

## Refund FAQs

### **1: How do we submit the refund application?**

A: From 25 August 2020, automated refunds through all Global Distribution Systems (GDS) will be re-activated. You'll also be able to process refunds for e-tickets and EMDs through your GDS too.

### **2: If a customer has previously placed their ticket in credit after their flights were cancelled by EY, are they now able to submit these for refund (assuming they meet date/cancelled flight criteria)?**

A: Yes, as long as the credit has not been placed in Travel Bank, though this applies to direct bookings only.

### **3: If through the old Etihad Credit policy, a customer has reissued their ticket to a new date because of a cancelled EY flight, can they still apply for a refund immediately or do they need to wait for 12 months?**

A: They can apply for a refund immediately.

### **4: Will cancellation fees/penalties still apply?**

A: No, as long as the flight was cancelled by Etihad and the request originated from the eligible countries, there will be no fees/penalties applied.

### **5: If an agent had submitted a refund for a ticket that was cancelled by EY and as per old policy paid the cancellation penalties, can they now apply for an ACM?**

A: Yes, agents can send an email to [GBSSRefunds@etihad.ae](mailto:GBSSRefunds@etihad.ae), with the subject ACM Request.

### **6: Will the customer be eligible for a refund where the agent cancelled the booking anticipating that the EY flight was not going to operate (and it subsequently didn't operate)?**

A: Yes, you can arrange a refund through your GDS.

### **7: Do all sectors need to be cancelled for a refund to apply, or just a minimum of one on the itinerary?**

A: No. If one or more sectors are cancelled, resulting in the customer not being able to travel to or from their destination, then a refund is available.

### **8: Are all fare and tax components being refunded in full?**

A: Yes, except non-refundable taxes.

**9: Where a guest is booked on a flight that will still operate, for instance, MEL-LHR/12JUL, is this ticket eligible for refund?**

A: No, fare rules / cancellation penalties will apply.

**10: If the booking has sectors cancelled by other airlines, but not EY, will it still be eligible for refund? For example, an ADL-MEL sector on VA connected to EY from MEL**

A: Yes. As long as flight is scheduled to depart from the European Union, Switzerland and UK or tickets are purchased from travel agencies based in the USA, Canada and Australia and issued on an Etihad (607) document, it will be eligible for refund.

**11. After a schedule change, my customer now has a really long layover and they'd like to cancel their booking. Are they entitled to a refund?**

A: Your customer may be entitled to a refund. Please submit your refund request via Refund Applications through the BSP link. ARC agents should send an email to [ARCRefunds@etihad.ae](mailto:ARCRefunds@etihad.ae) for our team to review. We'll come back to you as soon as we can, confirming whether the guest is entitled to a refund. All refunds are approved on a case by case basis. Anything outside the Commercial Waiver policy will follow this process.

**12. Do we have to enter a waiver code in requesting for a refund through the BSP link?**

A: The agency doesn't need to mention a waiver code while applying for refunds as refunds team will process refund as per the applicable waiver.

**13. I've already submitted a Refund Application (RA) via the BSP link. What should I do now?**

A: Our team will still process your Refund Application, or if you'd prefer to, you can simply delete the RA and process the refund in your GDS.

**14. I've processed a refund through the GDS but forgot to delete the request in ARC. What happens now?**

A: You don't have to do anything else, we'll just reject the refund application so that it isn't duplicated.

**15. What happens if I process a refund incorrectly, or the refund is duplicated?**

A: We will raise an ADM to correct the refund and recover the excess payment if necessary. Admin fees will apply.

**16. How can I follow up refund request?**

A: You may send an email to [GBSSRefunds@etihad.ae](mailto:GBSSRefunds@etihad.ae)