

COVID-19 Refund and Change Policy



Ticket issued on/before **July 31, 2020**

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

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

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