

A photograph of five Emirates cabin crew members and one male pilot. The four women are wearing their signature red turbans and white headscarves, smiling. The pilot is on the right, wearing a dark suit and tie, also smiling. The text "EK Update." is overlaid in large white letters across the image.

EK Update.

Advance Seat Reservation Policy – Trade FAQs

1. On which cabin and fare brands are the seat charges applicable?

Economy cabin only, for Special and Saver fare brands, for tickets issued on/after 03 October 2016.

2. What types of fares will be subject to paid seating?

Seat charges are applicable on all fare types if filed in RBDs X, V, T, L, Q and N.

3. Will Group bookings be subject to paid seating?

No, group bookings are exempt.

4. Is there a time window for free seat selection on Economy Special and Saver fares in above mentioned RBDs?

Yes, from 48 hours to departure seat selection will be free on Manage Your Booking on www.emirates.com and at the airport.

5. What will happen for itineraries with mixed brands?

Seat charges are applicable at sector level only and on RBDs X, V, T, L, Q and N. For itineraries where outbound is booked in Saver and inbound in Flex, only the sectors in the outbound portion will be chargeable.

6. What will the seat charges be?

Seat charges will vary based on the sector (short / medium / long haul) and will be per passenger per sector. The table below illustrates the costs per sector.

Flights between Dubai and		
Short haul – EUR 10	Medium haul- EUR 25	Long haul – EUR 35
Asia: Afghanistan, Bangladesh, India, Pakistan, Sri Lanka	Africa: Algeria, Angola, Cotes d'Ivoire, Ethiopia, Ghana, Guinea, Kenya, Morocco, Nigeria, Senegal, South Africa, Tanzania, Tunisia, Uganda, Zambia, Zimbabwe	Americas: Argentina, Brazil, Canada, USA
Africa: Egypt, Sudan	Asia: China, Hong Kong, Indonesia, Japan, Malaysia, Myanmar, Philippines, Singapore, South Korea, Taiwan, Thailand, Vietnam	Australasia: Australia and New Zealand
Middle East: Bahrain, Iran, Iraq, Jordan, Kuwait, Lebanon, Oman, Qatar, Saudi Arabia	Europe: Austria, Belgium, Cyprus, Czech Republic, Denmark, France, Germany, Greece, Hungary, Ireland, Italy, Malta, Netherlands, Norway, Poland, Portugal, Russia, Spain, Sweden, Switzerland, Turkey, United Kingdom	
Indian Ocean: Maldives, Mauritius, Seychelles		

Flights between the following countries	
Short Haul - EUR 10	Medium Haul - EUR 25
Argentina - Brazil	Italy - United States
Australia - New Zealand	Malaysia - Australia
Cyprus - Malta	Singapore - Australia
Cyprus - Greece	Thailand - Australia
Guinea - Senegal	Thailand - New Zealand
Ivory Coast - Ghana	
Myanmar - Vietnam	
Sri Lanka - Maldives	
Sri Lanka - Singapore	
Thailand - Hong Kong	
Zimbabwe - Zambia	
Within China	

Example:

Routing: Frankfurt - Mauritius - Frankfurt		
FRA - DXB	Medium Haul	EUR 25
DXB - MRU	Short Haul	EUR 10
MRU - DXB	Short Haul	EUR 10
DXB - FRA	Medium Haul	EUR 25
Total		EUR 70

7. Will seat charges be based on Point of Sale (POS)?

Yes, seat charges will be based on the same currency as POS.

8. When can seat selection on Economy class be done?

On/after ticket purchase.

9. Where will passengers / trade partners be able to perform seat selection when charges apply?

We are working with our GDS partners to enable advance seat reservation on GDS as soon as possible and will advise as soon as this becomes available. For the time being, advance seat reservation can be performed in Manage Your Booking on www.emirates.com.

10. Will different seats be priced differently (i.e. window / aisle / middle)?

No, all available seats will be charged at the same amount within the same sector.

