ℹ **Updates on COVID-19 (Corona Virus)**

Home Page   /   Travel updates   /   Covid-19

COVID-19 Updates

Travel Alert	Immigration and Entry Restrictions	Operational Flight	Ethiopia Entry requirement	ET Cares	FAQ

Face Masks Required

Your safety and well-being are our highest priority. We have been taking precautionary measures based on recommendations from WHO, ICAO and IATA to protect our passengers, staff and the general public from the risk of COVID-19. As part of the ongoing effort to fighting the pandemic, we kindly ask all international and domestic passengers to wear face masks during check-in, boarding, in-flight, deplaning and at the airport, effective 10th May, 2020. We ask all passengers to bring their own masks or face coverings.

Children under the age of 6 and passengers with underlying medical conditions are exempted from the above face mask requirement. However, Passengers with underlying medical conditions shall be required to present medical certificate ascertaining that they cannot wear face masks due to health reasons and a COVID-19 free PCR test certificate not older than 5 days.

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 January 31, 2022, for ticketed bookings (travel) between 01 March 2020 to April 30, 2022, due to COVID-19 Pandemic

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.

Suspended Flights

Countries Entry Restriction

Regular operating hours for passenger flights

The Americas ❯

Europe ❯

Asia ❯

Central and South Africa ❯

West Africa ❯

East Africa ❯

Domestic Flights ❯

ETHIOPIA Restriction Detail

Date: 10 November 2021

Effective 15th of November 2021, passengers arriving and departing to and from Ethiopia are recommended to use the PanaBIOS electronic System to verify their negative COVID-19 certificate in line with the Africa CDC Trusted Travel electronic verification rules and guidelines available here: www.africacdc.org/trusted-travel You should endeavor to use the same email address you gave to the lab in signing up for an account to use the PanaBIOS system at: trustedtravel.panabios.org

If you are departing from countries where a PanaBIOS registered lab (Trusted Lab) is not present, you can upload your Printed COVID 19 certificate by visiting www.globalhaven.org and signing up for an account. You can also do so at trustedtravel.panabios.org

The process of uploading your certificate can be initiated by clicking the "check in" button on the dashboard after logging in at www.globalhaven.org or trustedtravel.panabios.org. You will then be able to generate a Trusted Travel Code (TT Code) that is automatically integrated with Panabios Electronic System.

Should you encounter any difficulties, please reach out for support at: globalhaven@panabios.org

Date: 31 August 2021

1. All passenger above the age of ten, except transit passenger shall bring a certificate of negative RT PCR test done up to 120 hours or five days before arriving in Ethiopia and has a duty to self-quarantine at home for seven days. The certificate validity shouldn't exceed 120 hours on arrival from the date sample is given.
2. Notwithstanding the provisions under item No.1 above, the traveler shall not be required to remain in isolation for 7 days if he has a certificate of recovery from COVID-19 within 90 days or if he has completed the COVID-19 vaccine in full and provides evidence or if the passenger is a diplomat.;
3. Without prejudice to provisions item No. 1 above, if the passenger is a tourist or a passenger who comes to attend a conference for an emergency shall not be required to isolate himself for 7 days when tested for Covid-19 (PCR or Antigen-Based RDT test) and when the result is negative.
4. All Diplomatic and Service (including United Nations and African Union) passport holders, including their immediate families, are advised but not required to have a certificate of negative PCR-COVID-19 test before arrival to Ethiopia. However, a diplomat who doesn't avail a negative RT PCR Covid-19 test result shall not be required to isolate himself for 7 days if the on-arrival RT PCR or Antigen-Based RDT COVI-19 test is negative. If he refuses to get a COVID-19 test on arrival, he/she will have to isolate himself for 14 days.
5. Any person who is coronavirus positive is prohibited from entering the country.
6. Transit/layover passengers who goes to the designated Hotels, are required to self-quarantine at the hotel until their next flight.
7. Returnees coming through international airports of the country shall be made to bring a certificate of negative RT PCR test from the country they are coming from done up to 120 hours or 5 days before arrival;

8. If the returnee does not bring a certificate of negative RT PCR test from the country, he/she is coming from done up to 120 hours or 5 days before arrival, he/she has the duty to give sample of RT PCR or Antigen-Based RDT test;
9. Rapid diagnostic test (RDT antibody test) will not be accepted.
10. The RT-PCR test result certificate for COVID-19 for a test taken in Ethiopia is not allowed for travel back/re-entry into Ethiopia. The negative RT-PCR test certificate required to be presented before boarding a flight to Ethiopia must be a test taken at departure country.

Ethiopian Airlines strives hard to guarantee travelers peace of mind with regard to the advent of COVID-19

In response to the latest developments in the COVID-19 outbreak around the world, Ethiopian is taking extra steps to ensure our customers' health and comfort, and to provide passengers with confidence and peace of mind when planning their travel.

