

# Commercial Waiver

Policy Number	CW005-2026	Version	11
Policy Description	Waiver for guests impacted by the Middle East situation		
Developed By	Reservations Development	Department	Revenue Management
Requested By	Wei Jin, VP Revenue Management		
Approved By	Wei Jin, VP Revenue Management		
Approval Date	18-Mar-2026	Updated Date	18-Mar-2026

## Document History

Version	Date	Author	Reason for Change
Version 1-9	28Feb -11Mar	Shebna Unnikrishnan	Updates
Version 10	13-Mar-26	Shebna Unnikrishnan	Changes highlighted below
Version 11	18-Mar-26	Shebna Unnikrishnan	Changes highlighted below

## Scenario/ Scope

Etiihad 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	<ul style="list-style-type: none"> <li>Flights to/from All Network</li> <li>Tickets issued on/before <b>28-Feb-2026</b></li> <li>Original travel dates: <b>28-Feb-2026 to 15-Apr-26</b> (both dates inclusive)</li> </ul>
Rebooking	<p><b>For cancelled flights:</b></p> <ul style="list-style-type: none"> <li>Standard schedule change policy applies</li> </ul> <p><b>For non-cancelled flights - travel on/before 15-Apr-26:</b></p> <ul style="list-style-type: none"> <li>Rebooking permitted free of charge on lowest available RBD in same cabin and same brand</li> <li>Rebooking on or before <b>15-May-26</b> on EY ops EY or as per flights details originally booked</li> <li>Rerouting permitted free of charge                             <ul style="list-style-type: none"> <li>back to the origin from AUH on EY ops EY</li> <li>any airport within the same group on EY ops EY (refer to the Reroute table below)</li> </ul> </li> <li>Fees and service charges are waived</li> <li>Ticket re-issue must be completed on/before <b>15-Apr-26</b></li> <li>For all other scenarios, fare rules apply</li> </ul>
Refund	<p><b>For cancelled flights:</b></p> <ul style="list-style-type: none"> <li>➤ Standard schedule change policy applies</li> </ul> <p><b>For non-cancelled flights - travel on/before 15-Apr-26:</b></p> <ul style="list-style-type: none"> <li>➤ For unused tickets &amp; associated EMDs – Refund permitted</li> <li>➤ For partially used tickets – Permitted on prorated basis</li> <li>➤ Fees and service charges are waived</li> <li>• For travel on/after <b>16-Apr-26</b>: Fare rules apply</li> </ul>
<p>The PNR must be updated with the remark “CW005-2026 Middle East situation”</p>	

## Reroute table

Group1	Group2	Group3	Group4	Group5	Group6	Group7	Group8	Group9	Group10	Group11	Group12
ATL	LHR	MUC	MAD	WAW	KZN	BAH	NBO	DEL	SEL	MNL	SYD
CLT	MAN	DUS	BCN	KRK	EVN	JED	JNB	BOM	NRT	BKK	MEL
JFK	DUB	FRA	AGP	PRG	TBS	RUH	SEZ	AMD	KIX	CNX	
ORD	CDG	GVA	LIS	FCO	BAK	DMM	ADD	HYD	PKX	DPS	
IAD	AMS	ZRH	CMN	ATH	BUH	MCT		MAA	PVG	HKT	
BOS	BRU	CPH	TUN	MXP	TAS	KWI		BLR	TPE	HAN	
YYZ	NCE	VIE		TLV	MOW	DOH		CCJ	HKG	JKT	
YYC					LED	AMM		COK		KUL	
					AER	BEY		TRV		KBV	
						CAI		CCU		SIN	
						MED		CMB		PNH	
						IST		KHI			
						DAM		LHE			
						ELQ		ISB			
						AUH		MLE			
								JAI			
								PEW			
								KBL			

## Notes:

- Rerouting is permitted between Groups 2,3,4 airports except for CMN and TUN
- CMN and TUN rerouting is permitted within the same group only (Group 4)
- MXP, PRG and FCO rerouting is permitted within Groups 3 and 4
- Group 10 can be rerouted to airports in Group 11
- Group 11 airports can be rerouted within same Group only