

*FLY BETTER*



# Emirates Travel Agent Workshop

St. Regis Jakarta, 17 May 2023

# About Emirates Airline

Hub

Dubai

137

Destinations

41

A380 Destinations

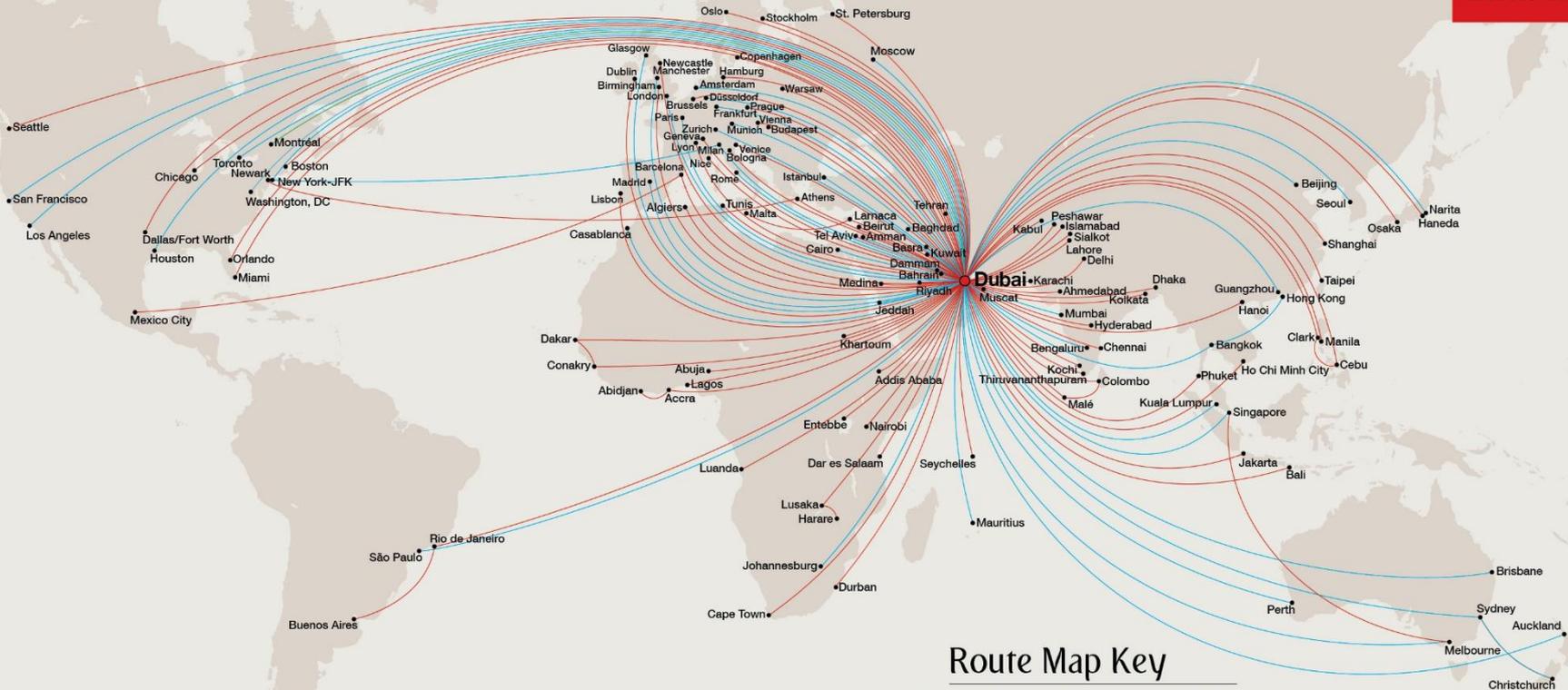
263

Number of aircraft



# PASSENGER NETWORK

May 2023



## Route Map Key

- Existing Destinations (137 including Dubai)
- A380 Destinations (43)
- Destination to launch in July (1)

London destinations: Heathrow & Gatwick (A380); Stansted (B777)

# Jakarta



## CGK - DXB

Flight #	Dep.	Arr.	Days	Aircraft	Cabin
EK359	00:40	05:40	Daily	B777	F, J, Y
EK357	17:55	22:55	Daily	B777	J, Y

## DXB - CGK

Flight #	Dep.	Arr.	Days	Aircraft	Cabin
EK356	04:25	15:40	Daily	B777	J,Y
EK358	10:50	22:15	Daily	B777	F, J, Y

# Denpasar



## DPS - DXB

Flight #	Dep.	Arr.	Days	Aircraft	Cabin
EK399	00:05	05:05	Daily	B777	J, Y
EK369	19:50	00:45 +1	Daily	B777	J, Y

## DXB - DPS

Flight #	Dep.	Arr.	Days	Aircraft	Cabin
EK369	03:25	16:35	Daily	B777	J, Y
EK398	09:10	22:20	Daily	B777	J, Y

# New destination



## MONTREAL

- Daily service starting on 5 July 2023
- Boeing 777-300ER
- 8 First Class suites, 42 lie-flat seats in Business Class and 304 seats in Economy Class.

