a later use (nonrefundable and valid 12 months). Only under this condition, a refund will be allowed by Royal Air Maroc. A written agreement from RAM delegation responsible of the travel agency is needed. This agreement is given on the basis of supporting documents to provide by the travel agency (purchase order, proof of payment or any other evidence).
- Fare conditions remain applicable

Hereafter a summary table of the commercial measures:

Targeted passengers	<ul style="list-style-type: none"> • All the tickets issued in all Royal Air Maroc network including canceled flights because of de COVID 19 authorities' restrictions. (Prime-tickets included); • Tickets totally or partially unused
Initial Departure Date	<ul style="list-style-type: none"> • No restrictions.
Date changes	<ul style="list-style-type: none"> • Allowed before departure, illimited number of changes free of charge.
Destination changes	<ul style="list-style-type: none"> • Allowed before departure/ arrival ; • Allowed, illimited number of changes free of charge
Conditions	<ul style="list-style-type: none"> • Change within the same fare class (Tariff difference applicable in case of unavailability of the initial fare class or change of the destination); • The ticket changes can be done in your travel agency or at callcenter@royalairmaroc.com .
New travel dates	<ul style="list-style-type: none"> • Until October 31, 2021 inclusive (return date can be extended beyond this deadline to keep the same duration of the trip)
Refund	<p>Individual tickets:</p> <ul style="list-style-type: none"> • Nominal Voucher • valid 12 months from the date of its issue • Applicable for refundable and non refundable tickets ; • No refund penalty is applied; • Non-refundable unused taxes are not refunded • The voucher is refundable in cash on the expiry date.
	<p>Group tickets issued / account tickets:</p> <ul style="list-style-type: none"> • Travel agencies have to issue vouchers on their own name to the final clients for a later use (nonrefundable and valid 12 months). • Valid 12 months • A written agreement from RAM delegation responsible of the travel agency is needed. • This agreement is given on the basis of supporting documents to provide by the travel agency (purchase order, proof of payment or any other evidence). • Applicable for refundable and nonrefundable tickets; • No refund penalty is applied; • Non-refundable unused taxes are not refunded • The voucher is nonrefundable in cash on the expiry date.
Issue of vouchers	<ul style="list-style-type: none"> • At the travel Agencies (cf. Flash info PMV 200520-

	CA) ; <ul style="list-style-type: none">• Royal Air Maroc call center Royal Air Maroc at callcenter@royalairmaroc.com.
Fare conditions remain applicable.	
The validity of the previous vouchers will be modified automatically to 12 months.	

These provisions are valid from now, until new notification.