

change your flight with Etihad Airways

GLOBAL POLICY UPDATED: 09 MARCH 2022

Effective from 10 March 2022- All tickets issued or reissued by **31 May 2022** where travel must be completed on or before **30 September 2022**

Option 1: CHANGE FLIGHT FOR FREE

For Involuntary changes

Situations:

- When flight is cancelled or changed
- Government imposed capacity reductions leading to individual passenger cancellation
- Government bans and restrictions (excluding quarantine restrictions & vaccine restrictions)

Changes / rebooking policy:

- Changes permitted with no change fee
- No fare difference within the same RBD or lowest available within the same cabin and travel zone
- Rerouting permitted within EY network (EY operated and EY codeshare only)
- No show fee applies when the guest(s) books themselves on a flight which operates and is a no show

All tickets must be endorsed with "**INVOL CHANGE DUE COVID 19**". Failure to do so will result in ADM (Agent Debit Memo).

For Voluntary change

Changes / rebooking policy:

- Changes permitted with no change fee
- No fare difference for tickets reissued in the same RBD as the original ticket
- Fare difference to be collected for all other scenarios such as higher RBD/booking class, change of destination, transit points or codeshare flights (if applicable), taxes and fuel surcharges
- No show fee applies when the guest(s) books themselves on a flight which operates and is a no show

All tickets must be endorsed with "**CHANGE DUE COVID 19**". Failure to do so will result in ADM (Agent Debit Memo).

Option 2: REFUND

Guests are entitled to a refund.

Policy details:

Free of charge for:

- When flight is cancelled or changed
- Government imposed capacity reductions leading to individual passenger cancellation
- Government bans and restrictions (including quarantine restrictions)
- Guest has tested positive 1-7 days before their flight from an approved government facility
- Guest(s) booked together with the PCR positive guest

(Some taxes/service fees may not be refunded)

All tickets must be endorsed with "**INVOL XXL Due Covid-19**". Failure to do so will result in ADM (Agent Debit Memo).

NOTE:

- This policy is effective from 10 March 2022.
- Tickets issued/reissued after 31 May 2022 are subject to normal booking conditions
- This policy is subject to change