

# COVID-19 Refund and Change Policy



## Ticket issued on/before **May 31, 2020**

Scenarios impacting tickets with at least one coupon with scheduled Emirates departure on or before Jun 30, 2020

<b>Flight cancellation:</b>	Emirates flight is cancelled for a specific date or route is suspended for a continuous period of time
<b>Travel ban:</b>	Where there is an explicit government notification that prohibits travel from either point of journey origin or destination
<b>Travel Advisory</b>	There is general government advisory against non-essential travel but no travel ban.
<b>Visa process change / Quarantine:</b>	Visa process which required visiting an embassy/consulate OR mandatory quarantine at origin or destination.
<b>Passenger is unable to reach airport:</b>	Countries which have a government lockdown and passengers are unable to reach airport.

### Changes:

- Changes and Reissues are permitted with waiver of Reissue Fee & Fare difference in any RBD within the same cabin, to an alternate flight or to/from nearest EK online gateway within the same region where EK flights are operating. If passenger wishes to rebook/reissue to another region, no Reissue Fee to be collected, however Fare difference (if any) will need to be collected.

Please continue to use code "ROGW006 DUE COVID-19"

### Keep your ticket:

- Original ticket can be kept with an open coupons status for 760 days from date of original ticket issue.
- This ticket will then be accepted at face / residual value as payment for a new ticket for any date/flight.
- Ticket can be refunded in full after 12 months from original date of issue, if a new flight is not booked prior to this date.

### Refund & No-show:

- Applicable refund and no-show rules / charges as per date of original ticket issue will apply.
- For flight cancellations, travel bans and lockdowns preventing travel, all tickets are eligible for a refund. Processing delays may apply due to current backlog.
- PNR must be cancelled to avoid no-show.

## Tickets issued on/after **June 01, 2020**

### Changes:

- Changes and reissues are permitted as per fare rules.

### Keep your ticket:

- Original unused ticket can be kept with an open coupons status for up to one year from date of issue.
- This ticket will then be accepted at face / residual value as payment for a new ticket. Applicable fare difference if any will apply.

### Refund & No-show:

- Applicable refund and no-show rules / charges as per date of original ticket issue will apply.

**If you are unable to rebook as per guidelines stated here, please email [Sales Support](#) for assistance. For refunds email [refappus@emirates.com](mailto:refappus@emirates.com).**