

EK Update

To: All Travel Agents

Subject: REBOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED TO TRAVEL TO/FROM NICE (NCE)

Dear Travel Agent Partners,

REBOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED TO TRAVEL TO/FROM NICE (NCE)

The following options are available to EK passengers holding tickets issued for travel to/from NCE between the 15TH and the 21ST of July 2016, inclusive and who now wish to alter their travel plans following the terrorist incident.

As this situation is beyond the control of Emirates, liability towards our passengers is limited in accordance with Emirates' Conditions of Carriage for Passengers and Baggage. Additionally passengers are advised to contact their travel insurers.

Commercial Tickets:

1. Rebooking and re-issue charges shall be waived. Cancellation charges are; however, not waived
2. Rebooking shall be made onto an available flight to the same destination for travel within a 7 days period after the original date of travel in the same booking class. This will be at no additional cost to the passenger.

Rebooking shall also be permitted for the return journey within a 7 days period after the original flight date in the same booking class and at no additional cost to the passenger provided the max stay requirement of the fare used is maintained.

3. Rebooking/re-routing shall also be permitted onto an available EK flight to/from AMS/BRU/CDG/DUS/FCO/FRA/GVA/HAM/LYS/MUC/MXP/ZRH in the same booking class and at no additional cost to the passenger.

Transportation between NCE & AMS/BRU/CDG/DUS/FCO/FRA/GVA/HAM/LYS/MUC/MXP/ZRH will be at passenger's own expense and EK will not bear any expenses related to their surface travel.

4. Re-routing onto other airlines is not permitted.
Only one FOC change shall be permitted per ticket.

Thank you in advance for your cooperation

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