

**Subject:** ET Update 28th May 2021

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Dear Partner

Hope you are well and safe during these challenging times for our industry. There seems to be some light at the end of the tunnel as we see increased number of bookings and passengers on our flights. On the other hand we continue with our efforts to be removed from UK red list so that we are able to transport passengers directly back in to LHR & MAN.

We currently operate passenger flights from Heathrow and Manchester to Addis Ababa with onward connectivity and cargo-only flights into Heathrow & Manchester. We have also reshuffled our sales/commercial team and your account manager shall be in contact with you shortly for a catch up.

Below is our updated rebooking policy for existing and new bookings in line with government's current essential travel advice:

**Passengers who have already commenced their journey (partially used tickets)** from UK and are impacted by restrictions imposed due the inclusion of Ethiopia on the red list , can be rebooked/re-protected as below:-

- 1) Rebook free of charge to nearest ET online European gateway (ET operated flights only) destinations (ATH, BRU, FRA, MAD, FCO, MIL, OSL, CDG, STO, VIE, IST, CAI) within the same cabin and same booking class as originally issued ticket. Any difference due to booking class and/or tax must be collected and tickets to be reissued. Please note that sector cost between Europe to UK must be borne by the passenger and these can be auto priced using the best buy command in your GDS. Use tour code HDQ529A.

When using this option, please ensure customers are aware of the necessary travel requirements to transit through or stopover at respective countries.

If you are not able to find availability in the same booking class as originally booked, please waitlist the booking and email booking with vendor locator to

Please ensure to use sub. line as "Waitlist confirmation due red list". We shall do our best to assist but please note this is not that confirmation is not guaranteed.

- 2) Rebook for a future date for the originally issued routing when travel restrictions are lifted, subject to availability within the same booking class and validity of tickets. Tickets issued before 31DEC20 must be utilized by 31DEC21 and tickets issued on/after 01JAN21 shall be valid as per ticket validity. No rebooking charges shall apply. Use tour code HDQ529A.
- 3) Purchase other airline ticket at passenger's own cost/expense – this option is entirely at passenger's own discretion. Refundable or non-refundable unused portion of the ticket may be submitted for refund through GDS by deducting the applicable one-way fare for the used portion of ticket. Same booking class or higher booking class fare must be used to calculate the deduction. 50% of YR tax and other unused taxes are refundable. Any applicable cancellation charges are waived but any no show charges must be deducted. Use tour code HDQ529A.

**Passengers who have purchased their tickets but not yet commenced their journey (fully unutilized tickets) from UK:** Passengers ticketed to travel until 30th June 2021 ex UK who would like to make

changes to their trip can be managed as below:

- 1) Keep your ticket and rebook free of charge for a future date within the same season, booking class and routing for when restrictions are lifted, without paying any fare difference. If same booking class is not available, applicable fare and tax differences must be collected and ticket reissued. Use tour code HDQ529A.
- 2) Process full refund through GDS. Submit ticket for full refund without any cancellation fees. No show charges must be deducted. Refunds should be processed through GDS by using tour code HDQ529A.

Travelers seeking to depart and/or enter the UK should refer to the UK government website for the latest information on departure and entry requirements and isolation/quarantine arrangements on arrival. Current updated information can be found at <https://www.gov.uk/guidance/transport-measures-to-protect-the-uk-from-variant-strains-of-covid-19>

Passengers must hold the correct documentation to travel and trade partners can continue to use the IATA Travel Centre guide through this link: [https://www.iatatravelcentre.com/GB-United-Kingdom-passport-visa-health-travel-document-requirements.htm?dm\\_i=2OIE,14DOH,1111E0,4BI58,1](https://www.iatatravelcentre.com/GB-United-Kingdom-passport-visa-health-travel-document-requirements.htm?dm_i=2OIE,14DOH,1111E0,4BI58,1)

Please feel free to get in touch through return email or by calling should you require any further information.

Have a lovely bank holiday w/end!

Regards

**Ethiopian Airlines,**