

## COVID-19 Update #3

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**Dear Trade Partner,**

As our valued and trusted partner, we wanted to keep you up to date on the latest developments at Emirates due to the COVID-19 outbreak.

The world has literally gone into quarantine and the situation is unprecedented. Never before has our industry, nor the world, faced a crisis of this scale from a global health, social and economic standpoint.

On 23 March, the UAE government directed the suspension of all passenger flights into the country within 48 hours, for two weeks. This is a measure to protect communities from the further spread of COVID-19. In line with this directive, Emirates is temporarily suspending all our passenger flights from 25 March 2020.

We are closely monitoring the situation, and are in regular contact with all relevant authorities, to ensure we can implement the latest guidance. As soon as circumstances allow, we will reinstate our passenger services.

To help customers who are impacted by the situation, we have updated our refund and change policy, as attached. Our commercial team will continue to work with you closely to guide you through these options and provide you with all the information you need.

As a global airline, we are greatly committed to reducing the impact on our customers and partners. With your support and partnership, we are confident that we will emerge from this unprecedented period in the airline and travel industry well prepared for the return to normality.

Sincerely,

Emirates Airline

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

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