

Date: 28 MAR 2020

No. 41121-2



**Dear Trade Partners,**

As our valued and trusted partner, we wanted to keep you up to date on the latest developments at Emirates due to the COVID-19 outbreak.

The world has literally gone into quarantine and the situation is unprecedented. Never before has our industry, nor the world, faced a crisis of this scale from a global health, social and economic standpoint.

On 23 March, the UAE government directed the suspension of all passenger flights into the country within 48 hours, for two weeks. This is a measure to protect communities from the further spread of COVID-19. In line with this directive, Emirates is temporarily suspending all our passenger flights from 25 March 2020.

We are closely monitoring the situation, and are in regular contact with all relevant authorities, to ensure we can implement the latest guidance. As soon as circumstances allow, we will reinstate our passenger services.

To help customers who are impacted by the situation, we have updated our refund and change policy, as below. Our commercial team will continue to work with you closely to guide you through these options and provide you with all the information you need.

As a global airline, we are greatly committed to reducing the impact on our customers and partners. With your support and partnership, we are confident that we will emerge from this unprecedented period in the airline and travel industry well prepared for the return to normality.

Sincerely,

Adnan Kazim

Chief Commercial Officer

Emirates Airline

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## ***Refund and change policy***

<b><i>Ticket issued on/before 31 Mar 20</i></b>	<b><i><u>Tickets issued on/after 01 Apr 20</u></i></b>
<p><b><u>Changes:</u></b></p> <p>Changes and Reissues are permitted with waiver of Reissue Fee &amp; 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</p> <p>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</p> <p>Please continue to use code “<b>ROGW006 DUE COVID-19</b>”</p> <p><b><u>Keep your ticket:</u></b></p> <p>Original ticket can be kept with an open coupons status for 760 days from date of original ticket issue</p> <p>This ticket will then be accepted at face / residual value as payment for a new ticket for any date/flight</p> <p><b><u>Refund &amp; No-show:</u></b></p> <p>Applicable refund and no-show rules / charges as per date of original ticket issue will apply.</p>	<p><b><u>Changes:</u></b></p> <p>Changes and reissues are permitted as per fare rules.</p> <p><b><u>Keep your ticket:</u></b></p> <p>Original unused ticket can be kept with an open coupons status for up to one year from date of issue.</p> <p>This ticket will then be accepted at face / residual value as payment for a new ticket. Applicable fare difference if any will apply.</p> <p><b><u>Refund &amp; No-show:</u></b></p> <p>Applicable refund and no-show rules / charges as per date of original ticket issue will apply.</p>

(\*)Emirates regions are: Africa; Australasia; Europe; Far East; Gulf, Middle East and Iran; Indian Ocean Islands; North America; South America; West Asia