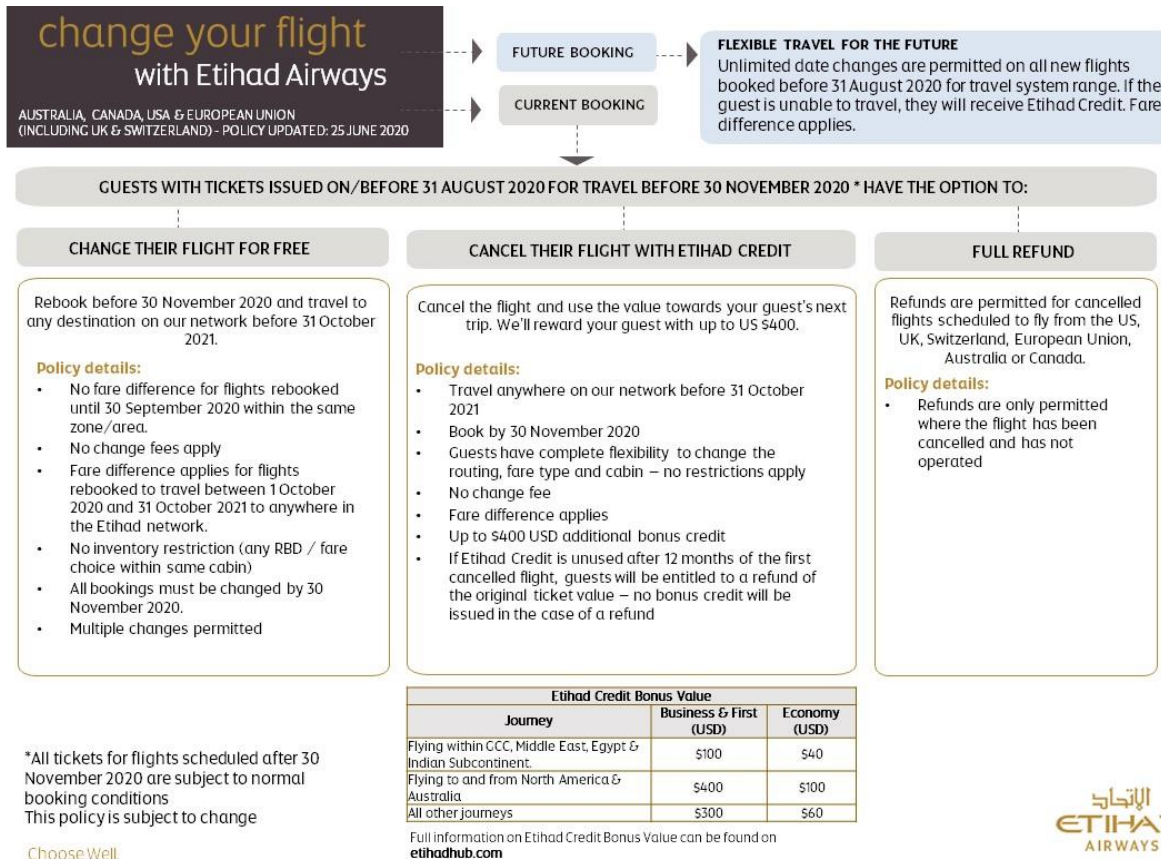


Australia, Canada, EU, Switzerland, UK and USA COVID-19 Commercial Waiver

Last updated Thursday 25 June 2020

at 04:10pm UAE



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 31 August 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.

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 31 August 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 31 August 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. 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.