

Standard schedule change policy



Introduction:

This section is intended to address the role of Reservation and Ticketing agents in the eventuality of a flight schedule change occurring more than 72 hours (**A planned schedule change**) before the flight departure. Special procedures may apply for certain changes, which will be communicated accordingly.

A “**schedule change**” occurs when the airline changes the scheduled departure time / date / flight number or cancels a particular flight between the date of issue (or booking) and the actual travel date.

A schedule change may occur due to reasons listed below:

- Time change
- Equipment change (resulting in premium guests being downgraded)
- Route discontinuation
- Bookings which have broken or missed connections as a result of these schedule changes

Example | Change of flight times, change of flight numbers, change in frequency, discontinuation of service in a market, equipment changes. Failing to take action when schedule changes occur may result in:

- Guests missing their connections
- Guests unable to check in online
- Disappointment / dissatisfaction

Policy:

Etihad Airways shall apply the below policy only under the following situations:

- Where the departure is 30 minutes prior from the scheduled departure time
- Where the departure is delayed beyond 60 minutes from the scheduled departure time
- Where the guest misconnects due to a schedule change

In case of schedule changes on any flights on an Etihad Airways booking (607 document), guests must be offered the following options:

1) Involuntary exchange:

- For itineraries involving only Etihad (EY) operated segments, rebook on another EY flight between the cities shown on the ticket (entire O&D).
- For itineraries involving Etihad (EY) and Etihad codeshare (EY*), rebook on another EY or EY & EY* or EY & Interline flights between the cities shown on the ticket (entire O&D).
- For itineraries involving Etihad and Interline (OAL), rebook on another EY or Interline flights between the cities shown on the ticket (entire O&D).

1. The new flight should depart within seven days of the original flight. Bookings should be made in the original booking class or - where this is not available - in the lowest available class in the same cabin.
 - If rebooked within one month of the schedule change, the ticket is reissued without any charges
 - If rebooked more than one month outside of the schedule change notification and the original class of booking is not available, reissue the ticket charging the fare difference as per the fare rule. No change penalty or service fee (GSF) applies.
2. If the guest requests the option of a transit of over 8 hours in Abu Dhabi, they have to make their own arrangements for a hotel at their expense.
3. All such PNRs must be updated with SSR reflecting the impacted flight number i.e. SSR OTHS SKDCHG DUE EY flight number (eg: EY123) FLT CHG
4. All involuntarily reissued tickets must have the endorsement or remarks reflecting the impacted flight number i.e. SKDCHG DUE EY flight number (eg: EY123) FLT CHG
5. For Schedule Changes communicated by the Short Term Operations Schedule Publication team and automatically updated in the PNR, waivers are not required to be filed through WRS.
6. If the ticket issued is an Etihad Airways document, Etihad allows agencies to reissue due to schedule change.
7. If the agency/ticketing office use "Schedule Change" option for non-schedule change cases, applicable fees and charges would be applied to the agency/ticketing office through ADM/E&O.
8. For guests who hold waitlist reservations or have yet to purchase a ticket, rebook onto another Etihad Airways flight in any available booking class. The fare for the new booking will apply.

1) Involuntary refund:

Refund the ticket anytime (within the validity of the ticket) without penalty or service fee (GSF) to the original form of payment

- For unused tickets, full refund applies.
- For partially used tickets, the calculation is based on pro-rata mileage flown.

Procedure

Whenever the changes are outside 72 hours, the PNR owner would have to contact the guest and follow the procedure outlined below for the revalidation/ reissuance of tickets. In the event of such schedule changes, PNRs are auto queued to the PNR owners on their respective schedule change queues from where they are picked up. PNR owners are responsible for communicating the changes to their guests.

Note:

Travel agents may exchange the tickets impacted by schedule change. They have to endorse the ticket with **SKDCHG**.

A waiver request needs to be through BSP if the PNR does not contain a record of automated schedule in history, when ticket is reissued due to a schedule change performed by an interline or codeshare partner.