

Emirates

Special Offer
Partner Offers
Benefits



COVID-19 Change and Refund Policy - Update 1

Dear Industry Partner,

Effective 19 March 2020, all rebook/reroute/refund options must follow below guidelines for tickets issued on/before 31 March 2020. Tickets issued on/after 01 April 2020 system fare rules will apply.

Scenarios impacting the change:

Travel ban	Where there is an explicit government notification that prohibits travel from either point of journey origin or destination
Travel advisory	There is general government advisory against non- essential travel but no travel ban
Visa process change / Quarantine	Visa process which required visiting an embassy/consulate OR mandatory quarantine at origin or destination
Passenger is unable to reach airport	Countries which have a government lockdown and passengers are unable to reach airport
Flight cancellation	Flights cancelled where Emirates is unable to offer an alternate flight or an alternate option

Tickets issued on/before 31 March

- **Changes:**
Changes and reissues are permitted to any origin or destination within ticket validity without a reissue fee. Applicable fare difference if any will apply
- During reissuance, please ensure that the endorsement field has the remarks mentioned; **ROGW006 DUE COVID-19**.
- **Keep your ticket:**
Original ticket can be kept with an open coupon status as follows.
 - **Fully unutilised** – Ticket is valid for 760 days from date of issue
 - **Partially utilised** – Ticket is valid for 760 days from date of first outbound travelThis ticket will then be accepted at face / residual value as payment for a new ticket for any date/flight.
- **Refund & No-show:**
 - Applicable refund and no-show rules / charges as per date of original ticket issue will apply.

Tickets issued on/after 01 April:

- **Changes:**
Changes and reissues are permitted as per fare rules.
- **Keep your ticket:**
 - Original unused ticket can be kept with an open coupon status for up to one year from date of issue.
 - This ticket will then be accepted at face / residual value as payment for a new ticket. Applicable fare difference if any will apply.
- **Refund & No-show:**
Applicable refund and no-show rules / charges as per date of original ticket issue will apply.

Thank you for your continuous support and management of your client's bookings and ticket requirements

on Emirates services. We are committed to ensuring you receive timely updates and relevant information on the current situation.

For any further information or clarity please contact the local sales team. Thank you for your continued support.

Sincerely,
Emirates Airline

This email has been sent to you by Emirates, a corporation established by Emiri Decree no. 2 of 1985 in Dubai, United Arab Emirates. Corporate Headquarters: Emirates Group Headquarters, Airport Road, P.O. Box 686, Dubai, U.A.E.

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