



Changes to Emirates Baggage Policy Effective 11 May 2020



Dear Travel Partners,

11 May 2020

Emirates continues to offer a personalised choice of customer options based on their travel needs. We are enabling customers to pick the fare and associated benefits that are most appropriate to their profile and journey.

As a result, effective 11th May 2020 Emirates will implement changes to our free baggage allowance in our economy cabin.

In summary, the changes are:

- Weight concept markets - the allowance is increasing in the Special brand, from 15kg to 20 kg.
- Piece concept market - for journeys originating in Africa, the Special brand allowance is now 1piece x 23kgs.
- All bookings will be updated in the coming week with a SSR comment to confirm baggage allowance, in respective GDS.

Please find attached [highlights](#) and all FAQs on our travel agents website for more details.

Should you have any questions, please feel free to contact Emirates agency helpdesk at 2801 8777 or email hkhelpdesk@emirates.com for assistance.

We thank you for your ongoing support.

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