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POLICIES AND INFORMATION

Keep your Ticket

Keep your Ticket

[Bookings and Tickets issued on or before 30 September 2020](#)

[Bookings and Tickets issued on or after 01 October 2020](#)

[Waiver Policy for Involuntary Change](#)

[Refund Process – COVID19 Policy](#)

[Country Specific Waivers](#)

[Frequently Asked Questions](#)

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 May 2022 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.)

See Region Table below:

Region	City
Gulf Middle East and Iran	DXB, BAH, BGW, BSR, THR, AMM, KWI, BEY, MCT, DMM, JED, MED, RUH
Africa	LAD, ABJ, ALG, CAI, ADD, ACC, CKY, NBO, ABV, LOS, KRT, DKR, TUN, DAR, EBB, CPT, DUR, JNB, LUN, HRE, CAS
North America	BOS, CHI, DFW, FLL, HOU, LAX, NYC, ORL, SEA, SFO, WAS, YTO, MEX, MIA
South America	BUE, RIO, SAO, SCL
Australia New Zealand	ADL, BNE, MEL, PER, SYD, AKL, CHC
Europe	VIE, BRU, GVA, ZRH, LCA, PRG, DUS, FRA, HAM, MUC, CPH, BCN, MAD, LYS, NCE, PAR, BHX, GLA, LON, MAN, NCL, ATH, ZAG, BUD, DUB, BLQ, MIL, ROM, VCE, MLA, AMS, OSL, WAW, LIS, OPO, LED, MOW, STO, IST, EDI, SAW

Region	City
Far East (Excluding CAN)	BJS, SHA, HKG, DPS, JKT, OSA, TYO, PNH, SEL, KUL, CEB, CRK, MNL, SIN, BKK, HKT, TPE, HAN, SGN
China (CAN)	CAN
West Asia	KBL, DAC, AMD, BLR, BOM, CCU, COK, DEL, HYD, MAA, TRV, ISB, KHI, LHE, PEW, SKT
Indian Ocean Islands	MLE, MRU, SEZ, CMB

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.

Please refer to the Refund Process - COVID19 section for calculations.

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 May 2022 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 "INVOL 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.
Please refer to the Refund Process - COVID19 section for calculations.
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 — Waiver only applies to affected leg of the journey:

- 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 on any RBD within the same cabin and within the specified region without collecting any difference.

Rebooking is permitted for any date within ticket validity.

Rebooking on OAL is only permitted when indicated in the Country Specific Waivers.

- 1) In case of refund, all taxes (refundable and non-refundable) can be refunded to the customer.
- 2) COVID-19 Change and Refund Policy applies for booking/flight changes not covered

in the scenarios given

3) Endorsement Box of ticket to show text “**INVOL RERT**” when re-issuing under this Involuntary Change policy.

Customers’ flights impacted by Involuntary Changes - rebooking is free of cost within the same cabin, same route and any RBD.

For voluntary changes, apply COVID-19 Change and Refund Policy.

[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”.**

Please note below actions will result in ADMs being raised:

- Failure to add the aforementioned remark as per above details.
- Calculating refund based on NUC value for flown journey.
- Applying 50% of ticketed fare on refund calculations for partially used tickets.

[Back to top](#)

Country Specific Waivers

Afghanistan

Further to the cancellation of flights to/from Kabul (KBL), below rebooking options can be offered:

- Customers can reroute their tickets and travel from WAIO or GCC to their final destination.
- EK will not provide transportation or booking to/from WAOI or GCC points.

Brazil

Due to the cancellation of Sao Paulo flights, below rebooking options for flights to/from GRU can be offered:

- Apply COVID waiver policy where possible.
- Rebook on lowest available RBD in the same cabin at NOADC.
- As a last resort, rebook on lowest available RBD on the below OAL options to the same ticketed destination within the same cabin at NOADC.
- When using OAL options please ensure customers are aware of the necessary travel requirements to transit through the respective countries.
-

Sector v.v.	Carrier	RBD
Via AMS	KL	Lowest available RBD
Via FRA	LH	Lowest available RBD
Via JFK or FRA	LA	Lowest available RBD
Via IST	TK	Lowest available RBD except "Y"

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

United Kingdom

In line with the latest UK government directives, customers travelling from / via Dubai to UK can be accepted for travel only to LHR, BHX and GLA. Please do not rebook flights to MAN till further notice.

Effective 29 January 2021, flights to UK have been suspended due to flight ban imposed

by UK authorities. Customers affected by cancellation can be rebooked as below:

- Apply Involuntary Change waiver policy where possible.
- Rebooking to nearest EK online gateway + OAL to the same ticketed destination is permitted within the same cabin at NOADC. Customers ticketed to MAN can be rerouted to other destinations from the below permitted routes.
- 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 v.v.	Carrier	RBD (Economy)	RBD (Business)
DUB-LHR	EI	S / N / M	-
DUB-BHX / GLA	EI	S / N / M	-
AMS-LHR	KL	E / N / R / V	D / I / Z / O
FRA-LHR	LH	ANY RBD	Any RBD
MUC-LHR	LH	ANY RBD	Any RBD
CDG-LHR	AF	E / N / R / V	D / I / Z / O
IST-LHR	TK	Lowest available RBD except "Y"	Z / K / J / I / R

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

EK flights to UK have been cancelled until end of September 2021 and will be reviewed at a later time.

Customer notifications for flight cancellations have been sent out to customers. Flights may still be available on customers' PNRs on HK status as cancellation is still in progress. If customers contact us advising that they received a notification for the cancellation of their flights, please confirm that the notification is correct and flight cancellation is in progress.

[Back to top](#)

Frequently Asked Questions

Products

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[Back to top](#)



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