

Emirates Information

For additional information, please visit:

The Emirates Travel Agents Website www.ekagents.com/uk

The Emirates Consumer Website www.emirates.com/uk



About Emirates

Welcome to Emirates

- Emirates has received over 400 major international awards for excellence.
- A network of more than 100 destinations worldwide.
- 14 flights a day to Dubai from six UK airports – five from Heathrow, three from London Gatwick, two from Birmingham and Manchester, and a daily flight from both Newcastle and Glasgow.
- Quick and convenient connections through Dubai's world-class airport to many popular destinations throughout the Middle East, Africa, Indian sub-continent, Indian Ocean, China, the Far East and Australasia.
- Our multi-lingual cabin crew made up of over 120 nationalities are carefully selected for their friendliness, courtesy and unrivalled levels of professionalism.



Emirates Inflight Product

The Emirates Fleet

- With an average age of 67 months, Emirates' fleet of over 110 wide body aircraft is one of the youngest and most technologically advanced in the sky.
- Emirates' firm aircraft and engine orders are worth US\$23.4 billion.
- The airline's order book consists of 246 aircraft worth over US\$60 billion.
- Emirates has placed the largest individual order of the revolutionary new Airbus A380 aircraft, a total of 58.
- The airline will soon become the world's largest operator of Airbus A380s and Boeing 777s.
- The Emirates A380 is one of the most environmentally and technologically advanced aircraft in the sky, featuring spacious next generation seating and over 1000 channels of on-demand entertainment.



Inflight Entertainment

- **ice** – information, communications, entertainment, Emirates' state-of-the-art, award-winning inflight entertainment system, has over 600 channels to choose from in all classes. **ice** is available on over 50% of the fleet.
- **ice** provides personal on-demand viewing – you can start, stop, rewind or fast-forward a choice of over 140 movies, 70 TV channels, 350 radio and CD channels and more than 40 games.
- Where **ice** is not available, Emirates provides personal screens in every seat in all classes, offering a choice of over 40 movie, TV and information channels and 50 games. A library* of 50 movies is available to choose from in First & Business Class.



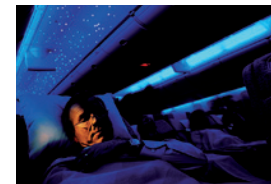
Economy Class

- Spacious, comfortable, contoured seats with a seat pitch of 32-34".
- Personal **ice*** entertainment system, satellite telephone, email and SMS text messaging.
- BBC news, sports and business headlines updated regularly throughout the flight via satellite.
- Multi-course gourmet meals served with a selection of award-winning fine wines, spirits, beers and soft drinks.
- Unique advanced Mood Lighting* system, complete with starlit sky, adjusts throughout the flight to help combat the effects of jetlag.
- Up to nine dedicated Economy Class cabin crew.
- 20kgs checked-in baggage allowance as standard.



Business Class

- Emirates offers lie-flat seating in Business Class on selected aircraft. 78" long when fully reclined, these minipod seats offer massage features, in-seat power supply, dual port USB, an extra-large table and a privacy divider.
- Sleeperette seats with 55-62" seat pitch, electronic footrest and lumbar support.
- Complimentary Chauffeur-drive* transfers to and from over 30 airports on the Emirates network, including all UK airports.
- Priority check-in and baggage handling.
- Access to 17 dedicated Emirates lounges and over 50 shared lounges worldwide.
- An exclusive lounge onboard the A380 featuring sofas, a 42" LCD TV and a bar serving snacks and beverages.



- Multi-course gourmet meals created by top international chefs, with bone china & linen napkins, served with a selection of award-winning fine wines, spirits, beers and soft drinks.
- Exclusive complimentary luxury amenity kits on night flights.
- 15-19" personal digital TV screen on the **ice*** entertainment system.
- Up to four dedicated experienced cabin crew.
- 30kgs checked-in baggage allowance as standard.



First Class

In addition to all of the features of Business Class, Emirates First Class passengers can enjoy:

- Luxurious sleeper seats with 72-87" seat pitch.
- Massage enabled flat bed seats on the Boeing B777-300ER/ULR aircraft.
- Flat bed suites with doors to provide total privacy, 'Dine on demand' room service meals and an in-seat mini-bar on the Airbus A380, A340-500 and Boeing B777-200LR aircraft.
- Shower spas, social area and lounge onboard the A380.
- Dom Perignon champagne and caviar*.
- 19" personal digital TV screen on the **ice*** entertainment system.
- Up to four dedicated highly experienced cabin crew providing thoughtful and discreet service.
- 40kgs checked-in baggage allowance as standard.



*Selected aircraft. *Mileage restrictions apply.