Thoroughly cleaning of our aircraft

On all aircraft departing from its hub in Addis, Ethiopian Airlines has implemented enhanced cleaning and complete disinfection of all cabins as a precaution.

In line with the latest expert medical finding that the COVID-19 virus is primarily transmitted by touch, Ethiopian has placed its greatest focus on surface cleaning

Ethiopian uses an approved chemical that is proven to kill viruses and germs, leaves a long-lasting protective coating against new contamination of viruses, bacteria and fungi on surfaces, and is eco-friendly.

The cleaning process includes a comprehensive wipe down of all surfaces – from windows, tray tables, seatback screens, armrests, seats, in-seat controls, panels, air vents and overhead lockers in the cabin, to lavatories, galleys and crew rest areas. All of this is done in addition to other normal procedures such as changing head rest covers on all seats, replacement of reading materials, vacuuming, and more.

All of Ethiopian's aircraft are fitted with HEPA cabin air filters which are proven to filter out 99.97% of viruses. They also remove dust, allergens and microbes from the air recirculated into the cabin and cockpit, which helps to provide a safer, healthier and more comfortable environment for the passengers and crew.

Hand sanitizer are available at multiple locations at our airports

Hand sanitizer is available in our airports, lounges and on aircraft. Our customers and employees are welcome to use this as required. We also encourage regular hand washing.

Providing Personal Protective Equipment for our people

All of our aircrafts are equipped with biohazard kits and we have gloves, hand sanitizer and face masks to keep our staff and crew safe.

The safety and security of passengers and employees is always the top priority of Ethiopian Airlines. Accordingly, we are working closely with WHO, IATA and the Ethiopian Ministry of Health to ensure your health and comfort as you fly with us.

Health Screenings at Addis Ababa Bole International Airport

Medics stationed at Addis Ababa Bole International Airport and carry out continuous health screenings 24/7. Our flight crew are also equipped with all safety equipment they need to protect themselves and passengers from possible infection.

What is your policy on continuing flights to affected countries?

- Like any other international carrier, we are following the recommendations of WHO and local health agencies such as the Ministry of Health and EPHI. So far, the WHO has recommended that the travel ban should not be imposed because of the pandemic.
- We are following all WHO recommended precautions and collaborating actively with EPHI, the Ministry of Health and all stakeholders.
- We provide our flying crew and front-line staff with the required equipment including gloves, facemasks and protective gear.
- Pre-flight briefings are conducted for all crew to remind them of safety and hygiene.

What measures are taken at Addis Ababa Bole International Airport to contain the virus?

- Screening is conducted 24/7 at Addis Ababa Bole International Airport as well as at the origin airports.
- We have been implementing complete disinfection on our aircraft coming from affected countries.
- We use standard, eco-friendly chemicals that kill viruses and germs and leave a long-lasting protective coating against new contamination of viruses, bacteria and fungi on surfaces.
- We make deep cleaning of all surfaces – from windows, tray tables, seat back screens, armrests, seats, air vents and overhead bins in the cabin, to lavatories and crew rest areas.

How effective are the preventive measures at the airport?

- The screening is being carried out at Addis Ababa Bole International Airport per the guidelines of WHO and other regional and international public health institutes.
- The quarantine facility is well equipped with professionals and all necessary equipment.

Is the risk of contracting a virus on a plane higher than in a shopping center or in an office?

- We assess that the risk is lower. Compared with those locations, a modern aircraft has its cabin air changed many times more frequently than offices or shops. The air supplied to the aircraft cabin is either fresh or is filtered through HEPA filters of the same efficacy (99.97% or better) in removing viruses as those used in surgical operating rooms. As in a shopping center or an office, the biggest risk is if someone remains in the environment while unwell with a viral infection. Hence maintain good personal hygiene is key.

How safe is the air in modern aircraft?

- Very safe. In fact, the European Aviation Safety Agency studies showed that "the cabin/cockpit air quality is similar or better than what is observed in normal indoor environments" such as offices, schools and home dwellings.
- Modern aircraft have high-efficiency air filters similar to those used in hospital operating rooms. They capture more than 99.9% of the airborne microbes in the filtered air.

What measures is the airline taking to help passengers whose flight plans have been affected because of the series of flight bans by different countries?

- In light of the travel restrictions, we have made it easy for passengers to rebook their flights or get refunds depending on their choice.

About us

Careers

About us

Media

Tender Documents

Information

Ethiopian Partners

Terms and conditions of carriage

Services at the airport

Special need Service Request Form

Optional Service Charges

Excess and Special Baggage

Baggage Information

Tarmac Delay and Contingency Plan

Customer Commitment

Customer Support

Privacy Policy

Website Accessibility

Frequently Asked Questions

Customer Feedback

Ethiopian Group

Ethiopian Airports

Ethiopian Skylight Hotel

In-flight Catering

Ground Services

Call Center Numbers

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Maintenance, Repair and Overhaul

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