

## POLICIES AND INFORMATION

# 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:

West Asia

## City

## Region

DXB,BAH, BGW, BSR, THR, AMM, KWI,  
BEY,

Gulf Middle East and Iran

MCT, DMM, JED, MED, RUH

Africa

LAD, ABJ, ALG , CAI, ADD, ACC, CKY,  
NBO, ABV, LOS, KRT, DKR, TUN, DAR,  
EBB, CPT,  
DI-JR, JNB, LUN, I—IRE, CAS

North America

BOS, CHI DFW, FLL, HOU, LAX, NYC,  
ORL,

South America

SEA, SFO, WAS, YTO, MEX, MIA

Australia New Zealand

BUE, RIO, SAO, SCL

ADL, BNE, MEL, PER, SYD, AKL, CHC

Europe

VIE, BRU, CVA, ZRH, LCA, PRC, 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,  
SAWFar East (Excluding  
CAN)

China (CAN)

BJS, SHA, HKG, DPS, JKT, OSA, TYO, PNH,  
SEL, KUL, CEB, CRK, MNL, SIN, BKK, HKT,  
TPE, HAN, SGN

CAN KBL, DAC, AMD, BLR, BOM, CCU, COK,  
DEL,  
HYD, MAA, TRV, ISB, KHI, LHE, PEW, SKT

Region City

Indian Ocean MLE, MRU, SEZ, CMB  
Island  
s

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 01 Oct20 and on/before 31 Mar21 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 & on or before 30 April 2022 with at least one coupon with a scheduled Emirates departure on or before 31 August 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