

## \*紧急更新\* 阿联酋航空公司(EK) 由于 COVID-19 退改新规定

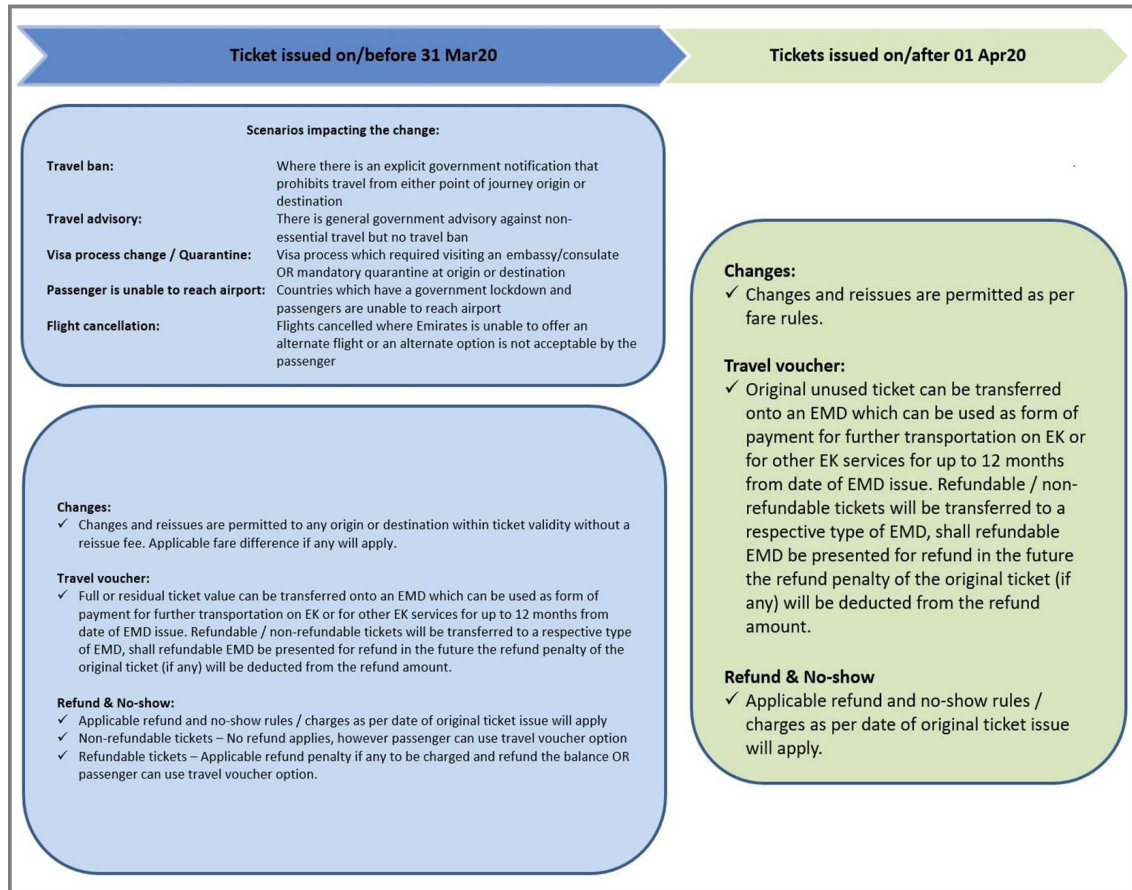
### Overview

In order to provide reasonable options to customers during the COVID-19 situation, waiver policy has been further reviewed. This policy supersedes previously issued COVID-19 Waiver and the "Peace of Mind" campaign as all policies and procedures have been combined here for ease of reference.

Effective 19 March 2020, all rebooking / reroute and refund options must follow below guidelines for tickets issued on/before 31 March 2020. For tickets issued on / after 01 April 2020, be guided by the fare rules.

### **Quick Reference Guide**

You can refer quick reference guide below that summarises the revised waiver. For detailed instructions please refer to rest of the process and procedure outlined in this page.



## Ticket Issued On / Before 31 March 2020

### Scenarios impacting the change:

Scenario	Explanation
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
Flight cancellation	Flights cancelled where Emirates is unable to offer an alternate flight or an alternate option is not acceptable by the passenger

### Changes:

1. Changes and reissues are permitted to any origin or destination within ticket validity without a reissue fee. Applicable fare difference if any will apply.
2. Customers can change their booking to any date for travel on Emirates destination until system range, in same booking class as per booked and ticketed information.
3. In case of RBD change or re-route, rebooking is permitted. Difference in fare plus tax will apply. Only reissue fee is waived.
4. There is no limit to number of changes on tickets done as long as original tickets are issued before 31 March 2020. Make sure any difference in fare and tax are collected.
5. Cash plus Miles and Classic Rewards are eligible

### Refund :

Full or residual ticket value can be transferred onto an EMD which can be used as form of payment for further transportation on EK or for other EK services for up to 12 months from date of EMD issue. Refer to [Refund Guidelines](#) for handling details.

