



EMIRATES

KEY TERMS AND CONDITIONS UNITED KINGDOM (UK)

This document applies to passengers ordinarily resident in the United Kingdom who begin their travel in the United Kingdom only.

[Note: If you are located outside the UK or starting your travel from outside the UK, other Key Terms and Conditions will apply: see www.emirates.com.]

Table of Contents

1. GENERAL ADVICE	3
2. FLIGHT SEQUENCE RULES.....	3
3. CANCELLATION BY EMIRATES	3
4. CANCELLATION BY PASSENGER	3
5. SERIOUS ILLNESS.....	4
6. EVENTS BEYOND THE PASSENGER’S CONTROL.....	4
7. DEATH OF THE PASSENGER	4
8. CHANGES TO FLIGHT TIMES	4
9. CHANGES TO DETAILS ON YOUR TICKET	4
10. CHECK-IN FEES.....	5
11. BOARDING PASS.....	5
12. NON- PROVISION OF SERVICE	5
13. CODE SHARES	5
14. PAYMENT OF GOVERNMENT TAXES, FEES AND CHARGES	6
15. REFUSAL OF CARRIAGE	6
16. COVER FOR LOSS AND DAMAGE TO LUGGAGE AND MOBILITY EQUIPMENT	6

1. GENERAL ADVICE

We recommend that you purchase comprehensive travel insurance to protect you against unforeseen circumstances.

2. FLIGHT SEQUENCE RULES

Your ticket is only valid for the carriage shown on your itinerary and in the date, time and order of such carriage. Unless the exceptions within this document apply, you cannot use any of your remaining ticket if you miss a flight and you should contact us or your travel agent as soon as possible.

For the purposes of this document:

- “**Outbound Flight**” means the flight or series of flights from your starting point in the United Kingdom to your final destination.
- “**Inbound Flight**” means the flight or series of flights from your final destination back to your starting point in the United Kingdom.

In the event that you miss any of your Outbound Flights, we will:

1. cancel all of your remaining Outbound Flights; and
2. cancel all of your Inbound Flights, unless you contact us within 24 hours of the scheduled time of departure of the Outbound Flight you missed (note that you will not need to pay any fee or additional fare supplement to maintain your Inbound Flights provided you contact us within 24 hours of the scheduled time of departure of the Outbound Flight you missed).

In the event that you wish to change any of your flights or wish to change your ticket/the order of your carriage you will need to contact us as soon as possible and either:

1. Pay any price increase resulting from your requested changes; or
2. Receive a refund for any price decrease as a result of your requested changes.

3. CANCELLATION BY EMIRATES

In the event that we cancel your flight, we will offer you the choice of one of the three remedies below:

1. We will rebook you in the same class on the next available flight (without any charge to you);
2. We will carry you to your final destination by an agreed means (and refund any difference in the fare, taxes, fees, charges and surcharges to you); or
3. A full refund in accordance with [Article 10.2 of our Conditions of Carriage](#).

4. CANCELLATION BY PASSENGER

In the event that you cancel your flight, you may be entitled to receive a refund in accordance with [Article 10.3 of our Conditions of Carriage](#) (note that fees/charges may apply should you cancel your flight(s)).

You will be entitled to a refund of the applicable unused taxes in the event that you do not utilise a portion of your ticket.

5. SERIOUS ILLNESS

You may be entitled to change the date of your flight without charge in the event that you are prevented from travelling due to a serious illness (see [Article 3.3.7 of our Conditions of Carriage](#) for more details).

6. EVENTS BEYOND THE PASSENGER'S CONTROL

You may be entitled to change your flight without any change in the fare or fee in the event that you are prevented from travelling due to a reason outside of your reasonable control (see [Article 3.3.2 of our Conditions of Carriage](#) for more details).

As an alternative, we may issue you a credit note (valid for 12 months) in the event that you have not started your travel, your ticket is non-refundable and you are unable to travel for a reason outside of your reasonable control (see [Article 3.3.3](#) of our Conditions of Carriage for more details).

As an alternative, we may issue you a refund in accordance with [Article 10.2](#) of our Conditions of Carriage in the event that you are unable to travel for a reason outside of your reasonable control (see [Article 3.3.4](#) of our Conditions of Carriage for more details).

7. DEATH OF THE PASSENGER

You may be entitled to either: (i) a refund in accordance with [Article 10.2](#) of our Conditions of Carriage; or (ii) a free rebooking/date change of your flight, in the event that you or a member of your immediate family immediately dies before you begin your travel (see [Article 3.3.5](#) of our Conditions of Carriage for more details).

You may be entitled to either: (i) a partial refund in accordance with [Article 10.2](#) of our Conditions of Carriage; or (ii) a free rebooking/date change of your flight, in the event that you or a member of your immediate family immediately dies after you begin your travel (see [Article 3.3.6](#) of our Conditions of Carriage for more details).

8. CHANGES TO FLIGHT TIMES

You may be entitled to either: (i) a refund in accordance with [Article 10.2](#) of our Conditions of Carriage; or (ii) a free rebooking/date change of your flight, in the event that we change your flight times and your new flight times are not acceptable to you (see [Article 9.1](#) of our Conditions of Carriage for more details).

