

Refund & Rebooking Policy

Effective 30Apr20

Dear Partners,

In view of the Lebanese council of Ministers’ decision to renew the general lockdown till 07June20 due to COVID19, MEA have updated the waiver policy for tickets initially booked for travel between 10Mar20 and 07Jun20 inclusive as per below:

Original Travel Date	Transaction Date	076 Ticket Type	Refund				Rebooking		No Show Penalty	
			Ticket Status	Fare Refund	*Tax Refund	*YL Tax & Service Fee	Refund Penalty	Rebooking Penalty		Difference in Fare
Between 10mar20 and 07Jun20	On/ Before 07Jun20	ME Point to Point	Unused Tickets	Full	Full	Non Refundable	Waived	Waived	Applicable	Waived
			Partially Used	Partial	Partial					
		ME / ME Connection via Beirut	Unused Tickets	Full	Full					
			Partially Used	Partial	Partial					
		ME / OC Connection with Other Carrier	Unused Tickets	Full	Full					
			Partially Used	Partial	Partial					

- Rebooking / Refund may be processed by the issuing agency as per above waiver policy for transactions done on / before 07Jun20
- “COVID19” shall be inserted as remark when processing waiver as per above policy.
- Refund of tickets issued through MEA website maybe processed by mea-onlinerefunds@mea.com.lb; waiving policy shall apply.

→ Since COVID-19 restrictions are subject to change at any moment, MEA passengers must be clearly advised that it is their own responsibility to check all travel restrictions issued by the countries of their Origin, Destination, or Transit.