

# Emirates COVID 19 travel waiver policy – Passenger Guidelines & Options (Trade)

Updated: 10 Aug 2021

*(This travel waiver policy supersedes any previously issued COVID 19 travel waiver policy)*



Tickets issued on or before 30Sep 20 with at least one coupon where the scheduled Emirates departure is on or before 31May 22

## Changes and Reissues:

Tickets to be rebooked 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, to/from DXB or within the same region where EK flights are operating. 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. Reroute on journeys involving fifth freedom are restricted to fifth freedom routes only.

Please continue to use code "ROGW006 DUE COVID-19"

## Keep your ticket for future travel:

A passenger holding an eligible ticket can cancel their existing booking and the original ticket can be kept with an open coupon status for 760 days from date of original ticket issue. Tickets will be further extended for an additional 365 days from date of original ticket issue.

Passengers must contact their booking agent prior to 760 day ticket expiry in order to avail either of the following options:

1. Existing ticket must be reissued at face / residual value as payment for a new ticket for any date/flight. Refer to Changes and Reissues for the options available for changing an itinerary
2. Existing ticket can be converted to an EMD valid for refund balance only
3. Existing ticket can be submitted for refund without penalty

## Refund:

Unused portion of the ticket is eligible for a refund without penalty

Tickets issued on or after 01Oct 20 with at least one coupon where the scheduled Emirates departure is on or before 31May22

## Changes and Reissues:

Tickets to be rebooked in ricketed RBD to an alternate flight or to/from nearest EK online gateway, to/from DXB or within the same region where EK flights are operating. If seats are not available in the ricketed RBD, applicable fare difference to the higher RBD to be charged. No reissue fee to 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. Reroute on journeys involving fifth freedom are restricted to fifth freedom routes only

Please continue to use code "ROGW006 DUE COVID-19"

## Keep your ticket for future travel:

A passenger holding an eligible ticket can cancel their existing booking and the original ticket can be kept with an open coupon status for 760 days\*\* from date of original ticket issue

\*\*Passengers holding an eligible ticket originally issued on/after 01Oct20 and on/before 31Mar21 will be extended for an additional 365 days from date of original ticket issue. Passengers must contact their booking agent prior to 760 day ticket expiry in order to avail either of the following options;

1. Existing ticket must be reissued at face / residual value as payment for a new ticket for any date/flight. Refer to Changes and Reissues for the options available for changing an itinerary
2. Existing ticket can be converted to an EMD valid for refund balance only
3. Existing ticket can be submitted for refund without penalty

## Refund:

Unused portion of the ticket is eligible for a refund without penalty.