

INTRODUCTION

This document addresses the policy and procedure to be followed in the event of a flight schedule change occurring more than 72 hours prior to flight departure.

Special procedures apply for certain changes which must be communicated accordingly.

There are planned and unplanned schedule changes.

a) 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.

b) Unplanned Scheduled Changes:

Changes are strategically declared; however, re-accommodation is not pre-planned. Commercial waivers are issued only when the schedule change deviates from the Standard scheduled change policy.

The Short-Term Publications team and Call Center rebook guests on available alternative flights and check for any misconnection or irregularities.

POLICY

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

- Departure is earlier or delayed by 120 mins from original schedule
- Misconnects an onward flight due to schedule change
- Flight cancellation
- Equipment downgrade where the guest is rebooked to a lower cabin

1. Rebooking policy

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

- 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 & Conditions:

- 1) Rebook the guest in the same RBD or lowest available RBD in the same cabin in which the guest was originally booked, without any additional charges.

- 2) All re-bookings or re-accommodations are subject to availability on flights and must travel +/- 7 days of the date of the original booking.
- 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 invol reissuance of the impacted flight.
- 4) Any flight disruption in connecting flights or during transit which does not result in a misconnection is not eligible for an involuntary refund/rebooking.
- 5) For option **a)**, guests can be either booked to the same destination or the closest airport within the same country /region on EY operated network. During instances where guests accept a rerouting to an alternate airport, the guest must make their own arrangements to get to their destination. Hotel accommodation, air transfer or surface transportation will not be provided between alternate airport and the guests' final destination. e.g.: AUH - LHR flight rebooked to AUH - MAN, due to bad weather, the guest will have to make own arrangements to/from LHR.
- 6) Any reissuance fees associated with the date change or rerouting are waived for the first instance only. For any subsequent changes, the fare rules are applied. However, the waiver policy can be applied for any additional changes which may occur due to non-recommencement of operations at the affected airport.
- 7) If rebooked within **60 days** of the schedule change notification, the ticket is reissued without any charges.
- 8) 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 rules (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.
- 9) Options **b)**, **c)** and **d)** are not applicable to ID/AD/FOC tickets.
- 10) Redemption bookings should be given preference for rebooking on to EY services in the same or lowest available RBD in the same cabin, however, if no suitable option is available on EY, then options **b)** and **c)** should be used.
- 11) For guest 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.
- 12) 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
- 13) For Schedule Changes communicated by Short Term Operations Schedule Publication team and automatically updated in the PNR, waivers are not required to be filed through WMT.
- 14) If ticket issued is on Etihad Airways document, Etihad allows agencies to reissue due to schedule change.
- 15) If agency/ticketing offices use "Schedule Change" option for non-schedule change cases, applicable fees and charges would be charged to agency/ticketing office through ADM/E&O.
- 16) For guests who hold waitlist reservations or have yet to purchase a ticket, rebook onto another Etihad Airways flight in any available booking class. The fare for the new booking will apply.
- 17) For airspace closure scenarios, guests may be given the option of refund or wait till the airspace opens and rebook accordingly.
- 18) Involuntary rebooking of train/coach segments to flight segments is not permitted.

Reroute table:

Region	Airports
Americas	JFK, ORD, IAD, BOS, ATL, YYZ
United Kingdom & Ireland	LHR, MAN, DUB
East Europe	MSQ, 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

2. Refund policy

Refunds may be offered depending on the utilization of the ticket:

- 1) 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.
- 2) For Partially used tickets (return fare): refund the unused portion of the ticket with no penalty or administration fee calculated on a pro-rate basis plus the unused taxes.
- 3) 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.
- 4) Unused/ unfulfilled ancillary EMDs must be refunded.
- 5) Global Service Fee (GSF) or OB fee is non-refundable.
- 6) Guests must contact their booking office through whom the original ticket was purchased to process the refund.
- 7) Some government taxes are non-refundable after sales, refer to the 'Refunds' policy document for the updated list.
- 8) For tickets purchased in the US or Italy, a refund is permitted if the flight is operated by a carrier other than the one originally indicated on the ticket at the time of purchase.

3. Paid Seating policy for schedule changes:

Refer to the topic '*Involuntary changes/refund policy*' under **EMD for Seats** policy for details on how to handle seat requests/changes in case of Involuntary changes.