11. Are adults travelling with infants (in the same PNR) exempted from seat charges?

All passengers travelling with infants and booked in the same PNR will be exempted from seat charges and will be able to pre-select any kind of suitable seat. Adults associated with infants will also be able to book bassinets seats, free of charge, if available.

12. How will seats be allocated for adults travelling with children and infants?

As per current processes: passengers can select available seats through existing channels or will be auto-allocated a seat before departure. Children will be subject to seat charges, at a discounted rate (50% off).

13. Are Emirates Skywards, Emirates Business Rewards and Qantas Frequent Flyer members exempt from paying Advanced Seat Reservation charges?

Emirates Skywards or Qantas Frequent Flyer Gold or Platinum members and accompanying passengers in the same PNR, are exempted from Advanced Seat Reservation charges. Emirates Skywards Silver members are exempted from Advanced Seat Reservation charges. However, additional passengers in the same booking will have to pay to reserve their seats in advance.

14. What is the criterion to receive an exemption based on applicable Skywards tier?

Skywards membership number should be saved in the PNR and appropriately recognised for tier validation.

15. Will Skywards member be able to pay with Skywards miles?

No.

16. Will Skywards miles be earned when paying for seat charges?

No.

17. Will seat be chargeable for Business Rewards bookings?

Yes, including dynamic rewards, for booking in RBD = X, V, T, L, Q.

18. Will seat selection be chargeable for tickets originally issued before 03 Oct 2016 and re-issued on/after 03 Oct 2016?

If you purchased your ticket before 03rd October 2016, you may select your seat free of charge before your flight departure. This applies even if your ticket was reissued on/after 03 October 2016. In case a rebooking fee applies, this has to be collected.

19. Will seat charges apply on EK marketed flights, operated by other airline?

As per other airline rules.

20. Will seat charges apply on other airline marketed flights, operated by EK?

Seat charges are applicable on all EK operated flights.

21. Will interline flights be exempted?

Seat charges are applicable on all EK operated flights.

22. Will all GDS be able to sell chargeable seats on EK operated flights?

No, only GDSs that are technically ready.

23. When does Online Check-In open?

48 hours prior to departure and 72 hours prior in case of connecting flights.

24. Will customers buy by seat attribute (i.e. window, aisle) or seat number (i.e. 22A)?

Customers are buying seat numbers. However, in case of operational changes, they will be re-accommodate based on same-seat criteria, if available. Please refer to Terms and Conditions.

25. Will exit row seats be available for selection?

No.

26. Will bassinet seats be chargeable?

No.

27. Will extra comfort seats booked in a PNR be subject to seat charges?

No.

28. Will there be any time limit to seat selection?

No, available only on/after ticket purchase. However, seat selection maybe restricted due to operational reasons.

29. What happens in case of split PNR with seat selection done?

Exemption criteria are reassessed on each split PNR and seats are cancelled if criteria are no longer met.

30. How can seat selection be performed for passengers with special needs?

For passengers requiring special assistance for medical or other reasons, Emirates allocates suitable seat(s) free of charge before departure. However, for passengers who still want to select specific seat(s), seat charges will apply.

The following categories of passengers requiring special assistance will not be charged for Advanced Seat Reservation:

- Unaccompanied Minors.
- Medical cases such as passengers who require assistance to their seat, or who are travelling on stretchers (medical clearance may be required).
- Passengers travelling with guide dogs or other service animals.

31. Are seat reservations refundable and how will the refund be processed?

Seat reservation charges are non-refundable unless Emirates has to reseat you due to operational reasons and is unable to seat you in a suitable alternative or Emirates rebooks you to another airline. In this case refunds need to be initiated by a passenger through online form, in all cases.

32. Can seat reservations be modified?

Passengers can change their seat reservation free of charge as long as no changes to flights/dates occur. If passengers make voluntary changes to the itinerary, the advance seat reservation will be lost.