

# Standard schedule change policy



Schedule changes are planned or unplanned flight amendments that occur more than 72 hours before the scheduled departure time.

## **Planned schedule changes**

A planned schedule change is managed through Etihad Airways Short Term Operations Schedule Publication team.

Examples of planned schedule changes are:

- Schedule changes
- Route cancellation
- Flight cancellation
- Frequency reduction
- Equipment changes
- Airport location changes

## **STPC policy for schedule changes**

Alternate options offered to guests may include three-leg connections. Guests must make their own arrangements for accommodation if they choose to stopover in Abu Dhabi instead of taking a three-leg connection.

## **Unplanned scheduled changes**

Changes are strategically declared, but re-accommodations are not pre-planned. Commercial waivers are issued only when the schedule change deviates from the standard scheduled change policy.

## **Policy**

The following policy applies if:

- The flight has been rearranged and the departure is 30 minutes earlier than the scheduled departure time.
- The flight has been rearranged and the arrival time at the final destination is delayed by 60 minutes or more from the scheduled arrival time.
- The guest misses a connection due to a schedule change.

When there is a schedule change on an Etihad Airways booking (607 document), guests must be offered the following options:

- Rebook an alternative flight
- Request a refund

## Rebooking policy

For itineraries issued on an Etihad (607) ticket, rebook the cities shown on the ticket (entire O&D) using any one of the below options:

- Rebook on another EY operated flight
- Rebook on another EY and EY\* codeshare
- Rebook on another EY and same Interline (OAL) carrier
- Rebook on another EY and Interline (OAL) flight (ref to respective Commercial Waiver policy)

### Terms and conditions:

1. Rebooking must be done on the same RBD or lowest available RBD in the same cabin on which the guest was originally booked without additional charges
2. All re-bookings or re-accommodations are subject to seat availability on flights and must be done +/- 7 days of the date of operation recommencement.
3. For option **a)**, guests can be either booked to the same destination or the closest airport within the same country/region on the EY-operated network. When a guest accepts a rerouting to an alternate airport, the guest will need to make their own travel arrangements. No hotel accommodation, air transfer or surface transportation will be provided in between the alternate airport and the guest's final destination. For example: AUH - LHR flight rebooked to AUH - MAN due to bad weather, the guest must make arrangements for travel to/from LHR.
4. Any reissuance fees associated to the date change or rerouting shall be waived for the first instance only. For any subsequent changes, the fare rules be applied. However, the waiver policy may be applied for any additional changes which may occur due to non-recommencement of operations at the affected airport.
5. If rebooked within **60 days** of the schedule change notification, the ticket is reissued without any charges. If rebooked more than **60 days** after the schedule change notification and the original class of booking is not available, reissue the ticket charging the fare difference as per fare rule. No change penalty or service fee (GSF) applies.
6. Options **b)** and **c)** are not applicable to ID/ AD/FOC and redemption bookings.
7. Redemption bookings should be given preference for rebooking on to EY services, however, if no suitable option is available on EY then options **b)** and **c)** should be used.
8. For guests holding separate documents, rebook the guest at the earliest opportunity on an Etihad airways flight or partner carrier in the same RBD or lowest available RBD in the same cabin in which the guest was originally booked only for the portion of journey mentioned on the Etihad ticket without additional charge.
9. Impacted tickets must be involuntarily reissued with the following remark in the endorsement box/PNR indicating the reason:
  - a)** Tickets reissued within 48 hours of flight departure - **INVOL - EY123 FLT CANCELLATION**
  - b)** Tickets reissued outside of 48 hours of flight departure - **SKCHG - EY123 SKD CHANGE**Note: the underlined text can be updated as per the situation
10. For schedule changes communicated by the Short Term Operations schedule publication team and automatically updated in the PNR, waivers are not required to be filed through WRS.
11. If a ticket issued is on an Etihad Airways document, Etihad allows agencies to reissue due to schedule change.
12. If agency/ticketing offices use the "schedule change" option for non-schedule change cases, applicable fees and charges will be charged to agency/ticketing office through ADM/E&O.
13. For guests who hold waitlist reservations or haven't purchase a ticket, rebook onto another Etihad Airways flight in any available booking class. The fare for the new booking will apply.

14. For airspace closure scenarios, guest may be given the option of a refund or wait until the airspace opens and rebook accordingly.

## Refund policy

You can offer a refund subject to whether the ticket has been fully or partially used, or completely un-used.

- **For completely unused tickets:** refund the entire amount including all taxes (for exceptions refer the table on point 7), fees and surcharges. A refund is permitted free of charge as long as there are travel segments which fall within the impacted period.
- **For partially used tickets (return fare):** refund the unused portion of the ticket with no penalty or administration fee along with the unused taxes.
- **For partially used tickets (through fare):** if the guest has utilized only one leg of the journey, refund the unused portion of the ticket calculated on a pro-rate basis plus the unused taxes.
- Unused/unfulfilled ancillary EMDs must be refunded.
- A Global Service Fee (GSF) or OB fee is non-refundable
- Guests may contact their booking office through which the original ticket was purchased to process the refund.
- A few examples of non-refundable after sales government taxes are listed below:

Country	Tax Code	Remarks
Egypt	XL	Non-refundable after ticket issuance
Egypt	Q7	Non-refundable after ticket issuance
Egypt	S4	Non-refundable after ticket issuance
Saudi Arabia	E3	Non-refundable after ticket issuance
Philippines	PH	Non-refundable after 30 days of ticket issuance, but it can be refunded while applying C24
US	XF	Non-refundable for non-refundable fares, but it can be refunded while applying C24
Lebanon	YL	Non-refundable, but it can be refunded while using C24
India	K3	K3 tax to be refunded provided the request is made within the cut off dates for the financial year. Financial year is on/after 01 April of a given year to on/before 31 March of the following year. Refund cut off will be 31 August of the same year as the end of the Financial Year in March. This is applicable for involuntary refunds and refunds to Travel Bank as well. <b>E.g.:</b> For tickets issued during the financial year 01 April 2021 - 31 March 2022, K3 tax refund will be allowed till 31 Oct 2022. Post this date, K3 will be retained by the system while processing refunds.
India	N7	Non-refundable after ticket issuance
Pakistan	N9	Non-refundable after ticket issuance
Jordan	07	Non-refundable after ticket issuance
Dominican Republic	L8	Non-refundable after ticket issuance

## **Procedure**

Exchanged tickets must be endorsed with INVOL or SKDCHG.

A waiver request needs to be sent through BSP if the PNR does not contain a record of automated schedule in history, when ticket is reissued due to a schedule change performed by an interline or codeshare partner.

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