

Date: 10 MAR 2020

No. 41120



Dear Trade Partners,

Due to the changing situation of COVID-19, we have implemented a new proposition to encourage our customers to book with peace of mind. We will allow our passengers the choice to change travel dates or reissue their ticket without penalty.

Tickets issued on/before 04 March 2020

- Change fees and reissue fees are not applicable for tickets issued on / before 04 March 2020, for travel between 23 January 2020 - 31 May 2020, rebooking / reroute permitted till 30 June 2020 in same RBD.
- Refund permitted:
 - a) Tickets can be converted to an EMD for future travel on EK valid for one year from date of issue. For guidance, send your request to "THRTOEK2@emirates.com"
 - b) Else ticket can be refunded and endorsement text must be updated with waiver code "**ROGW006 DUE COVID-19**".

Tickets issued on/after 05 March 2020

- Change fees and reissue fees are not applicable to new tickets issued on/from Thursday 05 March to Tuesday 31 March 2020, regardless of travel date.
- If there is a difference in the airfare or applicable taxes, due to the reissue/reroute of the ticket, the additional amount will need to be collected.
- Customers can change their booking to any date for travel until system range, in same booking class as per booked and ticketed information.
- In case of RBD/route change, rebooking is permitted. Difference in fare plus tax will apply. Only reissue fee is waived.
- Update endorsement text with waiver code "**RODCFW1 DUE COVID-19**" when reissuing tickets.
- If ticketed between 05th -31st MAR, when customer do choose to refund then any applicable refund fees would be charged.

Thank you for your continuous support and management of your client's bookings and ticket requirements on Emirates services. We are committed to ensuring you receive timely updates and relevant information on the current situation.

If you require any further clarification or support please contact Emirates.