

# change your flight with Etihad Airways

GLOBAL POLICY UPDATED: 4 March 2020

FUTURE BOOKING

CURRENT BOOKING

## FLEXIBLE TRAVEL FOR THE FUTURE

Unlimited date changes are permitted on all new flights 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 SEPTEMBER 2021 \* HAVE THE OPTION TO:

### CHANGE THEIR FLIGHT FOR FREE

Rebook before 30 September 2021 and travel to any destination on our network for travel system range.

#### Policy details:

- No fare difference for flights rebooked until 30 September 2021 within the same RBD / booking class and zone
- No change fees apply
- Fare difference applies for all other rebooking scenario.
- All bookings must be changed by 30 September 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 for travel system range
- Book by 30 September 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

Guests are entitled to a full refund.

#### Policy details:

- 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.\*\*

\*All tickets for flights scheduled after 30 September 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

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](https://etihadhub.com)

Choose Well.

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