

## UPDATE ON Refund/Reissue/No-Show/Re-route – Penalty Waiver

Dear Trade Partners,

Greetings...

Further to memo **RZ.RH 20-023** Dated 16Mar2020, please note the below:

With immediate effect, passengers ticketed for travel for the period between 01May2020 to 31Dec2020 **preponing** their confirmed bookings to travel between 17Mar2020 to 30Apr2020,

all relevant penalties are applicable as per the fare rule in system, regardless for reissues or refunds.