

## Terms and conditions for award tickets

### Booking

Award tickets can be requested, subject to availability, up to 04 hours before departure.

### Beneficiary of award ticket:

Safar Flyer account holder or can be transferred to a person of his/her choice.

Children under 12 years can not travel alone. Their award ticket is valid only if they are accompanied by a person over 18 years.

### Issuing the ticket

Your award ticket is automatically issued electronically and sent to the email address specified in the form, when requesting the award ticket online.

Airport taxes are borne by the passenger and must be paid online before the ticket is issued.

### Validity

The award ticket is valid for 1 year, from the date of issue (*except award tickets for specific promotions*).

### Changes:

Changing the award ticket is limited to dates of travel regardless of travel class.

### Change of itinerary is not allowed.

The award ticket **can only be changed online**. Please contact the Call Centre or a Royal Air MAROC agency for any request for date change.

#### ➤ Before departure and after departure:

The award ticket can be **changed free of charge** the **1<sup>st</sup> time**, subject to availability, by contacting the Royal Air Maroc Call Centre or a Royal Air agency.

A **penalty in miles** applies in the event of further change; depending on the card status of person requesting the award:

- **Blue Member:** 1500 Miles one way (per person)
- **Silver Member:** 1000 miles one way (per person)



*The member must make a new booking by calling the call centre and then filling the form on his/her private session. Once the request has been processed, he will receive his new ticket by email and the amount will be debited in miles for this change of dates.*

**No penalty in miles** is applied for Gold / Ambassador members.

➤ **In case of No show:**

The ticket **can be changed** with a penalty of **4000 miles**, to be deducted from the account where award was charged.

*The member must make a new booking by calling the call centre and then filling the form on his/her private session. Once the request has been processed, he will receive his new ticket by email and the amount will be debited in miles for this change of dates.*

**Refund:**

➤ **Before departure**

Ticket **refundable**, except for promotions on award tickets subject to specific conditions.

➤ **After departure:**

Ticket **not refundable** in case of No show or partial use of ticket