

Overview

Summary

Effective 01st May 2022, the updated Involuntary Waiver Policy provides options to customers whose journey is disrupted due to an involuntary change to their itineraries.

The Involuntary Waiver Policy covers below types of disruption:

1. Operational disruptions (Within 72hrs to departure)
2. Planned Schedule Changes within EK Control (Outside 72hrs to departure)
3. Local disruptions outside EK control (due to natural disasters, political unrest etc.)

Eligibility

1. Policy applies for all EK operated flights. For any bookings involving EK Codeshare / Fly Dubai or Qantas flights please contact your EK Sales team
2. All Commercial, Redemption bookings and tickets
3. Both ticketed and non-ticketed itineraries.

Rebooking

Booking Type	Rebooking Procedure	Ticketing Procedure
Ticketed Itinerary	<ol style="list-style-type: none">1. Rebooking at NOADC is allowed within 10 days of the original travel date in any booking class (RBD) within the same cabin.2. Rebooking at NOADC is allowed beyond 10 days of the original travel date in the same booking class (RBD) and within ticket validity	<ol style="list-style-type: none">1. During reissuance, ensure to mention remarks 'INVOL REBOOKED AUTH RO REVOPS' in the endorsement box to avoid any ADMs
Non-Ticketed Itinerary	<ol style="list-style-type: none">1. Rebooking at NOADC is allowed within 10 days of the original travel date in any booking class (RBD) within the same cabin.2. Rebooking at NOADC is allowed beyond 10 days of the original travel date in the same booking class (RBD) and within three months from original travel date.	<ol style="list-style-type: none">1. During issuance, ensure to mention remarks 'INVOL REBOOKED AUTH RO REVOPS' in the endorsement box to avoid any ADMs2. Example on ticketing; <u>Routing:</u> LHR-DXB-LHR in T RBD (LHR-DXB 15Sep; DXB-LHR 22Sep) <u>Booking:</u> Non-ticketed and active within allotted ticketing Timelimit <u>Disrupted journey:</u> LHR-DXB 15Sep. <u>Availability:</u> U RBD and above. Rebooking and Ticketing: a. Is permitted on any date until 25Sep (within 10 days from 15Sep) in any RBD within the same compartment. Fare basis should be in line with the original T fare basis OR b. Is permitted on any date between 26Sep and 15Dec (beyond 10 days and within 3 months from 15Sep) in the same T RBD. Fare basis should be in line with the original T fare basis.

Re-routing

- Re-route is permitted on EK flights at no additional cost within the same region.
- Re-route on or via OAL at no additional cost should be authorized by Emirates local office.
- All tickets involuntarily re-routed should be endorsed *‘INVOL RE-ROUTE AUTH RO REVOPS’*
- In case of OAL issued documents where EK is the disrupted operating carrier, the EK coupon will be INVOL re-routed and not the entire itinerary

See Region Table below:

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

Refunds

Involuntary refunds to be processed through your GDS with refund remarks 'INVOL Refund' and authorised by your local Emirates Sales Office.

Scenario/Ticket	In sequence coupon not used	Permitted out of sequence use	Refund Policy
2coupon	1st coupon	NA	Full refund of fare and YQ + Refundable taxes where the ticket is completely unutilised
	2nd coupon	2nd coupon used / 1st coupon not used	50% refund of ticketed fare and YQ + Refundable taxes to be refunded
4 coupon	1st coupon	NA	Full refund of fare and YQ + Refundable taxes where the ticket is completely unutilised
	2nd/3rd/4th coupon	Any 1 coupon used / 3 not used	50% refund of ticketed fare and YQ + Refundable taxes to be refunded
	3rd/4th coupon	3rd/4th coupon used / 1st/2nd not used	50% refund of ticketed fare and YQ + Refundable taxes to be refunded
	4th coupon	2nd/3rd coupon used / 1st/4th not used	No refund applies
More than 4 coupons	-	-	Apply 4 coupon policy to furthest point, ignore any side trips

Dubai Connect (STPC)

Standard STPC provision will apply based on the minimum fare criteria and best available connection where required

Bookings involving FZ and QF

Please contact your respective Emirates Sales team for further details and clarifications.