

Dear Trade Partner,

Emirates would like to provide an update to you, for customers affected by COVID-19, for tickets issued up to 31 May 2020 and have a coupon validated for travel up to 30 June 2020.

Below are the options for customers, with a ticket based on the above requirements that are affected by the listed scenarios. Emirates passengers have the listed options that provide them the flexibility to fly with us again when they're ready if they book a ticket before 31 May.

Scenarios impacting tickets issued on or before 31May'20 with at least one coupon with scheduled Emirates departure on or before 30Jun'20	
Flight cancellation	Emirates flight is cancelled for a specific date or route is suspended for a continuous period of time.
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.

Changes	<ul style="list-style-type: none"> 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. Does not apply to any codeshare flights. Fare text, fare basis and baggage must be as per original ticket. New or additional Tax must be collected 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 Please continue to use code "ROGW006 DUE COVID-19"
Keep your Ticket	<ul style="list-style-type: none"> Original ticket can be kept with an open coupons status 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. Does not apply to any codeshare flights. Fare text, fare basis and baggage must be as per original ticket. New or additional Tax must be collected. 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 Please continue to use code "ROGW006 DUE COVID-19" Ticket can be refunded in full after 12 months from original date of issue, if new flight not booked prior to this date.
Refunds	<ul style="list-style-type: none"> Applicable refund and no-show rules / charges as per date of original ticket issue will apply. Tickets issued between 7 Mar 20 and 31 Mar 20 for departure on or before 30 Jun 20 are fully refundable and no penalties will apply. No show fee is only waived if one of the flight segment is booked to travel on/before 25 March 2020

How to simply keep your ticket for the future

Customers can choose to keep their ticket and we'll extend its validity to 24 months from the date of your original booking. The fare amount paid for the original booking will be accepted for any flight to the same destination/region* at any time with no fees during this period.

What do I need to do to select Keep you ticket option?

There is no need to keep a segment in the PNR to keep the ticket valid. We are able to extend and validate ticket details for 760 days from the date of issuance.

Can I change the customer's destination with 'Keep your ticket'?

Yes, you can change the destination. It will be valid for one year from the date it is issued and can be extended for another year.

The fare you paid will be accepted for any flight to the same destination or within the same region. For example, if the original booking was for London, you can rebook it for Amsterdam at no extra charges.

The Emirates regions are on page 3:

Are there any change fees with either option?

There are no change fees when rebooked within the 24-month period, so you have more flexibility for planning ahead.

Are these options available for tickets booked anytime?

These options are available for ticketed bookings made before the 31 May 2020. Bookings made from 01 June 2020 onwards are subject to the fare conditions applicable at the time the booking is made.

What if I can't travel within this period?

You can extend the validity for another year. If you are unable to travel for any reason within this period you can request a refund in full.

We hope these options make it easier for you to book your clients on Emirates. Your local sales teams welcomes any enquiries or clarification questions.

Thank you for your continued support and commitment in managing disrupted customers during this challenging time.

GME	Africa	N America	S America	Far East	West Asia	IO	SWP	Europe
DXB	LAD	BOS	BUE	SHA	KBL	MLE	MEL	VIE
BAH	ABJ	CHI	RIO	BJS	DAC	MRU	SYD	BRU
BGW	ALG	DFW	SAO	CAN	AMD	SEZ	BNE	GVA
BSR	CAI	FLL	SCL	HKG	BLR	CMB	PER	ZRH
EBL	ADD	HOU	MEX	DPS	BOM		ADL	LCA
THR	ACC	LAX		JKT	CCU		AKL	PRG
AMM	CKY	NYC		OSA	COK		CHC	DUS
KWI	NBO	ORL		TYO	DEL			FRA
BEY	ABV	SEA		PNH	HYD			HAM
MCT	LOS	SFO		SEL	MAA			MUC
DMM	KRT	WAS		RGN	TRV			CPH
JED	DKR	YTO		KUL	ISB			BCN
MED	EBB			CEB	KHI			MAD
RUH	CPT			CRK	LHE			LYS
	DUR			MNL	PEW			NCE
	JNB			SIN	SKT			PAR
	LUN			BKK				BHX
	HRE			HKT				GLA
	CAS			TPE				LON
				HAN				MAN
				SGN				NCL
								EDI
								ATH
								ZAG
								BUD
								DUB
								BLQ
								MIL
								ROM
								VCE
								MLA
								AMS
								OSL
								WAW
								LIS
								OPO
								LED
								MOW
								STO
								IST
								SAW