



Emirates Advance Seat  
Reservation Policy  
~ An Agency Guide

## Table of Content

1. Policy.....	2
2. Pricing .....	2
3. Exemptions .....	3
4. Booking .....	3
5. Payment.....	3
6. GDS exceptions .....	3
7. Involuntary Changes .....	3
8. Refunds .....	3
9. FAQs.....	5

## 1. Policy

Passengers can reserve seats in advance on all flights operated by Emirates under the following conditions:

- Seat selection is subject to availability at the time of request.
- Advance Seat Reservation is only available on or after ticket purchase.
- Seat selection may not be available for all seats due to operational and safety reasons.
- Bassinet seats may be requested, free of charge, by adults travelling with infants.

**Advance Seat Reservation for Economy Class Flex, Economy Class Flex Plus, Business Class and First Class fares:**

- Advance Seat Reservation is complimentary on or after ticket purchase.

**Advance Seat Reservation in Economy for chargeable RBDs:**

- Advance Seat Reservation is complimentary when online check-in opens, from 48 hours before departure
- Advance Seat Reservation before check-in is subject to a charge for bookings made in X, V, T, L, Q and N classes.
- Charges are per passenger, per segment.
- Prices quoted are subject to change and may vary due to fluctuations in exchange rates.
- Advance Seat Reservation charges are non-transferable.

## 2. Pricing

Pricing is based on Short Medium Long haul sectors.

Seat prices will be filed with ATPCO and GDSs will quote these depending on the flight sector. For further details refer to [www.emirates.com](http://www.emirates.com)

Following will be the expected workflow with regards to pre-reserved seats.



Seat selection charges will be applied in the same currency as your ticket at the prevailing rate of exchange. Rates in US Dollars, GBP etc. are for your reference only.

If there is more than one flight in your itinerary and you want to reserve seats for the entire journey, you'll need to pay for Advanced Seat Reservation for each leg. For example, on Mumbai (BOM) – New York (JFK), you'd need to pay for Advanced Seat Reservation on both short haul from Mumbai (BOM) – Dubai (DXB) and on the long haul from Dubai (DXB) – New York (JFK).

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### 3. Exemptions

Tickets purchased on or before 3 October 2016 are exempted.

Depending on their tier, Emirates Skywards members may be entitled to complimentary Advance Seat Reservation at ticketing on all Emirates fares and classes of travel, as follows:

Emirates Skywards **Gold** and **Platinum** - complimentary for all passengers in the same PNR

Emirates Skywards **Silver** - complimentary for Silver members only

Please remember to note Emirates Skywards Gold, Platinum or Silver membership number to the PNR for complimentary seat selection at ticketing.

For all passengers travelling with infant in the same PNR, Advance Seat Reservation is complimentary on all Emirates fares and classes of travel.

For further information on exceptions, please refer to [www.emirates.com](http://www.emirates.com) for details.

### 4. Booking

Emirates support generic seat request in SSR RQST only when accompanied with a specific seat number. SSR SEAT or SSR NSST can be either generic or with a specific number.

### 5. Payment

Payment can be done via an Electronic Miscellaneous Document – A, per passenger(s) multiple coupon with a unique issuance code (i.e. RFSIC).

RFISC code - 0B5

### 6. GDS exceptions

Travel agents should contact their GDS provider to obtain any additional training and specific questions about local deployment.

If a GDS does not support advance seating functions, seats selection & payment can be done using “Manage My Booking” on [www.emirates.com](http://www.emirates.com)

### 7. Involuntary Changes

Advance Seat Reservation does not guarantee that travel in a particular seat, but that Emirates will provide your choice of the following seat criteria: window, aisle or middle. In case of involuntary seat changes, we attempt to re-seat you accordingly. If you are not satisfied with your replacement seat you may be eligible for a refund.

If you decided to purchase an Advance Seat Reservation, please make sure you check in not later than 90 minutes before departure as we may need to re-assign your seat to another passenger for operational reasons.

### 8. Refunds

Advance Seat Reservation refund conditions are independent from ticket refund conditions.

Charges are non-refundable unless they fall under the following refund eligibility criteria:

- We change your seat for operational, safety or security reasons, before departure or on board, and we are unable to seat you in a suitable alternative.
- We move you to a flight not operated by Emirates.
- You booked a ticket within the last 24 hours, your itinerary contains a sector from/to the United States and the first sector is scheduled to be operated 7 days or more from the booking date.

Refund applications cannot be processed on board or at the airport. Refund applications for seats booked should be submitted through our refund form available on [www.emirates.com](http://www.emirates.com)

You have three months after the date of the last flight in your itinerary to apply for a refund.