Dates	Flights	Route	Departure	Arrival
From 5 July 2023	EK243	DXB - YUL	02:30	08:00
	EK244	YUL - DXB	10:20	06:30 (next day)
From 5 November 2023	EK243	DXB - YUL	02:30	07:15
	EK244	YUL - DXB	09:30	06:40 (next day)
From 10 March 2024	EK243	DXB - YUL	02:30	08:00
	EK244	YUL - DXB	10:20	06:30 (next day)

# Emirates Travel Partners



## TRAVEL PARTNERS

### 1. Emirates and United

Fly Emirates to three of our US destinations: Chicago, San Francisco and Houston, and enjoy smooth connections to over 150 cities across the US with United.

### 2. Emirates and Air Canada

Fly Emirates to Toronto and connect to 19 destinations in the Air Canada network.

### 3. Emirates and Batik Air Indonesia

Codeshare flights are available beyond Jakarta to Balikpapan, Denpasar-Bali, Manado, Medan, Padang, Surakarta - Solo City, Surabaya and Makassar.

### 4. Emirates and Garuda Indonesia

Codeshare flights are available beyond Jakarta to Balikpapan, Denpasar, Manado, Medan, Padang, Solo, Surabaya and Makassar.

*For other Emirates Travel Partners please see: <https://www.emirates.com/id/english/travel-partners/>*



# Cabin Experience



## ON THE GROUND

### Baggage Allowance

	Special	Saver	Flex	Flex +
RBD	V	T, L, Q	K, U, B, M	R, X, Y
Weight concept	20kg	25kg	30kg	35kg
America & Africa	1x23kg	2x23kg	2x23kg	2x23kg

## ON BOARD

### Comfort

Amenity kits for long haul, warm blankets from recycled plastic bottles, multinational cabin crew

### Dining

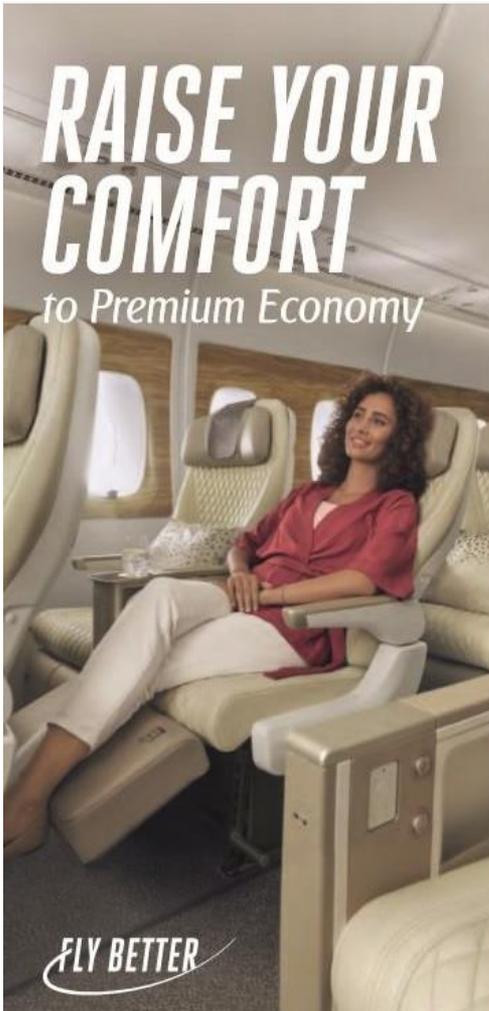
Full range of complimentary drinks including wines, beers and spirits

### Entertainment

Up to 5000 ice channels, great value wi-fi plans, special meals, toys, and entertainment for young flyers

# RAISE YOUR COMFORT

to Premium Economy



FLY BETTER



## ON THE GROUND

Premium Economy Check in area in DXB, Free seat selection.

Baggage Allowance	Flex +
RBD	W, E
Weight concept	35kg
America & Africa	2x23kg

## ON BOARD

### Comfort

Separate cabin, cream leather seats 19.5 inches wide, 8 inch recline, seat pitch-up to 40 inches, raised cushioned leg rests and footrest, six way adjustable headrest, cream, white and bronzer interior, warm blankets from recycled plastic bottles.

