



COVID-19 Update #4

Dear Trade Partner,

As our valued and trusted partner, we want to keep you up to date on the latest developments at Emirates due to the COVID-19 outbreak. To help customers who are impacted by the situation, we have updated our refund and change policy. For flight cancellations, travel bans and lockdowns preventing travel, all tickets, regardless of fare conditions will now be eligible for refund.

Please see full policy using the link provided.

We continue to offer maximum flexibility to our customers with tickets being valid up to 760 days from the original ticket date. No re-issue fee will be apply to any changes made. Customers may also change bookings to any other EK origin/destination within the same region with no additional fare applicable provided they are rebooked in the same cabin. In addition, if no new flight is booked within 12 months of original ticket date, it may be refunded. We encourage you to use this option wherever possible.

We understand our partners concerns regarding processing of refunds through the GDS. Due to the exceptionally high volumes of bookings requests it is necessary to continually review our processes. We will update you on this shortly. In the meantime we thank you for your patience, partnership and continued support.

Thank you,
Emirates USA

[COVID-19 Refund and Change Policy Update](#)