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## Ethiopian Airlines Updated Covid Protocols



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.



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## 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 \(www.gov.uk\)](https://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 28/2/22)

Ethiopian Airlines current Covid19 policy is applicable for passengers holding ET document/tickets (071) for tickets issued between 01 Jan 21 to 31 Mar 22 and for travel between 01 Mar 21 to 31 Aug 22, due to COVID-19:-

### **Unlimited free date changes are permitted:**

If passengers are unable to travel on originally scheduled travel date, their reservation must be cancelled and ticket exchanged with new travel date, at least 24 hours before departure to avoid no-Show fee. For new date of travel, any applicable booking class and/or seasonal fare difference shall be collected and tickets reissued.

## Refunds:

Refunds & all other related rules, unless otherwise specified, shall be governed by applicable fare rule and refund 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.



## Your Extras with Ethiopian

### Buy Your Extra Baggage Allowance

Our baggage allowance remains at 1 x7kg hand luggage, 2 x 23kg in Economy and 3 x 23kg in Business Class. Customers can also book extra luggage online for Sporting Equipment or extra bags in Economy Class.



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## MyShebaSpace

MyShebaSpace is now available to book additional seats, giving customers privacy, comfort and space to relax or sleep and we have an option to upgrade online for our Business Class services.

[Learn More »](#)



## Sheba-Comfort (Covid-19 Insurance Cover)

We are committed to keep you safe on your journey and you will enjoy extra protection wherever you are on all our international flights. Fly with Africa's best airline and get your COVID-19 expenses covered.

[Learn More »](#)



**Awards**

Last year for the 4<sup>th</sup> consecutive year, we have won '**Best airline in Africa 2021**'. Skytrax also voted us '**Best Business Class to Africa 2021**' and '**Best Economy Class to Africa 2021**'. In November we won **Best Airline to Africa** from The Business Traveller Magazine.