### Dining

Welcome drinks, spacious woodgrain table and an extra cocktail table, china tableware, stainless steel cutlery, wide range of complimentary juices & soft drinks, regional multicourse meals

### Entertainment

Up to 5000 ice channels on 13.3 inch HD %V, great value Wi-Fi plans, in seat charging port

# LOUNGING

In Emirates Business Class



## ON THE GROUND

Priority boarding, 40kg baggage allowance, Emirates Lounges worldwide, Complimentary Chauffeur-driven airport transfers

Baggage Allowance	Special	Saver	Flex	Flex +
RBD	H	O	I	C, J
Weight concept	40kg	40kg	40kg	40kg
America & Africa	2x32kg	2x32kg	2x32kg	2x32kg

## ON BOARD

### Comfort

Flab-bed seats designed for greater privacy, VOYA skincare, soft duvets & pillow, Exclusive Bulgari amenity kits with signature fragrances and pamper essentials on selected flights

### Dining

Champagne and refreshing juices before departure, multicourse regional meals with vegan and snack menus options, premium wines, fine champagne, cocktail, vintage port and exclusive spirits, Royal Daulton bone china and linen table cloths, exclusive Robert Welch cutlery, drinks and light bites in the A380 on-board lounge

### Entertainment

Up to 5000 ice channels, great value of Wi-Fi plans, Noise-cancelling headphones, leading newspaper, special meals, toys and entertainment for young flyers.

# LUXURY

In Emirates First Class



## ON THE GROUND

Priority boarding, Emirates Lounges worldwide, Complimentary Chauffeur-driven airport transfers

Baggage Allowance	Flex	Flex +
RBD	A	F
Weight concept	50kg	50kg
America & Africa	2x32kg	2x32kg

## ON BOARD

### Comfort

Private Suites with flat-bed seats, A380 shower spa on long-haul flights, VOYA and BYREDO skincare, Exclusive leather Bulgari amenity kits with signature fragrances & pamper essentials on selected flights, the world's first moisturising lounge wear, soft luxury blankets & duvets on longer flights

### Dining

Champagne and refreshing juices before departure, A la carte fine dining at an time, premium wines, fine champagne, cocktails, vintage port and exclusive spirits, Royal Daulton bone china and linen table cloths, exclusive Robert Welch cutlery, drinks and light bites in the A380 on-board lounge

### Entertainment

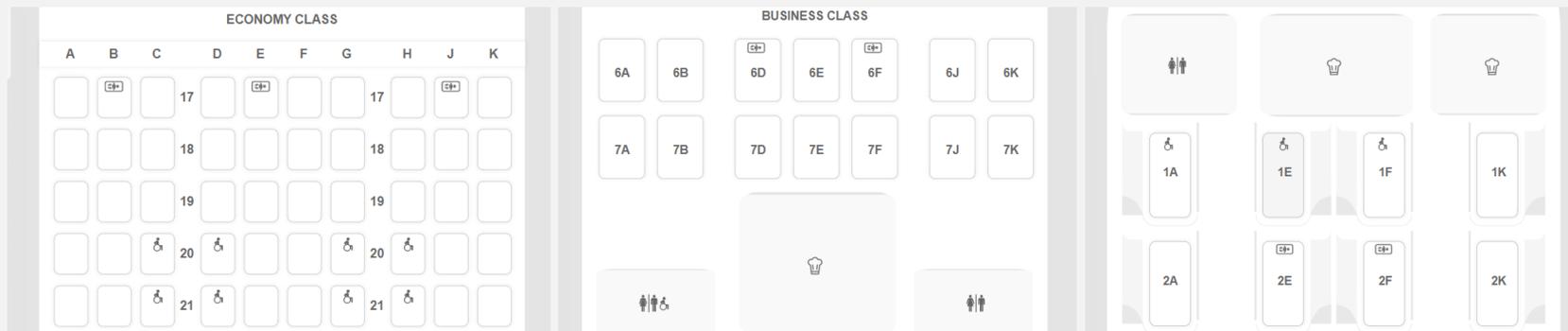
Up to 5000 ice channels, great value of Wi-Fi plans, Bowers& Wilkins Active Noise cancelling E1 headphones, leading newspaper.



# Seat Map



## B777 Three Class Extended Range



### Explore our cabins in 3D

Take a stroll through our First Class, Business Class and Economy Class cabin  
<https://www.emirates.com/id/english/experience/3d-seatmap/?ftype=a380>

# What's on your flight

<https://www.emirates.com/id/english/experience/woyf/>



BOOK MANAGE EXPERIENCE • WHERE WE FLY LOYALTY HELP

ID Q LOG IN



Inflight experience •

The Emirates Experience

Family travel

Fly Better

About us

Search flights

## What's on your flight >



Route

Jakarta - Dubai

Departure time

00:40

Flight number

EK 359

Aircraft type

B777-300ER

✓ **First Class**

Business Class

Economy Class



### Lounges

We've reopened our Business Class Lounge in Concourse B in Dubai.

