

Emirates earns five-star rating from its customers

- A Monitor Desk Report

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Dubai: Emirates has received the APEX 2021 Five Star Global Official Airline Rating™, based on feedback from passengers that were independently collected by APEX, the world's largest international airline association via its partnership with TripIt, and validated and certified by an external auditor to ensure that all ratings were made by genuine travelers who had flown on the airline they were reviewing.

Nearly one million flights were rated using a five-star scale by passengers across more than 600 airlines from around the world.

“With independently verified passengers serving as the final judges, Emirates continues to set the highest echelon bar of airline experience by winning the APEX Official Airline Ratings® Global Five Star rating every single year without fail,” APEX CEO Dr. Joe Leader stated.

Emirates has been implementing comprehensive measures in restoring travel confidence among the people worldwide. It was the world's first airline to offer free COVID-19 medical cover for all customers and this was later extended to a full multi-risk insurance cover, and it has modified its services onboard and on the ground to introduce enhanced bio-safety protocols while continuing to offer its

signature experiences like the Emirates lounge and onboard Shower Spa.

Emirates also recently launched its fully-integrated biometrics facilities at Dubai airport, and self-service check-in and bag drop facilities that further reduces contact and eases the customer journey on the ground.

Emirates has resumed passenger services to nearly 100 destinations. The Airline now operates 2 flights a day to and from Dhaka.

[The APEX Official Airline Ratings](#)Ω were created based on neutral, third-party passenger feedback and insights gathered through APEX's partnership with TripIt[™] from Concur[™], the world's highest-rated travel-organizing app. The APEX Official Airline RatingsΩ are independently certified by a professional external auditing company.

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