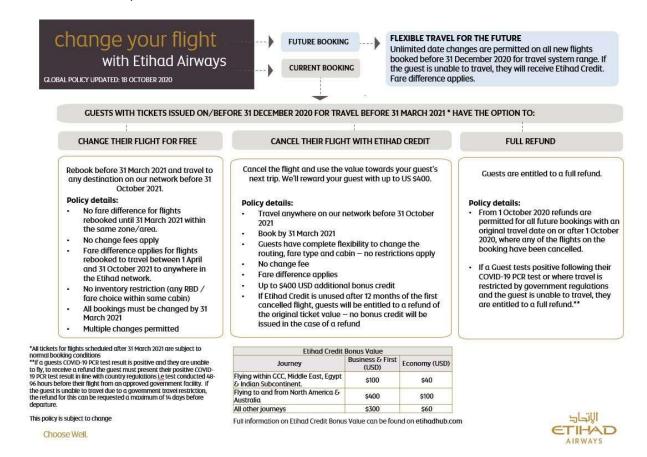
# Global COVID-19 Commercial Waiver (ROW except Australia, Canada, EU, Switzerland, UK and USA)

19 October 2020, 01:45 PM



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### **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 31 March 2021, 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 December 2020 to be eligible. Standard Fare Rules apply.

Zone	Airports			
1	JFK,ORD,LAX,IAD,YYZ			
2	LHR,MAN,DUB BRU,MUC,DUS,FRA,AMS,GVA,ZRH,CDG MAD,BCN,AGP FCO,MXP MSQ,DME,NQZ,ATH,IST,BEG CMN,RBA			
3	AMM,BEY,GYD NBO,HBE,CAI,LOS KRT,JNB			
4	SEZ,MLE			
5	BAH, JED, RUH, DMM, MCT, SLL, KWI			
6	AUH			
7	DEL,BOM,AMD,HYD,MAA,BLR,CCJ,COK,TRV,CCU,KTM,CMB,KHI,LHE,IS			
8	HKG,SEL,NRT,NGO MNL,BKK,HKT,KUL,JKT,SIN			
9	PEK,PVG,CTU			
10	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 31 March 2021 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 31 March 2021.

- · Change the flight date
- Pick a new destination within a specified zone
- No change fees apply
- Fare difference applies for flights booked after 31 March 2021
- Fly on or before 31 October 2021
- Multiple changes permitted
- Rebooking/Reissue can only be postponed to any later date and not brought forward to an earlier date

 No show fee applies when the guest(s) books themselves on a flight which operates and is a no show

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 31 March 2021.

Etihad Credit Bonus Value				
Journey	Business & First	Economy		
Flying within GCC, Middle East, Egypt & Indian Subcontinent.	\$100	s40		
Flying to and from North America & Australia	s400	s100		
All other journeys	\$300	\$60		

Valid on all unused Etihad Airways tickets issued on or before 31 December 2020, for travel before 31 March 2021.

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".

How to calculate prorate refunds

### Guests are also entitled to a refund:

- From 1 October 2020 refunds are permitted for all future bookings with an original travel date on or after 1 October 2020, where any of the flights on the booking have been cancelled.
- 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.\*\*

\*\*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.

Travel agencies have to raise an email request with the nearest Sales Office in the region along with a copy of the positive result. Once the waiver is approved, a waiver code will be provided which must be updated along with the request for refund in BSP application by the travel agent.

"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.

To check restrictions that might affect your guests' flights, please visit the <u>IATA Travel Centre</u>.