Learn more



### Chauffeur-drive

We'll collect you from your door and when you land, we'll be there to take you to your final destination.

Check availability



### Seating

Slide the doors closed in your own First Class Private Suite.

View the seat map



### Dining

Some items may change, but you can look forward to great regional flavours on board.

See your menu



### Inflight Entertainment

Our award-winning inflight entertainment system ice makes the time fly.

Check what's on



### Wi-Fi in the sky

Browse your favourite social networks at 40,000 feet.

Connect on board



# Benefit

## Planning your trip

Book Emirates rewards with Skywards Miles online

Earn Miles and book rewards with global partners

Complimentary seat selection

Bonus Skywards Miles when flying Emirates

Excess baggage allowances

No Expiry of Skywards Miles



✓	✓	✓	✓
✓	✓	✓	✓
	✓	✓	✓
	✓	✓	✓
	✓	✓	✓
			✓

# Benefit

## At the airport

Buy instant upgrades with Miles at check-in

Priority check in and boarding

Complimentary lounge access

Paid lounge access



✓	✓	✓	✓
	✓	✓	✓
	✓	✓	✓
✓	✓	✓	✓

## On board

Buy instant upgrades with Miles

Wi-Fi access

✓	✓	✓	✓
	✓	✓	✓

*For more details on Skywards please see <https://www.emirates.com/id/English/skywards/>*

# Lounge



## Dubai lounge eligibility by Emirates Skywards membership

Emirates Skywards Tier	Lounge Eligibility	Complimentary Guest
Blue	Paid access	None
Silver	Business Class Lounge	None
Gold	Business Class Lounge	1 adult or child
Platinum	First & Business Class Lounge	1 adult and 2 children (below 17 years old)

## Worldwide lounges eligibility by Emirates Skywards membership

Emirates Skywards Tier	Lounge Eligibility	Complimentary Guest
Blue	Paid access	None
Silver	Paid Access	None
Gold	Business Class Lounge	1 adult or child
Platinum	First & Business Class Lounge	1 adult and 2 children (below 17 years old)

# My Emirates Pass



## It's back: exclusive summer offers with My Emirates Pass

Customers who fly with us to Dubai between 1 May and 30 September 2023 can get the best value from their summer holiday using their Emirates boarding pass.

### A Dubai summer has it all

From shopping and dining, to family attractions, spas, private pools and more, customers can look forward to a packed experience in Dubai and the UAE this summer.

Customers can present their printed or mobile boarding pass along with their photo ID at participating venues to access the offers.

### Dubai Summer Surprises

Customers who fly to Dubai between **29 July and 3 September** can also experience Dubai Summer Surprises. The city's incredible shopping and family entertainment extravaganza is back with cultural events, fireworks displays, raffle prizes and more to enjoy on top of all the offers with My Emirates Pass.

[Check the full listings](#) and find how the offer works in our [FAQs](#).





# A380 from Denpasar

# Emirates A380



1 June 2023

- Starting 1 June 2023 EK369/ EK368 from DPS will operate A380
- 57 seats in Business Class and 557 seats in Economy Class.



Economy Class



Business Class



Business Class On-board lounge

# EK Logo for Agent Promotions



# Ticketing



# Name correction



## Before Ticket Issued

- Maximum digit for correction name only 3 digit characters.
- Modify/Change the name do on GDS
- Some GDS have restriction for changing the family names or before slash (/), Please liaise with the GDS administrator
- No need approval to changes the name if the above condition meets.

# Name correction



## After ticket Issued

- Maximum digit for correction name only 3 digit characters.
- Split the name of customers from the main PNR if any.
- Booking with new PNR with correct name and same RBD as per original ticket if any (if the RBD original not available, booked with the lowest RBD available).
- issue EMD name correction on original PNR with EMD type Name Correction Fee / I02G as amount USD 30.00
- Fulfilled on EMD Endorsement remarks as “name correction fee for ticket no. 176-xxxx” and report to EK.
- Refund the original ticket, if there refund fee its granted to be waived.
- Issue the new ticket with correct name, update the endorsement box as “name correction from ticket no. 176-xxxxx”
- Report the new Ticket, EMD correction name fee and original ticket to EK to avoid ADM further.

# Refund Calculation EK



EK Unable to verifying/authorized Refund Calculation from the GDS  
Please follow the Guidelines as per Regulation.

