

EY-EK Inbound Tourism

Purpose

This program aims to encourage tourism in the UAE and make it easier for visitors to explore Abu Dhabi, Dubai, and other emirates.

Terms & Conditions

- This is a pure interline cooperation, much like any other interline partnership, with specific features only relevant to this program.
- This program can be sold on EY or EK ticket stock.

Fares & Surcharges

- The product is available for sale through EY or EK Contact Centre and Travel Agencies. It is currently being developed on online channels.
- Point-to-point sector fares of EY and EK to be combined on half RT open jaw basis (open jaw may occur only in the UAE).
- Applicable only on published fares.
- One-way fare combinations and unpublished fares (including corporate fares) are not allowed.
- Mandatory combination: one Party in inbound direction, the other Party in outbound direction (e.g. MUC-EK-DXB//AUH-EY-MUC or MUC-EY-AUH//DXB-EK-MUC); participation of both carriers in RT itinerary is a must.
- Returning to the point of origin is mandatory on these tickets; through itineraries (e.g. LHR-EY-AUH//DXB-EK-PEK) cannot be used.
- Fares dedicated to the project will be a replica of the published structure with a specific fare basis.
 - EY fare basis code with 'Q' in the 8th position, e.g., ELN28H2Q
 - EK fare basis with 'Y' in the 4th position, e.g., KLEYSAT1
- Mixed cabin itineraries are allowed.
- YQ/YR and Q surcharges as filed in ATPCO and applicable on a per component basis.
- Changes/reissues:
 - Most restrictive fare condition applies.
 - Changes can be done through the booking source.
- Cancellations/refunds:
 - Most restrictive fare condition applies.
 - Cancellations can be done manually through the booking source.

SSR Management

- Special Service Request (SSR) wheelchair or meals can be requested through the booking. All other SSRs (e.g. UMR, PETC, MEDA) on EY sector can be booked only if the ticket is issued on EY stock.
- Chauffeur service permitted in accordance with general policy

Routings

- A limited number of routes and flights are included.
- The program will start with routes commencing in Europe and China to the UAE, on selected flights only.
 - From China, only Beijing is included.
 - From Europe, the program can be booked out of Germany (MUC & DUS), Russia (SVO & LED), LHR, GVA, VIE, BRU and CPH.

EY FLIGHTS/ROUTES		EK FLIGHTS/ROUTES	
ROUTE	FLIGHT NUMBER	ROUTE	FLIGHT NUMBER
AUH-MUC	EY127	DXB-BRU	EK181
MUC-AUH	EY128	BRU-DXB	EK182
AUH-LHR	EY067	DXB-CPH	EK151
LHR-AUH	EY068	CPH-DXB	EK152
AUH-DUS	EY133	DXB-DME	EK129
DUS-AUH	EY134	DXB-DME	EK133
AUH-GVA	EY145	DXB-DME	EK131
GVA-AUH	EY146	DME-DXB	EK130
AUH-VIE	EY153	DME-DXB	EK134
VIE-AUH	EY154	DME-DXB	EK132
AUH-BRU	EY057	DXB-DUS	EK055
BRU-AUH	EY058	DXB-DUS	EK057
AUH-CPH	EY177	DUS-DXB	EK056
CPH-AUH	EY178	DUS-DXB	EK058
AUH-SVO	EY843	DXB-GVA	EK083
SVO-AUH	EY844	GVA-DXB	EK084
AUH-LED	EY851	DXB-LED	EK175
LED-AUH	EY852	LED-DXB	EK176
AUH-PKX	EY888	DXB-LGW	EK011
PKX-AUH	EY889	LGW-DXB	EK012
		LHR-DXB	EK030
		DXB-LHR	EK031
		MUC-DXB	EK050
		DXB-MUC	EK051
		DXB-PEK	EK308
		PEK-DXB	EK309
		DXB-STN	EK065
		STN-DXB	EK068
		DXB-VIE	EK125
		VIE-DXB	EK126

Loyalty Programs

- No earn and burn cooperation between loyalty programs is included. EY Guest benefits are only available on EY segments.

DCS (Airport Check-in)

- EY guests (holders of EY ticket) can buy excess baggage at Emirates DCS counter at the airport; however, chargeable seats, upgrades, or priority access are not available on Emirates flights.
- EK guests (holders of EK ticket) can book any seat of choice (including chargeable seats), buy excess baggage, upgrade, and priority access at the Etihad check-in at the airport.

FAQs

Q: Can a guest holding EK ticket purchase Excess Baggage (EB) and/or preferred seat on EY sector through EY website?

A: Yes, a guest holding EK ticket purchase Excess Baggage (EB) and/or preferred seat on EY sector through EY website or EY Contact Centre.

Q: Can a guest holding EY ticket purchase ancillaries on EK sector through EK website?

A: Yes, the guest can purchase any ancillary on EK sector through EK website or EK Contact Centre or at the airport.

Q: Can a guest holding EY ticket purchase ancillaries on EY sector through EY website?

A: Yes, the guest can purchase excess baggage, preferred seat, and priority access on EY sector through EY website and/or the EY Contact Centre.

Q: Can a guest make changes to EY/EK sectors via EY/EK website?

A: No, changes can be made only through the original booking channel or respective airline Contact Centre.

Q: Can a guest cancel booking of EY/EK sectors via EY/EK website?

A: No, cancellation can be made only through the original booking channel. Refund must be performed manually. EY Contact Centre agents can queue the booking to EY Refunds team for processing.

Q: Can existing EY+EY tickets be reissued to have EY+EK or vice versa?

A: No.

Q: How does baggage allowance apply?

A: Baggage allowance applies as per the fare/brand purchased.