

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

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change your flight  
with Etihad Airways

AUSTRALIA, CANADA, USA & EUROPEAN UNION  
(INCLUDING UK & SWITZERLAND) - POLICY UPDATED: 9 DECEMBER 2020

FUTURE BOOKING

CURRENT BOOKING

**FLEXIBLE TRAVEL FOR THE FUTURE**  
Unlimited date changes are permitted on all new flights booked for travel system range. If the guest is unable to travel, they will receive Etihad Credit. Fare difference applies.

**GUESTS WITH TICKETS FOR TRAVEL BEFORE 30 JUNE 2021\* HAVE THE OPTION TO:**

CHANGE THEIR FLIGHT FOR FREE

Rebook before 30 June 2021 and travel to any destination on our network before 31 October 2021.

**Policy details:**

- No fare difference for flights rebooked until 30 June 2021 within the same zone/area.
- No change fees apply
- Fare difference applies for flights rebooked to travel between 1 July 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 June 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 30 June 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 30 June 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 CCC, 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](http://etihadhub.com)

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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 30 June 2021, they can rebook their flight for free, or use the value of their ticket as credit towards their next trip. 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.

| Zone | Airports   |
|------|--|
| 1    | JFK, ORD, LAX, IAD, YYZ  |
| 2    | LHR, MAN, DUB<br>BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG<br>MAD, BCN, AGP<br>FCO, MXP<br>MSQ, DME, NQZ, ATH, IST, BEG<br>CMN, RBA |
| 3    | AMM, BEY, GYD<br>NBO, HBE, CAI, LOS<br>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, ISB  |
| 8    | HKG, SEL, NRT, NGO<br>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 30 June 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 30 June 2021.

- Change the flight date
- Pick a new destination within a specified zone
- No change fees apply
- Fare difference applies for flights booked after 30 June 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 reissued involuntarily must be endorsed with INVOL followed by the reason for reissue in the endorsement box (e.g. INVOL REISSUE DUE COVID19 FLIGHT CANCELLATION). Failure to do so will result in ADM (Agent Debit Memo).**
- 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 June 2021.

| <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 for travel before 30 June 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](#)

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**Tickets reissued involuntarily must be endorsed with INVOL followed by the reason for reissue in the endorsement box (e.g. INVOL REISSUE DUE COVID19 FLIGHT CANCELLATION). Failure to do so will result in ADM (Agent Debit Memo).**

## **Refund**

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.

[Read more](#)

[Refund FAQs](#)

[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 guest tests positive for COVID-19 and they are unable to fly, to receive a refund they must present their positive COVID-19 PCR test result in line with country regulations, i.e the test must have been conducted 48-96 hours before their flight from an approved government facility. If the guest is unable to travel due to government travel restrictions at their point of origin or destination as outlined at [etihad.com/destinationguide](https://www.etihad.com/destinationguide), a refund 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 [IATA Travel Centre](#).

**– Ends –**