Our Customer Service Plan

1. **Offer the lowest available fare**

   Except for our internet only fares, we will offer the lowest fare for which you are eligible for the flight, date and class of service you request through our telephone reservation system; at airport ticket counters; and at city ticket offices. In the US, Emirates can be contacted on the following toll-free numbers:

   Tel: 1 800 777 3999
   TTY: 1 888 320 1576

2. **Notify customers of known delays, cancellations and diversions**

   There may be times when weather, air traffic control, operational or service considerations lead to flight delays, cancellations or diversions. When this happens we will make available the most current, accurate information about your flight’s status.

   We will:

   - Provide our ground staff, flight crew and other appropriate personnel the information that we know about flight delays, cancellations and diversions;

   - Explain the reason for the delay, cancellation or diversion based on the information that we have;

   - Update the information displayed at airport gates to show flight status; and

   - Make information on known delays, cancellations and diversions available if you call us and on our website.

   - Contact you about cancellations when the event is known at least three hours before departure, if you provide us with contact information in your reservation. If you booked your reservations with a travel agency, our representatives will attempt to contact the agency when no customer phone contact exists.

3. **Deliver baggage on time**

   We will endeavor to deliver your baggage on time. However, if your checked bags are delayed or misplaced, we will make every reasonable effort to deliver your bags within 24 hours when you are flying Emirates to your final destination. When your journey involves another carrier or carriers, you may experience a slightly longer delay.

   If you have expenses because of baggage delay and are eligible to receive compensation, we will compensate you for reasonable and necessary out-of-pocket expenses on production of purchase receipts.
4. **Refunds requested within 24 hours of booking**

For itineraries booked on emirates.com/us that include a flight to or from the US, where the booking is made seven days or more prior to flight departure, you may request a refund within 24 hours of booking without penalty. Your refund will be processed within seven days of submitting the [ticket refund form](#). Any date changes requested are subject to the applicable fare conditions.

5. **Provide prompt ticket refunds**

   We will provide prompt refunds for eligible tickets once we receive your request accompanied by any required documentation. To get a refund on a ticket you have paid for but not used, present your ticket or your electronic ticket reference number at your local Emirates office. If your ticket was bought online, the refund will be credited to the card used to make the purchase. You may make a refund request for your online e-Ticket booking through our [online refund request form](#). Refunds are issued in accordance with fare conditions.

   If you used a credit card to make your purchase we will submit the request for a refund to the credit card issuer within seven business days of receiving your completed request for refund. The credit card issuer will refund the purchase price under the terms of the credit card agreement; your credit card statement may not immediately reflect the refund. For purchases made with cash, check or other forms of payment, we will issue your refund within 20 business days of receipt of your completed request for refund.

6. **Properly accommodate passengers with disabilities and other special needs**

   **Customers with disabilities**

   Passengers with disabilities can look forward to a safe and comfortable journey with Emirates; we will be pleased to assist you in any way we can. We recommend that you notify us at the time of booking, or at least 48 hours prior to your flight, of any special assistance you would like us to provide before, during, or after your flight.

   Please check our website for details of the many services we offer to accommodate our customers with special needs.

   During lengthy tarmac delays, our employees will make every effort to properly accommodate customers with disabilities or special needs. See Emirates’ [Tarmac Delay Contingency Plan](#).

   Emirates have employees at airports in the USA (New York JFK, Houston, Los Angeles and San Francisco) and in Dubai who are trained as complaint resolution officials (CRO) and are available during operating hours. Our CROs are trained to handle special needs requests and are aware of disability regulations for air travel to and from the USA.

   **Requirements for minors who travel without an adult**

   We know that letting your child fly alone can be worrisome, for both parent and traveler. That is why we’ve developed our Unaccompanied Minors service for children traveling with Emirates. We will do
our best to ensure your child will enjoy a smooth and stress-free journey from start to finish with our friendly, helpful staff.

