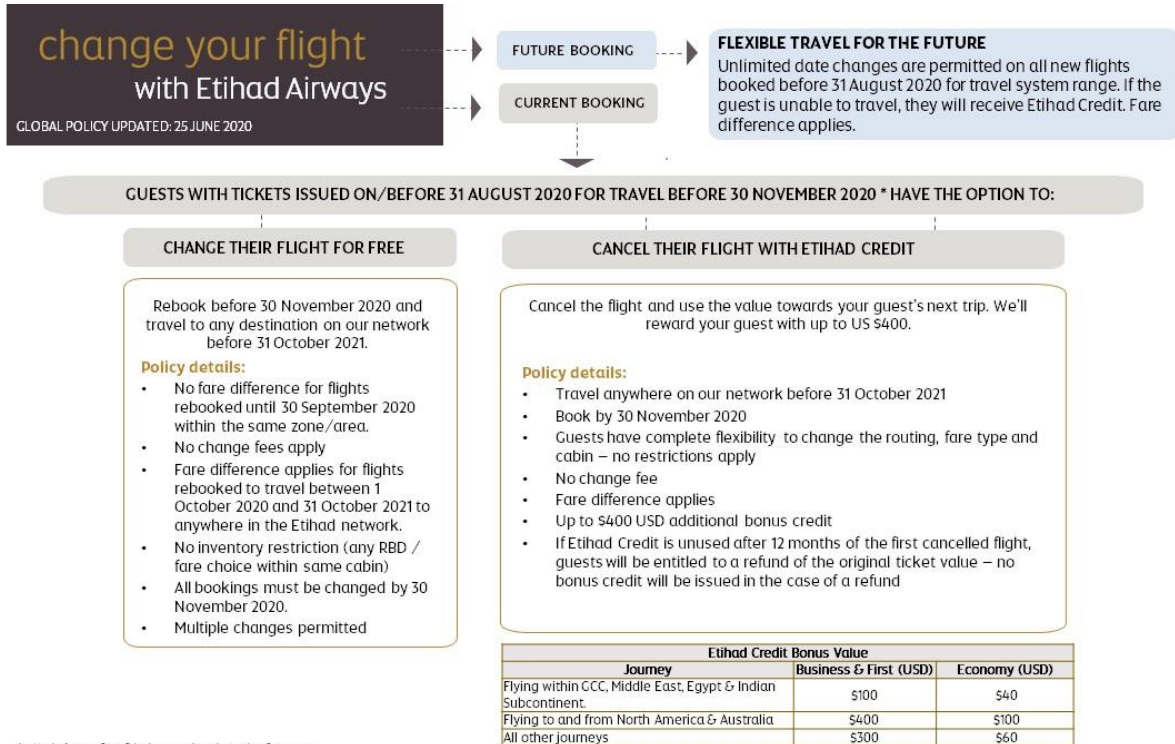


# Global COVID-19 Commercial Waiver (ROW except Australia, Canada, EU, Switzerland, UK and USA)

Last updated Sunday 28 June 2020 at

02:40pm UAE



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

ChooseWell.

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



## 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.

| 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 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".

*"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.