## Fully Unused

Kindly checked as per regulation of refund and checked Refund-Non-ref  
Tax component

## Half Used

Kindly checked as per regulation of refund and compare to O/W Fare as  
per historic fare and checked Refund-Non ref Tax component.

# Taxes Offline/Online EK



## TICKET TAX REFUNDABILITY FOR EK OFFLINE STATIONS

F = refundable on fully utilised tickets

P = refundable on partially utilised tickets

C = refundable for unutilised coupon (flown)

Offline								
Country Name	Country code	Ticket tax code	Tax name	Region	COUNTRY ONLINE / OFFLINE	Domestic/ International	REFUNDABILITY FINAL	Other Complexities/ Requirements
Antigua and Barbuda	AG	AG	Ticket Tax	OFFLINE	Sales	International	Not Refundable	
Antigua and Barbuda	AG	SH	Airport Administration Charge	OFFLINE	Flown	International	C	
Anguilla	AI	AI	Baggage Security Screening Fee	OFFLINE	Flown	International	C	
Anguilla	AI	EO	Airport Expansion Tax	OFFLINE	Flown	International	C	
Anguilla	AI	EP	Security & Development Tax	OFFLINE	Flown	International	C	
Albania	AL	AL	Passenger Service Charge	OFFLINE	Flown	Domestic & International	C	
Albania	AL	HA	Tirana Security Charge	OFFLINE	Flown	International	C	
Albania	AL	IX	Border Crossing Tax	OFFLINE	Flown	International	C	
Armenia	AM	AM	State Tax	OFFLINE	Flown	International	C	
Armenia	AM	KC	Passenger Airport & Security Charge	OFFLINE	Flown	International	C	
American Samoa	AS	XF	Pago Pago Passenger Facility Charge	OFFLINE	Sales	Domestic & International	P	
Aruba	AW	AW	Passenger Facility and Security Charge	OFFLINE	Flown	International	C	
Aruba	AW	QC	Travel Promotion Levy	OFFLINE	Flown	International	C	
Aruba	AW	VJ	Special Facility Charge	OFFLINE	Flown	International	C	
Azerbaijan	AZ	AZ	Departure Tax	OFFLINE	Flown	International	C	
Azerbaijan	AZ	JB	Airport Development Tax	OFFLINE	Flown	International	C	
Azerbaijan	AZ	JL	Flight Security Tax	OFFLINE	Flown	International	C	
Azerbaijan	AZ	KD	CAA Regulation Tax	OFFLINE	Flown	International	C	
Bosnia and	BA	BA	Passenger Service Charge	OFFLINE	Flown	Domestic & International	C	
Bosnia and	BA	HV	Passenger Tax	OFFLINE	Flown	International	C	
Bosnia and	BA	K6	Departure Fee	OFFLINE	Flown	International	C	
Barbados	BB	BB	Value Added Tax	OFFLINE	Sales	International	F	
Barbados	BB	DI	Airport Facilitation Fee	OFFLINE	Flown	International	C	
Barbados	BB	JG	Passenger Service Charge	OFFLINE	Flown	International	C	

# Taxes Offline/Online EK



## TICKET TAX REFUNDABILITY FOR EK ONLINE STATIONS

Added  
 Changed  
 F = refundable on fully utilised tickets  
 P = refundable on partially utilised tickets  
 C = refundable for unutilised coupon (flow)