Unless otherwise stated, we will refund the full amount (including any refundable tax) to the original form of payment used to pay for the Advance Seat Reservation charges.

Please note that Advance Seat Reservation charges will not be refunded in the following cases:

- You voluntarily cancel your flight.
- You travel in a higher cabin class due to a voluntary or involuntary upgrade.
- You lose your Advance Seat Reservation as a result of a voluntary change to your itinerary.
- Any other case not described under the refund eligibility criteria above.

## 9. FAQs

1. In which cabin are the seat charges applicable?  
Economy cabin only, 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. Sectors booked in any other RBD will not be subject to Advance Seat Reservation charges.
3. Will Group bookings be subject to paid seating?  
No, bookings in G class are exempt.
4. Is there a time window for free seat selection in Economy for chargeable RBDs?  
Yes, from 48 hours to departure seat selection will be free on Manage Your Booking on [www.emirates.com](http://www.emirates.com) and at the airport.
5. What will happen for itineraries with mixed class itinerary?  
Seat charges are applicable at sector level only and on RBDs = X, V, T, L, Q and N. E.g. the outbound is booked in X and inbound in W, only outbound sectors will be chargeable.
6. How much is the charge per seat?  
Charges will be based on the sector (short / medium / long haul). All available seats will be charged at the same amount within the same sector regardless of channel.

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

Flights between the following countries	
Short haul	Medium haul
Argentina and Brazil Australia and New Zealand Cyprus and Malta Cyprus and Greece Guinea and Senegal Ivory Coast and Ghana Myanmar and Vietnam Sri Lanka and Maldives Sri Lanka and Singapore Thailand and Hong Kong Zimbabwe and Zambia	Italy and United States Malaysia and Australia Singapore and Australia Thailand and Australia Thailand and New Zealand

*Information may vary in the future; hence refer to [www.emirates.com](http://www.emirates.com) for details.*

7. Will seat charges be based on the currency of Point of Sale (POS)?  
Yes, seat charges will be based on the same currency as POS.
8. How is seat payment collected?  
Via EMD-A per passenger(s) multiple coupon with a unique issuance code (i.e. RFSIC)
9. Will the seat number be captured on the EMD or EMD receipt?  
No
10. When can seat selection in economy class be done?  
On or after ticket purchase.
11. What types of seat will be chargeable?  
All seats which are available at the time of request, if no exemption applies.
12. Will seats be priced differently (i.e. window / aisle / middle)?  
Charges will be based on the sector (short / medium / long haul). All available seats will be charged at the same amount within the same sector regardless of channel.
13. What is the bassinet seating policy?  
Free of charge for all passengers travelling with infants in the same PNR.
14. Are children exempted from seat charges?  
No, children will be subject to seat charges with 50% discount.  
For further information on exceptions, please refer to [www.emirates.com](http://www.emirates.com) for details.
15. 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), however, if they opt not to pay for a seat, every effort will be made to seat the travelling party together as per existing processes.
16. How can seat selection be performed for passengers with special needs?

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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 and falcons.

For further information on exceptions, please refer to [www.emirates.com](http://www.emirates.com) for details.

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

We are progressively working with our travel partners to enable paid seats. Emirates and the respective GDS partner will announce once the functionality is enabled. Where not available, advance seat reservation can be requested via Manage Your Booking on [www.emirates.com](http://www.emirates.com)

18. Are Emirates Skywards, Emirates Business Rewards members exempted from paying Advanced Seat Reservation charges?

Emirates Skywards Platinum and Gold members and accompanying Passengers in the same PNR, are exempted from Advanced Seat Reservation charges. Emirates Skywards Silver members are exempted from Seat charges. Non Emirates Skywards Silver passengers in the same booking will have to pay to reserve their seats in advance.

19. Are Qantas Frequent Flyer members exempt from paying Advanced Seat Reservation charges?

Yes, Qantas Frequent Flyer Gold and Platinum members and accompanying passengers in the same PNR, are exempted from Advanced Seat Reservation charges.

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

Skywards membership number should be added to the PNR for exemption checks.

21. Will users be able to pay with Skywards miles?

No

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

No

23. Will seat be chargeable for Business Rewards bookings?

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

24. 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 03Oct2016, you may select your seat free of charge before your flight departure. This applies even if your ticket was reissued on/after 03Oct2016.

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

As per other airline rules.

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



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Yes. Seat charges will be applicable on all EK operated flights.

