

EK Update

To: All Travel Agents

Subject: REBOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED TO TRAVEL TO/FROM TURKEY.

Dear Travel Agent Partners,

REBOOKING/CANCELLATION PROCEDURES FOR PASSENGERS TICKETED TO TRAVEL TO/FROM TURKEY.

The following options are available to EK passengers holding tickets issued for travel to/from **Turkey** between 16th and 22nd of July 2016, inclusive and who now wish to alter their travel plans following the **current political situation** there.

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, re-issue and cancellation charges shall be 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. Re-routing onto other airlines is not permitted.

Only one FOC change shall be permitted per ticket.

4. 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. Alternatively the residual amount may be converted into an eMD for future travel on EK valid for one year from DOI.

Thank you in advance for your cooperation

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