Online										
Country Name	Country code	Ticket tax code	Tax name	Region	SALES / FLOWN	COUNTRY ONLINE / OFFLINE	Domestic/ International	REFUNDABILITY 20.01.23	REFUNDABILITY 15.08.22	Other Complexities/ Requirements
United Arab Emirates	AE	AE	Passenger Service Charge	GMEI	Flown	ONLINE	International	C	C	
United Arab Emirates	AE	F0	Passenger Facilities Charge	GMEI	Flown	ONLINE	International	C	C	
United Arab Emirates	AE	TP	Passenger Security and Safety Fee	GMEI	Flown	ONLINE	International	C	C	
United Arab Emirates	AE	ZR	Advanced Passenger Information Fee	GMEI	Flown	ONLINE	International	C	C	
Afghanistan	AF	AF	Passenger Service Charge	Asia, AU & NZ	Flown	ONLINE	Domestic & International	C	C	
Afghanistan	AF	M5	Airport Development Fee	Asia, AU & NZ	Flown	ONLINE	Domestic & International	C	C	
Angola	AO	AO	Embarkation Tax	Africa	Flown	ONLINE	International	C	C	
Angola	AO	MB	Security Tax	Africa	Flown	ONLINE	Domestic & International	C	C	
Argentina	AR	DL	Value Added Tax (Passengers)	Americas	Flown	ONLINE	Domestic	Not Refundable	Not Refundable	
Argentina	AR	DN	Value Added Tax (Excess Baggage)	Americas	Flown	ONLINE	Domestic	Not Refundable	Not Refundable	
Argentina	AR	IV	Airport Infrastructure Improvement Fee	Americas	Flown	ONLINE	Domestic	C	C	
Argentina	AR	QN	Gross Receipts Tax	Americas	Flown	ONLINE	Domestic	Not Refundable	Not Refundable	
Argentina	AR	QO	Custom and Immigration Services Tax	Americas	Flown	ONLINE	International	C	C	
Argentina	AR	TQ	Security Tax	Americas	Flown	ONLINE	Domestic & International	C	C	
Argentina	AR	XR	Airport Tax	Americas	Flown	ONLINE	Domestic & International	C	C	
Austria	AT	AT	Passenger Security Charge	Europe	Flown	ONLINE	Domestic & International	C	C	
Austria	AT	QD	Air Transport Levy	Europe	Flown	ONLINE	Domestic & International	C	C	
Austria	AT	ZY	Passenger Service Charge	Europe	Flown	ONLINE	Domestic & International	C	C	
Australia	AU	AU	Passenger Movement Charge (PMC)	Asia, AU & NZ	Flown	ONLINE	International	C	C	
Australia	AU	QR	Passenger Service Charge - Dom	Asia, AU & NZ	Flown	ONLINE	Domestic	C	C	
Australia	AU	UO	Goods and Services Tax (GST)	Asia, AU & NZ	Flown	ONLINE	Domestic	C	C	
Australia	AU	WG	Safety and Security Charge	Asia, AU & NZ	Flown	ONLINE	Domestic & International	C	C	
Australia	AU	WY	Passenger Service Charge	Asia, AU & NZ	Flown	ONLINE	International	C	C	
Bangladesh	BD	BD	Embarkation Fee	Asia, AU & NZ	Flown	ONLINE	Domestic & International	C	C	
Bangladesh	BD	E5	Value Added Tax on Embarkation Fees	Asia, AU & NZ	Flown	ONLINE	Domestic & International	C	C	
Bangladesh	BD	OW	Excise Duty Tax	Asia, AU & NZ	Flown	ONLINE	Domestic & International	C	C	
Bangladesh	BD	P7	Airport Development Fee	Asia, AU & NZ	Flown	ONLINE	Domestic & International	C	C	
Bangladesh	BD	P8	Passenger Security Fee	Asia, AU & NZ	Flown	ONLINE	Domestic & International	C	C	

# Purchase seat



**only available via EK website [www.emirates.com](http://www.emirates.com)**

Step of purchasing seat via EK website.

1. Go to [www.emirates.com](http://www.emirates.com)
2. Please select Manage Booking
3. Input Last name and Booking Code
4. Select the Passengers Reference
5. Select the seat icon
6. Prepare the Credit Card for Transaction payment only.

Kindly note, Please do not action / proceed the purchasing seat via GDS to avoid any inconvenience and Error Response.

If Failed when proceed via EK website kindly sent the seat request to [ekidtravelagent@emirates.com](mailto:ekidtravelagent@emirates.com) for further assistance.  
And EK Team will assist as per queuing list request.

# Seat Map on EK website



## Boeing 777-300ER



# Purchase seat and icon Logo Information



## Legend and price

Prices may vary per passenger and destination.



Regular seat - Complimentary



Preferred seat - IDR 446,300



Twin seat - IDR 649,100



Extra legroom - IDR 1,176,500



Accessible for passengers with reduced mobility



Unavailable seat



Previous seat selection



Accompanying passenger



Selected passenger



Exit door

# Purchase Extra Baggage Allowance



via EK website [www.emirates.com](http://www.emirates.com)

Step of Extra Baggage via EK website.

1. Go to [www.emirates.com](http://www.emirates.com)
2. Please select Manage Booking
3. Input Last name and Booking Code
4. Select the Baggage Icon
5. Fulfilled Request of Baggage additional
6. Prepare the Credit Card for Transaction payment only.

Kindly note, Please do not action / proceed the purchasing Extra Baggage via GDS to avoid any inconvenience and Error Response.

if Failed when proceed via EK website kindly sent the seat request to [ekidtravelagent@emirates.com](mailto:ekidtravelagent@emirates.com) for further assistance. And EK Team will assist as per queuing list request.

