

Rebooking Options for Customers Impacted due to Pakistan Airspace Closure

[EK Disruption policy](#) has been invoked and below re-accommodation options can be offered to any customer booked to travel between 07May25 - 12May25 to/from Pakistan (Flight cancelled or not) with ticket issued on/before 08May25:

Pure EK itin (176 document with pure EK itinerary)

Option 1	Policy	Ticketing Procedure
Rebook	<u>Ticketed Itinerary</u> Rebooking permitted on EK prime flight at NOADC: within 21 days of the original travel date in any RBD within the same cabin OR beyond 21 days of the original travel date in the same RBD within ticket validity.	Revalidation <ul style="list-style-type: none">When rebooking, remark 'INVOL REBOOKED AUTH RO REVOPS' must be entered in the Transaction Remarks field of the e-Ticket.
	<u>Non-Ticketed Itinerary</u> Rebooking permitted on EK prime flight at NOADC: within 21 days of the original travel date in any RBD within the same cabin OR	

Option 1	Policy	Ticketing Procedure
	beyond 21 days of the original travel date in the same RBD and within 03 months from original travel date.	

Option 2	Policy	Ticketing Procedure
Reroute	<p><u>1. Re-Routing on EK at no ADC</u></p> <p>Re-route is permitted only on EK prime flights at NOADC within the same region as per Rebooking guidelines.</p> <p><u>Ticketed Itinerary</u> Reroute permitted at NOADC:</p> <p>within 21 days of the original travel date in any RBD within the same cabin and region</p> <p>OR</p> <p>beyond 21 days of the original travel date in the same RBD and region within ticket validity.</p>	<p>Revalidation</p> <ul style="list-style-type: none"> When rerouting, remark “INVOL RE-ROUTE AUTH REVOPS” must be entered in the Transaction Remarks field of the e-Ticket. <p>Reissue</p> <p>Reissue only the affected coupon and fare/endorsement text must be stated as below:</p> <p>Endorsement: INVOL RE-ROUTE AUTH REVOPS</p> <ul style="list-style-type: none"> Show the original routing and fare calculation in the fare construction boxes The original fare basis must be retained as per the initial ticket.
	<p><u>1. Re-Routing on EK at no ADC</u></p> <p><u>Non-Ticketed Itinerary</u> Reroute permitted at NOADC:</p>	

Option 2	Policy	Ticketing Procedure
	<p>within 21 days of the original travel date in any RBD within the same cabin and region</p> <p>OR</p> <p>beyond 21 days of the original travel date in the same RBD and region within 03 months from original travel date.</p>	

Option 3	Policy	Ticketing Procedure
Out of Sequence Usage	Ticket itinerary affected due INVOL changes can be used out of sequence.	<ul style="list-style-type: none"> • Reissue the ticket • Show the original routing and fare calculation in the fare construction boxes • The original fare basis must be retained as per the initial ticket. • Endorsement of e-Ticket must have remarks "INVOL REISSUE AUTH RO REVOPS".

Option 4	Policy
Refund	For refund claims on EK documents, please refer INVOL REFUND POLICY FRAMEWORK table as per below