

Date: 12 MAY 2020

No. 41122



**Dear Trade Partners,**

Please kindly find below Emirates latest update regarding COVID-19 for tickets issued on or before 30 Jun 20 with at least one coupon with scheduled Emirates departure on or before 30 Nov 20.

**Changes:**

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 and please continue to use code **"ROGW006 DUE COVID-19"**

**Keep your ticket:**

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 and 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.

**Refund & No-show:**

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

**Tickets with EK codeshare flights:**

- EK codeshare flights can be rebooked on any RBD within the same cabin and must be on same EK codeshare routing. Fare difference and reissue fee are waived.
- When EK codeshare segments are rerouted then fare difference / taxes if any must be collected. Only reissue fee is waived.

**Tickets with Interline bookings:**

- OAL must be rebooked on same RBD, same airline and same routing. Fare difference and reissue fee are waived.
- If any of the above conditions are not met then difference in fare / taxes will apply. Only reissue fee is waived.

**Stay safe**  
**Emirates Sales Team**