

EK Update

Dear Travel Agent Partners,

REBOOKING/CANCELLATION PROCEDURES FOR PASSENGERS AFFECTED BY DISRUPTIONS TO EK SERVICES DUE TO THE CLOSURE OF DXB AIRPORT

The following options are available to EK commercial passengers and Skywards members who had purchased tickets on/before 03-August-16, in view of the disruptions to all EK flights due to the incident to EK flight at DXB Airport:

Commercial Tickets:

1. Rebooking; re-issue; and cancellation charges shall be waived.
2. Rebooking shall be made onto an available flight to the same destination or alternative destination for travel within a 10 day period after the original flight date and in the same booking class. In case the same booking class is not available, then the lowest class available in the same cabin may be used. This will be at no additional cost to passenger and if required, the validity of the ticket may be extended.

Rebooking/re-issuance to an alternative destination shall be done in accordance with applicable fare rules, i.e. additional collection or refund if any shall be applicable.

Rebooking shall also be permitted for the return journey within a period of 10 days after the scheduled departure of the original return flight in the same booking class and at no additional cost to the passenger. In case the same booking class is not available, then the lowest class available in the same cabin may be used. If required the validity of the ticket may be extended.

Only one Free of charge shall be permitted per ticket.

3. The following options may be offered to passengers who wish to cancel their trips:
 - (a) Fully unused tickets – A full refund may be offered.
 - (b) Partially used tickets – Refund of the residual amount after deduction of the applicable one-way fare for the utilised portion or 25% of the base fare only, in the absence of an OW fare or if the applicable OW fare is higher than the original fare collected.
Alternatively the residual/refund amount may be converted into an EMD for future travel on EK valid for one year from date of issue.

Queries should be addressed to reserve@emirates.com

Thank you in advance for your cooperation

