# **ETIHAD** Hub

change your flight

Policy details

with Etihad Airways

**NEWS** 

# 18 June 2020 **Global COVID-19 Commercial Waiver** (ROW except Australia, Canada, EU, Switzerland, UK and USA)

at 10:50am UAE

### Last updated Thursday 18 June 2020

FLEXIBLE TRAVEL FOR THE FUTURE FUTURE BOOKING Unlimited date changes are permitted on all new flights booked before 30 June 2020 for travel until 30 November CURRENT BOOKING 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.

rebooked until 30 September 2020

Fare difference applies for flights

anywhere in the Etihad network.

October 2020 and 31 October 2021 to

No inventory restriction (any RBD / fare choice within same cabin)

All bookings must be changed by 30

No fare difference for flights

within the same zone/area.

rebooked to travel between 1

No change fees apply

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 aadditional 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

Etihad Credi	t Bonus Value	
Journey	Business & First (USD)	Economy (USD)
Flying within GCC, Middle East, Egypt & Indian Subcontinent.	\$100	540
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

الاتحاك ETIHAD AIRWAYS

**ChooseWell** View image as PDF.

booking conditions This policy is subject to change

\*All tickets for flights scheduled after 30

November 2020 are subject to normal

View PDF in Chinese.

View PDF in Russian.

View PDF in Serbian.

**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.

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, NG0
	MNL, BKK, HKT, KUL, CGK, SIN
Zone 6	BNE, SYD, MEL

# <u>Rebook</u>

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.

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 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".

"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 <u>IATA Travel</u> <u>Centre.</u>

– Ends –