|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|

|  |
| --- |
|  |
|

|  |
| --- |
| Dear Trade Partner,Emirates is suspending check in for passengers departing Dubai effective 08:00hrs on 17 April until midnight (00:00hrs 18 April), due to operational challenges caused by bad weather and road conditions.Affected customers can contact their booking agent or Emirates contact centre for rebooking.Passengers arriving in Dubai and already in transit will continue to be processed for their flights. Customers can expect delays to departures and arrivals and are advised to check the latest flight schedules on emirates.com.Below options can be offered for customers travelling to/from or VIA Dubai on EK Pure flights (EK marketed and EK operated) until **21st APR 2024** (Impacted or not impacted)* Rebooking permitted within 10 days of their original travel date in any RBD within the same cabin.
* Reroute permitted within 10 days of their original travel date in any RBD within the same region and cabin.
* Full refund can be offered and processed via GDS as per below process
* Update endorsement '***INVOL REBOOKED AUTH RO REVOPS***' when reissuing.

Below options can be offered to customers travelling to/from or VIA Dubai on EK Pure flights (EK marketed and EK operated) + FZ flights (Codeshare or Interline) until **19th APR 2024** (Impacted or not impacted)* Rebooking and reroute permitted within 10 days of the original travel date either on EK Prime, EK marketed/FZ operated flight or on FZ Prime flights in any RBD within the same cabin.
* Rebooking is permitted from EK prime flights to alternate EK marketed/FZ operated flight or on FZ Prime flights and V.V in any RBD within the same EK region or FZ region.
* Full refund can be processed via GDS as per below
* Update endorsement '***INVOL REBOOKED AUTH RO REVOPS***' when reissuing.

Involuntary refunds to be processed through your GDS with refund remarks ‘INVOL Refund’.When you process the refund via your GDS please use code “INVOL REFUND”* 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 check website for flight status updates.We sincerely apologise for the inconvenience caused. Emirates is working hard to restore our scheduled operations, and our teams will provide all possible support to affected customers.Thank you for your continued partnership and support.Kind regardsEmirates Fares |

 |

|  |
| --- |
|  |
|

|  |
| --- |
| https://i.emlfiles4.com/cmpimg/t/s.gif |

 |

 |