

# Rebooking options

The following re-accommodation options can be offered to **ONLY** impacted customers booked to travel between 01JUN26 - 31JUL26, due to the following scenarios:

1. EK flight cancellation
2. If the scheduled time of an EK flight changes by more than one hour from the original scheduled departure or arrival times . However, for connecting flights, it does not apply if there is no change to the origin and final destination timings and the change does not result in a misconnection, even if connecting arrival times are adjusted due to current air route changes.

## The below Re-Accommodation Option on Commercial tickets.

Below options can be provided to customers impacted by EK Planned Schedule change outside 72hrs of departure. Offer the options in the order listed below. Proceed to the next option if the previous option is not suitable to the customer.

Refer to the re-accommodation options based on the type of itinerary and ticket document.

### EK Prime itin on 176 document

#### Option 1 - Rebook on EK Prime flight

Itinerary Type	Rebooking Window	Rebooking Guideline	Procedure
Ticketed	Within (+/-) 10 days of original travel date	Rebook in any RBD within the same cabin	<b>Revalidate</b> <ul style="list-style-type: none"> <li>Revalidate ticket with remark '<b>SKCHG</b>'</li> </ul>
	Beyond (+/-) 10 days of original travel date	Rebook in the original RBD and within ticket validity.	<b>Reissue</b> <ul style="list-style-type: none"> <li>Reissue entire ticket and update first 5 character in endorsement field as '<b>SKCHG</b>' followed by original</li> </ul>

<b>Itinerary Type</b>	<b>Rebooking Window</b>	<b>Rebooking Guideline</b>	<b>Procedure</b>
			<p>endorsement text. e.g. <b>SKCHG</b> NON-END/SAVER/REWARD UPGDS ALLOWED</p> <ul style="list-style-type: none"> <li>Fare calculation should be preceded by 'S' followed by original fare calculation text.</li> </ul>
Non-Ticketed	Within (+/-) 10 days of original travel date	Rebook in any RBD within the same cabin	<p><b>Ticket Issuance</b> Original quoted fare must be honoured. Create manual TST.</p>
	Beyond (+/-) 10 days of original travel date	Rebook in the original RBD and within 3 months from original travel date.	
<b>Flight Combination</b>	<b>As per option 1, only EK Prime flights can be booked. Codeshare or interline flights cannot be offered.</b>		

**Option 2 - Reroute on EK Prime flight**

<b>Itinerary Type</b>	<b>Rebooking Window</b>	<b>Reroute Guideline</b>	<b>Procedure</b>
Ticketed	Within (+/-) 10 days of	Reroute permitted on EK prime flight in	<b>Revalidate</b>

Itinerary Type	Rebooking Window	Reroute Guideline	Procedure
	original travel date	any RBD within the same cabin and region	<ul style="list-style-type: none"> <li>• Revalidate ticket with remark '<b>SKCHG</b>'</li> </ul> <p><b>Reissue</b></p> <ul style="list-style-type: none"> <li>• Reissue entire ticket and update first 5 character in endorsement field as '<b>SKCHG</b>' followed by original endorsement text. e.g. <b>SKCHG NON-END/SAVER/REWARD UPGDS ALLOWED</b></li> <li>• Fare calculation should be preceded by '<b>S</b>' followed by original fare calculation text.</li> </ul>
	Beyond (+/-) 10 days of original travel date	Reroute permitted on EK prime flight in the original RBD and region within ticket validity.	
Non-Ticketed	Within (+/-) 10 days of original travel date	Reroute permitted on EK prime flight in any RBD within the same cabin and region	<p><b>Ticket Issuance</b></p> <p>Original quoted fare must be honoured. Create manual TST.</p>
	Beyond (+/-) 10 days of original travel date	Reroute permitted on EK prime flight within 3 months from original travel date in the original RBD and region	

<b>Itinerary Type</b>	<b>Rebooking Window</b>	<b>Reroute Guideline</b>	<b>Procedure</b>
Flight Combination	As per option 2, only EK Prime flights can be booked. Codeshare or interline flights cannot be offered.		

