

Faresheet

From: Komsun Wongsakul <komsun.wongsakul@emirates.com>
Sent: Monday, February 17, 2020 3:29 PM
To: Faresheet
Subject: FW: Rebooking Options Due to Outbreak of Coronavirus
Attachments: Waiver excel TH.xls

Dear All,

1. Waiver extended for travel dates between 28 January - 31 March 2020
2. Rebooking and reroute is permitted within 28 days from original travel date in same RBD
3. SGN, JKT, TPE included as additional destinations for reroute
4. Medical tests from PEK are on hold, therefore customers do not have to report 8 hours prior to departure till new updates become available. Customers therefore, will be advised to report to airport 4 hours prior to scheduled departure time

<https://www.emirates.com/th/english/help/travel-updates.aspx/#3518>

Rebooking Options Due to Outbreak of Coronavirus.

Waiver permitted for:

- a) Travel into/out of Mainland China both online & offline points.
- b) Travel into Hong Kong from the Network
- c) Travel out of Hong Kong for customer originating Mainland China
- d) Customers who have commenced journey and returning from Hong Kong

Travel dates covered : 28 January - 31 March 2020

Customers can option to change their flights within 14 days than originally booked.

Refund:

1. Refund permitted for:
 - a) Travel into/out of Mainland China both online & offline points.
 - b) Travel into Hong Kong from the Network
 - c) Travel out of Hong Kong for customer originating Mainland China
 - d) Customers who have commenced journey and returning from Hong Kong

Refund permitted only on unutilized portion of ticket with travel dates 28 January - 31 March 2020 (both dates inclusive). Outside this period refund charges will be applicable as per fare terms and conditions.

- a. Refund request update comments **"Refund request due to Corona virus"** when initiating request.

Important Notes:

1. Update PNR remarks with General waiver code **ROGW006** followed by remarks **"DUE CORONA VIRUS"** and revert the waiver form to bkksales@emirates.com in order to avoid ADM.
2. Ensure customers contact details are updated.
3. Any paid ancillary service(s) can be rebooked for Emirates flight(s). EMD should be re-associated to new flights.
4. **GDS issued tickets must be handled by their respective travel agents.**
5. For all other queries please be guided by the ticket fare rule condition.

Best regards,

Komsun Wongsakul (Nut)

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