



## **Cancellation of flights operations**

Dear Trade Partners,

*Please note this update supersedes previous updates.*

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 up until **1500hrs UAE time on Tuesday, 3<sup>rd</sup> March.**

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 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.

Customers booked on flights impacted by cancellations and Airspace Closure click [here](#)

Customer booked on flights NOT impacted by cancellations and Airspace Closure click [here](#)

Involuntary refunds to be processed through your GDS with refund remarks 'INVOL Refund':

1. For refunds via Galileo above remark to be added in "Airline Authority" box.
2. For refunds via Worldspan above remark to be added in "Airline Authority" box.
3. For refunds via Sabre above remark to be added in "Waiver" box.
4. For refunds via Amadeus above remark to be added as "TRFU/WA Waiver Code"
5. For NDC GDS refunds please raise refund application through BSP link. Refund charges and admin fee will be waived.

· For refunds via EK Gateway remark "INVOL REFUND" to be added in the " Waiver Code "

We appreciate your support during this challenging time.

