

Dear trade partner,
Regional Flight Disruption



Regional airspace closures continue to impact Etihad Airways' operations, and all flights to and from Abu Dhabi are suspended until 14:00 UAE time on Wednesday 4 March.

Please advise your guest of the following:

- The flight status page on etihad.com may temporarily display original scheduled timings. Updated departure and arrival times will be reflected as soon as they are confirmed.
- Not to travel to the airport unless they have been contacted directly by Etihad and advised to do so.

Etihad continues to work in close coordination with the relevant authorities and will resume normal operations as soon as conditions permit. Safety remains our absolute priority, and services will operate only once all safety criteria are met.

Etihad Airways offers the following options for guests impacted by the Middle East situation. This applies to commercial EY tickets (607) issued on/before 28-Feb-2026.

Conditions:

- Flights to/from all network
- Tickets issued on/before 28-Feb-2026
- Original travel dates on/before 10-Mar-26

Rebooking:

For cancelled flights:

- Standard schedule change policy applies with rebooking permitted on or before 31-Mar-26

For non-cancelled flights - travel on/before 10-Mar-26:

- Rebooking permitted free of charge on lowest available RBD in same cabin
- Rebooking on or before 31-Mar-26 on EY ops EY or as per flights details originally booked
- Rerouting permitted free of charge
 - back to the origin from AUH on EY ops EY
 - any online airport within the region on EY ops EY (refer to the Reroute table below)
- If TLV is the destination, rerouting permitted to ATH / AMM on EY ops EY
- Change fees, no-show fees, and service charges are waived
- Ticket re-issue must be completed on/before 10-Mar-26
- For all other scenarios, fare rules apply

Refund:

For cancelled flights:

- Standard schedule change applies

For non-cancelled flights - travel on/before 10-Mar-26:

- For unused tickets - full refund permitted
- For partially used tickets - permitted on prorated basis
- All penalties and service charges waived

For travel on/after 11-Mar-26: fare rules apply

The PNR must be updated with the remark "**CW005-2026 Middle East situation**"

Reroute table	
Region	Airports
Americas	ATL, CLT, JFK, ORD, IAD, BOS, YYZ
United Kingdom & Ireland	LHR, MAN, DUB
Europe	BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG, NCE, CPH, VIE, WAW, KRK, PRG, MAD, BCN, AGP, LIS, FCO, ATH, JTR, JMK, MXP
Central Asia	KZN, EVN, TBS, BAK, BUH, ALA, TAS, SVO, LED, AER
Middle East	AUH, BAH, JED, RUH, DMM, ELQ, MCT, KWI, DOH, AMM, BEY, TLV, CAI, HBE, DBB, MED, IST

Africa	NBO, CMN, JNB, SEZ, ADD, TUN
Indian Subcontinent	DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU, CMB, KHI, LHE, ISB, MLE, JAI, PEW
Northeast Pacific	SEL, NRT, KIX, PKX, PVG, TPE, HKG
Southeast Pacific	MNL, BKK, CNX, DPS, HKT, HAN, JKT, KUL, KNO, KBV, SIN, PNH
Australia	SYD, MEL