1. Non-refundable tickets – No refund applies, however passenger can use travel voucher option
2. Refundable tickets – Applicable refund penalty if any to be charged and refund the balance OR passenger can use travel voucher option

### No-show :

1. Applicable refund and no-show rules / charges as per date of original ticket issue will apply

## Tickets Issued On / After 01 April 2020

**Changes:** Changes and reissues are permitted as per fare rules

**Refund & No-show :** Applicable refund and no-show rules / charges as per date of original ticket issue will apply

## Refund Guidelines

In order to encourage use of Refund EMD, effective 19 March 2020 changes will be made to online refund webform. Customer can either request for "**Travel Voucher**" (Refund EMD) or for refund back to original form of payment (conditions will apply).

When offering refund options, follow below guidelines:

1. Check if customer's ticket is refundable or non-refundable
2. Non-refundable tickets are only entitled for Refund EMD. Customer must submit their request on emirates.com (Help -> Refunds) and choose the option "Travel Voucher"
3. Refundable tickets will have the option of:
  - a. Refund EMD (always offer this as first option)
  - b. Refund back to original form of payment (offer this as last resort)
4. If customer accepts Refund EMD ask them to submit their request on emirates.com (Help -> Refunds) and choose the option "**Travel Voucher**"
5. Inform customer that they will receive their travel voucher (Refund EMD) on email within 72 hours of submitting the request online.
6. Ensure customer contact details are correct and updated on the booking.
7. If customer does not accept Refund EMD, they can submit their ticket for refund on emirates.com. Inform them that applicable refund charges may apply. **The refund may also take up to 90 days to process.**

## Terms and Conditions of Refund EMD

1. Refund EMDs is valid for one year from date of issue and can be used for any Emirates product or service
2. Refund EMDs will be issued per customer and are non-transferable
3. Customer can use the Refund EMD throughout the year for multiple transactions if they wish to (up to its value)
4. Customer will receive Refund EMDs for any services that they have paid for associated to their ticket (excluding any date change fee previously paid).
5. If Refund EMD (of Refundable Ticket) is presented for refund in the future the refund penalty of the original ticket (if any) will be deducted from the refund amount.

### Converting Refund Amount into an EMD

Below process is to be followed by dedicated team handling issuance of Refund EMD.

1. Refer to [Converting Refund Amount into an EMD](#) for steps to issue EMD
2. Ensure Additional information field is updated with below remarks:
  - a. For refundable tickets : **GOOD FOR FURTHER TRANSPORTATION ON EK / IN CASE OF REFUND CHARGES MAY APPLY AS PER FARE RULES**
  - b. For non-refundable tickets : **NON-REFUNDABLE / GOOD FOR FURTHER TRANSPORTATION ON EK**
3. Endorsement text of the EMD must be updated with waiver code "**ROGW006 DUE COVID-19**".

### Booking and Ticketing Procedure

1. Ensure customers contact details are updated at all times.
2. Any paid ancillary service(s) can be rebooked for Emirates flight(s). EMD should be re-associated to new flights. EMD can be refunded only if customer requests a refund of the ticket.
3. GDS issued tickets must be handled by their respective travel agents.
4. Original validity of ticket cannot be extended.
5. For all other queries please be guided by the ticket fare rule condition.
6. Groups bookings must be handled by the travel coordinator.

## Country Restrictions

Below are some country restrictions to be aware of when handling customer queries. Follow guidelines published under [Ticket issued on/before 31 March 2020](#) for any rebooking, reroute and refund option.

### **Mainland China / Hong Kong**

1. Ferry services from Hong Kong to Macau and all Chinese ferry ports have been suspended until further notice. Customers travelling to China via Hong Kong will not be accepted as they will require land transportation in the absence of ferry service.
2. Due to road blockades in Beijing, all Chauffeur Driver Services (including taxi & rental companies) cannot do the inter-city Business. Until further notice, CDS will only be offered if pick up and drop off is within BJS.

### **UAE**

#### **UAE Citizens Travelling to Iran / Thailand**

The UAE Ministry of Foreign Affairs and International Cooperation issued a statement detailing a travel ban for UAE citizens to Iran and Thailand following recent concerns on the new coronavirus, COVID-19, outbreaks in the aforementioned countries. Refer to [www.mofaic.gov.ae](http://www.mofaic.gov.ae) for more information.

#### **B) UAE Visa Ban**

The following temporary suspension of visas will come into effect on **March 19, 2020** with exception only on Diplomatic visas.

- Visas on arrival are cancelled except for holders of diplomatic passports.
- Suspension of visa waiver countries entering the UAE, except for diplomatic passports.
- Countries who were previously exempt from visa restrictions are no longer exempt.
- Those who have received UAE tourist visas but who have not yet entered the country will have their visa cancelled, and a refund arranged.
- UAE Residence visa holders who are currently abroad will not be able to enter the UAE for a period of 2 weeks.

**Note:** All citizens who could enter the UAE with the current decision would need to undertake 14 days of quarantine. Customers may also not be avail STPC due to the ban.

Timatic will be updated soon.

## **GDS Bookings**

Please note there will be separate circular sent to trade and may have some variation. If customer contacts please ask them to get in touch with their travel agent. Travel agent must contact their respective sales team.

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