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P O L I C I E S

Keep your Ticket

Keep your Ticket



Bookings and Tickets issued on or before 30 September 2020

Tickets booked and issued on or before 30 September 2020 with at least one coupon with a scheduled Emirates departure on or before 31 December 2021 have the following options available:

Changes and Reissues:

Changes and reissues are permitted with a waiver of reissue fee and fare difference in any RBD within the same cabin, to an alternate flight or to/from the nearest Emirates online gateway, to/from Dubai or within the same region where Emirates flights are operating.

If a passenger wishes to rebook/reissue to another region, no reissue fee to be collected, however the fare difference (if any) will need to be collected. Reroute on journeys involving fifth freedom are restricted to fifth freedom routes only. (If the itinerary on the original ticket did not include Dubai, then you are only able to change the routing to an itinerary that does not include Dubai.)

Click [here](https://www.emirates.com/ae/english/help/emirates-regions/) (<https://www.emirates.com/ae/english/help/emirates-regions/>), or see below the list of Emirates regions

Africa

Australasia

Europe
The Far East
The Gulf, Middle East and Iran
Indian Ocean Islands
North America
South America
West Asia

Please use code “**ROGW006 DUE COVID-19**”

Keep your ticket:

Your customer’s original ticket can be kept with an open coupon status for 760 days from the date of the original ticket issue.

Tickets will be further extended for an additional 365 days from date of original ticket issue.

Passengers must contact you, the booking agent prior to the 760 day ticket expiry in order to avail any of the following options;

1. Existing ticket must be reissued at face / residual value as payment for a new ticket for any date/flight. Refer to above Changes and Reissues for the options available for changing an itinerary
2. Existing ticket can be converted to an EMD valid for refund balance only
3. Existing ticket can be submitted for refund without penalty

Please use code “**ROGW006 DUE COVID-19**”

Refund & No-show Bookings

Any unused portion of the ticket is eligible for a refund without penalty.

Refund processing delays may apply.

Note: This applies to both fully unutilised and partially utilised tickets.

Tickets issued on or after 01 April 2021 will have a 24 month validity.

[Back to top](#)

Bookings and Tickets issued on or after 01 October 2020

Tickets booked and issued on or after 01 October 2020 with at least one coupon with a scheduled Emirates departure on or before 31 December 2021 have the following options available:

Changes and Reissues:

Tickets to be rebooked in ticketed RBD to an alternate flight or to/from the 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 a passenger wishes to rebook/reissue to another region, no reissue fee to be collected, however fare difference (if any) will need to be collected.

Reroute on journeys involving fifth freedom are restricted to fifth freedom routes only. (If the itinerary on the original ticket did not include Dubai, then you are only able to change the routing to an itinerary that does not include Dubai.)

Please continue to use code "ROGW006 DUE COVID-19"

Keep your ticket:

A passenger holding an eligible ticket can cancel their existing booking and the original ticket can be kept with an open coupons status for 760** days from the date of the original ticket issue.

**Passengers holding an eligible ticket originally issued on/after 01Oct20 and on/before 31Mar21 will be extended for an additional 365 days from date of original ticket issue. Passengers must contact you, the booking agent prior to the 760 day ticket expiry in order to avail either of the following options;

1. Existing ticket must be reissued at face / residual value as payment for a new ticket for any date/flight. Refer to Changes and Reissues above for the options available for changing an itinerary
2. Existing ticket can be converted to an EMD valid for refund balance only
3. Existing ticket can be submitted for refund without penalty

Refund & No-show Bookings

Any unused portion of the ticket is eligible for a refund without penalty. Refund processing delays may apply.

Note: This applies to both fully unutilised and partially utilised tickets. Tickets issued on or after 01 April 2021 will have a 24 month validity.

[Back to top](#)

Waiver Policy for Involuntary Change

If your customer has been affected by any of the below mentioned situations:

- Flight disruptions (within 72hrs of flight departure)

- Flight cancellations (beyond 72hrs of flight departure)
- Individual booking cancellations due to reduction of capacity as per Government Regulations/Mandates

Rebooking is permitted in any RBD within the same cabin and route with no additional collection. Rebooking is permitted for any date within the ticket validity.

[Back to top](#)

Refund Process – COVID19 Policy

1. Fully Unutilised Ticket (Refundable and Non-Refundable)

Entire amount to be refunded except non-refundable taxes and service fee.

2. Partially Utilised ticket (Refundable and Non-Refundable)

Scenario 1 – Partly utilised ticket where travel is completed up to fare break or turnaround point

Deduct the OW base fare in the same or next higher RBD for the portion of the journey performed

- Waive applicable cancellation and no-show fee if any
- Refund the carrier imposed surcharge (YQ) and unutilised government taxes for the portion of the journey not performed
- If the OW base fare is higher than the ticketed RT base fare, refund 25% of the [ticketed base fare plus carrier imposed surcharge (YQ)] and unutilised taxes

Scenario 2 – Partly utilised ticket where travel is performed beyond fare break or turnaround point

- Refund 25% of the ticketed base fare plus carrier imposed surcharge (YQ)
- Unutilised taxes to be refunded

Scenario 3 – Partly utilised ticket where outbound is in premium class and inbound is in economy class

Deduct the OW base fare plus carrier imposed surcharge (YQ) in the same or next higher RBD for the portion of the journey performed.

