

Emirates' flights to Hong Kong

Update

Last updated: 10 January 2021, 16:00 Dubai (GMT+4)

Flights to Hong Kong: As per the latest authority directive in Hong Kong, customers holding tickets on flight EK 384 with final destination to Hong Kong from 9 – 22 January 2021, will not be accepted for travel at their point of origin. However customers traveling to Bangkok as the final destination will be accepted for travel. **Flights from Hong Kong:** Customers booked to travel on flight EK 385 from Hong Kong during this period will be accepted for travel. Emirates regrets any inconvenience caused. Affected customers should contact their travel agent or Emirates contact centre for rebooking options. To receive update notifications, customers are requested to ensure their contact details are correct by visiting Manage your booking.

Update

Worldwide travel requirements

Update

Last updated: 9 January 2021, 11:02 Dubai (GMT+4)

The travel regulations in each destination are changing frequently. Please check our Travel requirements by destination page for the most recent information before you travel. Customers are required to come to the airport with the appropriate travel documents for their destination. Find out everything you need to know about travelling during COVID-19 on our COVID-19 information hub.

Update

More special COVID-19 PCR test rates for Emirates passengers

Update

Last updated: 19 October 2020, 13:35 Dubai (GMT+4)

Emirates has expanded its medical partnerships to offer all passengers exclusive home or office COVID-19 PCR testing rates at the following centres:

Al Tadawi Medical Centre

Located at Al Masood building, Airport Road, Port Saeed area, Deira.

The test costs AED 130 per person. Home or office testing within Dubai costs AED 240 per person. Test results will be available within 24 hours.

Prime Medical Centres

Locations in Dubai:

Al Qusais Branch, Damascus Street

Premier Diagnostic & Medical Center, Salah Al Din Street

Prime Corp Medical Center, Salah Al Din Street, Deira.

Sheikh Zayed Branch, Sheikh Zayed Street, near Noor Islamic Bank

Prime Specialist Medical Center Sharjah Branch, King Faisal St, Al Majaz

Ajman Branch, Grand Mall, Sheikh Khalifa St

The test costs AED 150 per person. Home or office testing within Dubai for a minimum of two passengers is also available at AED 240 per person. Test results will be available within 24 hours.

American Hospitals Dubai

Locations at **Media City Clinic**, **Al Barsha Clinic** and **Al Khawanij Clinic** (opening soon) at a rate of AED 150 per person.

Home or office testing within Dubai for a minimum of two passengers is also available at AED 250 per person. Test results will be available within 48 hours.

Present a valid ticket or boarding pass (with a departure date within one month of the test date) and ID to take the COVID-19 PCR test at these rates.

You must take the test within the period required by your destination and Emirates will not be responsible if the test results are not released in time for travel. Check our Travel requirements page for the latest information about the test requirements for your destination. And find out everything you need to know about travelling during COVID-19 on our COVID-19 information hub.

Be aware of COVID-19 related phishing email and scams

Last updated: 27 May 2020, 16:45 Dubai (GMT+4)

We've been alerted to recent email phishing attacks that contain the subject "Your flight is cancelled: collect your refund". These are not emails sent from Emirates.

Please be careful to protect your personal information and don't respond or click on links in such emails. The easiest way to detect a fake email is to look at the email address it was sent from. All official emails from Emirates are sent from one of these two email addresses: emirates@e.emirates.email or do-not-reply@emirates.email

New baggage rules – baggage screening and smart bags

Last updated: 23 January 2018, 10:14 Dubai (GMT+4)

Updates to checked baggage screening

For your safety, the General Department of Airport Security is required to inspect all checked baggage. Therefore, during the screening process some bags may be opened for further inspection. To avoid missing your flight and baggage delays, Dubai International airport, the Dubai Airport Police and Emirates have agreed to a new bag check process in which customers no longer need to be

present for the open-bag inspection. Instead, the Dubai Airport Police in the presence of an Emirates representative will open and inspect the bags.

In the case where these inspections are required, your bag(s) will be opened and the contents searched for prohibited items only. Any items found that are prohibited in checked baggage due to safety and security concerns will be confiscated. Please visit our Dangerous Goods page for a full list of prohibited items.

Upon completion of the inspection process, the contents will be returned to your bag and you will receive a letter from Dubai International airport explaining the reason the bag was opened. In some situations, customers may be requested in person for the bag inspection. For more information, please visit the Dubai International airport website.

Smart baggage restrictions

In line with IATA regulations, there will be restrictions on smart bags as checked-in or carry-on baggage on all Emirates flights as follows:

For cabin baggage:

- Smart bags are allowed in the cabin if the battery is removable and within the cabin baggage size and weight limits.
- The battery can remain installed as long as the smart bag is completely powered off.
- If the battery is not removable, the smart bag can't be carried on an Emirates flight.

For checked baggage:

- Smart bags are allowed in checked baggage if the battery is removed and carried in the cabin.
- If the smart bag exceeds the cabin baggage size/weight limitations for the route, or the battery is not removable, then the smart bag can't be carried on an Emirates flight.