

Emirates returns USD 1.4bn to customers in refunds

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Dubai: Emirates has returned over USD 1.4 billion in COVID-19 related travel refunds to date, making strong and steady progress on its commitment to customers to complete pending refunds.

More than 1.4 million refunds requests have been completed since March, representing 90 per cent of the airline's backlog. This includes all requests received from customers around the world up until the end of June, save for a few cases which require further manual review.

Since the pandemic hit, Emirates has invested additional resources to ramp up its processing capability. The airline also continues to work with industry partners to facilitate refunds for those who have booked their Emirates flights through travel agents, this includes enabling direct refunds processing via global booking systems (GDS).

Tim Clark, President, Emirates Airline, said, "We understand that from our customers' standpoint, each pending refund request is one too many. We are

committed to honouring refunds and are trying our utmost to clear the massive and unprecedented backlog that was caused by the pandemic. Most cases are straightforward, and these we will process quickly. But there are cases which will take a bit more time for our customer teams to manually review and complete. We are grateful to our customers for their patience and understanding."

As global travel markets slowly re-open, Emirates has gradually restarted its passenger operations around the world, always ensuring that it provides customers with a safe and smooth travel experience.

The airline has introduced a series of industry-leading initiatives to provide customers with additional reassurance and confidence when they travel – from bio-safety measures at every step of their journey, to free COVID-19 medical cover, and flexible booking policies.

Emirates currently offers flights to over 80 cities. The airline now operates seven flights to and from Dhaka every week.

Customers can stop over or travel to Dubai as the city has re-opened for international business and leisure visitors. Ensuring the safety of travellers, visitors, and the community, COVID-19 PCR tests are mandatory for all inbound and transit passengers arriving to Dubai (and the UAE), including UAE citizens, residents and tourists, irrespective of the country they are coming from.