- In the absence of OW fare or if OW base fare is higher than the ticketed RT fare, refund the NUC value for the unutilised fare component plus carrier imposed surcharge (YQ) and unutilised taxes
- Waive applicable cancellation and no-show fee if any
- Refund the carrier imposed surcharge (YQ) and unutilised government taxes for the portion of the journey not performed
-

When you process the refund via your GDS please use code “**ROGW006 COVID**”

- **For refunds via Galileo above remark to be added in “Airline Authority” box.**
- **For refunds via Worldspan above remark to be added in “Airline Authority” box.**
- **For refunds via Sabre above remark to be added in “Waiver” box.**

- For refunds via Amadeus above remark to be added as “TRFU/WA Waiver Code”.

Failure to add the remark as per above details will result in ADM's being raised.

[Back to top](#)

Country Specific Waivers

United Kingdom

Effective 29th January 2021, all flights to UK have been suspended until further notice due to flight ban imposed by UK authorities. Customers affected by cancellation can be rebooked as below for travel till

16 May 2021:

Effective immediately, customers travelling from / via Dubai to UK will not be accepted for travel to Manchester (MAN)

- Apply COVID waiver policy where possible.
- Rebooking to nearest EK online gateway + OAL to the same ticketed destination is permitted within the same cabin at NOADC.
- Please refer to the below permitted carriers, routes and RBDs. Book the lowest available of the permitted RBDs. If customer requests to add a stopover when booking OAL, recalculate to a fare that permits stopovers and the applicable fare difference/airport taxes and stopover charges if any must be collected. Fare must be recalculate from the point of origin.

When using OAL options please ensure customers are aware of the necessary travel requirements to transit through the respective countries.

Sector	Carrier	RBD
DUB-LHR	EI	S / N / M
DUB - BHX / GLA	EI	S / N / M
FRA - LHR	LH	ANY RBD

Sector	Carrier	RBD
MUC - LHR	LH	ANY RBD
IST - LHR	TK	Lowest available RBD except "Y"

On days where EK flights are operating, please do not use the OAL option and rebook on EK flights where possible.

The Endorsement field must be updated with remarks "INVOL REROUTE" when reissuing tickets.

Travellers seeking to enter the UK should refer to the UK government website for the latest information on entry requirements and isolation/quarantine arrangements on arrival.

Customers must hold the correct documentation to travel and trade partners can continue to use the IATA travel centre guide [here \(https://protect-eu.mimecast.com/s/84VICjZm2TjkXOw6Cj0Sa4?domain=e.emiratesagents.com\)](https://protect-eu.mimecast.com/s/84VICjZm2TjkXOw6Cj0Sa4?domain=e.emiratesagents.com) or visit Emirates website [here \(https://protect-eu.mimecast.com/s/MsNcCk8n5snZjwRLiNn-x-?domain=e.emiratesagents.com\)](https://protect-eu.mimecast.com/s/MsNcCk8n5snZjwRLiNn-x-?domain=e.emiratesagents.com) to establish entry requirements in to other countries on the EK Network.

South Africa

Due to government entry restrictions imposed on travel from South Africa to/via Dubai, EK flights are cancelled and the below-rebooking options have been approved for travel until **22 April 2021**:

Travel to South Africa

- Reroute to nearest EK online gateway within the same region is permitted at NOADC.
 - Rebooking to nearest EK online gateway + OAL to the same ticketed destination is permitted within the same cabin at NOADC. On days where EK flights are operating, please do not use the OAL option and rebook on EK flights where possible.
- Please refer to the below permitted carriers, routes and RBDs. Book the lowest available of the permitted RBDs.

Sector	Carrier	RBD
JNB-DUR	4Z	Q / M / B
JNB-CPT	4Z	Q / M / B

Sector	Carrier	RBD
JNB-CPT	FA	Y / N / K / U
NBO-CPT	KQ	All except Y / B / M
ADD-CPT	ET	O / E
HRE-JNB	FN	T / G / K respectively
LUN-JNB	P0	M
HRE-JNB	4Z	Q / M / B
LUN-JNB	4Z	Q / M / B
DAR-JNB	4Z	Q / M / B
NBO-JNB	KQ	All except Y / B / M
ADD-JNB	ET	O / E

Travel From South Africa:

· Rebooking is permitted only on TK / LH / AF / LX operated flights on lowest available RBD within the same cabin at NOADC.

(e.g original EK route JNB-DXB-CDG can be rebooked to JNB-CDG on AF)

When using OAL options please ensure customers are aware of the necessary travel requirements to transit through the respective countries.

Endorsement field must be updated with remarks "INVOL REROUTE" when reissuing tickets.

Brazil

Due to the cancellation of Sao Paulo flights, the below options are available for travel until **31st March 2021**:

Flights to/from GRU

- Apply the Keep Your Ticket policy where possible.
- Rebook on lowest available booking class in the same cabin at NOADC on days that EK operate
- On days where EK do not operate flights rebook in the lowest available

booking class on the below airline options to the same ticketed destination within the same cabin at NOADC.

Please refer to the below permitted carriers, routes and booking classes. Book the lowest available of the permitted booking classes:

Sector v.v.	Carrier	Booking Class
Via AMS	KL	Lowest available booking clæ
Via FRA	LH	Lowest available booking clæ
Via JFK or FRA	LATAM	Lowest available booking clæ

The Endorsement field must be updated with remarks "INVOL REROUTE" when reissuing tickets.

[Back to top](#)

Frequently Asked Questions

Products

[Click here for FAQ'S \(https://www.emirates.partners/s/faq-detail-page?id=a250X00000Kqn5ZQAR\)](https://www.emirates.partners/s/faq-detail-page?id=a250X00000Kqn5ZQAR)

Experience

Offers

[Back to top](#)

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(<https://www.worldairlineawards.com/worlds-best-inflight-entertainment-2019/>)

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