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Pul Express GmbH | 19.03.2020



Informationen zum Coronavirus/COVID-19 Emirates Airlines: Waiver policy on the Coronavirus

Sehr geehrte Reisebüropartner,

hier ein Update zum Thema Coronavirus von Emirates Airlines:

"Dear Trade Partners,

During these challenging times, Emirates is closely monitoring the development of the coronavirus situation.

As we are experiencing high volume of calls and emails, we thank you for your patience and understanding if our response time is longer than normal.

Effective 19 March 2020, the following refund and change policy will apply. This waiver supersedes all previous waivers published on Coronavirus.

To keep informed on the latest changes please click [here](#) to refer to our English website for any updates. Kindly note that the German language website will be updated within the next few hours.

Tickets issued on/before 31 Mar20

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.
Flight cancellation:	Flights cancelled where Emirates is unable to offer an alternate flight or an alternate option is not acceptable by the passenger.

Changes:

- Changes and reissues are permitted to any origin or destination within ticket validity without a reissue fee. Applicable fare difference if any will apply. Please continue to utilise waiver code "ROGW006 DUE COVID-19".

Keep your ticket:

1. Original ticket can be kept with an open coupons status as follows:

- Fully unutilised - Ticket is valid for one year from date of issue
- Partially utilised - Ticket is valid for one year from date of first outbound travel

2. This ticket will then be accepted at face / residual value as payment for a new ticket

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

Tickets issued on/after 01 Apr20

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.

Countries with travel restrictions

More countries throughout the Emirates network have started to impose travel restrictions for example the UAE. The UAE authorities have confirmed that entry will ONLY be granted to:

- UAE citizens
- UAE residents
- Diplomatic passports

This restriction does NOT apply for transit passengers through Dubai Airport.

As the situation is changing rapidly and continuously please check relevant travel advisories before your customers travel.

Information from Deutsche Bahn

Flight tickets or boarding passes are valid as tickets on DB trains. With immediate effect passengers can continue to their destination airport within Germany with Deutsche Bahn for free until 31 March 2020. For further details please refer to the [German press release](#) from the Deutsche Bahn.

We thank you for your continued support.

Best regards

Emirates Germany"

Herzliche Grüße aus Berlin

Ihr Pul Express Team

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