

## **Cancellation of flight operations \*Update 030326**

Dear Trade Partners,

Due to ongoing technical issues outside of our control, the emirates partners portal may be unavailable or difficult to access at this times. As a result, and to ensure continued support, we are sharing the relevant policy documents as attachments for your immediate reference.

Due to multiple regional airspace closures, Emirates has temporarily suspended all operations to and from Dubai until **2359hrs UAE time on 4th March.**

Emirates continues to operate a limited number of passenger repatriation flights on 3 and 4 March. We are accommodating customers with earlier bookings as a priority on these limited flights.

The Disruption Handling Policy allows free re-booking and re-routing options for passengers traveling up to 10th March who may rebook their travel anytime up to 20th March to destinations within the same region and in any RBD within the same compartment.

Refund is applicable on unused flight coupons and cancellation charges are waived.

We are actively monitoring the situation and engaging with relevant authorities. Please refer to the attached [rebooking policy Doc-1](#) & [rebooking policy Doc-2](#) and [Re-protection agreement](#) for more details.

We apologise to customers affected by disruptions for any inconvenience caused. The safety and security of our passengers and crew remain our highest priority