4. STPC policy for schedule changes:

- Alternate options offered to guests may include 3 leg connections. Guests must make their own arrangements for accommodation they choose to stop-over in Abu Dhabi instead of taking a 3-leg connection.
- Country Sales managers may raise a business case to the Commercial team for long term STPC approval if they lose connections for certain routes and want to promote sales with a STPC.

PROCEDURE

1) Role of Network Planning

In the event of schedule changes, the Network Planning (NP) team identifies, analyses, agrees, and initiates schedule change implementation. Depending on the change scenario and requirements, NP co-ordinates with several departments such as:

- ✓ Short Term Operations: To publish the schedule change on the system
- ✓ Pricing - if a Commercial Waiver (CW)* is required
- ✓ Contact Centre - if manpower is required for rebooking and callouts
- ✓ Alliance/ RM - if special agreements with other airlines are required
- ✓ Media/Communication - for press release and communications (if required)

**CW is issued for anything that deviates from the standard policy and will override the standard policy.*

After the schedule change run is completed and guests re-accommodated, the communication of the changes will be sent to the network along with the PNR list and the standard policy or commercial waiver, if issued, as per the change scenario agreed by all the stakeholders.

2) Role of Booking Offices

When the changes are outside 72 hours, bookings (PNRs) are auto queued to the respective original booking office schedule change queues. PNR owners are responsible for communicating the changes to their guests and reissuing/re-validating tickets according to the procedure outlined below.

A guest booked directly with Etihad Airways shall be informed of the change by sending a Schedule Change email or SMS. Etihad shall try to inform all guests by telephone provided the PNR contains a valid telephone number. It is the responsibility of the reservation and ticketing agent to update status of the affected segment from UN/TK to HK after the guest is informed of the change. Guest may be advised of different available options if the alternate flight offered is not acceptable by guest. A historical remark "**Guest advised of schedule change**" must be added to the PNR to record the action taken.

Action is taken as per the table below:

Tier Level	Time Change	Action
All guests	30 minutes or more	Call out to guest
Premium Cabin, Gold, Platinum or Emerald	15 minutes to 30 minutes	Call out to guest
Silver or Economy	15 minutes to 30 minutes	Email and/or SMS
Premium Cabin, Gold, Platinum or Emerald	0 to 15 minutes	Email and/or SMS
Silver or Economy	0 to 15 minutes	Email and/or SMS

When there is a schedule change on an itinerary, the PNR is updated with UN/TK segment and queued back to the booking office.

Example of a PNR is given below:

Itinerary Details														
Segment	Class	Date	Day	Dep. Location	Arr. Location	Dep. Time	Arr. Time	Status	Aircraft	Duration	Ticket Status	Info.	Seat	Delete All
1 EY 5263	B	15JUN	THU	BAH	AUH 3	0305	0535	UN 1	332	01:30	Not ticketed	-	Seat	Delete
2 EY 378	B	15JUN	THU	BAH	AUH 3	1040	1245	TK 1	321	01:05	Ticketed	M1	Seat	Delete
3 EY 204	B	15JUN	THU	AUH 3	BOM 2	1425	1915	HK 1	789	03:20	Ticketed	M1	Seat	Delete

UN indicates that the original segment was cancelled

TK indicates the new segment with new date/time/flight number change

3) Travel Agency bookings

Travel agents are responsible for exchanging the tickets (issued by them) impacted by schedule change. They must endorse the ticket with INVOL or SKDCHG as applicable. A waiver is required 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 waiver request must be sent to the local EY sales team. After the waiver is approved, refund application should be submitted via BSP/ARC with the approved waiver number.

If the guest insists on making changes to the booking via the Contact Centre, they must be informed of the following conditions:

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

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

Until further notice, bookings/tickets issued from a Travel Agent in the United Kingdom (UK) will not be accepted for any changes. Staff must redirect guests to the Travel Agent for any kind of updates to these bookings.

