

Date: 18 APR 2020

No. 41121-3



Dear Trade Partners,

Please kindly find below Emirates latest update regarding COVID-19 for **tickets issued on or before 31May'20** with at least one coupon with scheduled Emirates departure **on or before 31Aug'20.**

Changes Policy:

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.

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.

Please continue to use code **"ROGW006 DUE COVID-19"**

Unused tickets 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 tickets are eligible for refund without penalty. Processing delays may apply due to current backlog.

Stay safe

Emirates Sales Team