

COVID-19 Update #7

Dear Trade Partner,

Emirates would like to provide an update for customers affected by COVID-19 with tickets issued up to **June 30, 2020 and have a coupon validated for travel up to November 30, 2020**. Emirates passengers have the options attached that provide them the flexibility to fly with us again when they're ready if they book a ticket **before June 30, 2020**. If the below options are not suitable, apply for a refund by filling out the below form and send to refappus@emirates.com where the request will be reviewed and processed accordingly.

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

Frequently Asked Questions (FAQs)

How to simply keep your ticket for the future?

Customers can choose to keep their ticket and we'll extend its validity to 24 months from the date of the original booking. The fare amount paid for the original booking will be accepted for any flight to the same destination/region* at any time with no fees during this period.

What do I need to do to select 'Keep your ticket'?

There is no need to keep a segment in the PNR to keep the ticket valid. We are able to extend and validate ticket details for 760 days from the date of issuance.

Can I change the customer's destination with 'Keep your ticket'?

Yes, you can change the destination. It will be valid for one year from the date it is issued and can be extended for another year. The fare you paid will be accepted for any flight to the same destination or within the same region.

For example, if the original booking was for London, you can rebook it for Amsterdam at no extra charges.

*The Emirates regions are:

- Africa
- Australasia
- Europe
- The Far East
- The Gulf, Middle East and Iran
- Indian Ocean Islands
- North America
- South America
- West Asia

Are there any change fees with either option?

There are no change fees when rebooked within the 24-month period, so you have more flexibility for planning ahead.

Are these options available for tickets booked anytime?

These options are available for bookings made before **June 30, 2020**. Bookings made from **July 01, 2020** onwards are subject to the fare conditions applicable at the time the booking is made.

What if I can't travel within this period?

You can extend the validity for another year. If you are unable to travel for any reason within this period you can request a refund in full.

Thank you for your continued support and commitment in managing disrupted customers during this challenging time. If you require any further clarification or support please email [Sales Support](#) or contact your local sales representative.

Thank you,
Emirates USA