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P O L I C I E S A N D I N F O R M A T I O N

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 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
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

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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.

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Bookings and Tickets issued on or after 12 October 2021

Tickets booked and issued on or after 12 October 2021 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 the same destination or to/from DXB. Reissue fee is waived. Difference in fare due to higher RBD/booking class, change in travel season or change of destination must be collected. In case of no-show, penalty applies as per fare rules.

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 coupon 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. Refer to Changes and Reissues for the options available for changing an itinerary.

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

Refund & No-show Bookings

Please refer to the Refund Process - COVID19 section for calculations. In case of no-show, penalty applies as per fare rules.

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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 (timing change and cancellations beyond 72hrs from 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 permitted on any RBD within the same cabin and within the specified region without collecting any difference.

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

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Refund Process – COVID19 Policy

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

Entire amount to be refunded except non-refundable taxes and service fee. For ticket issued on/after 12 October 2021, no show fee will apply

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 except where tickets issued on/after 12 October 2021 where no-show fee applies.
- 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.
- For tickets issued on/after 12 October 2021 no-show fee applies.

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 except where tickets issued on/after 12 October 2021 where no-show fee applies.
- 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.

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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"

India

Due to reduction in frequency of operations to/from India in December 2021 and January 2022 below rebooking options are available to impacted customers :

- Rebooking is permitted on any RBD within the same cabin and within the specified region on EK.
- Rebooking is permitted on any RBD within the same cabin on FZ prime.
- As a last resort, rebook on Air India (AI), Spicejet (SG) or Vistara (UK) on sectors and RBDs listed below.
- Reroute combination between AI/SG/UK and FZ is not permitted. Example: DEL -

AI - CCU - FZ - KTM is not permitted on 176 document.

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

Air India

AI Sectors v.v.	RBD
BLR - MLE	L/G/W
CCU - KTM	L/G/W
DEL - KTM	L/G/W
MAA - CMB	L/G/W
TRV - MLE	L/G/W

Spicejet

SG Sectors v.v.	RBD
AMD-DXB	U/V/A/B/C/E/F
ATQ-DXB	U/V/A/B/C/E/F
BOM-DXB	U/V/A/B/C/E/F
CCJ-DXB	U/V/A/B/C/E/F
COK-DXB	U/V/A/B/C/E/F
DEL-DXB	U/V/A/B/C/E/F

SG Sectors v.v.	RBD
DXB-IXE	U/V/A/B/C/E/F
DXB-IXM	U/V/A/B/C/E/F
DXB-JAI	U/V/A/B/C/E/F
DXB-PNQ	U/V/A/B/C/E/F
CMB-MAA	U/V/A/B/C/E/F

Exceptions:-

- Journeys **to/from** Americas (US, Canada, South America) – Permitted RBDs for sale: A/B/C/E/F
- Journeys **from** Africa – Permitted RBDs for sale: A/B/C/E/F

Vistara

UK Sectors v.v.	RBD
BOM-DXB	Economy: V / Q/ W/K/L/N/H/A/M/B Business: U/P/T/R First: Z/D/J

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

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Frequently Asked Questions



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EMIRATES PARTNERS

Keep your Ticket

Can your customer simply keep their ticket for the future?

Your customer's original ticket can be kept with an open coupon status for 1125 days from the date of the original ticket issue. This ticket will be accepted at face / residual value as payment for a new ticket for any date/flight within this time period.

There is no requirement for passive sectors in the PNR.

All travel to be taken within 1125 days of the original issue i.e. 1125 days only.

Tickets issued on or after 01 April 21 will have 760 day validity.

Can my customer change their destination with 'Keep your ticket'?

Yes, they can change their destination

If a passenger wishes to rebook/reissue to Dubai or another region, no reissue fee to be collected, however the fare difference (if any) will need to be collected.

For example, if their original booking was for London, you can rebook them for Amsterdam at no extra charges.

- Africa
- Australasia
- Europe
- the Far East
- the Gulf, Middle East and Iran
- Indian Ocean Islands

- North America
- South America
- West Asia

Are there any change fees?



There are no change fees when they rebook within the 36-month period so your customers have more flexibility for planning ahead.

Tickets issued on or after 01 April 21 will have 24 month validity.

Is the “Keep your Ticket” option available for tickets booked anytime?



Yes, if the ticket is issued with the period of time specified on COVID policy 1 (up to 30 September 2020) or 2 (from 01 October 2020 – 31 March 2021).

Is there a limit to the number of changes my customer can make to their booking?



No, there is no restriction on the number of changes to the booking as long as the travel is within the 1125 days.

Tickets issued on or after 01 April 21 will have 760 day validity.

Can I request a refund on a non-refundable ticket?



Yes, if your customer's travel was disrupted by COVID19 and falls within policy dates a full refund on non-refundable tickets is permitted.

Can my customer opt to keep their ticket and then change their mind?



Yes, your customer can opt to keep their coupon status open for a period of time (see note below) and then request a refund if their circumstances change.

Tickets issued on or before 31MAR21, can be kept open for 36 months, tickets issued on or after 01APR21 can be kept open for 24 months.

What can I do if my customer's situation is not covered under your relaxed polices due to COVID-19 but they want to cancel their trip anyway?



You can still reschedule or cancel their flight. However, please note that a change fee and/or fare difference may apply. And if they choose to request a refund for this booking, the amount will be processed according to the fare rules of their ticket.

Products



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Offers



Policies



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Help