9. CHANGES TO DETAILS ON YOUR TICKET

You may not transfer your ticket to another person unless the European Council Directive 90/314 of 13 June 1990 applies to your travel (see [Article 3.3.8](#) of our Conditions of Carriage for more details).

You may amend the name on your ticket for a fee, at any time up to 2 hours (or 8 hours in respect of bookings made through a travel agent/non-Emirates website) before the departure of your flight, in the

following circumstances (see www.emirates.com/uk/english and our [FAQ](#) for more details for more details):

1. You need to correct a genuine mistake with your name; or
2. Your name changes due to marriage, divorce or as result of deed poll.

The fees payable for amending the name on your ticket are:

1. GBP10.00 per ticket for direct bookings (i.e. Emirates website, ticket offices or contact centres)
2. GBP20.00 per ticket for bookings made through a travel agent (or non-Emirates website).

10. CHECK-IN FEES

Emirates will not charge you any fee to check-in (regardless of whether you check-in online or at our airport desk).

11. BOARDING PASS

Emirates will not charge you any fee to reprint your boarding pass in the event you lose it.

12. NON- PROVISION OF SERVICE

We will have no liability to you in the event that we are unable to provide you with something you have requested (e.g. reserved seat, in-flight entertainment, meal etc).

We may issue you a refund of the fee you have paid us for an additional or ancillary product/service (e.g. the amount you paid to reserve a seat) in the event that we are unable to provide such additional or ancillary product/service.

Please check the terms and conditions of the applicable additional or ancillary product/ service for more details.

13. CODE SHARES

We have entered into a number of code share agreements with other airlines to simplify your booking and journey. Code sharing allows you to book one ticket with us and travel to a number of different destinations not serviced by us. We will clearly inform you at the time of booking who will be operating your code share flight.

Please note our terms and conditions will apply to any code share flight, except for any specific operational and procedural terms applicable to the airlines operating the code share flight.

We currently have code share agreements with Air Malta, Air Mauritius, Alaska Airlines, Bangkok Airways, Copa Airlines, Flybe, flyDubai, GOL, Japan Airlines, JetBlue Airways, Jetstar Airways, Jetstar Asia, Jetstar Pacific, Korean Airlines, Malaysian Airlines, Qantas, Siberia Airlines (s7), South African Airways, TAP Portugal, Thai Airways, TGV, Trenitalia and WestJet (please

see <https://www.emirates.com/uk/english/help/faq/193949/with-which-airlines-does-emirates-operate-codeshare-flights> for the most up to date list of our code share partners).

We recommend that you review the terms and conditions of any airline operating your code share flight before you travel.

14. PAYMENT OF GOVERNMENT TAXES, FEES AND CHARGES

You will be liable to us for any increase in Government taxes, fees or charges between the time you booked your ticket and the time you travel.

You will be entitled to a refund of any Government taxes, fee or charges in the event that Government taxes, fees or charges decrease between the time you booked your ticket and the time you travel.

15. REFUSAL OF CARRIAGE

We may refuse to carry you on our flights for a number of reasons, including in the event that:

1. You do not have a valid ticket/ reservation or you fail to comply with the requirements specified in [Article 5](#) of our Condition of Carriage;
2. You fail to check- in for your flight or arrive at the boarding gate on time (see [Article 6](#) of our Condition of Carriage for more details);
3. You fail to comply with the requirements of [Article 7](#) of our Condition of Carriage;
4. You are not medically fit to travel (see [Article 7.3](#) of our Condition of Carriage for more details);
5. You are pregnant or have a newly born infant and do not comply with [Article 7.4](#) of our Conditions of Carriage;
6. You require special assistance and you do not comply with [Article 7.5](#) of our Conditions of Carriage;
7. You are an unaccompanied minor and do not comply with [Article 7.7](#) of our Conditions of Carriage.
8. We are unable to carry you on your ticketed flight (see [Article 9](#) of our Condition of Carriage for more details);
9. Your conduct or previous conduct does not comply with [Article 11](#) of our Conditions of Carriage; and
10. You fail to comply with the document, customs and security requirements specified in [Article 13](#) of our Conditions of Carriage.

16. COVER FOR LOSS AND DAMAGE TO LUGGAGE AND MOBILITY EQUIPMENT

Our liability to you for any damage or loss to your luggage or mobility equipment caused by our negligence is limited by international law and the terms of our Conditions of Carriage.

Where the Montreal Convention applies, our maximum liability to you for any damage to, or loss of, your luggage or mobility equipment is 1,288 SDRs per passenger for both your checked and unchecked luggage.

Where the Warsaw Convention (or no limit) applies, our maximum liability to you for any damage to, or loss of, your luggage or mobility equipment is as follows:

1. 375 SDRs per Passenger for your unchecked luggage; and/or
2. 19 SDRs per kilogram for you checked luggage.

Note that the applicable law may provide for different limits of liability for any damage to, or loss of, your luggage or mobility equipment.

Our liability to you in respect of loss or damage to your luggage or mobility equipment is subject to a number of requirements and we suggest you read our Conditions of Carriage in detail.

You may choose to increase the limits specified above for your checked baggage by making a special declaration and paying a fee at our check-in counter. Please ask us at check-in if this option is of interest to you.

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