4) Self-Re-accommodation

This capability empowers our guests to self-re-accommodate themselves on alternate EY flights in scenarios of a flight disruption within and outside the operation window as per defined process & policies. Guests will be given the following options on EY digital channels to self-serve:

- accept an EY recommended alternate flight(s).
- select alternative flight(s).
- request a refund of their ticket(s) if no suitable alternative available (EY direct bookings only)

In case of a flight disruption, impacted guests will receive a notification (from 15Below) notifying them of the disruption. The notification will include a link to the online self-re-accommodation page listing

recommended flight(s) that they can self-re-accommodate or seek a refund for the journey that is not utilized on the ticket.

When the guest accepts the change, SK ACKD is added to the PNR with the date and time e.g.

8 SK ACKD 1A ACKNOWLEDGED BY USER AT 2024-03-26T07:22:41.743

PNRs are updated with remarks that show the category of change.

Example:

ALL	ALL	Generic (RM)	15BELOW QUEUEMANAGER PROCESSED 2023-06-19 1702
ALL	ALL	Generic (RM)	VERY SMALL EMAIL SENT TO '...' RI@GMAIL.COM ON 19/06/2023 AT 1318
ALL	ALL	Generic (RM)	15BELOW QUEUEMANAGER PROCESSED 2023-06-19 1819
ALL	ALL	Generic (RM)	VERY SMALL EMAIL SENT TO '...' RI@GMAIL.COM ON 19/06/2023 AT 1445

Categorization of change:

Categorization	Change description
Large Change	Diversions, route change or any time change for more than 120 mins
Medium Change	Any time change between 60 mins to 120mins
Small Change	Any time change between 15mins to 60mins
Very Small Change	No time change - only flight number or operating carrier change

The word 'Initial' along with the above category means the first email has been sent to the guest. The word 'Reminder' means a follow-up email has been sent to the guests, if they have not taken any action on the initial email sent. The action expected from guest is to perform self-reacc.

If the guest does not take any action on Reminder 1, then an auto-accept email is sent.

Alternatively, guests can go to manage my booking page (Self Service Gateway), input their PNR and will be prompted that there has been a disruption to their flight and can proceed to self-serve by clicking on next best action tile.

Key Business benefits include:

- Reduction of calls to the customer contact center
- Empower guests to select their preferred flight in case of a disruption
- Increased efficiency in disruption management

5) OAL Schedule Changes

Schedule changes carried out by Code Share/Interline partners shall be reflected in the PNR History as seen below.

```

RP/AGTEY02PY/AGTEY02PY          AA/SU  23FEB23/0650Z  PL95CM
  000 OS/EY5272 Y 08MAY 1 JTRAUH LK1 1450 2245/NN *1A/E*
  000 OS/EY 450 Y 09MAY 2 AUHSYD LK1 1045 0630+1/NN *1A/E*
  000 OS/EY4430 Y 10MAY 3 SYDAKL LK1 0955 1505/NN *1A/E*
  000 RF-AA-EY/790024 CR-AGTEY02PY 90990060 GS 0028HC/DS 15FEB
    0730Z
000/001 CS/EY5272 Y 08MAY 1 JTRAUH HK1 1450 2245/NN *1A/E*
000/001 CS/EY 450 Y 09MAY 2 AUHSYD HK1 1045 0630+1/NN *1A/E*
000/001 CS/EY4430 Y 10MAY 3 SYDAKL HK1 0955 1505/NN *1A/E*
  001 RF-HC-EY/790024 CR-AGTEY02PY 90990060 GS 0028HC/DS 15FEB
    0730Z
001/005 CS/EY5272 Y 08MAY 1 JTRAUH UN1 1450 2245/HK *1A/E*
001/005 CS/EY 450 Y 09MAY 2 AUHSYD UN1 1045 0630+1/HK *1A/E*
001/005 CS/EY4430 Y 10MAY 3 SYDAKL UN1 0955 1505/HK *1A/E*
  005 AS/EY5272 Y 10MAY 3 JTRAUH TK1 1450 2245/TK      E*
  005 AS/EY 450 Y 11MAY 4 AUHSYD TK1 1045 0630+1/TK      E*
  005 AS/EY4416 Y 12MAY 5 SYDAKL TK1 1540 2050/TK      E*
  005 RF-REACC EY Q-0001AA/MUC1A0701 CR-AUHEY0557 00000000
    0000 /DS 16FEB0623Z

```

On displaying the PNR history, the disrupted segments shall display with a UN/TK status code followed by a received from field displaying RF-REACC. If UN/TK change is recorded in the history of the PNR, a waiver request need not be raised for reissues/ refunds due to schedule changes. If there is no such record in the history of a PNR, waiver must be filed before reissue/ refund due to schedule changes.

