

Dear Trade Partner,

Due to updates to our network and ongoing travel restrictions, our flight schedules are changing in 2022.

This means we will need to action a significant amount of cancellations for the period June to August 2022 across our network. This change will be actioned today between 10m and 12pm GST.

We are working hard to rebook guests where possible. Our Contact Centre is experiencing a high number of calls. Please support us by managing changes with your customers directly.

Options for customers impacted by this cancellation:

- They should contact their travel agent directly for rebooking or refunds
- If they have been rebooked and this shows in their itinerary, and they are happy to accept the change, they don't need to do anything
- Rebook a different flight by checking flight availability on etihad.com, then calling their travel agent to rebook. They must rebook within 60 days of receiving a cancellation to avoid any charges

If the new flight departure is more than 30 minutes earlier than previously scheduled - or if the arrival at their final destination is delayed by 60 minutes or more - customers can make a date change within seven days of the original flight date without charge.

If they have a connecting flight

In some rare cases they may find that the outward journey has been cancelled but not their connecting flight. They don't need to do anything at this time and we will update their booking soon.

If customers choose to rebook

There's no change fee to rebook their flight or they have the option to request a refund.

Thank you in advance for your support.

For more information and our latest updates,

Kind regards,

Etihad Airways