



Refund and change policy

Scenarios impacting tickets issued on or before **31Aug'20** with at least one coupon with scheduled Emirates departure on or before 30Nov'20

Flight cancellation:	Emirates flight is cancelled for a specific date or route is suspended for a continuous period of time
Travel ban:	Where there is an explicit government notification that prohibits travel from either point of journey origin or destination
Travel advisory:	There is general government advisory against non-essential travel but no travel ban.
Visa process change / Quarantine:	Visa process which required visiting an embassy/consulate OR mandatory quarantine at origin or destination
Passenger is unable to reach airport:	Countries which have a government lockdown and passengers are unable to reach airport

Changes:

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, 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"**

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 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"**

Unused portion of the ticket 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 portion of the ticket is eligible for refund without penalty. Processing delays may apply due to current backlog