



Special Guidelines for Rebook and Refund Update (Supersedes all previous references)

Dear
Partners,
2022

Travel
07Apr

Emirates' flexible re-booking policy provides customers more opportunities to use their unused tickets or to book tickets for future plans. This re-booking policy now covers your client's travel up to 31 Aug 2022.

Tickets issued on or before 30Sep 20 with at least one coupon where the scheduled Emirates departure is on or before 31Aug 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 coupons 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 refund without penalty. Please refer Refund guidelines for further details.

Tickets issued on or after 01Oct 20 & on or before 11Oct 21 with at least one coupon where the scheduled Emirates departure is on or before 31Aug 22

- Changes and Reissues:

Tickets to be rebooked **in ticketed RBD** to 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 ticketed 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 coupons 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 refund without penalty. Please refer Refund guidelines for further details.

Tickets issued on or after 12Oct 21 & on or before 30Apr 22 with at least one coupon where the scheduled Emirates departure is on or before 31Aug 22

- Changes and Reissues:

Tickets to be rebooked **in ticketed RBD** to the same destination or to/from DXB. Reissue fee is waived. Difference in fare due to higher RBD/booking class, change in travel season or change of destination must be collected.

In case of no-show, penalty applies as per fare rules.

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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 refund without penalty. Please refer Refund guidelines for further details.

Please visit [Emirates.com](https://www.emirates.com) for information update.

Customers are reminded that travel restrictions remain in place, and travellers will only be accepted on these flights if they comply with the eligibility and entry criteria requirements. Travel and entry requirements change frequently, and for these reasons we ask you to check via Partners Portal or [Emirates.com](https://www.emirates.com) for the latest requirements.

All information about where Emirates are flying now, the full re-booking policy and the travel requirements for each country, are available on the Emirates Partners portal.

If you have not registered on our dedicated Trade Partners Portal, please click [here](#) to complete the easy 2 step process to start enjoying the benefits of receiving information first hand, bespoke for our partners.

We thank you for your continued partnership and if you have any queries on Emirates products and services please contact your local Emirates Sales Team.

PS. Customers who present fraudulent PCR test certificates at check-in are not entitled for the COVID-19 Change and Refund Policy.

We thank you for your ongoing support.

Emirates,
Sales Office, Hong Kong.

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Ref:

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