### Option 3 - Refund

<b>Itinerary Type</b>	<b>Policy</b>
Ticketed	For refund claims on EK documents, refer below INVOL REFUND POLICY FRAMEWORK table. Refund authority is not required from Regional/Area/Country Manager for customers impacted by Emirates Disruption.

**EK Prime + OAL segments (EK codeshare and/or OAL interline segments excluding FZ and QF) with 176 document**

**Option 1 - Rebook on EK Prime + OAL segments**

Itinerary Type	Rebooking Window	Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on EK Segments (DXB-JNB-DXB)	Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on OAL Segments (JNB-NBO-JNB)	Procedure	
Ticketed	Within (+/-) 10 days of original travel date	Rebook in any RBD within the same cabin.		<p>Rebook on same OAL and same route in original OAL RBD.</p> <p>or</p> <p>Rebook on any other OAL (same route) and in the RBD, which is allowed as per original ticketed fare basis (fare value can be ignored). Origin and Destination of the ticket must be maintained.</p> <p>or</p>	<p>Reissue</p> <ul style="list-style-type: none"> <li>Reissue entire ticket and update first 5 character in endorsement field as 'SKCHG' followed by original endorsement text. e.g. <b>SKCHG</b> NON - END/SAVER/REWARD UPGDS ALLOWED</li> <li>Fare calculation should be preceded by 'S' followed by original fare calculation text.</li> </ul>

Itinerary Type	Rebooking Window	<b>Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on EK Segments (DXB-JNB-DXB)</b>	<b>Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on OAL Segments (JNB-NBO-JNB)</b>	Procedure
				<p>Rebook via any other permitted VIA point (same/different OAL) and in the RBD which is allowed as per original ticketed fare basis (fare value can be ignored). Origin and Destination of the ticket must be maintained.</p> <p>E.g. Routing Permitted as per Original Ticketed Fare Basis:</p> <p>DXB-JNB-SA/EK-NBO</p>

Itinerary Type	Rebooking Window	<b>Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on EK Segments (DXB-JNB-DXB)</b>	<b>Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on OAL Segments (JNB-NBO-JNB)</b>	Procedure
				<p>DXB-JNB-KQ-NBO DXB-DAR-KQ-NBO</p> <p>In above example, customer can be booked either on SA (EK codeshare or SA interline) or KQ via JNB or via DAR as per routing on ticketed fare basis.</p> <p>E.g. Required RBDs for KQ as per original Fare Basis:</p>

Itinerary Type	Rebooking Window	<b>Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on EK Segments (DXB-JNB-DXB)</b>	<b>Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on OAL Segments (JNB-NBO-JNB)</b>	Procedure
				KQ Q/T Required when available KQ N Required  In above example, Ensure to use RBD in the order listed: "Required when available" RBD's (Q/T) to be booked first and only if not available "Required" RBD's (N) to be booked.
	Beyond (+/-) 10 days of original travel date	Rebook in the original RBD and within ticket validity.		

<b>Itinerary Type</b>	<b>Rebooking Window</b>	<b>Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on EK Segments (DXB-JNB-DXB)</b>	<b>Reroute Guideline Sample Routing:- DXB-EK-JNB-SA-NBO-SA-JNB-EK-DXB Rebooking on OAL Segments (JNB-NBO-JNB)</b>	<b>Procedure</b>
<b>Flight Combination</b>	As per option 2, only EK Prime flights can be booked. Codeshare or interline flights cannot be offered.			

<b>Option 2</b>	<b>Policy</b>
<b>Refund</b>	For refund claims on EK documents, refer below INVOL REFUND POLICY FRAMEWORK table.  Refund authority is not required from Regional/Area/Country Manager for customers impacted by Planned Schedule Change.

