



Dear Trade Partners,

Good day to you.

Would like to highlight on the handling procedure for VIP passengers:

- Very Important Passengers (VIPs) are customers identified by Emirates to whom special courtesies are extended.
- Common VIPs category as follows:
 - Royal families
 - Prime Minister/First Lady
 - Cabinet Ministers
- **VIP requests made by travel agents (under OSI/Remarks) do not warrant this status.**
- Requests for VIP status should always be sent to EK office (kulres@emirates.com) for an approval and CC to wholesale.kul@mayflower-group.com & wholesale.ticketing@mayflower-group.com for us doing follow-up. Kindly take note local office opens during weekdays (9am-5.45pm) only.
- Once approved, booking will then be updated with VIP status. EK would require some turnaround time for approvals hence do appreciate if you could submit in the request at your earliest.
- Without the VIP status approval, pax will require to be present at check-in counter for verification before releasing the boarding pass.
- VIP status does not include meet & greet, but pax will be guaranteed a seat and will not be offloaded.

With that, I hope it help to handle your esteemed VIPs moving forward. Kindly disseminate to your relevant team members.

Thank you for your support, as always.