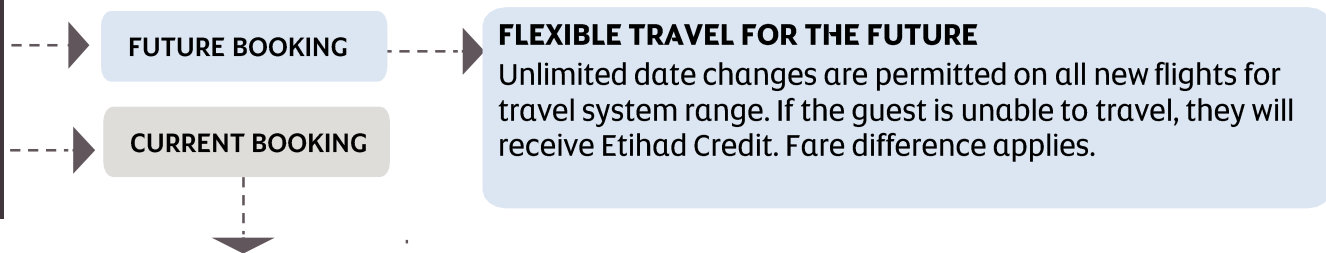


change your flight with Etihad Airways

GLOBAL POLICY UPDATED: 3 October 2021



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

Guests are entitled to a full refund.

Policy details:

- Refunds are permitted for all future bookings with an original travel date on or after 1 October 2020, where any of the flights on the booking have been cancelled.
- 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