

Entry into United Arab Emirates (UAE) for Customers with Single Name on their Passport

Dear Partner,

Effective 22nd November 2022, as per advice from the UAE National Advance Information Centre (NAIC), customers holding a single name on their passport will not be accepted for travel into UAE. This rule does not apply to customers transiting via UAE.

As the regulation does not impact flight operations and is focused on the customer's name on their travel document, rebooking and reroute options are not permitted.

Customers holding single name on their passport and who issued their tickets on/before 22nd November 2022 are permitted to refund their tickets. Please process your refund via GDS, with a remark in the waiver field ' RFND SNGL NAME'.

This rules does not apply to the following:

- Residents of the United Arab Emirates (holding a valid residence visa).
- Passengers with an employment visa issued by the United Arab Emirates.
- Passengers with a valid United Arab Emirates identification (ID) Card.

Refer to the table below for example of acceptable name field on travel documents:

Given Name Field	Surname Field	Acceptance Status
Mohammed Ali	N/A	Acceptable
N/A	Mohammed Ali	Acceptable
Mohammed	Ali	Acceptable
Mohammed A	N/A	Acceptable
N/A	Mohammed A	Acceptable
Mohammed	Last Name Unavailable (LNU)	Not Acceptable
First Name Unavailable (FNU)	Mohammed	Not Acceptable
Amira	N/A	Not Acceptable
N/A	Amira	Not Acceptable

- Customers holding a travel document with single name (one word) on the data page and additional name fields e.g. father's name or mother's name mentioned on any other page of the passport are accepted.

- Customers holding a travel document with single name (one word) however holding a country National ID Card with additional name fields mentioned are accepted.
- Customers holding a travel document with additional name fields mentioned as “Observations/Annotations” are accepted.

If you require any further details please contact your local Emirates Sales Team.

Thank you for your continued partnership and support.

The Emirates Team