



Our Policy

We understand this is a difficult time, so we're here to help make managing your guests' travel plans as smooth as possible.

If your guests are scheduled to fly with Etihad Airways before 31 July 2020, they can rebook their flight for free, or use the value of their ticket as credit towards their next trip.

Zones	Airports
Zone 1	JFK, ORD, LAX, IAD
Zone 2	LHR, MAN, DUB
	MSQ, DME
	BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG
	MAD, BCN, AGP
	BEG, FCO, ATH, MXP, IST
	AMM, BEY, GYD
	NBO, HBE, CAI, CMN, RBA, LOS, KRT, JNB, SEZ
Zone 3	AUH, BAH, JED, RUH, DMM, MCT, SLL, KWI
Zone 4	DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU
	KTM, CMB, KHI, LHE, ISB, MLE
Zone 5	PEK, CTU, PVG, HKG, SEL, NRT, NGO
	MNL, BKK, HKT, KUL, CGK, SIN
Zone 6	BNE, SYD, MEL

Rebook

If your guests know when they'd like to travel, they can change the date of their flight for free. They can even choose to fly to a different destination, anywhere on the Etihad network.

Their trip must be rebooked for travel on or before 31 July 2020.

- Change the flight date
- Pick a new destination within a specified zone
- No fees or fare difference apply
- Fly on or before 31 July 2020
- Multiple changes permitted

Re-routing and endorsement onto other airlines are not permitted.

Rerouting to an alternate EY gateway is permitted FOC within the zones based on the original origin/destination

Etihad Credit

We'll reward your customers with up to US \$400 and up to 5,000 Etihad Guest Miles when they opt for Etihad Credit. Simply cancel their existing booking and use the value towards their next flight.

Etihad Credit Bonus Value		
Journey	Business & First	Economy
Flying within GCC, Middle East, Egypt & Indian Subcontinent.	\$100	\$40
Flying to and from North America & Australia	\$400	\$100
All other journeys	\$300	\$60

Valid on all unused Etihad Airways tickets scheduled for departure on or before 31 July 2020, for travel until 31 August 2021.

How does Etihad Credit work? [View more](#)

Please ensure the PNR is updated with the remark "Invol change due COVID-19".

All Etihad Guest members will also be rewarded with up to 5,000 bonus Etihad Guest Miles. If your customer is not a member, they can simply enrol to receive bonus Etihad Guest Miles.

[Read more](#)

Refunds

Some customers may be entitled to a refund if their ticket and EMD originated in the USA, UK, Switzerland, or European Union, and their flight has been cancelled by Etihad Airways.

Simply submit your refund request via "Refunds Applications" through the BSP link. ARC agents will need to send an email to [Refundsetihad.](#) . Please note refunds can take up to 4 weeks to process. Don't forget, you can also change the date of your customer's flight for free or offer Etihad Credit for future travel.

We're closely monitoring the situation

We're working closely with government and health authorities around the world to monitor the situation as it develops. We will only fly when we know it is safe for our guests, partners and teams to do so.

To check restrictions that might affect your guests' flights, please visit the [IATA Travel Centre](#).

– Ends –