

# 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

Schedule change refers to the airline changing the scheduled departure time, date or flight number or cancellation of a particular flight between the date of issue (or booking) and the actual travel date.

## 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

Guests booked on Etihad Airways (607 document) are provided with involuntary rebooking /refund options if they are impacted by following situations:

- Departure is 30 minutes earlier than the scheduled departure time from the origin.
- 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.
- Flight cancellation.
- Equipment downgrade where the guest is rebooked to a lower cabin.

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:

- a. Rebook on another EY operated flight
- b. Rebook on another EY and EY\* codeshare
- c. Rebook on another EY and same Interline (OAL) carrier
- d. Rebook on another EY and EY\* codeshare/Interline (OAL) carrier based on the applicable fare, routing, specific carrier and the corresponding booking class

## 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. Inbound/outbound date can be changed to adhere to the duration of stay as per the original ticket. However, this must be done at the time of involuntary reissuance of the impacted flight.
4. 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.
5. 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.
6. If rebooked within **60 days** of the schedule change notification, the ticket is reissued without any charges.
7. If rebooked more than **60 days** after the schedule change notification,
  - When the original class of booking is available, reissue involuntarily with original fare basis code.
  - When the original class of booking is not available, reissue the ticket charging the fare difference as per fare rule (exceptions apply for departures from EU countries where the guest may involuntarily reissue the ticket any time before original departure).
  - No change penalty or service fee (GSF) applies.
8. Options **b), c) and d)** are not applicable to ID/AD/FOC tickets.
9. 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.
10. 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.
11. 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
12. 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.
13. If a ticket issued is on an Etihad Airways document, Etihad allows agencies to reissue due to schedule change.
14. 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.
15. 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.
16. For airspace closure scenarios, guest may be given the option of a refund or wait until the airspace opens and rebook accordingly.
17. Involuntary rebooking of train/coach segments to flight segments is not permitted.

## Reroute Table:

Region	Airports
Americas	JFK, ORD, IAD, BOS, YYZ
United Kingdom & Ireland	LHR, MAN, DUB
East Europe	SVO, LED
North Europe	BRU, MUC, DUS, FRA, AMS, GVA, ZRH, CDG, NCE, CPH, VIE, WAW, PRG
West Europe	MAD, BCN, AGP, LIS
South Europe	FCO, ATH, JTR, JMK, MXP, IST, ATY
Middle East	AMM, BEY, TLV, CAI, HBE, DBB
GCC	AUH, BAH, JED, RUH, DMM, ELQ, MCT, KWI, DOH
Africa	NBO, CMN, JNB, SEZ
Indian Subcontinent	DEL, BOM, AMD, HYD, MAA, BLR, CCJ, COK, TRV, CCU, CMB, KHI, LHE, ISB, MLE, JAI
Northeast Pacific	PVG, SEL, NRT, PKX, KIX
Southeast Pacific	MNL, BKK, HKT, KUL, JKT, SIN, DPS
Australia	SYD, MEL

## Refund policy

You can offer a refund depending on whether the ticket was partially used or completely unused.

- **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
	Q7	Non-Refundable after ticket issuance
	S4	Non-Refundable after ticket issuance
Saudi Arabia	E3	Non-Refundable after ticket issuance
Philippines	PH	Non-Refundable after 30 days of ticket issuance. Can be refunded while applying C24

US	US/ZP/XF	Non-Refundable for non-refundable fares, but can be refunded while applying C24 or schedule change
India	K3	k3 tax can be refunded provided the request is made within the cut offdates for the Indian financial year. The financial year runs from 01 April of any given year to 31 March of the following year. The refund cut off is 31 October. e.g. For tickets issued during the financial year 01 April 2023 - 31 March 2024, K3 tax refund is to be allowed till 31 Oct 2024.
Pakistan	N9	Non-Refundable after ticket issuance
Jordan	O7	Non-Refundable after ticket issuance
Dominican Republic	L8	Non-Refundable after ticket issuance
Lebanon	YL	Non-Refundable, but can be refunded while using C24
Iran	I6	Non-Refundable, but can be refunded while using C24

## **Procedure**

Exchanged tickets must be endorsed with INVOL or SKDCHG.

A waiver request needs to be sent to the local EY sales team 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.

The following conditions must be communicated to the guest if they insist on making changes to their booking via the Contact Centre:

- A Global Service Fee (GSF) will be charged for any changes to an itinerary/ticket.
- GSF applies on every subsequent change.
- After the change, the booking will be taken over by Etihad Airways and the travel agent will not have access to the booking in the future.

If changes are made to the itinerary, the Etihad Airways agent will insert an SSR OTHS - Free Flow text indicating the reason for the change.

Bookings/tickets issued by a United Kingdom (UK) travel agent will not be accepted for any 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.