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Date: 23 December 2022

For the attention of Travel Agents participating in the BSP/ARC and selling Royal Air Maroc services through customer cards payments

Dear partners,

Subject: Notification regarding Royal Air Maroc 'GRAM" Card Payment Policy

In reference to IATA Resolution 890 related to Customer Card Sales Rules, we inform you that Royal Air Maroc will not accept anymore payments through cards issued in the name of Agents or any person permitted to act on their behalf, effective from January 1st 2023. As such, only Customer Cards will be accepted when using the card acceptance merchant agreement of RAM to collect payment of the sale of passenger air transportation and ancillary services.

Any violation of this rule will subject the Agent to a charge by means of an Agency Debit Memo (ADM) through BSP or ARC of 10% of the total transaction amount.

We strongly ask you to pass this notice to your colleagues and instruct them to comply with this RAM Card Payment Policy.