

## **Frequently Asked Questions**

### **Why do I need to keep the booking live?**

Keeping the booking live will make it easier when the new journey is booked and ticket reissued. If not, you can create a new booking, associate the ticket number and then reissue.

### **What is Etihad Credit?**

Etihad Credit gives guests, the flexibility to keep their ticket open and travel any time before 31 October 2021.

### **Who is eligible for bonus credits?**

Guests holding Etihad Airways tickets who were due to travel on or before 30 June 2021. Bonus credit can be used to pay for any additional collection that arises due to fare difference for travel up to 31 October 2021.

### **What rebooking options are available?**

You have two options:

1. Rebook now to travel before 30 June 2021: change fees and fare difference will be waived for travel within the same zone
2. Rebook before 30 June 2021 to travel between 01 July 2021 to 31 October 2021: change fees will be waived, fare difference applies –bonus credit can be deducted from fare difference as applicable

### **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 by 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.

### **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.

### **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 June 2021, for travel by 31 October 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 the same 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, tickets must be rebooked and reissued by 30 June 2021. Within Sabre, any ticket will be open for use up to 24 months after it is issued or flown. Please make sure to reissue the ticket before it is purged from the system.

**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 later 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 (exceptions apply). But they will be eligible for a full refund if they apply for a refund after 12 months from the date of cancellation of the flight.

**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. Keep the ticket open for future travel, and when the new booking is made, exchange the ticket and waive any applicable change fees from the original ticket. If a fare difference arises, deduct the applicable bonus credit and collect the balance from the guest. Remember to add "COVID19 Exchanged with Bonus Credit" as an endorsement 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 June 2021, for travel by 31 October 2021. 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 June 2021, the guest can make new travel plans, departing no later than 31 October 2021. 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/ATC. 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.

**What happens if the price of the seat has gone up?**

As long as travel is before 30 June 2021, the EMD can be reassociated.

**Can I reassociate the EMD myself?**

Yes. If you have any issues, please feel free to call our Contact Centre.

**How to apply/calculate the Etihad Bonus credit on partially used tickets?**

Reduce the NUC levels of the new fare by the equivalent of the Bonus Credit Value