

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: 10 MAY 2021

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 ON/BEFORE 31 OCTOBER 2021* HAVE THE OPTION TO:

CHANGE THEIR FLIGHT FOR FREE

Rebook before 31 October 2021 and travel to any destination on our network for travel system range.

Policy details:

- Involuntary changes* - No fare difference for flights rebooked until 31 October 2021 within the same RBD or lowest available within the same cabin and zone
- No change fees apply
- Fare difference applies for all other rebooking scenarios and any voluntary changes
- All bookings must be changed by 31 October 2021
- Multiple changes permitted

* Involuntary changes apply to any Etihad flight cancellations; Government imposed capacity reductions leading to flight cancellation and any schedule changes

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 31 October 2021
- Guests have complete flexibility to change the routing, fare type and cabin – no restrictions apply
- No change fee
- For any Involuntary changes* - No fare difference for flights rebooked until 31 October 2021 within the same RBD or lowest available within the same cabin and zone
- Fare difference applies for all other rebooking scenarios and any voluntary changes
- 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 October 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

Note: This policy applies for guests impacted by COVID-19 situation.

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 October 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 BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG MAD, BCN, AGP FCO, MXP MSQ, DME, NOZ, ATH, IST, BEG, JTR, JMK CMN, RBA
3	AMM, BEY, GYD, TLV NBO, HBE, CAI, LOS KRT, JNB
4	SEZ, MLE
5	BAH, JED, RUH, DMM, MCT, SLL, KWI, DOH
6	AUH
7	DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU KTM, CMB, KHI, LHE, ISB, DAC
8	HKG, SEL, NRT, NGO MNL, BKK, HKT, KUL, JKT, SIN
9	PEK, PVG, CTU
10	BNE, SYD, MEL

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Rebook

Option 1a: Exchange ticket: Involuntary changes

Applies to Etihad flight cancellations, government-imposed capacity reductions leading to individual passenger cancellation and schedule changes where alternatives offered are not suitable.

Reissue the ticket on or before 31 October 2021 for travel within system range.

- Unlimited free changes
- No fare difference for tickets reissued in the same RBD or, if the original RBD is not available, the lowest available RBD in the same cabin
- No change fees apply
- Fare difference to be collected for all other scenarios
- Rerouting within the same zone permitted
- Ticket must be endorsed with "**INVOL CHANGE DUE COVID 19**". Failure to do so will result in ADM (Agent Debit Memo).
- 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
- Group bookings are eligible for the standard credit only, additional credit does not apply

Option 1b: Exchange ticket: Voluntary changes

Reissue the ticket on or before 31 October 2021 for travel within system range.

- Unlimited free changes
- No fare difference for flights rebooked until 31 October 2021 within the same RBD / booking class and zone
- No change fees apply
- Fare difference to be collected for all other scenarios
- Rerouting within the same zone permitted
- Ticket must be endorsed with "**CHANGE DUE COVID 19**". Failure to do so will result in ADM (Agent Debit Memo).
- 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
- Group bookings are eligible for the standard credit only, additional credit does not apply

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 reissue the ticket on or before 31 October 2021 to travel system range.

Etihad Credit Bonus Value		
Journey	Business & First	Economy
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 31 October 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](#)

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.

Automated refunds through all Global Distribution Systems (GDS) are activated. You'll also be able to process refunds for e-tickets and EMDs through your GDS too.

[Refund FAQs](#)

[How to calculate prorate refunds](#)

Guests are also entitled to a refund:

- 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.

Tickets refunded due to flight cancellations/misconnections must be endorsed with REFUND followed by the reason for refund in the endorsement box (e.g. REFUND DUE FLIGHT CANCELLATION/MISCONNECTION).

“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](#).

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