

- NEWS  
18 June 2020

## Australia, Canada, EU, Switzerland, UK and USA COVID-19 Commercial Waiver

Last updated Thursday 18 June 2020

at 08:20pm UAE

**change your flight with Etihad Airways**

AUSTRALIA, CANADA, USA & EUROPEAN UNION (INCLUDING UK & SWITZERLAND) – POLICY UPDATED: 15 JUNE 2020

FUTURE BOOKING

CURRENT BOOKING

**FLEXIBLE TRAVEL FOR THE FUTURE**

Unlimited date changes are permitted on all new flights booked before 30 June 2020 for travel until 30 November 2020. If the guest is unable to travel, they will receive Etihad Credit. Fare difference applies.

**GUESTS WITH TICKETS ISSUED ON/BEFORE 30 JUNE 2020 FOR TRAVEL BEFORE 30 NOVEMBER 2020 \* HAVE THE OPTION TO:**

CHANGE THEIR FLIGHT FOR FREE

Rebook before 30 November 2020 and travel to any destination on our network before 31 October 2021.

**Policy details:**

- No fare difference for flights rebooked until 30 September 2020 within the same zone/area.
- No change fees apply
- Fare difference applies for flights rebooked to travel between 1 October 2020 and 31 October 2021 to anywhere in the Etihad network.
- No inventory restriction (any RBD / fare choice within same cabin)
- All bookings must be changed by 30 November 2020.
- Multiple changes permitted

CANCEL THEIR FLIGHT WITH ETIHAD CREDIT

Cancel the flight and use the value towards your guest's next trip. We'll reward your guest with up to US \$400 additional bonus credit

**Policy details:**

- Travel anywhere on our network before 31 October 2021
- Book by 30 November 2020
- Guests have complete flexibility to change the routing, fare type and cabin – no restrictions apply
- No change fee
- Fare difference applies
- Up to \$400 USD additional bonus credit
- If Etihad Credit is unused after 12 months of the first cancelled flight, guests will be entitled to a refund of the original ticket value – no bonus credit will be issued in the case of a refund

FULL REFUND

Refunds are permitted for cancelled flights scheduled to fly from the US, UK, Switzerland, European Union, Australia or Canada.

**Policy details:**

- Refunds are only permitted where the flight has been cancelled and has not operated

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

Full information on Etihad Credit Bonus Value can be found on [etihadhub.com](http://etihadhub.com)

\*All tickets for flights scheduled after 30 November 2020 are subject to normal booking conditions  
This policy is subject to change

Choose Well.



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**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 30 November 2020, they can rebook their flight for free, or use the value of their ticket as credit towards their next trip. Tickets must have been issued before 30 June 2020 to be eligible. Standard Fare Rules apply.

Full refunds are permitted for cancelled flights scheduled to fly from Australia, Canada, the European Union, Switzerland, the UK or the US.

Zones	Airports
Zone 1	JFK, ORD, LAX, IAD, YYZ
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. Rebook their trip before 30 November 2020 and they can travel to any destination on our network before 31 October 2021. It's free to change their trip and we'll remove the fare difference if they travel within the same zone before 30 September 2020.

- Change the flight date
- Pick a new destination within a specified zone
- No change fees apply

- Fare difference applies for flights booked after 30 September 2020
- Fly on or before 31 October 2021
- 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 when they opt for Etihad Credit. Simply cancel their existing booking and use the value towards their next flight. With Etihad Credit they can travel any time before 31 October 2021. Book by 30 November 2020.

<b>Etihad Credit Bonus Value</b>		
<b>Journey</b>	<b>Business &amp; First</b>	<b>Economy</b>
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 issued on or before 30 June 2020, for travel before 30 November 2020.

Guests will be entitled to a refund of their original fare if they do not use their Etihad Credit within 12 months of their first cancelled flight.

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

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

### **Refund**

If a guest's ticket was issued on/before 30 June 2020 a refund is permitted if the flight has been cancelled and has not operated. This applies for cancelled flights scheduled to depart from Australia, Canada, the European Union, Switzerland, the UK or US.

For flights departing from all other destinations, if the ticket has been left open and not used within 12 months of the first cancelled flight, a refund will be permitted.

Simply submit your refund request via "Refunds Applications" through the BSP link. ARC agents will need to send an email to [ARCRefunds@etihad.ae](mailto:ARCRefunds@etihad.ae). Please note refunds can take up to four weeks to process. Remember, you can also change the date of your customer's flight for free or offer Etihad Credit for future travel.

*"Our updated policy also applies to Multiflyer bookings"*

### **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 –**