

Date: 26 JUL 2020

No. 43120



**Dear Trade Partners,**

In order to provide reasonable options to customers during the COVID-19 situation, waiver policy has been further reviewed.

All rebooking / reroute options must follow below guidelines for tickets issued on/before 31 July 2020.

**Ticket Issued On / Before 31 July 2020**

Scenarios impacting tickets with at least one coupon with scheduled Emirates departure on or before **30 November 2020**.

- The waiver applies to EK operated and EK marketed flights.

**Changes:**

1. 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, to/from DXB or within the same region where EK flights are operating.
2. Customer who wishes to rebook/reissue to another region, Reissue fee is waived however Fare difference (if any) must be collected.
3. Customers can change their booking to any date for travel on Emirates destination until system range.
4. There is no limit to number of changes on tickets done as long as original tickets are issued before 31 July 2020.
5. Cash plus Miles and Classic Rewards are eligible.
6. Please continue to use code "**ROGW006 DUE COVID-19**"
7. When rebooking tickets with existing EK marketed flights and interline segments, below guidelines must be followed:

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.

**2. Keep your ticket:**

Original ticket can be kept with an open coupon status for travel within 760 days from date of original ticket issue. Travel must be completed within 760 days.

This applies to both fully unutilised and partially utilised tickets.

This ticket will then be accepted at face / residual value as payment for a new ticket for any date/flight.

Update Ticket Endorsement Remarks with **ROGW006 DUE COVID-19**.

Date: 26 JUL 2020

No. 43120



### Booking and Ticketing Procedure

Below table applies to tickets issued on/before 31 July 2020 with at least one coupon with scheduled Emirates departure on or before 30 November 2020.

Waiver	Within the Same Region	Another Region
<b>Changes</b>	<ul style="list-style-type: none"><li>• Book on any RBD</li><li>• Reissue/Revalidation Fee waived</li><li>• No additional collection on to ticketed fare and YQ</li><li>• New or additional Tax must be collected (Tax have to be adjusted)</li><li>• Seasonality, Min/Max stay, Stopover, Fare validity, etc. are waived</li><li>• In case the new itinerary results in a lower fare, no refund applies.</li><li>• Fare text, fare basis, baggage allowance etc. must be as per original ticket.</li><li>• Update Endorsement field INVOL ROGW006 DUE COVID-19 when reissuing ticket.</li></ul>	<ul style="list-style-type: none"><li>• Only Reissue fee is waived</li><li>• Charge the Fare difference (base fare + YQ)</li><li>• New or additional Tax must be collected</li><li>• Reassess and reissue to equal or higher fare. Refer to Fare Rules Clarification.</li><li>• Fare text, fare basis, baggage allowance etc. must be as per new itinerary.</li><li>• Update Endorsement field INVOL ROGW006 DUE COVID-19 when reissuing ticket.</li></ul>
<b>Keep Your Ticket</b>	<ul style="list-style-type: none"><li>• Customer can keep the ticket open and change at any time for travel within 760 days from date of original ticket issue. Travel must be completed within 760 days</li><li>• Changes and reissue condition as mentioned above will apply.</li></ul>	<ul style="list-style-type: none"><li>• Customer can keep the ticket open and change at any time for travel within 760 days from date of original ticket issue. Travel must be completed within 760 days.</li><li>• Changes and reissue condition as mentioned above will apply.</li></ul>

➤ Region/Cities as following:

Date: 26 JUL 2020

No. 43120



### Region/City

Region	City
Gulf Middle East and Iran	DXB, BAH, BGW, BSR, THR, AMM, KWI, BEY, MCT, DMM, JED, MED, RUH
Africa	LAD, ABJ, ALG, CAI, ADD, ACC, CKY, NBO, ABV, LOS, KRT, DKR, TUN, DAR, EBB, CPT, DUR, JNB, LUN, HRE, CAS
North America	BOS, CHI, DFW, FLL, HOU, LAX, NYC, ORL, SEA, SFO, WAS, YTO, MEX
South America	BUE, RIO, SAO, SCL
Australia New Zealand	ADL, BNE, MEL, PER, SYD, AKL, CHC
Europe	VIE, BRU, GVA, ZRH, LCA, PRG, DUS, FRA, HAM, MUC, CPH, BCN, MAD, LYS, NCE, PAR, BHX, GLA, LON, MAN, NCL, ATH, ZAG, BUD, DUB, BLQ, MIL, ROM, VCE, MLA, AMS, OSL, WAW, LIS, OPO, LED, MOW, STO, IST, EDI, SAW
Far East	BJS, CAN, SHA, HKG, DPS, JKT, OSA, TYO, PNH, SEL, KUL, CEB, CRK, MNL, SIN, BKK, HKT, TPE, HAN, SGN
West Asia	KBL, DAC, AMD, BLR, BOM, CCU, COK, DEL, HYD, MAA, TRV, ISB, KHI, LHE, PEW, SKT
Indian Ocean Islands	MLE, MRU, SEZ, CMB

Stay safe  
Emirates Sales Team