

Frequently Asked Questions

Why do I need to add an OTH sector?

This will ensure the booking is kept live, and will make it easier when the new journey is booked and ticketed. If you don't add an OTH sector, the PNR may expire. If the PNR expires, your guest will still be eligible for Etihad Credit. Simply create a new booking using the ticket number associated to the PNR, then reissue the ticket.

If I add any free text in the OTH sector, will it appear anywhere?

Yes, the free text will appear in the itinerary email sent to guests, so please be mindful of what you write here. Update the OTH element with the free text: "REBOOK BEFORE 30 SEPTEMBER 2020 TO TRAVEL BEFORE 31 JULY 2021 CHANGE PENALTY WAIVED FARE DIFFERENCE WILL APPLY"

A guest has booked their ticket through a travel agent, are they eligible for Etihad Credit?

Yes. The guest must contact their travel agent to rebook their trip using Etihad Credit.

Does this supersede the current Commercial Waiver programmes from Etihad?

No, the current set of Commercial Waivers is still in effect. Etihad Credit simply offers our guests more choice and flexibility, and is a great option for guests whose tickets are not eligible for a refund under the current Commercial Waivers. There is no eligibility clause for Etihad Credit - any guests who holds an Etihad ticket can use Etihad Credit.

Is Etihad Credit available for guests who are booked with Etihad Airways but hold a ticket issued by another airline?

No, Etihad Credit is available for Etihad Airways issued tickets (607) only. Any changes to tickets issued by other airlines will be determined the Commercial Waiver of the issuing airline.

The ticket was issued through a travel agent or tour operator and no fare is shown - it just shows IT/BT in the fare box. Is the guest eligible for Etihad Credit?

Yes, Etihad Credit is available for all Etihad Airways ticket holders. Your travel agent/tour operator will be able to rebook your trip for you.

Can guests use Etihad Credit to travel to a different destination?

Yes. Etihad Credit gives guests total flexibility to rebook their trip. They can choose any destination within the Etihad network or even our extensive Etihad codeshare network.

Does this apply even if the current ticket is non-refundable and non-changeable?

Yes, all Etihad tickets are eligible.

Etihad usual ticket validity is 12 months from date of issue or outbound flight. Does this still apply?

No. The normal ticket validity will be waived as long as tickets are rebooked by 30 September 2020, for travel by 31 July 2021.

What happens if the fare validity has expired?

This is fine. When the guest makes the new booking, any change fees will be waived. Only the fare difference, if any, for the new journey will be charged.

Can Etihad Credit be used to rebook for someone else?

No. The ticket can only be rebooked for the same person shown on the original ticket.

What happens if the same fare is not available?

This is fine. The new journey can be in any cabin, in any RBD. If there is a fare difference, this will be charged at the time the new journey is booked and the ticket is reissued.

What is the maximum period the ticket can be left open?

With Etihad Credit, rebooking and the reissue of tickets must be completed by 30 September 2020. Within Sabre, any ticket will be open for use up to 14 months after it is issued or flown. Should any ticket be moved to the Historic Ticket database before 30 September, please contact the Business Solutions Centre.

Can I use the INVOL ticket reissue process with Etihad Credit?

No, this is not suitable in this case and shouldn't be used.

What if a guest's infant becomes a child, or child becomes an adult by the time they choose to travel?

This is fine. The value of the original ticket can simply be used towards a new ticket late on. The fare difference to the child or adult fare will be charged at the time of reissue.

With Multiple Waivers now open, can guests 'double dip' with this and other Waiver options?

No, guests must choose one option to cancel or change their trip.

A guest agrees to use their ticket for a future travel date, but later decides that they would like a refund. Will that be possible?

If the guest later decides that they'd like a refund, the standard refund fee and original fare rules will apply.

If the value of the new ticket is lower than the original ticket, what happens?

This option is valid for reissue to tickets of the same or higher value. If the new journey is of a lower value, the ticket can be reissued, but no residual balance will be available.

Is this option only open to bookings made directly with Etihad?

No, this offer is open to all guests holding an Etihad Airways ticket, irrespective of where the ticket was issued.

What action is required from travel trade?

Travel agents and tour operators can use the same process. They can keep the ticket value open for future travel, and when the new booking is made, they can exchange the ticket and waive any applicable change fees from the original ticket. They just need to add an endorsement to the ticket "COVID19" to show that Etihad Credit has been used.

A guest has rebooked their new journey, and now wants to make a date change. Is this possible?

Yes, you can make changes subject to the conditions of the new fare.

When should the original booking be cancelled?

All flights must be cancelled before the original departure date to avoid a no-show fee.

A guest has travelled on part of the journey already, are they eligible for Etihad Credit?

Yes, you can still cancel the booking for the remainder of the journey, then make a new booking

when you are ready. To use Etihad Credit, tickets must be rebooked by 30 September 2020, for travel by 31 December 2020. The ticket can be used on the same route or to a different destination if permitted within the fare rules. All change fees will be waived.

For example, the original ticket BKK-AUH-FRA-AUH-BKK has been partially used; BKK-AUH-FRA. The guest wants to travel later, but aren't sure when. Before 30 September 2020, the guest can make new travel plans, departing no later than 31 December 2020. They choose to book FRA-AUH-BKK. All change fees will be waived and the fare difference will be charged. Alternatively, the guest is permitted to return to another destination, for instance FRA-AUH-KUL, as long as the original fare rule permits this routing. Again, the change fee would be waived and any fare difference would be charged.

Can unused ancillary EMDs be used when the new booking is made?

An unused ancillary can be used as long as it is for the same sector as originally issued. This will just require the EMD to be re-associated to the new ticket.

I am unable to reprice the new itinerary using AER. What shall I do?

You may use manual pricing, ignoring the original fare rules (if already expired) and ensuring the value of the old ticket is used towards the rebooked fare/itinerary.

The guests' ticket is about to expire, but they're not sure when they'd like to travel. What should I do?

You may reissue the ticket for any future date now in order to keep the ticket live in the system. The ticket can be reissued once again when the guest is ready to travel.

Who is eligible to receive Etihad Credit bonus miles?

All Etihad Guest members with flights booked to travel between 1 March and 30 June 2020 are eligible to receive bonus Etihad Guest Miles when they opt for Etihad Credit. Members can claim bonus miles until 30 June 2020.

My customer is already an Etihad Guest member. What do they need to?

As long as the Etihad Guest number was attached to the booking, bonus Etihad Guest Miles will automatically be credited to their account after they've submitted a request for Etihad Credit.

When will members receive their bonus Etihad Guest Miles?

Bonus miles will be credited within 30 days of the request being issued.

A guest is travelling with a friend / family on the same ticket. Who is eligible to receive bonus miles?

Each guest is entitled to receive bonus miles with Etihad Credit.

My guest is not an Etihad Guest member, are they eligible?

Yes! As long as their flight was booked to travel between 1 March and 30 June 2020, they can still earn bonus miles.

I didn't enter the Etihad Guest number when I booked. What shall I do?

Yes. Please just send us an email at guest@etihadguest.com with your booking reference and Etihad Guest number. Bonus miles will be credited to your account within 30 days.