

Emirates

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Temporary Suspension of Passenger Flights to Manila - Update 1

Dear Industry Partner,

As directed by the Philippines government, all passenger flights are temporarily restricted from 15 May 2020 to 22 May 2020. Emirates, therefore has cancelled the following flights to Manila (MNL).

Flights cancelled: EK334 on 15/16/17/18/19/20/21/22 May 2020.

Rebooking and Refund Options:

- Passengers impacted by the cancellation of repatriation flights can be rebooked to the next repatriation flight at NOADC.
- During reissuance, please ensure that the endorsement field has the remarks mentioned; **ROGW006 DUE COVID-19.**
- If passenger is already booked on the flight prior to the flight being considered as repatriation flight, pax can be rebooked to the next repat flight by collecting the applicable fare difference and taxes.
- Refund is strictly not permitted.
- Covid 19 change and policy update 5 applies to passengers originally booked on a flight before it was considered a repatriation flight and the repatriation flight was cancelled.

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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