

Dear Travel Partner,

Due to Dubai flight disruption below options have been added for customers travelling to/from or VIA Dubai on EK Prime flights (EK marketed and EK operated) **until 21st APR 2024 ONLY** (Impacted or not impacted)

Refund of ticket :

Since there has been a flight disruption, you may request for full refund of fare and YQ + Refundable taxes where the ticket is completely unutilised.

Ticket Remarks must be annotated with 'INVOL Refund'

Rebooking of passenger :

Due to flight disruption, changes permitted at NO ADC within 10 days of the original travel date in any RBD within the same cabin.

OR

Beyond 10 days of the original travel date in the same RBD within ticket validity.

When rebooking, remark '**INVOL REBOOKED AUTH RO REVOPS**' must be entered in the endorsement field of the e-Ticket.