

Dec 31 , 2017

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EmQuest
A division of Emirates

Helpdesk timings for 31st DEC 17 & 01st Jan 2018.

Please note our Helpdesk will close its desk at 1700 hrs on 31st Dec and will remain closed on 01st Jan 2018 for New Year.

Wishing you and your family a very safe and happy New Year 2018.



Fly daily to London Stansted from 08 June 2018



Dear Industry Partners,

Emirates today announced that it is to launch a new daily route from Dubai (DXB) to London Stansted (STN) on 8 June, 2018. With its strategic position close to the tech and pharma hubs of Cambridge and Peterborough, Emirates will be the first Middle Eastern airline to operate out of the popular North East London airport.

The daily route will be operated by the airline’s new three-class Boeing 777-300ER offering customers 6 seats in First Class, 42 in Business Class and 306 in Economy Class. The aircraft is fitted with its game changing, fully enclosed private suites in First Class, as well as refreshed Business and Economy Class cabins.

Outbound, flight EK33 will depart Dubai at 09:30hrs, and will arrive in London Stansted at 14:10hrs. On its return, flight EK34 will depart London Stansted at 21:10hrs and arrive in Dubai at 07:05 the following day.

Opening the London Stansted gateway was a strategic decision by Emirates to serve the thriving business community in London’s north east and the wider 7.5 million population that fall within its catchment area. Hong Kong, Dubai, Shanghai, Singapore and Mumbai are the most popular business destinations from the East of England, which Emirates serves daily through its Dubai hub. Leisure travellers can enjoy direct, daily services to Australia, New Zealand, Thailand, Bali and the Indian Ocean islands.

More than 25 of the world’s largest corporations have established operations in the wider Cambridge and Peterborough area, with Airbus, Astra Zeneca and GSK amongst the multi-national companies based there. Such businesses have helped establish the London Stansted Cambridge Corridor as one of the top five global knowledge regions, alongside world-leading San Francisco, Silicon Valley and Boston.

With the introduction of the London Stansted daily service, there will be 10 Emirates flights daily, connecting Dubai and London. Passengers can also fly to London Heathrow and Gatwick. London Stansted Airport is one of the capital’s major airport serving London, as well as the wider regions of England’s South East and the Midlands. The airport is connected to London via the Stansted Express which operates a regular daily service to London Liverpool Street Station. The train takes only 47 minutes and passengers arrive in the heart of the City of London, from where they can then connect to regional trains and the London Underground...[Read more](#)

FLY DAILY DUBAI-STANSTED-DUBAI effective 8th June 2018

Origin	Destination	Flight	Departure	Arrival
DXB	STN	EK 33	0930	1410
STN	DXB	EK 34	2110	0705

For further assistance contact UAE Sales on prices@emirates.com



HOLIDAY CIRCULAR

Dear Travel Partners,

On occasion of the Gregorian New Year, our office will remain closed on Monday, 01st January 2018.

We shall reopen for business on Tuesday, 02nd January 2018.



CATHAY PACIFIC No-show Fee Collection

Dear Trade Partners,

This is to clarify the procedure on how a no show fee will be considered when doing changes to a ticket.

A no-show fee will be applicable in the below scenarios:

1. When a passenger fails to utilize a confirmed seat on a booked flight (ex. unable to check-in on time or reporting late to the boarding gate, resulting to no-show)
2. When the ticket is reissued after the original ticketed segment date on the ticket, even though the booking has been cancelled in advance.

For example: Original ticketed segment: 15JAN18 HKG-TPE

On 10JAN18 (Before original ticketed segment date): Flight segment cancelled, ticket remain unchanged.

On 17JAN18 (After original ticketed segment date): Rebook to 20JAN18 HKG-TPE, ticket revalidated / reissued to new travel date

No show fee will be incurred in this case, due to ticket revalidation date (i.e. 17JAN18) is later than the original departure date (i.e. 15JAN18)

Kindly disseminate this information to all concerned. Thank you for your attention.

Best Regards,

CX UAE Sales Team



FBA Policy reminder

Dear Business Partners,

Greetings from Pakistan International Airlines!

We are getting complaints from our Dubai airport staff that passengers are coming to airport with 02 pieces as their FBA.

You are reminded to inform all passengers about our correct FBA policy that is 30Kgs/01Pc on all RBDs from Dubai to Pakistan.

All GSAs to distribute this circular to their BSP IATA agents in their respective territories. IATA agents are also advised to distribute this circular to all of their non-IATA ticketing / booking agents to avoid any complaint.

Please contact for any clarification on Phone numbers 04-3169333 / 04-2220233.

Happy Selling!

