

Emirates

Special Offer
Partner Offers
Benefits



Emirates operates limited passenger flights - Update 11

Dear Industry Partner,

Subject to Government approval, Emirates will continue operating a limited number of flights from Dubai to a few destinations such as: Madrid, Manila, London Heathrow and Frankfurt till **14 May 2020**.

Stringent entry restrictions remain in place at these destination as well as others across the world; travellers are advised to check before their travel. The safety and wellbeing of passengers and crew remain Emirates' top priorities.

Ticketing Terms and Conditions for New Tickets:

Travel Date:	12 April to 14 May 2020
Destination:	MNL, FRA, LHR, MAD
Journey and Class of Travel:	One way only & applicable in Y (R), J (H)
Fare Economy:	MNL, FRA, LHR, MAD AED2,500 (all inclusive)
Fare Business:	MNL, FRA, LHR, MAD AED5,000 (all inclusive)
Fare combinability:	Not combinable with any other fare
Fare discounts:	No child discounts and infant pay 10%
Changes and refunds:	Not permitted
EK Services:	<ul style="list-style-type: none">• Advanced seating and excess baggage can be purchased. Lounge and CDS not applicable• Unaccompanied Minors/ Young Passengers/ AVIH will be accepted on these flights• WCHR / C / S can be booked on above flights
Discount	Not applicable for group booking
Time limit	4 hours from booking
Interline journey	Any interline itinerary has to be bought by passengers at their own expense and subject to travel restrictions at destination

Baggage:

Baggage allowance 25kgs except **MNL 40kgs in Economy** and 40kgs in Business class

Rebooking - Existing Ticket:

- If passengers are holding tickets, difference in fare needs to be collected and calculated as below:
 - Check fare paid (Fare + YQ)
 - Check flown journey portion of the ticket
 - Fare difference from One-Way or Return fare is to be collected as below
- If the fare was RT, halve the value of fare paid (i.e. 50%) on ticket and charge the difference from above quoted fares, plus add airport taxes on top of the difference
- If the fare was OW, charge the difference plus add airport taxes, if any
- Fully unutilised tickets for future may be re-issued with above OW fares and difference in fare collected as applicable. No residual value to be refunded in such cases
- No refund of difference in fare if travelling in lower cabin

Kindly contact prices@emirates.com for any clarification required on the above fare calculation only.

Health and safety

We will operate a modified inflight service programme on these flights. Magazines and other print reading material will not be available, and while food and beverages will be continued to be offered on board, packaging and presentation will be modified to reduce contact during meal service and

on board, packaging and presentation will be modified to reduce contact during meal service and the risk of infection.

Emirates' lounge and Chauffeur Drive services will be temporarily unavailable during this period. All Emirates aircraft will go through enhanced cleaning and disinfection processes in Dubai, after each journey.

Important

If you are considering booking one of these flights, please ensure to check the eligibility from the respective country government guidance and entry criteria on TIMATIC to ensure you are able to travel. You do not need to contact your Embassy for any further travel permissions/documentation.

Please note the below important points prior to travel:

- Passengers are reminded to check-in and arrive 3 hours ahead of departure at Dubai Airport Terminal 3 to avoid any delays
- Passengers are reminded to bring their own face masks, hand gloves and abide by social distancing rules
- Passengers will undergo thermal screening procedures at the airport
- Passengers are reminded that cabin baggage will not be accepted on these flights, items allowed will be limited to laptop, handbag, briefcase or baby items; any other items will have to be checked.

Note:

Agents may check their GDS for flight schedules of the destinations mentioned.

Please check the requirements of COVID-19 as per Government regulations at the respective destination.

In light of COVID-19, flight and travel restrictions continue to remain in place across many countries around the world. Emirates is closely monitoring the situation as it evolves, and we hope to resume travel services as soon as it is safe to do so.

We will announce and notify once travel services resume.

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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