Unaccompanied Minors are children above 5 and under 12 years of age traveling alone, and are entitled to Unaccompanied Minors service, as long as they are traveling on a full adult fare ticket. Please note that children under 5 are not accepted for the Unaccompanied Minors service. Please contact your local Emirates office to arrange these bookings.

Young Passengers are children from 12 years of age up to, but not including, their 16th birthday. Young Passengers may also be entitled to Unaccompanied Minors service if specifically requested by the parent or guardian.

Be aware that:

- To avoid any inconvenience to your child, if there is another airline included in the itinerary, we recommend that the connecting time at transfer points not be more than four hours.

- If Dubai is the transfer point, the maximum permitted connecting time is eight hours. This is because we have a dedicated Emirates’ Special Handling Unit that can take care of minors.

- We cannot accept Unaccompanied Minors and Young Passengers for journeys with transfer connections involving either an overnight stay at a transfer point or a transfer between two airports at the connecting point, unless the parent or guardian has arranged for the child to be met and cared for at the transfer point (and these arrangements are confirmed by the local Emirates office) or if the minor is traveling with an adult escort.

- Please note: the Emirates unaccompanied minor service is not available in conjunction with a 'child' discounted ticket; a full adult fare must be purchased.

7. Meet customers’ essential needs during lengthy tarmac delays

We are committed to operating a reliable schedule for our customers. Safety considerations, weather, air traffic control, operations and other factors may occasionally cause lengthy tarmac delays. We have plans and processes in place to minimize such delays. Should a lengthy tarmac delay occur, and if safety and security considerations permit, we will make every reasonable effort to ensure that your essential needs are met through providing food and drinking water at specific intervals; restroom facilities; and adequate medical assistance. See Emirates’ Tarmac Delay Contingency Plan.

8. Treat passengers fairly and consistently in the case of oversales

Airline flights may be occasionally be overbooked, and there is a slight chance that a seat will not be available on a flight for which you hold a confirmed reservation.

If your flight is oversold, you will not be denied a seat until we first ask for volunteers willing to give up their confirmed seats in exchange for compensation (in an amount determined by Emirates) and travel on a later, specified flight. If there are not enough volunteers, we will deny boarding to passengers in
accordance with Emirates’ boarding priority policy. If you are involuntarily denied boarding and have complied with our check-in and other applicable rules, we will give you a written statement that describes your rights and explains how we determine boarding priority for an oversold flight. You will generally be entitled to compensation and transportation on an alternate flight.

Our rules for the payment of compensation, as well as our boarding priority policy, is available at each of the US airports that we serve.

9. Disclose travel itinerary, cancellation policies, frequent flyer rules and aircraft configuration

- We will give you clear information about policies and service aspects that may be important to you on our website and, when you ask, through our telephone reservations staff and our representatives at the airport. This means providing clear information about:
  - Aircraft configuration, including seat size and pitch ranges and lavatory availability;
  - The important terms and conditions that apply to your ticket and travel, including cancellation and refund policies; and
  - Any change of aircraft on a single flight with the same flight number.

We also make information about our Skywards frequent flyer program available on our website and in materials provided upon enrollment and in updates to Skywards members.

10. Encourage good customer service from code-share partners

We encourage our codeshare partners to provide customer service commitments comparable to our own.

11. Ensure responsiveness to customer complaints

Information about where to direct your written complaint is on our website; on all e-ticket confirmations; and is available upon request at the airports we serve. We will acknowledge written complaints within 30 days of receipt and we will send a substantive response within 60 days of receiving your written complaint.

12. Provide services to mitigate inconveniences resulting from cancellations and misconnections.

- In order to reduce any inconvenience you experience during cancellations and misconnections, we will:
- Do our best to contact you in advance regarding a flight cancellation using the contact information in your reservation or in your Skywards profile;
- Work to confirm you on the next flight we operate that has seats available in the same class of service when rebooking is necessary; and
- Provide refreshments and hotel accommodations, if available, due to any long delay, misconnect or cancellation within Emirates control that requires an overnight stay while you are away from home or destination.