

# Emirates

Special Offer  
Partner Offers  
Benefits



## COVID-19 Change and Refund Policy - Update 5

Dear Industry Partner,

Emirates would like to provide an update to you, for customers affected by COVID-19, for tickets

issued on or before 30 June 2020 with at least one coupon with scheduled Emirates departure on or before 30 November 2020.

**Scenarios impacting tickets issued on or before 30 June 2020 with at least one coupon with scheduled Emirates departure on or before 30 November 2020.**

<b>Travel Ban</b>	Where there is an explicit government notification that prohibits travel from either point of journey origin or destination
<b>Travel Advisory</b>	There is a general government advisory against non-essential travel but no travel ban
<b>Visa process change/Quarantine</b>	Visa process which required visiting an embassy/consulate OR mandatory quarantine at origin or destination
<b>Passenger is unable to reach airport</b>	Countries which have a government lock down and passengers are unable to reach airport
<b>Flight Cancellation</b>	Emirates flight is cancelled for a specific date or route is suspended for a continuous period of time

• **Changes:**

- Changes and reissues are permitted with waiver of reissue fee and fare difference in any RBD within the same cabin, to an alternate flight or to/from nearest EK online gateway within the same region where EK flights are operating.
- If passenger wishes to rebook/reissue to another region, no reissue fee to be collected, however fare difference (if any) will need to be collected

- 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 coupons status as follows.

- **Fully unutilised** – Ticket is valid for 760 days from date of original ticket issue
- **Partially utilised** – Ticket is valid for 760 days from date of original ticket issue.

This ticket will then be accepted at face / residual value as payment for a new ticket for any date/flight.

- Changes and reissues are permitted with waiver of reissue fee & fare difference in any RBD within the same cabin, to an alternate flight or to/from nearest EK online gateway within the same region where EK flights are operating
- If passenger wishes to rebook/reissue to another region, no reissue fee to be collected, however fare difference (if any) will need to be collected.
- Unused portion of the ticket can be refunded in full without penalty after 12 months from original date of issue, if new flight not booked prior to this date.

• **Refund & No-show:**

- For flight cancellations, travel bans and lockdowns preventing travel, unused portion of the ticket is eligible for refund without penalty. Processing delays may apply due to current backlog.

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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