

Wird diese Nachricht nicht richtig dargestellt, klicken Sie bitte [hier](#).

Pul Express GmbH | 24.03.2020



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

Sehr geehrte Reisebüropartner,

hier ein Update zum Thema Corona Virus von Emirates Airlines:

"Dear Partners,

As our valued and trusted partners, 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.

Tickets issued on/before 31 Mar 2020

Scenarios impacting tickets with at least one coupon with scheduled Emirates departure on or before 30Jun'20

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 and tax difference (if any) will need to be collected
- Please continue to use the waiver code "ROGW006 DUE COVID-19"

Keep your ticket:

If your customers cannot yet decide on a new travel date, you can cancel all active segments in the booking and leave the ticket with open coupon status. The ticket will then be accepted at face/residual value as payment for a new ticket for any date/flight. Applicable fare difference if any will apply.

- Once your customer has decided on new travel dates please retrieve the ticket in your GDS and create a new PNR/booking and re-issue the ticket.
- Fully utilised tickets as well as partly utilised tickets can be used as payment for new tickets within 760 days from date of original ticket issue.

Refund & No-show:

- Applicable refund and no-show rules / charges as per date of original ticket issue will apply.

Tickets issued on/after 01 Apr 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.

To keep you informed on the latest Emirates changes please click [here](#) to refer to our English website which will be updated accordingly. Kindly note that it may take some time until the German language website is in accordance to the English language website.

As the Government of Germany is organising rescue flights they ask German citizens to register. If your customers are affected the website [rueckholprogramm](#) is the central registration service for the repatriation efforts.

We thank you for your continued support.

Best regards

Emirates Germany."

Herzliche Grüße aus Berlin

Ihr Pul Express Team

Hauptsitz:
Pul Express GmbH
Meinekestr. 5
10719 Berlin
Deutschland

CEO: Antonina Syromyatnikova
Registergericht: Amtsgericht
Berlin-Charlottenburg
Registernummer: HRB 70525
USt-IdNr.: DE 204114226

→ [Mein Agenturportal](#)

→ [Impressum](#)

→ [Datenschutz](#)

Wenn Sie diese E-Mail (an: anastasia@pulexpress.de) nicht mehr empfangen möchten, können Sie diese [hier](#) kostenlos abbestellen.