

## COVID-19 Update #5

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**Dear Trade Partner,**

As our valued and trusted partner, we want to provide you with an update to our processes during these exceptional circumstances.

We continue to offer maximum flexibility to our customers with tickets being valid up to **760 days from the original ticket date**. In addition to **no re-issue fees** your 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 with no blackout dates. We encourage you to keep your clients informed of this option and apply this wherever possible.

Due to the exceptionally high volumes of requests we are currently facing, we have further amended our refund process. If your customers are unable to accept the rebooking options outlined above please complete the attached form and send to [refappus@emirates.com](mailto:refappus@emirates.com) where the request will be reviewed and processed accordingly. Requests previously submitted to [salesupport.usa@emirates.com](mailto:salesupport.usa@emirates.com) do not need to be re-submitted. If a waiver code was communicated previously but you were unable to process through GDS, you will be contacted regarding the next steps.

Please use the link provided for our current refund and change policy.

We thank you for your patience, partnership and continued support.

Thank you,  
Emirates USA

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[COVID-19 Refund and Change Policy Update](#)  
[US ARC RA Form](#)