Scenario 1: Action on booking (PNR)

When a reservation and ticketing agent comes across a PNR with a schedule change, below are the steps to be followed:

1) Retrieve the PNR and inform the guest of the change in itinerary.

1

PNR Info: Responsible Agent ASD | Creation On: 22JAN23 by 91244H - ALHETISN | File last saved 22JAN 0531 | RLR | TST | DS | MSC | OCS Information | RU Element
 Responsible Port ALHETISN | Queuing Port ALHETISN | PNR Type: Individual | Revenue
 Delete PNR from all queues | PNR Queue List | PNR Security | PNR History | TST History | Cryptic Display | Cryptic Window | Refresh PNR | Print PNR
 Get waiver conditions
 Launch Smart Flow

Passenger Details

Passenger Details Section
 Add / Update Split PNR Add

Main Contact
 OTHER: ALH - ETIHAD AIRWAYS - A
 Passenger PTC Contact & Address Frequent Flyer Number Tier Level Change Delete
 1 WHITE / James MR

Itinerary Details

Segment	Class	Date	Day	Dep. Location	Arr. Location	Dep. Time	Arr. Time	Status	Aircraft	Duration	Ticket Status	Info.	Seat	Delete All
1 EY 378	B	15JUN	THU	BAH	AUH 3	1040	1245	TK 1	321	01:05	Ticketed	M1	Seat	Delete
2 EY 204	B	15JUN	THU	AUH 3	BOM 2	1425	1915	UN 1	789	03:20	Not ticketed	-	Seat	Delete
3 EY 224	B	15JUN	THU	AUH 3	DEL 3	1415	1930	TK 1	789	03:45	Ticketed	M1	Seat	Delete

3

2) Update historical remarks with “GUEST INFORMED OF SKED CHANGE ON EY204/15JUN”

3) Delete the UN segment

4

Itinerary Details

Add/Modify Modify Flights Modify Flights Flow Edit/Amend Action Code Price Itinerary Re-Price/Change E-tickets Automatically Re-Price/Reissue E-tickets Manually Manage TST Print / Email / Fax Itinerary

Segment	Class	Date	Day	Dep. Location	Arr. Location	Dep. Time	Arr. Time	Status	Aircraft	Duration	Ticket Status	Info.	Seat	Delete All
1 EY 378	B	15JUN	THU	BAH	AUH 3	1040	1245	TK 1	321	01:05	Ticketed	M1	Seat	Delete
2 EY 204	B	15JUN	THU	AUH 3	BOM 2	1425	1915	HK 1	789	03:20	Ticketed	M1	Seat	Delete

4) Select Edit/Amend Action Code

5

Edit/Amend Action Code

Itinerary Summary

Flight Number	Class	Date	Dep. City	Arr. City	Dep. Time	Arr. Time	Status	Action Code	Ticket Status	Actions
1 EY378	B	15JUN	BAH	AUH 3	1040	1245	TK 1	[Dropdown]	Ticketed	Apply Restore
2 EY204	B	15JUN	AUH 3	BOM 2	1425	1915	HK 1	[Dropdown]	Ticketed	Apply Restore

Close

5) Select Holding Confirmed (HK) from the Action Code drop down

Standard Schedule Change

Edit/Amend Action Code ✕

Itinerary Summary

Flight Number	Class	Date	Dep. City	Arr. City	Dep. Time	Arr. Time	Status	Action Code	Ticket Status	Actions
1 EY378	B	15JUN	BAH	AUH 3	1040	1245	HK 1	-	Ticketed	<input type="button" value="Apply"/> <input type="button" value="Restore"/>
2 EY224	B	15JUN	AUH 3	DEL 3	1415	1930	TK 1	HK	Ticketed	<input type="button" value="Apply"/> 6 <input type="button" value="Restore"/>

7

- 6) Select Apply
- 7) Select Close

The segment gets updated with HK status:

Segment	Class	Date	Day	Dep. Location	Arr. Location	Dep. Time	Arr. Time	Status	Aircraft	Duration	Ticket Status	Info.	Seat	Delete All
1 EY 378	B	15JUN	THU	BAH	AUH 3	1040	1245	HK 1	321	01:05	Ticketed	[MI]	Seat	Delete
2 EY 224	B	15JUN	THU	AUH 3	DEL 3	1415	1930	HK 1	789	03:45	Ticketed	[MI]	Seat	Delete

The ticket is automatically re-issued (by the re-accommodation tool) with new routing with endorsement also updated.