27. When does Online Check-In open?

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

28. How will the seat be priced?

Seat charges will be filed in ATPCo for consumption by impacted systems.

29. Will different currencies be filed in ATPCo?

Seat charges will be filed in multiple currencies: AED, USD, EUR, GBP, CAD, AUD, INR, JPY etc. For other currencies, charges will be converted from USD. Displayed prices will be in the same currency as ticketing. For details please refer to [www.emirates.com](http://www.emirates.com) for details.

30. Will credit card surcharge be applicable?

No, seat charges will not incur credit card surcharges in the markets where applicable.

31. Will seat charges be rounded for currencies?

Yes, for the filed currencies, the charges are rounded and for other currencies rounding will be as per IATA rules.

32. What forms of payments (FoPs) will be allowed?

FoPs currently accepted for EMD issuance, based on ticketing policy.

33. Will the user be able to hold a seat and pay later?

No

34. Can seat request be made before ticketing?

No, seat selection is only post-ticketing.

35. Will there be exemption for CIP / VIP passengers?

No

36. Will seat selection be transferrable to other passenger(s)?

No

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

Exemption criteria are reassessed on split PNRs & seats are cancelled if criteria are not met.

38. Will exit row seats be available for selection?

No

39. Will seat charges be subject to taxes?

This depends on market and may or may not be governed by the same rules as the tickets.

40. Are Advance Seat Reservation charges commissionable?

No.

41. Will multi passenger(s) be automatically seated next to each other?

Yes, if available, based on existing processes.

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42. Is it possible to request seat selection at the airport?  
Yes, free of charge after check-in.
43. Will paid seats be offered on multi-leg flights (e.g. EK406 DXB-MEL-AKL)?  
Yes, flights with stops (but same flight number) will be treated as a single flight (e.g. one charge for a customer travelling DXB-AKL on EK406 going from DXB-MEL-AKL).
44. Until when is the paid seat guaranteed?  
Until 90 minutes before departure (same as Online Check-In). Please refer to [www.emirates.com](http://www.emirates.com) for details.
45. Will the customer be able to change a paid seat post its purchase?  
Yes, so long as the flight, date and class are the same.
46. Are voluntary changes of paid seats on compassionate grounds allowed?  
Yes, as per existing processes applicable to ticket/fare conditions.
47. Will paid seats be refundable if a connection is missed due to Emirates flight delay?  
Yes, unless the same seat-criteria reallocation guaranteed on the new flight.
48. Are voluntary refunds of paid seats allowed?  
No.
49. Will paid seat be kept in case of voluntary flight changes?  
No
50. Are voluntary refunds of paid seat allowed when passenger is denied boarding (overbooking)?  
Yes, if passenger could not be re-seated on same-seat criteria.
51. Are voluntary refunds of paid seats allowed (US DoT only)?  
Yes, within 24 hours of ticketing for departures 7 days or more in the future, only on itineraries where US DoT rules apply. Please refer to [www.emirates.com](http://www.emirates.com) for details.
52. Are voluntary refunds of paid seats allowed if customer bought a new seat after having rebooked a sector for which he originally paid for a seat (US DoT only)?  
Yes, passengers will have to claim a refund for the first EMD.
53. How will travel agents process refunds for Advance Seat Reservation?  
Refunds for Advance Seat Reservation can be requested via the same channel where the service was originally purchased. Where the issuing agent cannot refund the EMD, submit the refund request through our refund form available on [www.emirates.com](http://www.emirates.com)
54. Will tax on seat be refunded together with the seat price?  
Yes, if the tax is refundable.
55. Will refunds of paid seats be allowed in case of involuntary changes?  
Only allowed if customer is not provided the same seat criteria.

56. Are refunds on paid seats allowed in case of change to another airline (e.g. in disruption)?  
Allowed.
57. 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.
58. Will GDS bookings be updated for seats booked on [www.emirates.com](http://www.emirates.com) or Emirates Retail and Contact Centres?  
No.
59. Q. How can agencies carry out voluntary seat change i.e. cancel and rebook of paid seats?  
If it is done on the same day of making an advance seat reservation, the agency needs to cancel the pre-reserved seat first & void the EMD before requesting for a new seat and issuing a relevant EMD. Paid seats changes beyond the day of making the advance seat reservation must be done via Manage My Booking on [www.emirates.com](http://www.emirates.com)
60. What happens if a customer who has Paid Seat Select changes their itinerary?  
Agency to re-issue the ticket as per the new itinerary & if requesting for advance seat selection at a charge, repay for the requested seat via [www.emirates.com](http://www.emirates.com)

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