

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

Pul Express GmbH | 25.03.2020



## Informationen zum Coronavirus/COVID-19 Emirates Airlines: Emirates refunds & waiver policy on the Coronavirus

Sehr geehrte Reisebüropartner,  
hier ein Update von Emirates Airlines:

"Dear Partners,

Effective today 24 March 2020, the following update for refunds will apply. In addition please see our updated waiver policy below.

### Refunds:

Due to a surge in refunds through GDS channels, Emirates has globally suspended the Refund Notice function through the GDS.

Refunds may still be submitted via the Refund Applications through the BSP link. Your refund application will be handled centrally through our BSP Team in Dubai.

### Waiver Policy:

This waiver supersedes all previous waivers published on Coronavirus. Please see the changes marked red.

### Tickets issued on/before 31 Mar20

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 unutilised tickets as well as partly utilised tickets can be used as payment for new tickets within 760 days from date of original ticket issue.
- **Only applicable for tickets issued in European Market for travel from EU: Ticket can be refunded in full after 12 months from original date of issue, if new flight 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.

### 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.
- **Only applicable for tickets issued in European Market for travel from EU: Ticket can be refunded in full after 12 months if new flight 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.

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](mailto:anastasia@pulexpress.de)) nicht mehr empfangen möchten, können Sie diese [hier](#) kostenlos abbestellen.