

Travel Alert

Relaxed Refund & Rebooking Policy by Ethiopian Airlines (Revised, December 31, 2021)

This policy is applicable for Passengers holding ET document (071) regardless of booking channel, which have been issued/to be issued (Sales) on/before February 28, 2022, for ticketed bookings (travel) between 01 March 2020 to May 31, 2022, due to COVID-19 Pandemic & the following options are available.

Date Change Fee

- Unlimited free date change is allowed.

If for any reason, Passengers are unable to travel on originally scheduled travel date, passengers must cancel reservation and exchange ticket with new travel at least one day before departure to avoid No-Show Fee.

Change requests can be performed through the Ethiopian Airlines sales offices, Global Call and Interaction Centre (GCIC), and the agencies from which the ticket was purchased.

Refunds:

- For any travel which was affected by COVID-19 & refundable tickets which were issued on/before December 31,2020; full refund will be processed. The refund should be completed before 31 January 2022.
- Tickets that are issued on/before 31 dec 2020 are no more valid for travel.
- For tickets being issued on/after January 01, 2021; refunds & all other related rules will be governed by the fare/system rule.

N.B. Any local customer protection law, DOT, EU, ICPA, DGCA, & Brazil regulations supersedes & have precedence over this policy.