



2 Apr - Enhanced Flexibility on New Tickets

Dear Trade Partner,

To further enhance flexibility for your customers, **effective 2 April 2026**, all new tickets will include one complimentary date change within ticket validity, across all published fares, with fare differences applying where applicable.

As operations continue to evolve, we are also sharing a reminder of the current disruption handling guidelines in place to support your ongoing bookings and servicing during the ongoing regional situation

Rebooking & Flexibility:

Under the latest disruption handling policy, affected itineraries with travel between **28 February and 30 April 2026** may:

- **Rebook** for travel on or before **15 Jun 2026** within the same region and cabin, in any RBD, free of charge
- **If the passenger prefers to change their flight**, travel agents may rebook or reroute them to another available option in line with the disruption policy.
- You may refer to the [EK Disruption Due to Regional Airspace Closure](#) page for full policy details and operational updates

Refunds:

- Unused flight coupons are eligible for refunds, and all applicable charges are waived
- You may refer to our [Ancillary Refund Policy](#) for guidance on applicable refunds
- A [TPM Method guide](#) is also available to assist in calculating prorated refunds for disrupted tickets

Dubai Connect (STPC):

Enhancements to our [Dubai Connect \(STPC\)](#) offering have been made to provide greater flexibility and better support to our passengers during their journey:

- **The booking window has been extended**, allowing hotels to be booked up to **12 hours before departure**
- **The minimum fare threshold has been reduced**, allowing more customers to qualify
- Please refer to the [STPC Policy](#) for full details, or to check [STPC eligibility](#) by PNR

Customers are encouraged to continue checking their [flight status](#) prior to departure, including after check-in, to ensure their flight is operating.

Given the ongoing situation, the flight schedule remains dynamic and may be adjusted. Should you require any additional information or assistance, please do not hesitate to contact your Emirates representative.

We would like to thank you as our partner and to our customers for their patience and understanding.

The safety and security of our passengers and crew remain our highest priority.

Thank you for your continued partnership and support.

The Emirates Team