

Date	14 April 2020
Monthly Unique Users	19,000
Value	£800

COVID-19: latest update

by Jessica Poole

Emirates issues COVID-19 waiver policies

Emirates has updated its COVID-19 travel waiver policies into one simplified approach for rebooking and refunds.

The Dubai-based carrier now offers three options. The first is to keep the ticket for 760 days. All Emirates tickets booked before May 31 for travel up to 31 August will be automatically extended for 760 days so the customer can book for a later date when ready. The ticket will be accepted for any flight to the same

Emirates destination or to another city within the same Emirates region, with no fees for changes. Those who wish to rebook their ticket to travel to another region can also do so – Emirates will not charge reissuance fees, only any applicable fare difference.

The second option available is for customers to exchange the ticket for travel vouchers which are valid for one year from the date the voucher was issued, and can be extended for a second year. The voucher can be used for any Emirates product or service, which means customers can use it to offset charges for flights to any destination in any cabin class, or other services.

The final option is a refund. Customers who have opted to keep their ticket or opted for a travel voucher can still apply for a refund, if they are unable to travel.

Aitken Spence addresses UK travel industry

Speaking directly to the UK travel industry, Susith Jayawickrama, Joint Managing Director of Aitken Spence Hotels which has properties in the Maldives and Sri Lanka, said: "We want to reassure the UK travel trade that we are available to them at any time as our sales team continue to provide trade support online and by telephone. We will continue to keep our UK trade partners updated on any additional measures taken in the future too."

Aitken Spence Hotels has also implemented a number of preventive measures at its resorts and hotels following global health and safety recommendations to mitigate the risk of COVID-19.

