

change your flight with Etihad Airways

AUSTRALIA, CANADA, USA & EUROPEAN UNION
(INCLUDING UK & SWITZERLAND) - POLICY UPDATED: 1 OCTOBER 2020

FUTURE BOOKING

CURRENT BOOKING

FLEXIBLE TRAVEL FOR THE FUTURE

Unlimited date changes are permitted on all new flights booked before 31 October 2020 for travel system range. If the guest is unable to travel, they will receive Etihad Credit. Fare difference applies.

GUESTS WITH TICKETS ISSUED ON/BEFORE 31 OCTOBER 2020 FOR TRAVEL BEFORE 31 MARCH 2021* HAVE THE OPTION TO:

CHANGE THEIR FLIGHT FOR FREE

Rebook before 31 March 2021 and travel to any destination on our network before 31 October 2021.

Policy details:

- No fare difference for flights rebooked until 31 March 2021 within the same zone/area.
- No change fees apply
- Fare difference applies for flights rebooked to travel between 1 April 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 31 March 2021
- 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 31 March 2021
- 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.
- If a Guest tests positive following their COVID-19 PCR test or where travel is restricted by government regulations and the guest is unable to travel, they are entitled to a full refund.**

*All tickets for flights scheduled after 31 March 2021 are subject to normal booking conditions.

**If a guests COVID-19 PCR test result is positive and they are unable to fly, to receive a refund the guest must present their positive COVID-19 PCR test result in line with country regulations i.e test conducted 48-96 hours before their flight from an approved government facility. If the guest is unable to travel due to a government travel restriction, the refund for this can be requested a maximum of 14 days before departure.

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

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