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POLICIES AND INFORMATION

# 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 Aug 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:**

<b>Region</b>	<b>City</b>
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

<b>Region</b>	<b>City</b>
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 AUG 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 Aug 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.

<b>Sector v.v.</b>	<b>Carrier</b>	<b>RBD</b>
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.

### **India**

Due to operational reasons, Emirates reduced the frequency of operations to/from India in December 2021 to March 2022.

Below 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 until 30th November 2021 only. **Do not rebook customers on FZ effective 01st December 2021.** Update correct endorsement text when reissuing to FZ.
- As a last resort, rebooking is permitted on Spicejet (SG) on sectors and RBDs listed below. Update the correct endorsement text when reissuing to SG.

Note:

1. When using OAL options please ensure customers are aware of the necessary travel requirements to transit through the respective cities / countries.
2. Reroute combination between SG and FZ is not permitted.

Refund is possible only if the above rebooking options are not suitable for the customer.

### **Endorsement Text For EK-FZ Reissue**

Update the text as “**INDFZZXL**” “**INVOL**” when the date of re-issue of the new ticket is 2 days or less than the scheduled departure date of the first coupon of the new ticket if the reason for re-issue is flight disruption.

Update the text as “**INDFZZXL**” “**SKCHG**” when the date of re-issue of the new ticket is more than 2 days from the scheduled departure date of the first coupon of the new ticket.

Update the text as “**INVOL**” when the date of re-issue of the new ticket is 2 days or less than the scheduled departure date of the first coupon of the new ticket if the reason for re-issue is flight disruption.

Update the text as “**SKCHG**” when the date of re-issue of the new ticket is more than 2 days from the scheduled departure date of the first coupon of the new ticket

**No other remarks should be entered in the ‘ENDO’ box.**

### **Spicejet Options/ RBDs**

<b>SG Sectors v.v.</b>	<b>RBD</b>	<b>Suggested alternative / Best option for</b>
AMD-DXB (Ahmedabad - Dubai)	U/V/A/B /C/E/F	BOM
ATQ-DXB (Amritsar- Dubai)	U/V/A/B /C/E/F	DEL
BOM-DXB (Mumbai - Dubai)	U/V/A/B /C/E/F	-
CCJ-DXB (Kozhikode - Dubai)	U/V/A/B /C/E/F	-

<b>SG Sectors v.v.</b>	<b>RBD</b>	<b>Suggested alternative / Best option for</b>
COK-DXB (Kochi - Dubai)	U/V/A/B /C/E/F	-
DEL-DXB (Delhi - Dubai)	U/V/A/B /C/E/F	-
DXB-IXE (Dubai - Mangalore)	U/V/A/B /C/E/F	BLR
DXB-IXM (Dubai - Madurai)	U/V/A/B /C/E/F	COK,CCJ,MAA,BLR
DXB-JAI (Dubai - Jaipur)	U/V/A/B /C/E/F	DEL
DXB-PNQ (Dubai - Pune)	U/V/A/B /C/E/F	BOM
CMB-MAA (Colombo - Chennai)	U/V/A/B /C/E/F	-

Exceptions:

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

**Kuwait**

Entry to Kuwait is restricted to Kuwait nationals and certain nationalities and passenger categories. Please check the travel requirements before informing customer.

Do not offer to rebook customer on next available flight if they do not fall under exemptions list. Refer to [Travel requirements by destination \(https://www.emirates.com/ae/english/help/covid-19/travel-requirements-by-destination/\)](https://www.emirates.com/ae/english/help/covid-19/travel-requirements-by-destination/) for exemptions.

Customer may be rebooked for travel on / after 01st April 2021, however must be

informed that their bookings maybe cancelled if entry restriction is extended.

### **South Africa / Zambia / Zimbabwe**

Due to the current restrictions on travel below flights are cancelled till 10th January 2022:

b. All flights to South Africa except EK761 DXB-JNB.

a. All EK flights from South Africa.

c. All EK flights to/ from Zambia and Zimbabwe

Below rebooking options have been approved effective 01st December 2021:

#### **Travel to South Africa / Zimbabwe:**

- Rebooking/Reroute is permitted to JNB on any RBD within the same cabin.  
(Applicable only for customers travelling to South Africa)
- Reroute is permitted via JNB on any RBD within the same cabin + Airlink (4Z) to the same ticketed destination on the RBDs listed below. Update correct endorsement text when reissuing to 4Z.
- Offer a refund if the above rebooking options are not suitable for the customer.
- When using OAL options please ensure customers are aware of the necessary travel requirements to transit through the respective countries.

#### **Travel From South Africa / Zambia / Zimbabwe:**

- There are no OAL options for travel from South Africa / Zambia / Zimbabwe.
- Customers who have been to or connected to South Africa / Zimbabwe in the last 14 days are not permitted to board from any point to the UAE. Customer will need to go to a third country at their own cost and spend the minimum 14 days before they can travel to/via Dubai.
- 14 days restriction does not apply to Zambia. Due to suspension of services there are no alternate reroute options from the country.

<b>Sector</b>	<b>Airline</b>	<b>RBD</b>
<b>JNB-DUR</b>	4Z	<b>Economy:</b> Q / M / B / H / K / Y <b>Business:</b> D / J / C
<b>JNB-CPT</b>	4Z	
<b>JNB-HRE</b>	4Z	

<b>Sector</b>	<b>Airline</b>	<b>RBD</b>
<b>JNB-LUN</b>	4Z	<b>Economy:</b> Q / M / B / H / K / Y <b>Business :</b> N/A

### Travel From Ghana

Due to the cancellation of Ghana flights, below rebooking options for flights from ACC can be offered:

- Reroute is permitted only for returning passengers holding tickets.
- Customers originating journey from ACC should be given refund/rebooking options once EK operations re-starts.
- Only one sector is permitted on OAL, i.e. ACC KL AMS EK DXB.
- Update endorsement to 'INVOL' when reissuing.

<b>Sector</b>	<b>Carrier</b>	<b>Cabin</b>	<b>RBD</b>
Via CDG / AMS	<b>AF/KL</b>	Business	D / I / Z / O
		Economy	E / N / R / V / X / G
Via IST	<b>TK</b>	Business	Z / K / J / I / R
		Economy	B / M / A / H / S / O / E / Q / T / L / V / P / W / U / X / N / G
Via NBO	<b>KQ</b>	Business	D / I / Z
		Economy	U / K / H / L / Q / T / E / N / R / V / W
Via ADD	<b>ET</b>	Business	P*

	<b>Sector</b>	<b>Carrier</b>	<b>Cabin</b>	<b>RBD</b>	
<b>Products</b>			Economy	O / E*	
			Business	H / Z*	∨
<b>Experience</b>	Via BEY	<b>ME</b>			∨
			Economy	V / R / N / T / Q*	
<b>Offers</b>					∨
<b>Policies</b>	Re-booking/re-issue strictly limited to within 2 days of the actual travel date. If re-booking/re-issue is outside 2 days of travel date, bookings are liable to be cancelled by the OAL carrier.				∨
<b>Learning Hub</b>					∨
					<a href="#">Back to top</a>
<b>Help</b>					∨

## Frequently Asked Questions

(<https://apex.aero/pastpcawinners>)

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

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