Ticket Display

E-Ticket Number 607-2401400449 WHITE/JAMES MR (ADT)	Ticketing Void Refund Add Original Issue Document Revalidate	Management Change Coupon Status Set / Remove involuntary indicator	Interlining Get coupon control Push coupon control	Display Extended E-Ticket Display E-Ticket History Refresh Print Print / Email / Fax Documents Summary of E-Ticket Override(s) Mini Rules
--	---	---	---	---

Conjunction	LOC	Comp Loc	Type	CRS Res.Sys	Frequent Flyer Number	IATA Office Number	Origin/Destination	Fare Calc Mode	Issuing Office	Issue Date
-	LSU9LP	-	ETKT	1A	-	86498016	BAHDEL	4	AUHEYOERS	23JAN23

#	Dep. Location	Arr. Location	Stop	Flight	Class	Date	Time	Sector Status	Fare Basis	Fare Family	Fare Owner	Coupon Status	NVB	NVA	Baggage	Involuntary
1	BAH	AUH	X	EY 378	B	15JUN	1040	OK	BF1BH	YF	EY	OPEN	-	23JAN24	45K	-
2	AUH	DEL		EY 224	B	15JUN	1415	OK	BF1BH	YF	EY	OPEN	-	15JUN	45K	-

Issue Status: R (Reissue)

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Fare Information		
	Currency	Amount
Published Fare	-	-
Net Fare	-	-
Base Fare	BHD	241.00
Banker's Rate:	-	-
Equivalent Fare	AED	2,360.00
Taxes	AED	0.00
TOTAL	AED	NO ADC

Copy to Scratchpad

Additional Information	
Tour Code	-
Commission	-
Fare Calculation	S-15JUN23BAH EY AUH EY BOM Q BAHBOM25.00 614.19NUC639.19END ROE0.376100
Original Issue/In Exchange	607-2420329001AUH23JAN23/86498031/607-2420329001
Endorsement/Restrictions	SKCHG NON ENDO/ REF
Settlement Authorization	-
Other Information	Non-endorsable

Scenario 2: Re-booking on another carrier

Below scenario illustrates option d) of the Rebooking Policy.

The guest was booked on EY flight from Abu Dhabi to Barcelona. This flight got cancelled and now the agent is looking for an alternative. Below steps need to follow to check the permitted routing, carrier and booking class.

The screenshot shows the 'FLIGHT SEARCH' tab selected. Callout 1 points to the 'FLIGHT SEARCH' tab. Callout 2 points to the 'Select Search Type: Fare Display' dropdown. Callout 3 points to the 'From' (AUH) and 'To' (BCN) fields. Callout 4 points to the 'Search' button.

- 1) Go to the Flight Search tab
- 2) Select Search Type: Fare Display
- 3) Enter origin and the destination as per the flight origin and destination booked on the ticket
- 4) Click on Search

The screenshot shows the 'Fare Display for One Way and Round Trip Fares' table. Callout 5 points to the 'R' column in the row for fare family YC, OW (AED) 3,630.00, and class M.

Fare	Fare Family	Fare Owner	OW (AED)	RT (AED)	B	Penalt.	Dates	Days	AP	Min	Max	Airl	F	R	Fare Note
VLN03VR	YV	EY	-	2,430.00	V	NRF	B 31DEC S 01JAN 21MAR O 31MAY				4 MONTHS	EY	RP	R	Fare Note
LLN03VR	YV	EY	-	2,810.00	L	NRF	B 31DEC S 01JAN 21MAR O 31MAY				4 MONTHS	EY	RP	R	Fare Note
QLN05CR	YC	EY	-	3,220.00	Q	FN	S 01JAN 21MAR				12 MONTHS	EY	RP	R	Fare Note
MLN05CR	YC	EY	-	3,630.00	M	FN	S 01JAN 21MAR				12 MONTHS	EY	RP	R	Fare Note
KLN05CR	YC	EY	-	4,040.00	K	FN	S 01JAN 21MAR				12 MONTHS	EY	RP	R	Fare Note
QLN00CR	YC	EY	2,050.00	-	Q	FN	S 01JAN 21MAR					EY	RP	R	Fare Note
HLN05CR	YC	EY	-	4,450.00	H	FN	S 01JAN 21MAR				12 MONTHS	EY	RP	R	Fare Note
MLN00CR	YC	EY	2,300.00	-	M	FN	S 01JAN 21MAR					EY	RP	R	Fare Note

