



A STAR ALLIANCE MEMBER 

This policy is applicable for the UK & Ireland market and customers holding tickets issued until 30<sup>th</sup> June 2020 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 31<sup>st</sup> August 2020. Following options are available.

- 1. Date Changes:** unlimited changes are permitted free of charge within ticket validity. New travel dates can be until 31st March 2021. 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. 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 31<sup>st</sup> 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 31<sup>st</sup> December 2021.
  - Partially utilized tickets: ticket valid for travel until 31<sup>st</sup> December 2021. Travel date must be before 31<sup>st</sup> 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.

- 3. 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.

**4. Refunds:** Due to significant volume of refund requests and resource shortages because of current unprecedented situation, unfortunately processing times for refunds are taking much longer than usual. Therefore desirable options are 1,2 & 3 above however should passengers wish to proceed for refunds, following options are applicable:

- *Flights cancelled by Ethiopian Airlines\*\*:* Passengers whose flights have been cancelled by ET can apply for refund irrespective of whether the ticket is refundable or not. There will be no refund penalties.
- *Flights not cancelled by Ethiopian Airlines\*\*:* Should passengers wish to cancel their flights, refunds shall be permitted by deducting any applicable cancellation and/or no show charges per fare rule. In cases where passengers choose options 1, 2 or 3 these charges shall be waived. (Non-refundable tickets remain non-refundable).

\*\* For non-refundable partially used tickets, refund option is not permitted therefore options 1, 2 and 3 apply. For refundable partially used tickets, applicable one-way fare to be deducted plus any applicable charges.

Travel agents: Refund applications can only be submitted through BSPLink with remark "HDQ094D". Ethiopian shall strive to process applications within 12 to 16 weeks of submission.

**Updated: 28<sup>th</sup> May 2020.**