OAL Document

Option 1 - Rebook

<b>Itinerary Type</b>	<b>Rebooking Window</b>	<b>Reroute Guideline Sample Routing:- DXB-EK-LHR-SA-JNB Rebooking on EK Segments (DXB-JNB)</b>	<b>Reroute Guideline Sample Routing:- DXB-EK-LHR-SA-JNB Rebooking on OAL Segments (LHR-SA-JNB)</b>	<b>Procedure</b>
Ticketed	Within (+/-) 10 days of original travel date	Rebook in any RBD within the same cabin.	Rebook in original RBD.	The ticketing office/agent that originally issued the tickets are responsible for reissuing them. EK office must not reissue OAL document.
	Beyond (+/-) 10 days of original travel date	Rebook in the original RBD and within ticket validity.	Rebook in original RBD.	

#### Region Table

<b>Region</b>	<b>City</b>
Africa	ABJ, ACC, ADD, ALG, CAI, CPT, CMN, CKY, DSS, DAR, DUR, EBB, HRE, JNB, LOS, LAD, LUN, NBO, TUN, TNR
Australasia	AKL, ADL, BNE, CHC, MEL, PER, SYD
Europe	AMS, ARN, ATH, BCN, BHX, BLQ, BRU, BUD, CDG, CPH, DME, DUB, DUS, EDI, FCO, FRA, GVA, GLA, HAM, IST, LCA, LED, LHR, LGW, LIS, LYS, MAD, MAN, MLA, MUC, MXP, NCE, NCL, OSL, PRG, STN, VCE, VIE, WAW, ZRH

<b>Region</b>	<b>City</b>
Far East	BKK, CAN, CEB, CGK, CRK, DPS, DAD, HAN, HKG, HGH, HKT, HND, ICN, KIX, KTI, KUL, MNL, NRT, PEK, PVG, SGN, SAI, SIN, SZX ,TPE
Gulf and Middle East	AMM, BAH, BEY, BGW, BSR, DAM, DMM, DXB, IKA, JED, KWI, MCT, MED, RUH, TLV
Indian Ocean Islands	CMB, MLE, MRU, SEZ
North America	BOS, DFW, EWR, IAD, IAH, JFK, LAX, MCO, MEX, MIA, ORD, SEA, SFO, YYZ, YUL
South America	EZE, GIG, GRU, BOG
West Asia	AMD, BLR, BOM, CCU, COK, DAC, DEL, HYD, ISB, KHI, LHE, MAA, PEW, SKT, TRV

Note - Any newly introduced routes will be guided by the country/region they belong to.

<b>Itinerary Type</b>	<b>Fare Type</b>	<b>Journey Type</b>	<b>Base Fare</b>	<b>YQ</b>	<b>Taxes</b>
EK Only OR EK + OAL	Pure EK Fare Basis (Through Fare)	One way Round Trip Mixed RBD/Cabin	Refund Prorated value of un-flown coupons as per Ticketed Point Mileage (TPM)		Refundable taxes for un-flown coupons permitted
EK + OAL	Combination of EK Fare Basis + OAL fare basis (End on End combination)	One way Round Trip Mixed RBD/Cabin	For EK fare basis portion: Refund prorated value of un-flown coupons as per Ticketed Point Mileage (TPM)		Refundable taxes for un-flown coupons permitted

Itinerary Type	Fare Type	Journey Type	Base Fare	YQ	Taxes
			For OAL fare basis portion: Only base fare is refundable for the un-flown coupons.		

**Involuntary refunds to be processed through your GDS with refund remarks 'INVOL Refund':**

1. For refunds via Galileo above remark to be added in "Airline Authority" box.
  2. For refunds via Worldspan above remark to be added in "Airline Authority" box.
  3. For refunds via Sabre above remark to be added in "Waiver" box.
  4. For refunds via Amadeus above remark to be added as "TRFU/WA Waiver Code"
  5. For NDC GDS refunds please raise refund application though BSP link. Refund charges and admin fee will be waived.
- For refunds via EK Gateway remark "INVOL REFUND" to be added in the " Waiver Code "