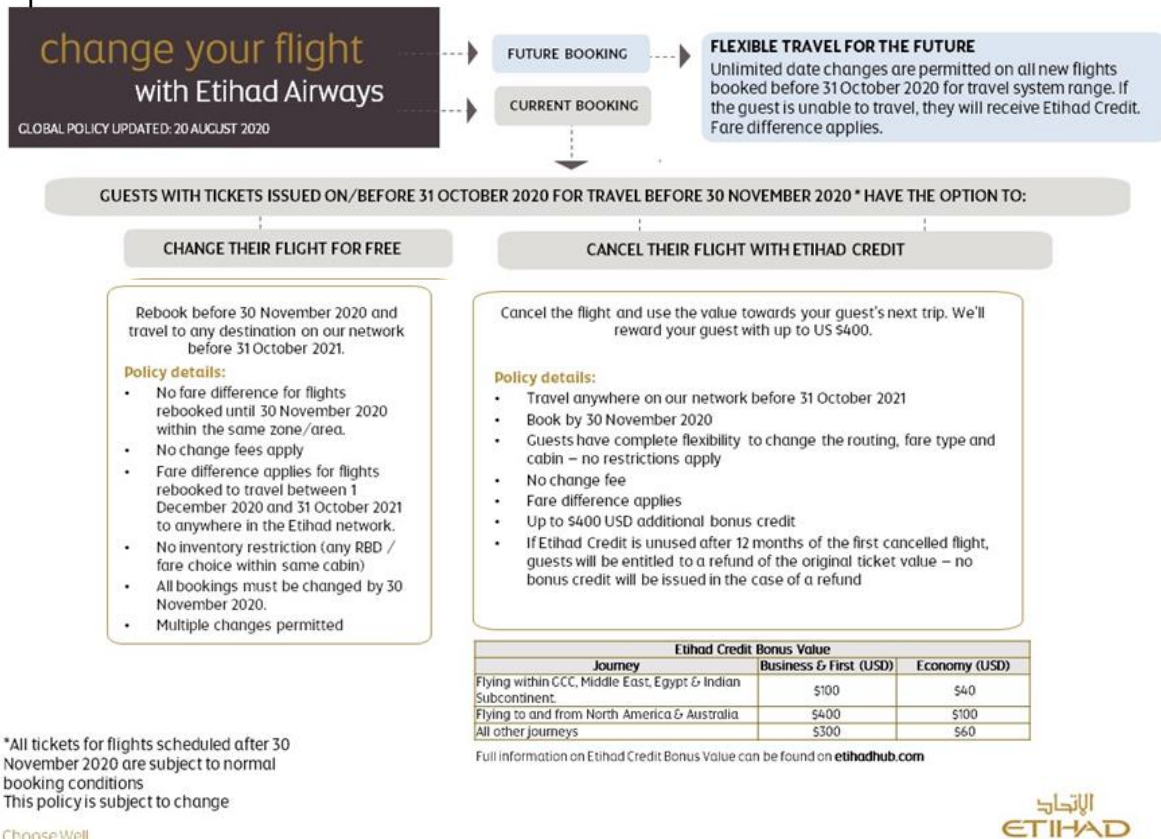


# Global COVID-19 Commercial Waiver (ROW except Australia, Canada, EU, Switzerland, UK and USA)

09 September 2020, 01:35 PM



## 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.

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.