

change your flight with Etihad Airways

AUSTRALIA, CANADA, USA & EUROPEAN UNION
(INCLUDING UK & SWITZERLAND) - POLICY UPDATED: 3 October 2021

FUTURE BOOKING

CURRENT BOOKING

FLEXIBLE TRAVEL FOR THE FUTURE

Unlimited date changes are permitted on all new flights booked for travel system range. If the guest is unable to travel, they will receive Etihad Credit. Fare difference applies.

GUESTS WITH TICKETS FOR TRAVEL ON/BEFORE 31 May 2022* HAVE THE OPTION TO:

CHANGE THEIR FLIGHT FOR FREE

Rebook before **31 May 2022** and travel to any destination on our network for travel system range.

Policy details:

- Multiple changes permitted
- No change fee

For Involuntary changes ★

- No fare difference within the same RBD or lowest available within the same cabin and zone
- Rerouting permitted within EY network and no fare difference within the same travel zone
- Fare difference applies for all other rebooking scenarios

For Voluntary change

- No fare difference for flights rebooked until 31 May 2022 within the same RBD / booking class
- For voluntary rerouting the fare difference must be collected for all scenarios.
- Fare difference applies for all other rebooking scenarios

CANCEL THEIR FLIGHT WITH ETIHAD CREDIT

Cancel the flight and use the value towards your guest's next trip.

Policy details:

- Book by 31 May 2022
- Guests have complete flexibility to change the routing, fare type and cabin
- No change fee
- If Etihad Credit is unused after 12 months of the first cancelled flight, guests will be entitled to a refund of the original ticket value – no bonus credit will be issued in the case of a refund

For Involuntary changes★

- No fare difference within the same RBD or lowest available within the same cabin and zone
- Rerouting permitted within EY network and no fare difference within the same travel zone
- Fare difference applies for all other rebooking scenarios

For Voluntary change

- For voluntary rerouting the fare difference must be collected for all scenarios.
- Fare difference applies for all other rebooking scenarios

FULL REFUND

Refunds are permitted for tickets purchased from travel agencies based in the USA, Canada and Australia, and tickets with travel originating in the European Union (including UK and Switzerland), where any Etihad Airways flights on the ticket has been cancelled

Policy details:

- Refunds are only permitted where the flight has been cancelled and has not operated.
- If a Guest tests positive following their COVID-19 PCR test or where travel is restricted by government regulations and the guest is unable to travel, they are entitled to a full refund.**

NOTE:

★ Involuntary changes apply to any Etihad flight cancellations; Government imposed capacity reductions leading to flight cancellation and any schedule changes

*All tickets for flights scheduled after 31 May 2022 are subject to normal booking conditions

**If a guests COVID-19 PCR test result is positive and they are unable to fly, to receive a refund the guest must present their positive COVID-19 PCR test result in line with country regulations i.e test conducted 48-96 hours before their flight from an approved government facility. If the guest is unable to travel due to a government travel restriction, the refund for this can be requested a maximum of 14 days before departure. This policy is subject to change