Contact Emirates

UK Travel Agents Support **0844 800 0998**
 UK South Seat-Only **020 7808 0054**
 UK South Inclusive Tours **020 7808 0014**
 UK South Corporate **020 7808 0052**

UK North Sales Support **01625 445 251**
 Scotland Sales Support **0141 225 6200**
 Group Travel **0844 800 4818**
 Customer Relations **020 7808 0007**

Refunds **020 7808 0099**
 Accounts **020 7808 0022**
 Medical Cases, PTAS, TODS, Lost Tickets,
 Visas and Fare Enquiries **0844 800 4814**

Skywards Gold **0844 800 4440**
 Skywards Silver **0844 800 4840**
 Skywards Blue **0844 800 4808**
 Passenger Enquiries **0844 800 2777**



Emirates Services

Skywards – Emirates' award-winning frequent flyer programme

- Skywards Miles can be earned when flying Emirates or one of our partner airlines.
- Skywards members can redeem Miles for a range of rewards and offers such as:
 - Free flights and upgrades on Emirates, together with other partner airlines such as Continental Airlines, Japan Airlines and South African Airways.
 - Special offers on hotels, leisure & lifestyle centres and car rental companies including Marriott International Hotels, Arabian Adventures and Budget Rent a Car.
- Gold & Silver members can enjoy priority check-in, exclusive lounge access and priority baggage handling.

Emirates Worldwide Executive Lounges

- 17 dedicated Emirates lounges worldwide including Dubai, Heathrow, London Gatwick, Singapore and Sydney. Over 50 shared lounges are also available including Birmingham, Manchester, Newcastle and Glasgow.
- Emirates dedicated lounges feature a large buffet with a selection of hot and cold gourmet food; full bar service; plush vanity areas with bathrooms and shower facilities; fully-equipped Business Centres; free internet access; wireless/Bluetooth internet access for compatible laptops; 42" plasma screen TVs; complimentary international newspapers and magazines.

Emirates Complimentary Chauffeur-drive Service

- First and Business Class passengers benefit from complimentary personal airport transfers in a chauffeur-driven car – to and from the airport in the UK and their ultimate destination.
- Available in over 30 destinations across the Emirates network including all UK airports.
- No mileage restriction for First Class passengers.
- Generous mileage allowances of up to 70 miles radius of the airport for Business Class passengers.
- Book Chauffeur-drive on ekagents.com/uk or through the 'Manage a Booking' feature on emirates.com/uk.

Inclusive Tour passengers are entitled to Chauffeur-drive within the UK only and mileage restrictions apply to First and Business Class.

Online Check-in, Manage a Booking & Service Finder – emirates.com/uk

- Customers can check-in online between 24 and two hours prior to departure by visiting emirates.com/uk.
- Online Check-in is available from over 60 airports across the Emirates network including all UK airports. Passengers can select a preferred seat and avoid the queues with Emirates dedicated bag drop check-in desks.
- Select seats, choose special meals, enter APIS information, book Chauffeur-drive and print e-tickets for all First and Business Class passengers, together with Economy Class Skywards members, through the 'Manage a Booking' feature on emirates.com/uk.
- The Emirates Service Finder on emirates.com/uk enables the exploration of specific services and amenities available onboard any Emirates flight.

STPC (Stopover hotel at airline expense)

- Emirates is pleased to provide customers with complimentary hotel accommodation in Dubai for both outbound and inbound flights, where the transit time for the first available connecting flight from Dubai fits into the following criteria:
 - More than eight hours and less than 24 hours for Economy Class passengers. *Selected booking classes only.*
 - More than six hours and less than 24 hours for First & Business Class passengers.
 - Book STPC for your clients on the Emirates Travel Agents Website – ekagents.com/uk
- Not available for Inclusive Tour fares.*
- Refer to ekagents.com/uk for full terms & conditions.*

The Emirates Travel Agents Website – ekagents.com/uk

- A regularly updated resource of Emirates information, specially designed to answer questions from the travel trade.
- The website includes: news alerts, policies & procedures, products & services, travel trade incentives, the latest route map, the UK timetable and much more.
- Book the Emirates Chauffeur-drive service for your clients using a simple online form.
- Book STPC for your clients using a simple online form.

Added Customer Benefits

- One set of golf clubs per passenger can be carried free of charge on Emirates.
- Every Emirates aircraft is fitted with exterior cameras, giving a pilot's view of take-offs, landing and en route scenery.
- Emirates funded special offers are regularly made available for you to offer to your clients such as complimentary hotels stays and car hire.
- All of our young passengers receive the utmost care and attention when flying with us. Services include accompaniment for young passengers travelling alone, bassinets, changing tables, special meals and a fantastic selection of entertainment from kids TV and Disney movies to interactive games and cuddly toys.

