



Dear Trade Partner,

Due to the changing situation of COVID-19, we have implemented a new proposition to encourage our customers to book with peace of mind. For new bookings or tickets issued **on/from March 05, 2020**, we will allow our passengers the choice to change travel dates or reissue their ticket without penalty..

Tickets issued on/after March 05, 2020 – Flybetter “book with peace of mind”

- Change fees and reissue fees are not applicable to new tickets issued from Thursday March 5, 2020 to Tuesday March 31, 2020, regardless of travel date.
- If there is a difference in airfare or applicable taxes, due to the reissue/reroute of the ticket, the additional amount will need to be collected.
- Customers can change their booking to any date for travel or Emirates destination until system range in same booking class (RBD) as booked/ ticketed.
- **In case of RBD change or re-routing, rebooking is permitted. Difference in fare plus tax will apply. Only reissue fee is waived.**
- **Not limited to one FOC (free of charge) change per ticket.**
- The reissued ticket should be endorsed “**RODCFW1 – DUE COVID 19**”.

Tickets issued on/before March 04, 2020 for travel to/from Dubai

- Change fees and reissue fees are not applicable for tickets issued on / before March 04, 2020, for travel until May 31, 2020.
- Rebooking / reroute permitted till June 30, 2020 in same RBD.
- Not limited to one FOC (free of charge) change per ticket.
- The reissued ticket should be endorsed “**RODCFW1 – DUE COVID 19**”.

Failure to add above mentioned endorsement message or follow these procedures may result in debit memos.

If you require any further clarification or support please email [Sales Support](#).

Thank you for your continuous support and management of your client’s bookings and ticket requirements on Emirates services. We are committed to ensuring you receive timely updates and relevant information on the current situation.

Emirates USA