

Emirates

Special Offer
Partner Offers
Benefits



Emirates resumes passenger flights to 9 destinations, including connections between UK and Australia

Dear Industry Partner,

Emirates will operate scheduled flight services from 21 May to nine destinations: London

Heathrow, Frankfurt, Paris, Milan, Madrid, Chicago, Toronto, Sydney and Melbourne. The airline will also offer connections in Dubai for customers travelling between the UK and Australia.

Travellers will only be accepted on these flights if they comply with the eligibility and entry criteria requirements of their destination countries. This includes an approval from the Federal Authority for Identity and Citizenship (ICA) for UAE residents who wish to return to Dubai and this is mandatory.

Journey and Class of travel:

One way and return on First class - F/A, Business Class - J/C/I and Economy class - Y/E/R/W/M one way and return as per fare filed in your GDS'

- Freedom flows
 - 3/4th traffic permitted on all routes
 - 6th Freedom permitted only on LHR-SYD/MEL vv for transit at DXB. No stopover in DXB.

Rebooking process

COVID 19 waiver does NOT apply on these flights and applicable additional collection is required as below:

- 1- **Partially used ticket**
 - Calculate difference in fare with available applicable fare of the new booking.
 - Reassess fares and collect additional collection and new applicable taxes (if Any).
 - No residual value to be refunded.
- 2- **Fully unutilised ticket**
 - Re-issue with available applicable fare of the new booking and collect difference in fare and applicable new taxes.
 - No residual value to be refunded in such cases.
- 3- **New Ticket**
 - Apply available applicable fare and taxes

Health and safety on Emirates

The safety and wellbeing of passengers and employees is Emirates' top priority. In preparation for the resumption of flight services, the airline has already enhanced various precautionary measures throughout the customer journey.

At Dubai International airport, customers and employees will have their temperatures checked via thermal scanners. Protective barriers have been installed at check-in counters to provide additional safety during interaction. Gloves and masks are mandatory for all customers.

Social distancing protocols will also be implemented. At this airport, this includes physical indicators being placed on the ground and at waiting areas in the airport to ensure travellers maintain a safe distance.

For health and safety reasons and to minimise interaction on-board, Emirates will offer a modified in-flight service that focuses on reducing contact and infection risk. Magazines and print reading material will not be available during this time. Cabin baggage have to be checked-in, and customers can only bring essential items such as a laptop, handbag, briefcase or baby items on board.

Emirates has initiated a stringent safety programme to ensure aircraft cabins remain clean and

sanitary. The airline's modern aircraft cabins have been fitted with advanced HEPA air filters which remove 99.97% of viruses and eliminate dust, allergens and germs from cabin air for a healthier and safer on-board environment. After its journey and on landing in Dubai, each aircraft will go through enhanced cleaning and disinfection processes to ensure safety and proper sanitation.

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

Sincerely,
Emirates Airline

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