



31 MARCH 2026

## Rebooking Policy due to Regional Airspace closures

### UPDATE 12

Dear Trade Partner,

We would like to inform you that the Disruption Handling Policy has been extended for affected itineraries with travel between 28 February and 30 April 2026. Please see the most important details further below.

Furthermore we would like to inform you that effective 2nd April 2026, all new tickets will include one free date change within ticket validity (fare difference applies where applicable), across all published fares.

#### **Flights between 28FEB26 to 30 APR26**

The following re-accommodation options can be offered to all customers booked to travel to/from/via Dubai within **28FEB26 to 30APR26** and booked on affected **5th Freedom flights between 28FEB26 to 30APR26** (Irrespective of the ticket issue date and ET coupon status excluding FLOWN and REFUNDED):

#### **Re-accommodation options:**

1) Rebooking/Rerouting in the same region **until the 15th June 2026** in any RBD in the same

cabin.

2) Rebooking/Rerouting in the same region **beyond 15th June 2026** in the same RBD and within ticket validity.

3) Refunds are permitted on unused flight coupons for travel between 28th Feb 2026 and 30th April 2026, with cancellation charges waived and should be **processed only through your GDS with refund remarks 'INVOL'**. No further Waiver Codes are required.

**For passengers booked on flights CANCELLED within 16APR26 to 30APR26 period**

The following re-accommodation options can be offered to **ONLY** customers booked on **CANCELLED FLIGHTS** between 16APR26 to 30APR26:

- Re-protection on OAL for rerouting/rebooking is for affected itineraries (flights cancelled, diverted or delayed by more than 1 hour from new scheduled time) within Operational Window of 72 hours to departure;
- Alternatively, Re-protection on OAL for rerouting/rebooking can also be offered for sectors where EK is currently **NOT OPERATING** for travel until 30th Apr 2026.
- Re-protection on OAL should be booked either via the closest EK point i.e. EK + OAL interline segments, or entirely on OAL interline segment where EK is not a viable option (for eg. MIA - BOG)
- Re-protection on OAL should be used as the last resort after exhausting all other re-accommodation options.
- Rebook only on airlines we have an agreement with and make sure the sectors and RBDs booked are as per the Re-protection Agreement.
- Disrupted customer tickets are exempted from no-show charges within the disruption waiver policy dates.

The full policy is available on the Emirates Partners Portal. Please ensure that you always refer to the most up-to-date [Disruption Handling Policy](#) on the portal, which outlines the applicable procedures and guidelines for handling affected bookings.

**Please note:**

- Ensure to update customer's contact details in the PNR.
- In case of rebooking a customer onto a new flight, please ensure that all SSRs are reinstated.

**Contact**

For any other questions, please do not hesitate to contact our local sales team at:

**Individual bookings**

Email: [sales.nl@emirates.com](mailto:sales.nl@emirates.com)

**Group bookings**

Email: [groups.nl@emirates.com](mailto:groups.nl@emirates.com)

**NDC/Emirates Gateway users:**

We have implemented an exceptional system change for INVOL refund that will allow all our NDC

B2B users to auto process fully unutilised tickets through EGW and GDS without penalty. Please note that partially flown tickets and non-refundable tickets would require manual processing or through BSP RA.

**INVOL reissue** to be processed as per existing process through Emirates Booking Portal / Emirates Gateway or through 24/7 Emirates Gateway support team via:

**Emirates Gateway/Emirates Booking Portal**

email: [emiratesgateway@emirates.com](mailto:emiratesgateway@emirates.com) / [emiratesbookingportal@emirates.com](mailto:emiratesbookingportal@emirates.com)

Phone +971 600504504 UAE - toll free

Phone +44 20334188444

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Thank you for your understanding and cooperation. The safety and security of our passengers and crew remain our highest priority.

Kind regards,

**Emirates**

Netherlands



## Emirates Partners portal

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