# Extra Baggage Allowance



## Flights



23 Feb 23

**CGK** → **DXB**  
EK359



## Seats

**30H** / Regular seat  
[Change](#)



## Meals

**Regular Meal**  
[Dining menu](#)



## Baggage

Checked baggage Cabin baggage  
**30kg** ⓘ **1 x** ⓘ  
[Buy extra baggage allowance](#)



23 Feb 23

**DXB** → **LGW**  
EK015

**59C** / Regular seat  
[Change](#)

**Regular Meal**  
[Dining menu](#)

Checked baggage Cabin baggage  
**30kg** ⓘ **1 x** ⓘ  
[Buy extra baggage allowance](#)

# Information Purchase Extra Baggage Allowance

Jakarta (CGK) to London Gatwick (LGW) Economy Flex

Checked baggage allowance: 30kg ⓘ

Subtotal:

Hide details ^

ⓘ Any individual bag must not exceed 32kg.

Total extra allowance:

Additional baggage

No extra baggage ^

Select extra baggage

No extra baggage ✓

5kg - IDR 1,117,400

10kg - IDR 2,234,700

15kg - IDR 2,681,700

20kg - IDR 3,575,600

25kg - IDR 4,469,400

## ⓘ Important information

- This transaction is non-refundable.
- It won't be possible to transfer any remaining or unused baggage allowance to other passengers or flights.
- If you exceed the purchased baggage allowance at the airport, you will be charged at the applicable non-discounted rate.

# Reissue fully unused ticket



## Below instructions are available to all GDS on inhibiting Reissuance

Travel agent must reissue ticket in case of any changes to the original ticket (flight / date / time of air, bus and train segments) and if the original ticketed fare rule permits a change.

- a) Travel agent must reissue the ticket ensuring that :  
Applicable fare difference and taxes of new itinerary is collected appropriately.
- b) The change fee on the reissued ticket must be collected using tax code OD.

Travel agent must reissue the ticket irrespective of Additional Collection (ADC) or NOADC.

Emirates is in the process of removing revalidation paragraph from its fare rules in categories 16 (Penalties) and 31 (Voluntary Changes).

Inform travel agents to contact their respective GDS Help Desk for any queries related to re-issue entries.

### **Original issued by GDS, issued/reissued by EK**

Example : if PNR booked by GDS but agent unable to auto pricing, but from EK still able to auto pricing.

On above condition, the last option possible to issued on EK but there will be service fee 6B USD30 should be collect, no commission applicable and avoid refund process.

# Reissue half used ticket



## Travel agent must reissue Half used ticket and ensuring that

- a. Applicable fare difference and taxes as per Historic Fare/Backdate PNR collected appropriately if any.
- b. The change fee on the reissued ticket must be collected using tax code OD.

Travel agent must reissue the ticket irrespective of Additional Collection (ADC) or NOADC. Inform travel agents to contact their respective GDS Help Desk for any queries related to re-issue entries.

# Refund Process of EK Ticket



## Ticket issued under Travel Agent

Kindly advise the Customers to proceed via Issuing agent

EK unable Process and verified Calculation of Refund (Refund Calculation based on Regulation in GDS).

## Ticket issued under EK Office/EOL (Emirates Online website)

Kindly advise the Customers to Proceed via EK Website [www.emirates.com](http://www.emirates.com),

EK unable verified Calculation of Refund (Refund Calculation will verified with EK-Refund Team) with step as per below :

1. Go to [www.emirates.com](http://www.emirates.com).
2. Select the Help Icon (Select Help and Contacts).
3. Click Refund Request Icon.

# Involuntary Change / Schedule Change



## Policy for Involuntary Change / Schedule Change

Apply this waiver policy of SC Flight when booking is affected

- Rebooking is permitted within 10days from original date with any RBD available within the same cabin
- and route without collecting any difference
- Rebooking is permitted for any date within ticket validity.

Notes:

1. PNR with SC Flight impact will be remarks via OTHS/SSR and will send to queue list and able to checked on GDS (Kindly always checked queue from GDS on daily basis)
2. Reissue the ticket (Do Not Revalidate) when rebooked the flight for SC flight impact.
3. Remarks on endorsement box of Ticket 'INVOL REBOOKED AUTH RO REVOPS' should be indicated in the endorsement field.

# Dubai Connect/STPC Booking



## STPC Terms & Conditions

1. Best Available Connection logic: The best available connection must be the one with the shortest transit time in DXB, taking into consideration all flights from the board point (Origin) and arrival point (destination) on the specified date of departure, in the RBD required for the POS. The availability is qualified at the time of booking the flights.
2. Transit time of the best available connection in Dubai in all cabins (Economy, Business and First) must be more than or equal to 10 hours and less than or equal to 24 hours.
3. The itinerary must be a single booking and ticketed on one ticket. For itineraries spanning more than one ticket, qualification is dependent on conjunction tickets.
4. The itinerary must be ticketed and issued on an Emirates (176) document.
5. STPC must be booked 24 hours prior to departure of the flight to Dubai for Economy class and up to zero hours of the departure flight to Dubai for Business and First class.
6. STPC is subject to availability.
7. STPC is only valid for customers over the age of 18 years. Younger customers must be accompanied by an adult.

