

Emirates resume signature onboard service

- A Monitor Desk Report

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Dubai: Emirates is rolling out a redesigned onboard experience. The celebrated A380 Onboard Lounge and Shower Spa have resumed operations with the introduction of additional health and safety measures. The airline has also enhanced its offering, introducing a nutrient-rich welcome drink for the winter season.

The A380 Onboard Lounge, which serves First and Business Class customers, will transform into a take-away bar with limited seating capacity and social distancing protocols in place. The bar continues to serve hard and soft drinks and pre-packaged lounge bites for customers to take and enjoy in their own seats. Customers can also make their orders from their seats if they prefer. The social areas in Business Class on select Boeing 777 aircraft and in First Class also re-opened with pre-packed snacks for customers to grab and go.

First Class customers can once again have a shower at 40,000 feet. Luxury spa products will be provided in individual amenity bags to each customer.

From November 1, Emirates' onboard dining experience will return to its signature service while observing strict hygiene protocols. Customers in all classes will enjoy multi-course meals and choose from a complimentary selection of beverages.

The Emirates app has also been enhanced to allow customers on board to browse the menus on their personal devices both online and offline with the latest app update.

Emirates has committed to cover COVID-19 related medical expenses, free of cost, should they be diagnosed with COVID-19 during their travel. This cover is immediately effective for customers flying on Emirates until 31 December 2020, and is valid for 31 days from the moment they fly the first sector of their journey.