

Chat with Emirates

Connecting with customers is part of our promise to help you Fly Better. Start typing your travel questions on the chat platform below, and one of our Emirates Virtual Assistant will answer straight away.

Meet the Emirates Virtual Assistants

At Emirates, we want every part of your travel experience with us to be the very best. So when we decided to introduce technology to our customer support family, it needed to meet the standard of friendly service that you're used to from our real staff - both at the airport and in the sky.

Meet Leo, Emma, Tom and Lara - the new Emirates Virtual Assistants. Although they aren't multi-lingual just yet, they all speak perfect English, and just like our onboard crew, they're happy to help make your travel experience a great one.

We created our Assistants using self-learning technology. This means that the more questions you ask, the more our Assistants can learn to provide the best answers.

This also means that sometimes, they might not be able to answer intricate or complex questions. If they don't fully understand your enquiry the first time, please try and ask the question in a different way, and they'll do their best to answer! The more they learn, the more they can help other passengers with the same questions, making sure you always have the information you need at your fingertips. We believe that's the best way to Fly Better.

Your Travel Questions

Our Assistants are as friendly and helpful as the rest of the Emirates family. They're especially quick when answering questions about:

- Checking the status of your flight
- Finding out about refunds
- Staying updated on developments which may impact your flight
- Finding your way around the Emirates website
- Checking your baggage allowance eligibility

Because our Assistants are new to the team, just like a real human on their first day at work, they might not be able to answer a specific or important question. When this happens, we'll make sure to put you in touch with our Live chat team straight away instead, so you won't have to wait to solve any issues. If Leo, Emma, Tom or Lara are all busy, they'll let you know exactly when they'll be available to chat.

The email you address you provide during the chat session will only be used to send you a copy of your conversation. Any booking information you provide while chatting to one of our Assistants is confidential and data protected.

Login to Skywards

For the best experience and more tailored feedback, make sure to login to your Skywards account when using our chat tool. Our Assistants will be able to provide more detailed answers based on your travel plans and bookings, meaning you can get the information you need, quickly and easily.



Tom



Emma



Leo



Lara