



Date: 29.10.2018
No. 29918

Dear Industry Partners,

This is to notify that pursuant to circular letter No.37017 dated 17.09.2018 of the Civil Aviation Organization of Islamic Republic of Iran, observing the following cases are necessary with respect to alterations in tickets for passengers of Emirates Airline, and circular letter No.28718 dated 15.08.2018 of Emirates Airline is invalid:

1- Receiving all fines and costs for alterations at the request of the passenger based on the foreign exchange sales rate at time when the ticket has been issued is permitted. (Foreign currency exchange rate must be mentioned in the ticket and it should be used in compliance with GDSs Global Reservation System and/or CRS reservation system).

2- In case of any changes in ticket specifications, whether used or not, at the request of the customer would result the increase in base fare for the requested cabin, it is permitted to demand payment of the difference in the old base fare compared to the new base fare multiplied by effective BSR at the day of payment.

If New Base Fare > Old Base Fare Then

(New Base fare – Old Base Fare) × (BSR day of payment) = Payable IRR Amount

3- In case of any changes applied in ticket specifications, whether used or not, at the request of the customer would not change the base fare of the new ticket, only demanding payment for applying changes at BSR rate on the ticket date of issue is permitted.

4- In case of any changes in ticket specifications, whether used or not, at the request of the customer (considering the price rate regulations inserted in the ticket) would result the decrease in base fare,

- I. Before departure, it is permitted to refund the ticket after calculating penalties applicable in ticket rule and issue a new ticket.
- II. After departure, the difference between the new base fare and the old base fare after deduction of applicable charges or penalties will be considered as passenger credit. Payment of balance is permitted based on foreign exchange rate on the date of issue of the ticket.

If New Base Fare < Old Base Fare Then

(Old Base Fare - Charges or Penalties - New Base Fare) × BSR as old Ticket = Passenger Credit