

# Emirates



Emirates

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Emirates COVID-19 Travel Waiver Policy\*Update300920

Dear Trade Partners,

Please be updated on the Emirates Covid-19 travel waiver policy with immediate effect.

**For tickets issued on or before 30Sep'20 with at least one coupon with scheduled EK departure on or before 31Mar'21**

- Tickets to be rebooked 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.
- 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"**

**For tickets issued on or after 01Oct'20 with at least one coupon with scheduled EK departure on or before 31Mar'21**

- Tickets to be rebooked in ticketed RBD to an alternate flight or to/from nearest EK online gateway, to/from DXB or within the same region where EK flights are operating.
- If seats are not available in the ticketed RBD, applicable fare difference to the higher RBD to be charged. No reissue fee to be collected.
- 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 open for future travel:**

- A passenger holding an eligible ticket can cancel their existing booking and the original ticket can be kept with an open 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.
- Refer to changes and reissues for the options available for changing an itinerary.

**Refund :**

- Unused portion of the ticket is eligible for refund without penalty.

Our contact centre is operational 24/7 and can be reached on 916 700 3333

**This Supersedes all our previous circulars and kindly disseminate this information to all**

**concerned.**

Kind Regards  
Emirates - India  
30 Sep 2020

