

COVID-19 Refund and Change Policy



Ticket issued on/before Mar 31, 2020

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

Refund & No-show:

- Applicable refund and no-show rules / charges as per date of original ticket issue will apply
- Non-refundable tickets – No refund applies, however passenger can use keep your ticket option
- Refundable tickets – Applicable refund penalty if any to be charged and refund the balance OR passenger can use keep your ticket option
- No-show will be considered as cancellation after departure
- PNR must be cancelled to avoid no-show

Tickets issued on/after Apr 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 a waiver.

As fare rules must be followed in relation to refunds, emails to Sales Support for waivers are not required.