



This policy is applicable for the UK market and customers holding tickets issued on ET document (071), flights operated by ET across the Ethiopian international network (excluding domestic flights within Ethiopia) and valid for ticketed bookings for travel dates between 01 March to 30th June 2020. Following options are available:-

- 1. Date Changes:** permitted free of charge within ticket validity for travel until 31 December 2020. Any difference in airfare or applicable taxes resulting due to booking class, seasonal change, surcharges etc. will need to be paid. No show fee will apply except when flight is cancelled involuntarily by the airline. In cases where the recalculation results in a credit value, no refunds are permitted. The original ticket will be used as the exchange document and tour code "HDQ094D" must be used for the newly issued document.
- 2. Rerouting** is permitted by applying the applicable differences in fares, fees and taxes however date change charges shall not apply. No show fee will apply except when flight is cancelled involuntarily by the airline. All other fare rules shall apply. In cases where the recalculation results in a credit value, no refunds are permitted. The original ticket will be used as the exchange document and tour code "HDQ094D" must be used for the newly issued document.
- 3. Where the travel date is not yet known, keep your ticket:** Original ticket can be kept with an open coupon status per below guidelines:
 - Fully unutilized tickets: ticket valid for travel until 31st December 2021. For example, if the ticket was originally issued on 10th Jan 2020 for passenger to travel on 20th Mar 2020, the ticket is valid for reissue for one year from original date of issue and travel date must be before 31st December 2021.
 - Partially utilized tickets: ticket valid for travel until 31st December 2021. Travel date must be before 31st December 2021 for remaining portion.

This ticket shall then be accepted at face value/residual value as payment for the new ticket for any date/flight. Date change penalty and no show fee is waived. Any difference in airfare or applicable taxes resulting due to routing, booking class, seasonal change, surcharges etc. will need to be paid. In cases where the recalculation results in a credit value, no refunds are permitted. The original ticket will be used as the exchange document and tour code "HDQ094D" must be used for the newly issued document either in the tour code or endorsement box of the ticket.

- 4. Refunds (for fully unutilized and partially utilized "refundable" tickets):** Passengers who have opted to keep their ticket can still apply for a refund, if they are unable to travel. There will be no refund penalties. Refund application can only be submitted through BSPLink with remark "HDQ094D".
 - Refund option is not valid for fully unutilized and partially utilized "non-refundable" type tickets.

Dated: 1ST May 2020.