- 5) Click on "R" (Routing) corresponding to the booking class of the available fare of the new flight. For example, if the lowest available RBD is M, click on "R" corresponding to the M class public fare.

The screenshot shows the 'Fare Routing Details' dialog box. Callout 6 points to the 'R' column in the routing details table.

Fare	Fare Family	Fare Owner	OW (AED)	Airl	F	R	Fare Note
16 * AUH-ATH-EY/A3-BCN				EY	RP	R	Fare Note
17 * AUH-BCN				EY	RP	R	Fare Note
18 * AUH-BRU-EY/SN-BCN				EY	RP	R	Fare Note
19 * AUH-MAD-EY/I8/98-BCN				EY	RP	R	Fare Note
20 * AUH-AMS-EY/KL-BCN				EY	RP	R	Fare Note
21 * AUH-AMS-EY-BCN				EY	RP	R	Fare Note
22 * AUH-GVA/ZRH-EY/LX-BCN				EY	RP	R	Fare Note
23 * AUH-FRA/AMS/BRU/FRA/ZRH/MIL/MUC/ROM-EY/UX-MAD-EY/UX-BCN				EY	RP	R	Fare Note
24 * AUH-FRA/MUC-LH/EY/98-BCN				EY	RP	R	Fare Note
25 * AUH-DUB-EY/EI-BCN				EY	RP	R	Fare Note
26 * AUH-ROM/MIL-EY/AZ-BCN				EY	RP	R	Fare Note
27 * AUH-NOW-EY/57-BCN				EY	RP	R	Fare Note
28 * AUH-DUS-EW/AU-BCN				EY	RP	R	Fare Note
29 * AUH-EY-AMS/ATH/BEG/BRU/DUB/DUS/GVA/LOI/MAD/MAN/MIL/				EY	RP	R	Fare Note

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- 6) Scroll the Flight Routing Details window for the applicable fare routes. In the below example, one of the options we can offer is AUH-GVA/ZRH-EY/LX-BCN. This means that we can rebook the guest on any Etihad operated flight from AUH to GVA or ZRH and connect the flight operated by LX from GVA to BCN or from ZRH to BCN.

Fare	Fare Family	Fare Owner	OW (AED)	RT (AED)	B	Penalt.	Dates	Days	AP	Min	Max	Air	F	R	Fare Note
VLN03VBR	YV	EY	-	2,430.00	V	NRF	B 31DEC S 01JAN S 21MAR O 31MAY				4 MONTHS	EY	RP	R	Fare Note
LLN03VBR	YV	EY	-	2,810.00	L	NRF	B 31DEC S 01JAN S 21MAR O 31MAY				4 MONTHS	EY	RP	R	Fare Note
QLN05CBR	YC	EY	-	3,220.00	Q	FN	S 01JAN S 21MAR				12 MONTHS	EY	RP	R	Fare Note
MLN05CBR	YC	EY	-	3,630.00	M	FN	S 01JAN S 21MAR				12 MONTHS	EY	RP	R	Fare Note
KLN05CBR	YC	EY	-	4,040.00	K	FN	S 01JAN S 21MAR				12 MONTHS	EY	RP	R	Fare Note
QLN00CBR	YC	EY	2,050.00	-	Q	FN	S 01JAN S 21MAR					EY	RP	R	Fare Note

- 7) To know which booking class we can use to book the LX prime flight follow the previous example of AUH-GVA/ZRH-EY/LX-BCN. Click on “M” under “B” (Booking Class)

- 8) Enter the Airline code. In this example, enter “LX” and select Search.

- 9) Scroll down to the exceptions and find a match. In this case, RBD “Q” must be used on LX. If “Q” is not available, “L” or “T” must be used.