# Dubai Connect/STPC Booking



## STPC Terms & Conditions

Please send the email for all supporting data as below document to [Dubaiconnect@emirates.com](mailto:Dubaiconnect@emirates.com)

1. Copy of a passport information page
2. Copy of passport size photograph
3. Name of Customers
4. Booking Reference
5. Ticket Number
6. Email Address to share the visa status
7. Copy of National ID card for nationals of Afghanistan, Pakistan, Iraq and Iran

# Dubai Connect/STPC Booking



## Minimum Fare Criteria

DEPARTURE FROM(ORIGIN OF TICKET)	TRANSITING DXB ONCE (ONE-WAY FARE)	TRANSITING DXB TWICE (RETURN FARE)
EUROPE, FAR EAST & AUSTRALASIA (EXCL. NZ, AU)	USD 700	USD 1000
AMERICAS, GULF, MIDDLE EAST, IRAN, WEST ASIA & INDIAN OCEAN	USD 700	USD 1000
NEW ZEALAND, AUSTRALIA	USD 700	USD 1000
EAST AFRICA (ETHIOPIA, KENYA, TANZANIA & UGANDA)	USD 700	USD 1000
REST OF AFRICA	USD 700	USD 1000

# Paid Lounge



## Terms & Conditions

1. Lounge access is subject to availability at the time of the request.
2. Lounge access may be restricted due to operational and safety reasons.
3. Lounge access is non-endorsable and non-transferable between customers.
4. Lounge access is subject to the Emirates General Conditions of Carriage for customers and baggage.
5. Purchase is valid for the lounge, flight and date shown on the receipt.
6. At least one customer in the booking needs to be of legal age to access the lounge.
7. Skywards member price can be extended to all customers in the booking, provided at least one skywards member is present in the PNR.
8. Available to book for customers either commencing their journey from DXB.
9. Available to book for transit customers in Dubai.
10. Lounge access is valid for a total duration in the lounge of up to 4 hours in Dubai and 3 hours for all other airports. Any additional hours can be purchased on the day of departure.
11. Blackout dates applies.

# Paid Lounge



## Terms & Conditions

Lounge	Non-Skywards member price (USD)	Emirates Skywards member price (USD)	Duration of stay
Dubai - Business Class lounge (For Economy and Premium Economy customers)	USD 175	USD 150	Up to 4 hours
Dubai - First Class lounge (For Economy and Premium Economy customers)	USD 300	USD 250	Up to 4 hours
Dubai - Upgrade from Business Class to First Class Lounge	USD 175	USD 150	Up to 4 hours
Other airports - Emirates Lounge	USD 155	USD 125	3 hours

# OD Violation



**Listed below are some of the scenarios where EK consider a PNR is booked as violation:**

1. Partial OD is cancelled irrespective of airline carrier.  
Example : CGK-DXB-LHR (Outbound )X LHR-DXB-CGK (Inbound)  
Violation : Rebooked the Inbound first rebooked the Outbound later in one transactions.
2. Booking out of sequence - Inbound booked first & outbound booked later.  
Example : Booked LHR-DXB-CGK as original Booking segment.  
Violation : Booked new segment CGK-DXB-LHR as Outbound and existing the segment LHR-DXB-CGK as Inbound segment
3. Booking an additional segment to intervene the OD logic to get a better availability.  
Example : Existing segment CGK-DXB-LHR X LHR-DXB-CGK  
Violation : Rebooked per segment CGK-DXB availability and the next segment DXB-LHR in one transaction process in GDS.
4. Existing itinerary is not cancelled before postponing the complete journey.  
Violation : Booked Duplicate segment from the original.

# OD Violation



## ADM INFO

ADMs will be raised as per below grid for bookings created effective 01<sup>st</sup> Sep 2022. [REVISED -22Feb23]

Economy Class	
One _Way ticket	400 USD
Return ticket	700 USD
First Class and Business Class	
One _Way ticket	800 USD
Return ticket	1400 USD



## Thank you!

For any queries please contact:

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Group : [JKTSales@emirates.com](mailto:JKTSales@emirates.com)

From : 08.30 am - 04.00 pm

Day : Monday to Friday.

Closed on Saturdays, Sundays and Public Holidays.

For updated information please check on

Portal : <https://www.emirates.partners/>