



Casablanca, October 7<sup>th</sup>, 2023



**Customer Proximity  
Customer Assistance**

**Ref: 01/41 DPC EN**

**Cancellation of flights to and from Tel Aviv Airport:**

In light of the current situation in Israel, Royal Air Maroc supports its passengers holding tickets to and from Tel Aviv Ben Gurion airport with travel dates up to October 13<sup>th</sup>, 2023 by granting one free changes of date, upon availability for new travel dates during the 15 days following the initial travel date

For passengers holding tickets onboard cancelled flights AT228 of October 7th and AT229 of October 8th, 2023, Royal Air Maroc supports its passengers by granting:

- One free changes of date, upon availability for new travel dates within the 15 days following the initial travel date,

Or,

- Refund of your ticket in its initial form of payment.

Passengers with reachable contact details in the booking file will receive e-mails and text message informing them about the cancellation of their flight. We invite passengers holding tickets onboard the above-mentioned flights to check the status of their flight and verify of update their contact details via the manage booking section of our website <https://www.royalairmaroc.com/ma-en/booking/manage-booking>

We invite passengers whose flights have been canceled to not show up at the airport and to contact their initial point of sale or the RAM call center to benefit from the above provisions.