

Commercial Waiver

Policy Number	CW005-2025	Version	3
Policy Description:	Waiver for PVG flight cancellation		
Developed By	Reservations Development	Department	Revenue Management
Requested By	Adrien Ragobert, Head of Revenue Management - East		
Approved By	Wei Jin, VP Revenue Management		
Approval Date	07-Apr-2025	Updated Date	10-Apr-2025

Document History

Version	Date	Author	Reason for Change
Version 1	07-Apr-25	Shebna Unnikrishnan	First draft
Version 2	09-Apr-25	Shebna Unnikrishnan	Updated the options for group bookings
Version 3	10-Apr-25	Shebna Unnikrishnan	Removed the ticketed condition for group bookings

Scope/ Scenario

Etihad Airways offers the following options for flight cancellation to/from Shanghai (PVG), China.

1. Changes:

- Involuntary rebooking permitted on below flights departing +/- 7 days of original flight.
 - ✓ EY codeshare on China Eastern Airline (EY*MU) on AUH-PVG-AUH route.
 - ✓ EY to/ from Beijing Daxing International Airport (PKX) (no domestic flight covered)
- Same or lowest available RBD in the same cabin must be used.
- Rebooking must be completed within 60 days of notification.

2. Refund:

- Full refund permitted

3. Group bookings:

For group bookings, below are the available options:

- Full refund
- Reprotection on PKX route subject to availability. Rebooking must be completed by 17Apr25, post which EY will process cancellation.

Conditions:

- All commercial tickets
- Tickets purchased on/before 07-Apr-2025
- Travel between 28-Apr-2025 to system range as per below table:

Route	Departure period	Flight pair	Frequency
AUH-PVG	28Apr to system range	EY866	Daily
PVG-AUH	29Apr to system range	EY867	Daily

The PNR must updated with the remark- "CW005-2025 PVG flight cancellation"