

Rebooking Options for Customers Traveling to/from Khartoum

Dear Trade Partner,

Due to Sudan airspace closure, all flights to/from Khartoum have been cancelled until **July 7, 2019**. Emirates commercial passengers and Skywards members who have purchased tickets to travel to/from Khartoum **whose flights have been cancelled as a result of the continued uncertainty over the civil unrest** may be offered the following options

REBOOKING / REISSUE

One free date change is permitted for bookings made on/before June 3, 2019, please contact Sales Support to receive waiver and travel options

CANCELLATION

- Fully unused tickets - Full refund for fully unused tickets can be offered, please contact Sales Support to receive waiver
- Partially used tickets - Refund is allowed for partially used tickets in the order listed below:
 1. Residual amount after deduction of applicable one way fare for utilized portion
 2. 25% of base fare only, in the absence of one-way fare or if applicable one-way fare is higher than the original fare collected.

If you are unable to rebook as per guidelines stated in this email, please email [Sales Support](#) for a waiver.

Thank you,
Your Emirates Commercial Team USA