Emirates expands Travel Pass implementation, partners with Alhosn for smoother journeys

Emirates, one of the first global airlines to pilot the IATA Travel Pass in April, now offers the IATA Travel Pass solution to customers flying to 10 cities and plans to extend it to all routes across its network in coming weeks. In addition, the airline has partnered with Alhosn, the official UAE app for COVID-19-related contact tracing and health documentation, to offer its passengers greater convenience and smoother journeys.

"Over the past months, we have really accelerated our biometric, contactless and digital travel verification projects to provide our customers with even greater convenience and assurance when they fly with Emirates," said Adel Al Redha, Emirates' COO. "From our biometrics path at Dubai International (DXB) to initiatives like the IATA Travel Pass and integrations with the health authority databases, these projects deliver multiple benefits from better customer experiences to the reduced use of paper, and improved efficiency and reliability in travel document checks. We are grateful for the support from the authorities and our industry partners in the successful deployment of these projects which strengthen Emirates and Dubai's world-leading aviation capabilities."

Emirates passengers flying between Dubai and London, Barcelona, Madrid, Istanbul, New York JFK, Moscow, Frankfurt, Charles De Gaulle, and Amsterdam can now use Travel Pass to access the latest COVID-19 travel info such as location of PCR test labs, manage COVID-19 travel documentation (vaccination and PCR test results). Passengers on these flights will receive an SMS and email with the activation code and instructions on downloading the IATA Travel Pass app.

The airline is progressing on plans to roll-out the IATA Travel Pass solution across its global network.

Since trials began, Emirates has worked closely with IATA and its partners to enhance the IATA Travel Pass experience based on customer feedback. The IATA Travel Pass app is now available to both iOS and Android users, and can also be used by travelers with non-biometric passports.

From July, Emirates will integrate the Alhosn app with its check-in systems, expanding on its existing integration with the Dubai Health Authority (DHA). This enables passengers travelling from the UAE to benefit from the quick and convenient digital retrieval and verification of COVID-19 medical records, regardless of where in the UAE they had completed their vaccination, or COVID-19 PCR and antigen tests. Travelers who opt to allow access their COVID-19 related health information via the Alhosn app for travel purposes can rest assured that once check-in formalities are completed, information related to their COVID-19 medical records will be immediately discarded from the Emirates systems.

"Emirates customers can travel with confidence that every care has been taken to ensure their comfort and health, with comprehensive bio-safety protocols at every step of the journey, generous and flexible booking policies, and complimentary multi-risk travel insurance including COVID-19 cover with every flight," reads the June 28 press release.