

# EMIRATES HUM

## *CARRYING THE DECEASED WITH DIGNITY*

Our professional and compassionate team are well-equipped to provide all the assistance needed to transport human remains to any destination we fly to. With weekly frequencies from most of our 15 operations in North America, covering 12 major cities, we can support the repatriation of your clients' loved ones to over 140 destinations within 85 countries.

Our team will help organise the required documents whilst supporting you in planning the journey. We ensure that the remains are flown as booked, facilitating a scheduled retrieval on arrival. We also provide one of the highest prioritised loading and offloading rules; Emirates SkyCargo offers over 55 weekly flights and 250 daily departures from Dubai, ensuring seamless connections.

We understand the importance of this journey and take the greatest care to ensure you and your clients have complete peace of mind every step of the way. We transport cremated and non-cremated remains, and our service includes:

- Guaranteed flown as booked
- Expedited acceptance and delivery
- Independent temperature-controlled facilities during transit or delivery in Dubai
- Online tracking and status notifications
- Guidance on required final destination documents

A white Emirates cargo aircraft is shown in flight, viewed from a low angle, against a dramatic sky with blue, orange, and yellow clouds. The plane has the Emirates logo on its fuselage.

# A JOURNEY WITH COMPASSION AND DECORUM



## A GUIDE TO TRANSPORTING NON-CREMATED AND CREMATED REMAINS

Following strict TSA security regulations, your funeral home needs to be registered with Emirates SkyCargo as a known shipper for TSA purposes. If you have not registered yet, please reach out to your nearest Emirates SkyCargo office to do so. You can consult the table on this page to locate the details of your local office.

### NON-CREMATETD REMAINS

The following documents must be available during the booking process for transporting non-cremated remains and original documents must accompany the deceased (without exception) when handed over at Origin or at the time of acceptance:

- Death certificate
- Embalming certificate (must include statement that the tray is hermetically sealed)
- Consular paperwork that states all is in order to transport human remains
- The cancelled original passport of the deceased (contact Emirates SkyCargo immediately if consulate confiscates passport)
- Police report if death of UN is of natural causes (mandatory)
- Consignee/receiving destination party name and contact number in order to obtain permission to forward
- No Objection Letter from the destination Country Embassy or Consulate

Human remains must be contained in a hermetically sealed lead or zinc inner coffin placed inside a wooden coffin. Please notify our team if the remains are in a state of decomposition and they will advise you on the special requirements in such case.

For accompanied human remains shipments, we require the accompanying passenger's name, ticket details, telephone number and flight details. This is to ensure that the human remains are connected on the same flights together with the passenger and that the passenger can be contacted, if required. We will send an onboard message to Dubai if it is a transit point or final destination, and onward to the final destination if needed.

### CREMATED REMAINS

Cremated remains may only contain the ashes of the deceased. The ashes must be placed in a funeral urn that is sufficiently cushion-packaged to avoid spillage or breakage during transportation. Upon check-in, the urn will be put through a screening device. If the urn cannot be cleared during security screening, it will not be permitted on board the aircraft and will be returned to the shipper. We recommend that you purchase a temporary or permanent urn made of a lighter weight material, such as cardboard, wood, or plastic for travel purposes.

The deceased's death certificate and cremation certificate are required at time of booking. While we conduct our checks, we recommend that you also reach out to the embassy of the destination country to inquire about any additional documents needed for urn retrieval upon arrival. All original documents including the passport, death certificate and cremation certificate will be required when the deceased is handed over at Origin or at the time of acceptance.

Please contact your nearest Emirates SkyCargo office for enquiries and bookings.

OFFICE	PHONE NO.	EMAIL
Atlanta	404 551 2605	<a href="mailto:atlres@emirates.com">atlres@emirates.com</a>
Boston	617 569 2340	<a href="mailto:skycargobos@emirates.com">skycargobos@emirates.com</a>
Canada	905 673 6071	<a href="mailto:yyzcargobooking@emirates.com">yyzcargobooking@emirates.com</a>
Chicago	773 686 4153	<a href="mailto:ordres@emirates.com">ordres@emirates.com</a>
Dallas	972 456 0262	<a href="mailto:ekdfwsales@emirates.com">ekdfwsales@emirates.com</a>
Houston	281 443 7264	<a href="mailto:ekiahsales@emirates.com">ekiahsales@emirates.com</a>
Los Angeles	310 338 0992	<a href="mailto:laxres@emirates.com">laxres@emirates.com</a>
Miami	305 390 0370	<a href="mailto:skycargomiasales@emirates.com">skycargomiasales@emirates.com</a>
Montréal	438 600 7751	<a href="mailto:yulcargobooking@emirates.com">yulcargobooking@emirates.com</a>
New York	718 553 7900	<a href="mailto:jfkres@emirates.com">jfkres@emirates.com</a>
Orlando	407 825 6785	<a href="mailto:skycargomcores@emirates.com">skycargomcores@emirates.com</a>
Rickenbacker	614 907 7071	<a href="mailto:lckres@emirates.com">lckres@emirates.com</a>
San Francisco	650 589 4266	<a href="mailto:skycargosfo@emirates.com">skycargosfo@emirates.com</a>
Seattle	206 243 2121	<a href="mailto:skycargosea@emirates.com">skycargosea@emirates.com</a>
Washington DC	703 996 8301	<a href="mailto:skycargoiad@emirates.com">skycargoiad@emirates.com</a>

# ROUTE NETWORK

Over 140 destinations across 6 continents



## ROUTE MAP KEY

- PAX-only destinations 103
- Cargo-only destinations 9
- PAX & Cargo 31

**TOTAL DESTINATIONS: 143**