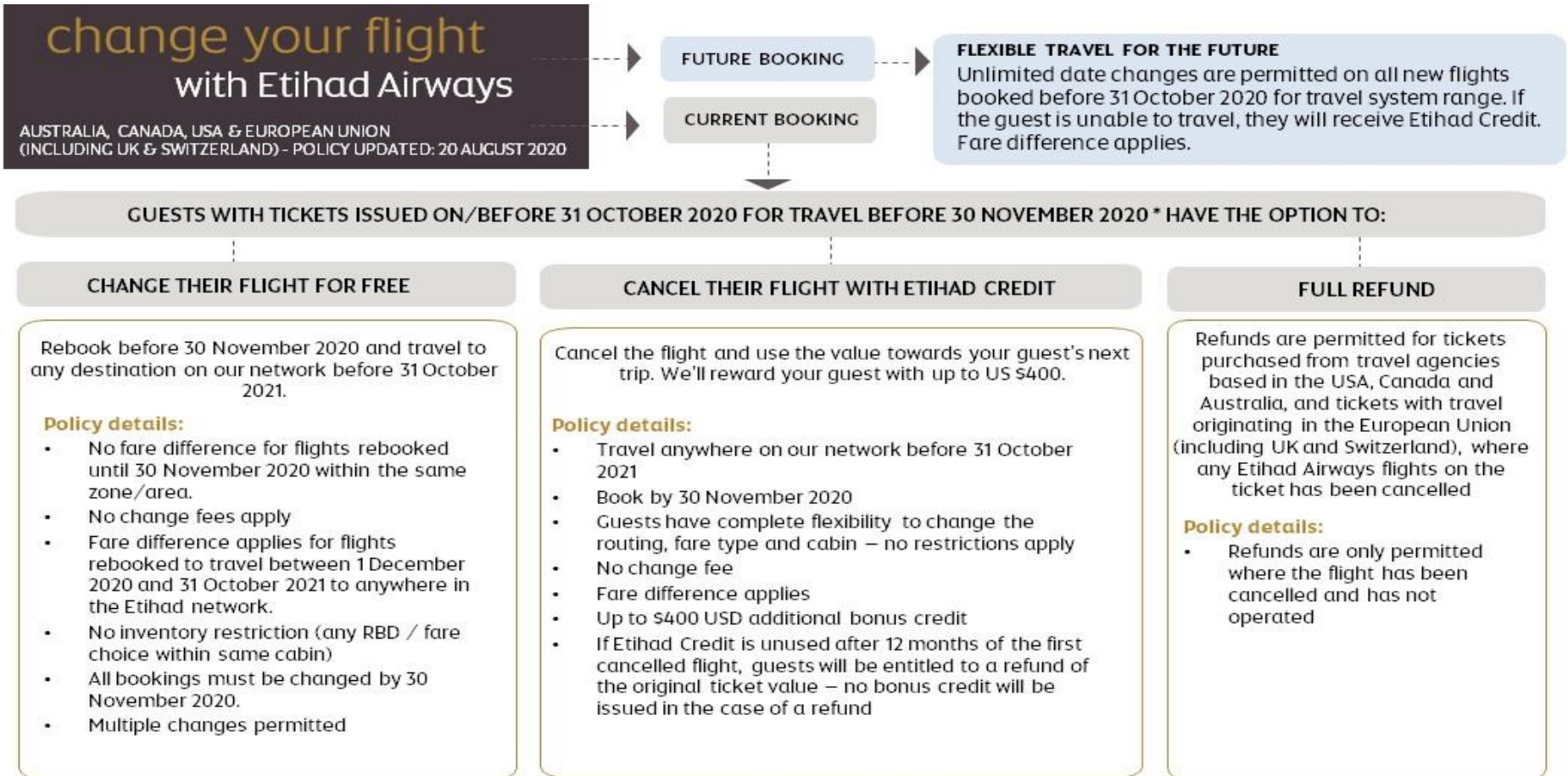


Australia, Canada, EU, Switzerland, UK and USA COVID-19 Commercial Waiver

31 August 2020, 09:10 AM



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 November 2020 within the same zone/area.
- No change fees apply
- Fare difference applies for flights rebooked to travel between 1 December 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.

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 tickets purchased from travel agencies based in the USA, Canada and Australia, and tickets with travel originating in the European Union (including UK and Switzerland), where any Etihad Airways flights on the ticket has been cancelled

Policy details:

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

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

Choose Well.

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



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 October 2020 to be eligible. Standard Fare Rules apply.

Refunds are permitted for tickets and EMDs purchased from travel agencies based in the USA, Canada and Australia, and tickets with travel originating in the European Union (including UK and Switzerland), where any Etihad Airways flights on the ticket has been cancelled.

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 November 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 November 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

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

Tickets that are held open without a future date will expire 24 months after the original date of issue. Our current COVID-19 commercial policy allows ticket validity to be extended after two years of date of issue but only if tickets have been reissued to a future date before they expire. To avoid the loss of value of a ticket, please ensure tickets are reissued to a future date before they expire.

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 October 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 October 2020 a refund is permitted if the flight has been cancelled and has not operated. Refunds are permitted for tickets and EMDs purchased from travel agencies based in the USA, Canada and Australia, and tickets with travel originating in the European Union (including UK and Switzerland), where any Etihad Airways flights on the ticket has been cancelled

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. This also applies to EMDs.

From 25 August 2020, automated refunds through all Global Distribution Systems (GDS) will be re-activated. You'll also be able to process refunds for e-tickets and EMDs through your GDS too.