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Create a memorable experience for your clients: free hotel nights and additional baggage allowance with Emirates flights to Dubai

Dear Trade Partner,

Dubai is open. With balmy weather, open beaches and hundreds of attractions to explore, it is a perfect time for your customers to visit Dubai.

Passengers who book return ticket to Dubai from **2 December to 23 December 2020** for travel from **6 December 2020 to 28 February 2021** will be eligible for a complimentary one night stay on their first night in Dubai (Economy class) or two nights stay from the day of arrival (First and Business class) at the JW Marriott Marquis.

We are also offering generous baggage allowance during this promotion: passengers returning to Emirates destinations in North and South America or Africa get one complimentary additional piece of luggage. Those travelling to other destinations within Emirates network can take advantage of an additional 10 kilograms baggage allowance.

Emirates has implemented a comprehensive set of measures at every step of the customer journey to ensure the safety of its customers and employees and has recently been rated the safest airline to travel with during the pandemic by the Safe Travel Barometer.

Passengers also get the added assurance of Emirates industry-first multi-risk insurance on their journey. The multi-risk travel insurance automatically applies to their ticket when the passenger purchases flights on or after 1 December 2020. It includes coverage for COVID-19 medical and quarantine costs, as well as provisions for personal accidents during travel, loss of personal belongings, and trip disruptions due to unexpected air space closure, travel recommendations or advisories.

For more information about Emirates flexible booking options, multi-risk travel insurance, travel requirements for Dubai and travel safety during Covid-19, please visit **Emirates Partners Portal** (<https://www.emirates.partners>).

How to avail the offer :

- Issue a return ticket with final destination Dubai, between **2 December to 23 December 2020**, for travel **6 December 2020 to 28 February 2021**.
- The offer cannot be claimed retroactively on existing bookings.
- To book a free hotel night, a passenger must **send an e-mail to EmiratesOffer@emirates.com** containing PNR reference, passenger names (only passengers in the mentioned PNR will be booked), contact phone number and contact e-mail address that will receive the hotel confirmation.
- By sending the email or instructing the travel agent to send the email on his/her behalf, the passenger acknowledges that Emirates will share the necessary personal information with the hotel partner, solely for the purpose of making the hotel reservation.
- Bookings for this special hotel offer must be made **at least 72 hours prior to arrival**.
- **The complimentary** stay will always be booked on the arrival date of the flight booking. For Business and First class, the complimentary stay will always be for two (2) consecutive nights.
- Blackout dates for hotel stay : 27th December 2020 to 2nd January 2021, both dates inclusive.

- A 24- hour check-in and check-out policy applies. Check-in time begins from the scheduled flight arrival time of the original booking.
- Offer applicable on twin-sharing basis (max 2 adults+ 1 child up to 11.99 years old). One (1) complimentary room will be extended per booking. Children accommodated on existing bedding. Should the number of passengers in the booking exceed the capacity of the provided room, an additional room will be booked automatically. The offer will not be combinable.
- Offer is valid for children only when accompanied by at least one adult who is 18 years old or above. Proof of age may be required at check-in.
- Passengers travelling on Mixed class (Economy and Business or First class) fares will be entitled to an Economy Class stay.
- Guests may be required to provide a credit card at check-in to the hotel.
- The offer includes taxes and Tourism Dirham Fee. Emirates is not responsible for any additional room charges, incidentals, mini-bar etc. All additional charges will be the responsibility of the passenger.
- The Additional Baggage Allowance is applicable only on the return journey from Dubai. It will be automatically updated in the booking reference and the standard allowance on the ticket will remain unchanged.
- The offer does not include meet and assist at the airport, airport transportation, PCR test or visa charges. Passengers are responsible for organizing the necessary travel or visa documents. Passengers applying for a UAE entry visa are responsible for obtaining a valid visa before entering the UAE and for organizing the necessary PCR testing or quarantine required to fulfil individual entry criteria at the origin or the destination at their own cost.
- Chauffeur drive service is available in Dubai for eligible First and Business class passengers. The service must be booked as per normal process.
- For full information about the campaign & its Terms and Conditions, please click [here](#).

Bookings Changes/ No-show :

- If the flight booking is cancelled, the confirmed hotel booking will be automatically cancelled without any notification.
- Any rebooking within the sale period will need to be sent to EmiratesOffer@emirates.com as a separate request.
- In case of flight rebooking, change requests for rooms will be subject to availability, and no change is permitted within 72 hours prior to travel.
- Any date change requests to the hotel booking due to change in flight dates will be amended only subject to availability and is not guaranteed.
- In case of no-show, the confirmed hotel booking will not be re-bookable.

Additional nights and Dubai experiences (excursions, access to attractions, etc.):

- If you are an **Emirates Dubai Experience partner (DEX)**, you can book additional hotel nights or create a personalised itinerary of the best adventures, must-see attractions, and

activities in the city and across the UAE. For more information about the program, please visit [Emirates Partners Portal](#).

Registration on the Emirates Partner Portal is an easy two process which will provide access to all the information on Emirates products and services, different Emirates platforms and all the policies and updates you require to serve Emirates customers. To join our global community of trade partners please click [here](#).

We are grateful and thank you for your ongoing support, as always our Emirates Sales teams are contactable for any questions or assistance you require.

Kindly disseminate this information to all concerned.

Kind Regards
Emirates - India
03 Dec 2020

