

Dear Partner,

In response to COVID-19 outbreak around the world, Ethiopian Airlines has been proactively taking extra steps to ensure our customers' health and comfort, and to provide passengers with confidence and peace of mind when planning their travel. Below we have put together some useful information - for further information and FAQs, please visit

[Updates on COVID-19\(Coronavirus\) | Ethiopian Airlines](#)

When Travelling on Ethiopian Airlines

Masks must be worn always in the airport at check-in, boarding gates and onboard the aircraft including transit at Bole International Airport in Addis Ababa. (Unless a medical exemption certificate is provided)



There is no mandatory PCR requirement for passengers transiting through Bole International Airport.



Passengers must follow the requested Covid regulations put in place by the country visiting and bring all documentation to check-in as required for verification and to allow a smooth entry into the country flying to.



[**Learn More »**](#)

Requirements for passengers travelling to England

Check what COVID-19 tests you need to take and the self-isolation rules for travel to England. [Travel to England from another country during coronavirus \(COVID-19\) - GOV.UK \(www.gov.uk\)](#)

Entry requirements for countries around the world including UK continue to change and it is the responsibility of passengers to ensure they are in possession of correct documentation.



Relaxed Refund & Rebooking Policy (revised 26/1/22)

Ethiopian Airlines current Covid19 policy is applicable for passengers holding ET document/tickets (071) for tickets issued until on/before 28 February 2022 and for travel between 01 March 2020 to 31 May 2022, due to COVID-19:-

Unlimited free date changes are permitted:

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. Covid 19 positive passengers must contact Ethiopian as soon as result is received and cancel their booking. Their ticket can later be exchanged free of charge (without penalty and no-show) by retaining covid 19 positive test result. In all cases, any booking class and/or seasonal fare difference must be collected and tickets reissued.

Refunds:

Refunds & all other related rules unless otherwise specified, shall be governed by applicable fare rule and must be processed through your GDS.

For flights cancelled by the airline and where tickets are fully unutilized process full refund through your GDS.

For flights cancelled by the airline and where tickets are partially utilized and when tickets are refundable, process refund through GDS as per applicable refund fare rule. For non-refundable partially used tickets, submit refund application through BSPLink.