

Emirates Repatriation Flights v3

Dear Trade Partners,

Please see below update to the communication regarding the below 9 points:

London Heathrow (LHR)

Frankfurt (FRA)

Paris (CDG)

Milan(MXP)

Madrid (MAD)

Chicago (ORD)

Toronto (YYZ)

Sydney (SYD)

Melbourne (MEL)

COVID-19 Change and Refund Policy is now applicable to customers willing to travel on these 9 routes.

It means that customers may re-book/re-issue their original tickets onto these flights within the same origin/destination region with the fare difference waived as well as refund tickets and change dates of travel without fees in case any of the 5 Covid19 waiver policy scenarios is in effect for the customer's travel dates.

Please note tickets re-issue within the same origin/destination region with waived fare difference can only be done by the Emirates Call Centre - therefore agents will have to contact Emirates Call Centre for this or request customers to contact Call Centre directly.

Agents may continue to do re-issue of tickets onto these flights in the GDS with collection of the fare difference (e.g. when the origin/destination region changes) and onto any flights open in the system eff. 1 Jul 2020 onward following the Covid19 policy.

Reconfirmation of flights latest 72 hrs prior to departure is only needed for FRA/LHR-DXB sectors for flights until 30Jun and for DXB-MNL-DXB sectors.

Please note all passengers on repatriation flights must bring their own face mask, hand gloves and abide by social distancing rules.

Thank you for your continued support during this time, for any additional requirements please reach out to your local Emirates sales team.

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