



Emirates waiver policy on the Coronavirus



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 which have at least **one coupon validated for travel up to 31 August 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 August 2020**.

This policy supersedes all previous waivers published on COVID-19, this includes the German Q&A overview released 31 March 2020.



Scenarios impacting tickets issued on or before 31May'20 with at least one coupon with scheduled Emirates departure on or before 31Aug'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• 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"
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Keep your Ticket	<ul style="list-style-type: none"> • If your customers cannot yet decide on a new travel date, you can cancel all active segments in the booking and leave the ticket with open coupon status. • 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 • 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 • Once your customer has decided on new travel dates please retrieve the ticket in your GDS and create a new PNR/booking and re-issue the ticket. • Please continue to use code “ROGW006 DUE COVID-19” • Unused portion of the ticket can be refunded in full without penalty after 12 months from original date of issue, if new flight not booked prior to this date. • For flight cancellations, travel bans and lockdowns preventing travel, unused portion of the ticket is eligible for refund without penalty. Processing delays may apply due to current backlog
Refunds	<ul style="list-style-type: none"> • Refunds must be submitted via the Refund Applications through the BSP link.

How to simply keep your ticket for the future

Customers can choose to keep their ticket and we'll extend its validity to 760 days from the date of ticket issuance. 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.

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 Bangkok, you can rebook it for Singapore at no extra charges.

The Emirates regions are:

Region	City
Africa	LAD, ABJ, ALG, CAI, ADD, ACC, CKY, NBO, ABV, LOS, KRT, DKR, TUN, DAR, EBB, CPT, DUR, JNB, LUN, HRE, CAS
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
the Far East	BJS, CAN, SHA, HKG, DPS, JKT, OSA, TYO, PNH, SEL, RGN, KUL, CEB, CRK, MNL, SIN, BKK, HKT, TPE, HAN, SGN
the Gulf, Middle East and Iran	DXB, BAH, BGW, BSR, EBL, THR, AMM, KWI, BEY, MCT, DMM, JED, MED, RUH
Indian Ocean Islands	MLE, MRU, SEZ, CMB
North America	BOS, CHI, DFW, FLL, HOU, LAX, NYC, ORL, SEA, SFO, WAS, YTO

South America	BUE, RIO, SAO, SCL, MEX
West Asia	KBL, DAC, AMD, BLR, BOM, CCU, COK, DEL, HYD, MAA, TRV, ISB, KHI, LHE, PEW, SKT

Are there any change fees with either option?

There are no change fees when rebooked within the 760-day 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?

If you are unable to travel for any reason within this 760-day period you can request a refund in full.

We hope these options make it easier for you to book your clients on Emirates.

To keep you informed on the latest Emirates changes please click [here](#) to refer to our English website which will be updated accordingly. Kindly note that it may take some time until the German language website is in accordance to the English language website.

Should you have queries or require further information on this release, please contact ekgermany@emirates.com. We thank you for your patience and understanding if our response time is longer than normal due to high volume of emails.

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

Best regards
Emirates Germany

